

**CSC-100587251330**



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

August, 2015

Software Update Program 15B22  
Customer Satisfaction Program 14M02  
Programa de actualización de software 15B22  
Programa de satisfacción del cliente 14M02

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, 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 you with both a software update and a no-charge extended coverage for the transmission control module (TCM) for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle with the VIN shown above, the TCM may experience electrical circuit failures causing intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. If this condition is present and the transmission control module has not been updated with the latest software, these symptoms may become progressively worse and your vehicle may not provide a visual warning of the failure.

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

For your peace of mind, Ford Motor Company has developed new software that will alert the driver of a possible TCM circuit failure before symptoms progress. Ford Motor Company has authorized any Ford/Lincoln dealer to update the software in your TCM free of charge (parts and labor).

This Software Update Program will be in effect until July 31, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**What should you do?**

Please call your dealer without delay and request a service date for Software Update Program 15B22. Provide the dealer with the VIN of your vehicle, which is near the beginning of this letter.

**What will the improved software do?**

The improved software will continuously monitor the TCM and provide advance notification, resulting in a "Check Engine" light if the TCM isn't operating properly. This improved fault detection and overt warning will help ensure the vehicle operator is alerted to potential issues with the TCM.

**What won't the software update do?**

The new TCM software update **will not** change the normal shift characteristics of your vehicle's transmission and will not have an effect on fuel economy.

**How long will it take?**

The time needed to install the updated software in your vehicle is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Your vehicle may also require diagnosis to determine if the TCM has failed and parts need to be ordered.

**Should your vehicle require additional service, what will Ford and your dealer do?**

Ford Motor Company has also extended the warranty coverage on the TCM to 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle's TCM requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized any Ford/Lincoln dealer to replace the TCM free of charge (parts and labor).

If your vehicle has already exceeded mileage limits listed above, coverage under 14M02 will last through October 31, 2015. Coverage is automatically transferred to subsequent owners.

**Is this different than the previous letter you received?**

You may have previously received a letter(s) regarding additional coverages on your PowerShift Automatic Transmission. The reference guide below can help you better understand the available warranty coverage for your transmission.

### Reference Guide to Understanding Powershift Automatic Transmission Warranty Coverage

COVERAGES (Coverage expires when time or mileage limit is reached)	3 yrs. 36,000 MILES	5 yrs. 60,000 MILES	7 yrs. 100,000 MILES	10 yrs. 150,000 MILES
New Vehicle Warranty Coverage				
New Vehicle Powertrain Warranty Coverage				
Transmission Clutch Shudder and Input Shaft Seals only 14M01 Extended Warranty (Vehicles built before June 6, 2013)			14M01	
Transmission Control Module only Emissions Warranty and 14M02 Extended Warranty	Emissions Warranty Coverage*			14M02

\*Transmission Control Module may be covered under 8 years/80,000 miles Emissions Warranty. Always consult the Part Coverage tool on OASIS for each vehicle to verify eligible coverage.

**Have you previously paid for this repair?**

If you paid to have service done on your TCM before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to TCM replacement. To verify eligibility and expedite reimbursement, give the original receipt from the repair to your dealer before October 31, 2015. To avoid delays, do not send receipts to Ford Motor Company.

**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 need further assistance, see the Service Manager at your dealership. **RETAIL OWNERS:** If you have questions or concerns, please contact our Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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 have questions or concerns, please contact our Fleet Customer Information Center at 1-800-34-FLEET, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

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

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

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