

CSC-10056390-8154



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

July, 2014

Customer Satisfaction Program 14M01
Programa de satisfacción del cliente 14M01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 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're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 14M01) for your vehicle with the VIN shown above.

What is the reason for this additional coverage program?

On your vehicle, it may be possible for the PowerShift 6-speed Automatic Transmission to exhibit excessive transmission clutch shudder during light acceleration. This condition may be caused by fluid contamination of the clutch due to leaking transmission seals. See Attachment for a description of normal operating characteristics for the PowerShift 6-Speed Automatic Transmission.

In the interest of your satisfaction, Ford Motor Company is extending the limited warranty on the clutch and transmission input shaft seals as well as the transmission software calibration, to a total of seven (7) years or 100,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded mileage limits listed above, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners. Affected title branded and salvaged vehicles are not eligible for this service action. This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

If your vehicle's clutch, transmission input shaft seals, or transmission software calibration require service or replacement due to excessive transmission clutch shudder during light acceleration; and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to service the transmission as necessary free of charge (parts and labor).

- How long will it take?** If the components mentioned above require service or replacement, the time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.
- What should you do?** You do not need to return to your dealer for this repair unless your vehicle's transmission exhibits excessive transmission clutch shudder on light acceleration (see Attachment). **Please keep this letter as a reminder of the extended warranty coverage for your transmission clutch and transmission input shaft seals.**
- If the clutch, transmission input shaft seals, or transmission software calibration should require service or replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 14M01. The VIN is printed near your name at the beginning of this letter. Your dealer will make repairs at no charge.
- If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
- Do you need a rental vehicle?** If a repair is needed and your vehicle must be kept at the dealership overnight to complete the repairs, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax). Please see your dealer for guidelines and limitations.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for the parts and labor cost associated with repairs to the clutch, transmission input shaft seals or calibration updates to the transmission software. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before January 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, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at 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 the **Fleet Customer Information Center at 1-800-34-FLEET**, choose 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 can contact us at www.fleet.ford.com.

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

Ford Customer Service Division



PowerShift 6-Speed Automatic Transmission Normal Operating Characteristics

The PowerShift 6-speed Automatic Transmission is designed for fun-to-drive performance and exceptional fuel efficiency, by using the advantages of a manual transmission with the convenience of an automatic transmission. You may notice the following characteristics of this technology:

- Mechanical noises after the engine is turned off, after the driver door is opened and during some transmission shifting events. These are normal and do not cause damage.
- Firm gearshifts when moving the accelerator pedal back and forth quickly.

Your transmission continuously makes electronic adjustments to optimize shift quality and acceleration performance. Most adjustments will be made during the first 1,000 miles (1,600 kilometer) of operation or after transmission clutch service and resetting the software calibration. During this break-in period, slight vibrations may be felt when accelerating the vehicle from low speeds. These characteristics are normal for the PowerShift 6-speed Automatic Transmission.

Refer to www.FordOwner.com for Informational Videos and your Owner's Manual for additional information on operation of your PowerShift 6-Speed Transmission.