



Michael A. Berardi  
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 Ford Customer Service Division

Ford Motor Company  
 P. O. Box 1904  
 Dearborn, Michigan 48121

June 2, 2015

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Special Field Action 15L02**  
 Certain 2015 Model Year Focus ST Vehicles with Pirelli P-Zero 235/40R18 Tires  
 High Speed Tire Pressure Label Installation

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Focus ST	2015	Michigan	November 24, 2014 through February 26, 2015

Affected vehicles are identified in OASIS.

**PROGRAM TERMS**

This program will be in effect through July 31, 2016. There is no mileage limit for this program.

**REASON FOR THIS ACTION**

The affected vehicles were not equipped with a high speed tire pressure label as intended. This label indicates that with vehicle operation greater than 100 mph, the vehicle operator should increase the tire inflation pressure by three (3) psi over the specification listed on the Tire Label and the Safety Compliance Certification Label.

**SERVICE ACTION**

Install the high speed tire pressure label on the B pillar as directed in Attachment III.

**Stock Vehicles:**

Dealers are to clean the B pillar area just above the door striker and affix the high speed tire pressure label.

**Sold Vehicles:**

Owners of affected vehicles will be mailed the high speed tire pressure label and installation instructions the week of June 1, 2015. Owners will be given the option of installing the labels themselves, or they can have their dealer perform the service for them.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,

Michael A. Berardi

**Special Field Action 15L02**

Certain 2015 Model Year Focus ST Vehicles with Pirelli P-Zero 235/40R18 Tires  
High Speed Tire Pressure Label Installation

**OASIS ACTIVATED?**

Yes, OASIS will be activated on June 2, 2015. Although OASIS may indicate 15L02 as open, the revised labels may have already been installed by the owner.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list for in stock vehicles will be available through <https://web.fsavinlists.dealerconnection.com> on June 2, 2015.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery

**SOLD VEHICLES**

Labels are being mailed directly to owners of the affected vehicles. Owners will be given the option of installing the labels themselves, or they can have their dealer perform the service for them.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: Refer to ACESII manual for claims preparation and submission information.
  - OWS: When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number is the sub code.
- Refer to ACESII manual for claims preparation and submission information.

PROGRAM TERMS: This program will be in effect through July 31, 2016. There is no mileage limit for this program.

**Special Field Action 15L02**

Certain 2015 Model Year Focus ST Vehicles with Pirelli P-Zero 235/40R18 Tires  
High Speed Tire Pressure Label Installation

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Clean B pillar and install label	15L02B	0.2 Hours

**PARTS REQUIREMENTS****Stock Vehicles:**

Labels for in-stock vehicles are being mailed to dealerships the week of June 1, 2015. The mailing will be sent to the attention of the Service Manager, and will include a bright orange '15L02 sticker' on the envelope.

**Sold Vehicles:**

Labels are being mailed directly to owners of the affected vehicles. Owners will be given the option of installing the labels themselves, or they can have their dealer perform the service for them.

**Ordering instructions for stock vehicles or sold vehicles with a lost label.**

Labels for this program are being sent directly to owners and dealers of the affected vehicles. Replacements for lost labels may be ordered as follows:

Call 1-800-325-5621:

- Ask for replacement High Speed Tire Pressure Label for program 15L02.
- Provide your name, dealership P/A code, and mailing address.
- Provide the Vehicle Identification Number (VIN).

**DEALER PRICE**

Dealers will not be charged for labels ordered for this program.

## CERTAIN 2015 MODEL YEAR FOCUS ST VEHICLES WITH PIRELLI P-ZERO 235/40R18 TIRES — HIGH SPEED TIRE PRESSURE LABEL INSTALLATION

### SERVICE PROCEDURE

1. Open the driver door and clean the B-pillar area just above the door striker. See Figure 1.
2. Position the label on the vehicle as illustrated. See Figure 1.

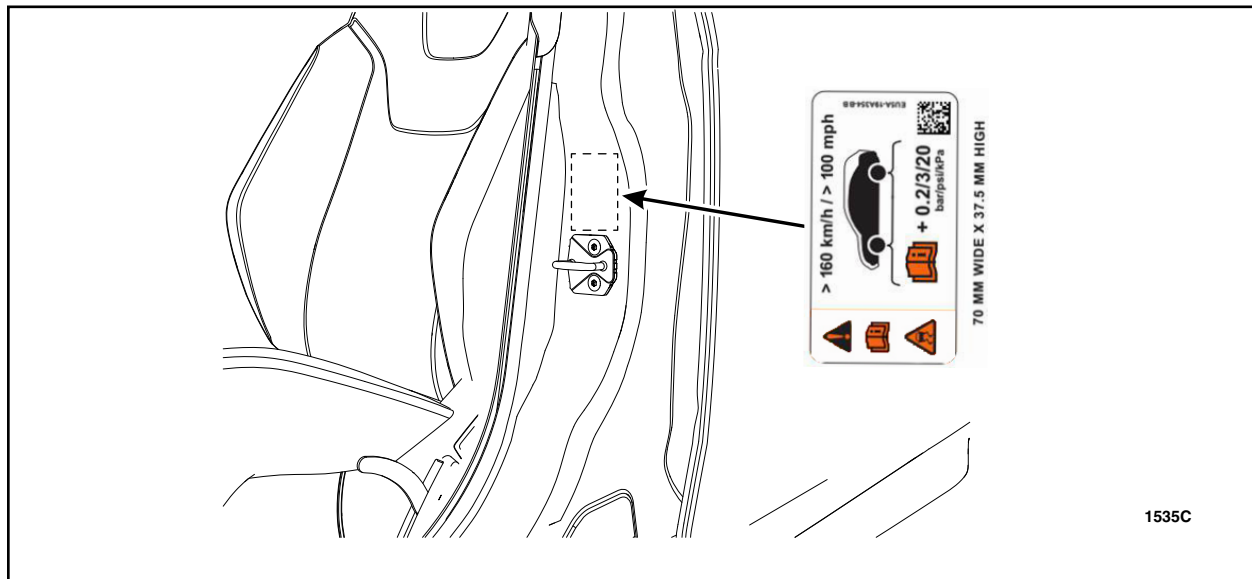


FIGURE 1





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

June 2015

Special Field Action 15L02  
Aviso de Revisión de Seguridad 15L02

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that a high speed tire pressure label was not installed at the factory on your vehicle, with the VIN shown above. We apologize for this inconvenience and want to correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** A high speed tire pressure label was not installed on your vehicle as intended. This label indicates that with vehicle operation greater than 100 mph, you should increase the tire inflation pressure by three (3) psi over the specification listed on the Tire Label and the Safety Compliance Certification Label.

**What should you do?** Included with this letter is a high speed tire pressure label and instruction sheet. To install the label, clean the area above the driver door striker, and apply the label as shown in the instruction sheet.

If you would prefer to have a dealer install the label at no cost to you, please contact your dealer and ask for a service date for Special Service Action 15L02. Please remember to bring the high speed tire pressure label with you to the dealer. This Special Field Action will be in effect until July 31, 2016, regardless of mileage.

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

**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 along with the label and instructions to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, 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 still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-

800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:

[www.Fordowner.com](http://www.Fordowner.com).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

**FLEET OWNERS**: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

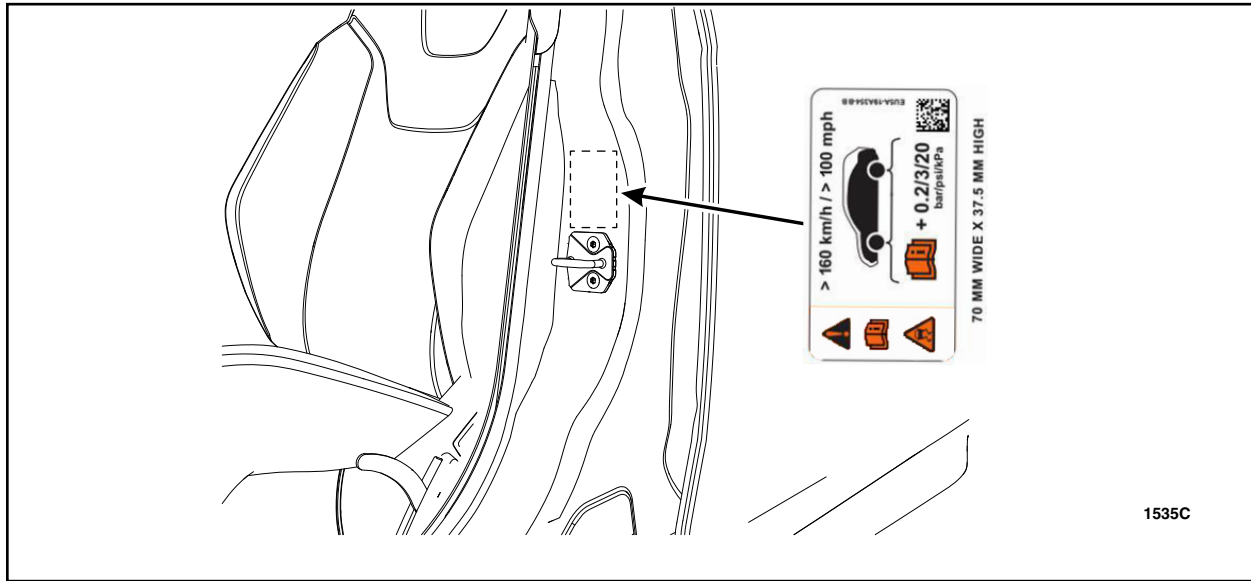
Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division

## 2015 FOCUS ST HIGH SPEED TIRE PRESSURE LABEL INSTALLATION INSTRUCTIONS

1. Open the driver door and clean the area just above the door striker. See Figure 1.
2. Position the label on the vehicle as illustrated. See Figure 1.



**FIGURE 1**

