Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

August 4, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14M02** – ***Supplement #1***
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

REF: **Customer Satisfaction Program 14M02** Dated February 20, 2015
Technical Service Bulletin (TSB) 15-0121 – No Start and/or Transmission Engagement Or Loss Of Power With DTCs U0100, U0101 and/or U1013

New! *REASON FOR THIS SUPPLEMENT*

Supplement #4 is being released to:

- *Add 2015 Fiesta and Focus vehicles built through June 30, 2015.*
- *Update TSB reference to TSB 15-0121, which replaces TSB 15-0017.*
- *Update the technical instructions to include new DTC P0606 which is included in IDS Software release 96.03.*
- *Advise that vehicles repaired under 14M02 after August 4, 2015 do not require the completion of 15B22 (if open in OASIS). A claim to 14M01 will automatically close 15B22.*

PROGRAM TERMS

Ford is extending the warranty coverage on the DPS6 Automatic Transmission Control Module (TCM) to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This extended warranty coverage will address intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. If a vehicle has already exceeded either the time or mileage limits, this coverage will last through September 30, 2015. Coverage is automatically transferred to subsequent owners.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under New Vehicle Limited Warranty Powertrain coverage or Emissions Warranty coverage. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB *15-0121* for repairs covered by the New Vehicle Limited Warranty or Emissions Warranty.

New! VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta equipped with DPS6 Automatic Transmission	2011-2015	Cuautitlan	November 3, 2009 through *June 30, 2015*
Focus equipped with DPS6 Automatic Transmission	2012-2015	Michigan	August 1, 2010 through *June 30, 2015*

Affected vehicles are identified in OASIS.

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REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the affected vehicles may exhibit intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster. These concerns may be caused by electrical circuit failures within the TCM. If the transmission is not serviced, these symptoms may become more frequent and of longer duration.

New! SERVICE ACTION

If an affected vehicle exhibits intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power **AND** it is determined the TCM is the casual part, dealers are authorized to replace the TCM under this program. This program coverage begins after the expiration of the New Vehicle Limited Warranty Powertrain coverage and Emissions Warranty coverage. This service must be performed at no charge to the vehicle owner.

NOTE: *As of August 4, 2015, vehicles repaired under 14M02 do not require the completion of 15B22 (if open in OASIS). A claim to 14M02 will automatically close 15B22.*

OWNER NOTIFICATION MAILING SCHEDULE

Owner notification will begin February 21, 2015. Dealers should repair any affected vehicles that exhibit the covered condition whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: *Administrative Information*
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: *Technical Information*
Attachment IV: Dealer Q&A
Attachment V: DPS6 Extended Warranty Program Coverage Summary
Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,

Michael A. Berardi

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Customer Satisfaction Program 14M02 – ***Supplement #1***
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

OASIS ACTIVATED?

Yes, OASIS was activated on February 20, 2015.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this service action.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES

Owners of affected vehicles will be directed to dealers only if the vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Additional parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires September 30, 2015.
- Dealers are pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with transmission control module replacement due to loss of transmission engagement, no-start, or a lack of power.

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Customer Satisfaction Program 14M02 – ***Supplement #1***
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the transmission control module and it is necessary to order parts, Ford Motor Company will pay for up to one (1) day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. The parts order must be an emergency order (unit down) to guarantee the shortest delivery time. Prior approval for more than one (1) rental day is required from the Special Service Support Center (1-800-325-5621).

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional diagnostic time MT14M02D (up to 2.0 hours) may be claimed on the same repair line that the FSA is claimed on (prior approval is not required).
  - All Diagnostic Trouble Codes (DTCs) that are retrieved must be documented in the Powertrain DTC fields on the diagnostic code entry screen in order to claim additional diagnostic time.
- Additional labor and/or parts other than additional diagnostic time MT14M02D must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and/or parts require prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
  - Program Code: 14M02 - Misc. Expense: ADMIN
  - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- PROGRAM TERMS: For vehicles that exhibit intermittent concerns of loss of transmission engagement while driving, no-start, or a lack of power, this program extends the coverage of the Transmission Control Module (TCM) to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this coverage will last through September 30, 2015.
- This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty or Emissions Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB 15-0017 for additional details. If the vehicle is beyond Powertrain Coverage of the New Vehicle Limited Warranty and Emissions Warranty but is covered by an Extended Service Plan (ESP), claim repairs to this program (FSA 14M02) instead of the ESP Plan.

NOTE: *Some vehicles covered by 14M02 may also be eligible for coverage by 14M01 (DPS6 Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension) and /or 15B22 (Transmission Control Module Reprogramming for Overt TCM Failure Warning). Always consult OASIS to determine repairs and coverages that apply.*

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Customer Satisfaction Program 14M02 – ***Supplement #1***
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

New! CLAIMS PREPARATION AND SUBMISSION (Continued)

NOTE: *As of August 4, 2015, vehicles repaired under 14M02 do not require the completion of 15B22 (if open in OASIS). If both programs are open and 14M02 is performed, only claim 14M02. A claim to 14M02 will automatically close 15B22.*

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Customer Satisfaction Program 14M02 – ***Supplement #1***
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

New! LABOR ALLOWANCES

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty or Emissions Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB *15-0121* for additional details.

Description	Labor Operation	Labor Time
Focus Models - Replace Transmission Control Module (includes time to retrieve DTCs) *(Closes FSA 15B22 if open)*	14M02B	1.0 Hours
Fiesta Models - Replace Transmission Control Module (includes time to retrieve DTCs) *(Closes FSA 15B22 if open)*	14M02C	1.1 Hours
M-Time for additional diagnosis of Powertrain DTCs P0805, P087A, P090B, P090C, P0901, P0902, P2831, P2832, P2835, P2836, P2837, P285C, P285D, P285E, P2861 or P2862, only where the TCM is the causal part (may only be claimed with either 14M02B or 14M02C)	MT14M02D	Up to 2.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
AE8Z-7Z369-E	Transmission Control Module	1
AE8Z-7B498-A	Transmission Control Module Seal	2

The DOR/COR number for this program is 50579.

To manage part availability, dealers must use the web link below to access the VIN specific 14M02 Part Availability Web Tool.

The VIN specific web tool link is located in the web index box for this recall on www.FMCDealer.com, or at https://www.techhotline.dealerconnection.com/dealerpa/Lookup14M02.aspx.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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Customer Satisfaction Program 14M02 – ***Supplement #1***
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

DEALER Q & A

Ford is initiating a customer satisfaction program to extend the warranty for the Transmission Control Modules in 2011-2015 MY Ford Fiesta and 2012-2015 MY Focus vehicles equipped with the PowerShift 6-speed (DPS6) automatic transmission. Some of the affected vehicles may exhibit intermittent symptoms of loss of transmission engagement, no-start, or a lack of power. These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster. These concerns may be caused by electrical circuit failures within the transmission control module. This program extends the coverage of the Transmission Control Module to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this coverage will last through September 30, 2015. Coverage is automatically transferred to subsequent owners. Customers who have previously paid for this repair are eligible for reimbursement until September 30, 2015.

Q1. Are all Fiesta and Focus vehicles involved in this extended warranty coverage program?

A. No, this extended warranty program only applies to vehicles equipped with the DPS6 PowerShift 6-Speed Automatic Transmission. Vehicles equipped with a manual transmission are not included in this program.

Q2. What is the issue?

A. Some of the affected vehicles may exhibit intermittent symptoms of loss of transmission engagement, no-start, or a lack of power. These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster.

Q3. What causes this issue?

A. These concerns may be caused by electrical circuit failures within the transmission control module.

Q4. Can there be other causes for this issue?

A. Yes, intermittent symptoms of loss of transmission engagement, no start, lack of power, and illumination of the check engine light may be caused by many concerns that are not related to the transmission control module.

Q5. Why are customers receiving an extended warranty?

A. Customers are receiving a warranty extension for added peace of mind.

Q6. If a vehicle exhibits these symptoms but diagnosis indicates that it is not caused by the transmission control module, is the repair covered?

A. No. There can be many causes for the symptoms that are described. If diagnosis indicates that the transmission control module is not the causal component, diagnosis and repairs are not covered under this program.

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Customer Satisfaction Program 14M02 – ***Supplement #1***
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
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Transmission Control Module Extended Warranty Coverage

Q7. Is this issue related to the existing extended warranty coverage program 14M01 for leaking transmission input shaft seals that was released last year?

A. No. While many vehicles are included in both programs, the components covered in each are unrelated. This extended warranty program and 14M01 are designed to ensure peace of mind and customer satisfaction related to the transmission control module, software calibration, clutch, and potentially leaking transmission input shaft seals.

Q8. Will this action fix the complaint many customers are having about shift quality?

A. While the transmission can have a unique feel compared to a traditional automatic, it offers customers both fuel efficiency and performance benefits. This extended warranty program and 14M01 are designed to ensure peace of mind and customer satisfaction related to the transmission control module, software calibration, clutch, and potentially leaking transmission input shaft seals. They are not designed to address the potentially unique shift feel of the PowerShift Transmission.

Q9. How confident are you that this repair will resolve this issue?

A. We expect the repair will address this issue. If our customers experience additional symptoms related to this Transmission Control Module issue, the extended warranty will cover them for 10 years or 150,000 miles.

Q10. Are vehicles currently in production affected?

A. Vehicles produced on or before June 30, 2015 are included in this program. Ford has made updates to modules in vehicles currently being produced, and will continue to monitor warranty data.

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CERTAIN 2011 THROUGH 2015 MODEL YEAR FIESTA AND 2012 THROUGH 2015 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH A DPS6 AUTOMATIC TRANSMISSION — TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE

NEW! OVERVIEW

Some of the affected vehicles may exhibit intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster. These concerns may be caused by electrical circuit failures within the transmission control module.

If an affected vehicle exhibits intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power **AND** it is determined the TCM is the casual part, dealers are authorized to replace the TCM under this program providing the vehicle is no longer eligible for repair under the New Vehicle Limited Warranty Powertrain coverage or Emissions Warranty coverage. This service must be performed at no charge to the vehicle owner.

NOTE: This program extends the coverage of the TCM to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. Coverage is automatically transferred to subsequent owners.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under New Vehicle Limited Warranty Powertrain coverage or Emissions Warranty coverage.

Supplement #1 is being released to:

- *Add 2015 Fiesta and Focus vehicles built through June 30, 2015.*
- *Update TSB reference to TSB 15-0121, which replaces TSB 15-0017.*
- *Update the technical instructions to include new DTC P0606 which is included in IDS software release 96.03.*

***NOTE**: As of August 4, 2015, vehicles repaired under 14M02 do not require the completion of 15B22 (if open in OASIS). If both programs are open and 14M02 is performed, only claim 14M02. A claim to 14M02 will automatically close 15B22.*

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NEW! SERVICE PROCEDURE

TCM Diagnosis

NOTE: A failing or failed TCM will exhibit at least one of the TCM Customer Symptoms **AND** may exhibit one of the Diagnostic Trouble Codes (DTCs) listed below:

TCM Customer Symptom(s)

- Intermittent no-start
- Intermittent vehicle loss of power
- Intermittent loss of transmission engagement while driving
- Message in the message center flashes "Hill Start Assist Not Available"
- Message in the message center indicates "Parking Aid Malfunction/Service Required"
- Transmission gear selector "PRNDL/S" indicator on the instrument cluster blinks or flashes

Diagnostic Trouble Code(s)

- *P0606 - TCM Internal Failure*
- U0100 - Lost Communication With ECM/PCM
- U0101 - Lost Communication With TCM
- U1013 - Invalid Internal Control Module Monitoring Data Received From TCM

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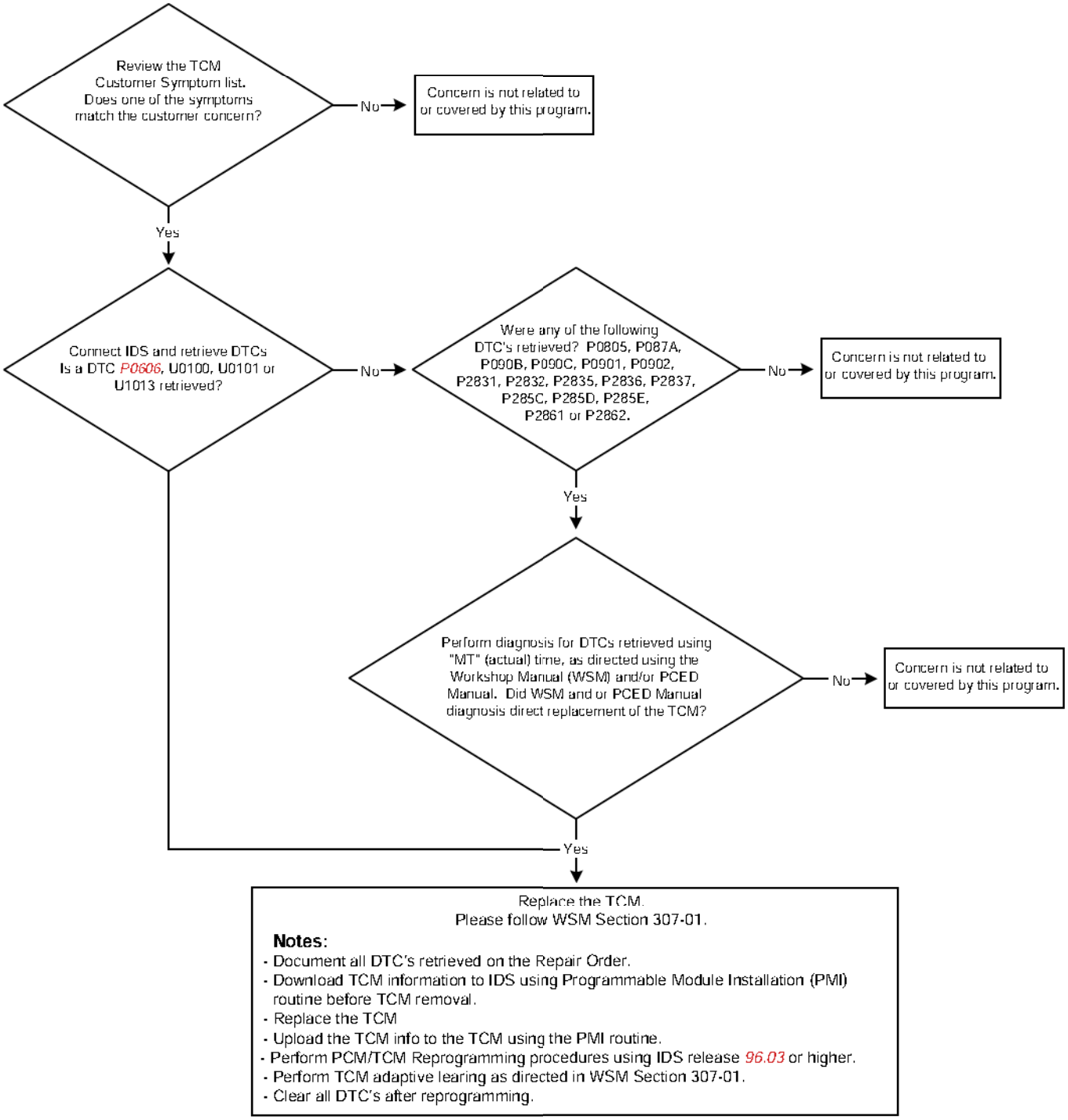
Diagnostic Procedure

NOTE: If diagnosis determines the TCM is not the cause of the concern, the cost of diagnosis and repairs will not be covered by this extended coverage program. The customer should be notified of this before proceeding.



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Module Reprogramming - General Information

NOTE: Reprogram appropriate vehicle modules and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

2. Perform reprogramming using IDS release *96.03* or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery, once reprogramming has completed.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

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Recovering a module when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION!

a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).

b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.

c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.

d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

e. Once the session is loaded, the failed process should resume automatically.

f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.

g. Follow all on-screen prompts/instructions.

h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

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8/2015

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.

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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.

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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.

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.

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.

Ford Customer Service Division

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