



Ford Motor Company of Canada, Limited  
La Compagnie Ford du Canada Limitée

P.O. Box 2000  
Oakville, Ontario  
L6K 0C8



[Redacted]

April 19, 2023

VIN: 3FMTK3SU6MMA0 [Redacted] 22B47  
2021 Ford Mustang Mach E

At Ford Motor Company of Canada, Limited (Ford), we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, the Electronic Park Brake (EPB) may not function due to damaged or broken wiring.

**What is the effect?**

You may experience an audible chime, a wrench light, and a message on the Instrument Panel Cluster (IPC) specifying there is a "Parking brake failure, service immediately". Additionally, you may be unable to disengage the park brake resulting in brake drag while driving accompanied by a constant reminder and chime. The vehicle design will allow your vehicle to remain stationary on a grade even with a non-functioning EPB.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford has authorized your dealer to install a new electronic parking brake connector free of charge (parts and labour) under the terms of this program.

This Customer Satisfaction Program will be in effect until June 20, 2033 or 240,000 kilometres, whichever occurs first. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 22B47. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [ford.ca](http://ford.ca) for dealer addresses, maps, and driving instructions.

Ford wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Note: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Centre at 1-800-565-3673** and one of our representatives will be happy to assist you. If you wish to contact us through other channels, please visit: [ford.ca/help/contact](http://ford.ca/help/contact).

Representatives are available Monday through Friday: 8:00AM - 11:00PM and Saturday 8AM – 8PM EST.

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Centre at 1-800-668-5515**. After the language selection, choose Option #2 for Customer and then Option #1 for Service Support, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday 8:00AM – 8:00PM EST.

For our deaf and hard-of-hearing customers, please dial 711.

Thank you for your attention to this important matter.

National Service Operations  
FORD MOTOR COMPANY OF CANADA, Limited