

# SB-10058089-7770



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Ford Customer Service Division

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

May 28, 2015

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

**SUBJECT:** **DELIVERY HOLD – Customer Satisfaction Program 15B14**  
Certain 2014 through 2015 Model Year Transit Connect Wagons  
Third Row Seat Removal

## **PROGRAM TERMS**

This program will be in effect through November 20, 2015. There is no mileage limit for this program.

## **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect Wagons ordered with third row seat delete option	2014-2015	Valencia	May 5, 2014 through December 5, 2014

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on May 28, 2015.

## **REASON FOR THIS PROGRAM**

All of the affected vehicles were ordered with the fleet option for third row seat delete, but were built with third row seats.

## **SERVICE ACTION**

If requested by the customer, dealers are to reconfigure the vehicle for third row seat delete and replace the TREAD Act label. If this service is requested, it must be performed at no charge to the vehicle owner.

**NOTE:** Replacement TREAD Act labels must be ordered by calling the Special Service Support Center at 1-800-325-5621.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of June 1, 2015. Customers will be offered the option to leave vehicles in their current configuration or have vehicles reconfigured for third row seat delete.

Dealers should discuss this repair with owners of any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

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

**QUESTIONS & ASSISTANCE**

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

Sincerely,



Michael A. Berardi

**DELIVERY HOLD – Customer Satisfaction Program 15B14**  
Certain 2014 through 2015 Model Year Transit Connect Wagons  
Third Row Seat Removal

**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 28, 2015.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 28, 2015. Owner names and addresses will be available by June 12, 2015.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**SOLD VEHICLES**

- Owners of affected vehicles who wish to have this repair performed will be directed to dealers.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and if they choose to have this repair completed, schedule a service date.
- Discuss this repair with owners of affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**ADDITIONAL LABOR TIME AND/OR PARTS**

Additional parts such as trim panel push-pins up to \$25 may be submitted as related damage without approval. 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 over \$25 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. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**DELIVERY HOLD – Customer Satisfaction Program 15B14**  
Certain 2014 through 2015 Model Year Transit Connect Wagons  
Third Row Seat Removal

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**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 (15B14) is the sub code.
- Additional parts such as trim panel push-pins may be submitted as related damage on a separate repair line from which the FSA is claimed. Prior approval is not required if additional parts cost is \$25 or less. Additional labor and/or parts totaling more than \$25 requires prior approval from the Special Service Support Center.
- PROGRAM TERMS: This program will be in effect through November 20, 2015. There is no mileage limit for this program.

**DELIVERY HOLD – Customer Satisfaction Program 15B14**  
 Certain 2014 through 2015 Model Year Transit Connect Wagons  
 Third Row Seat Removal

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reconfigure vehicle for third row seat delete	15B14B	1.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
DT1Z-1731011-BA	D-pillar trim (LH)	1
DT1Z-1731010-BA	D-pillar trim (RH)	1
FT1Z-1713046-BA	Carpet floor (refer to Attachment IV for application)	1 (as required)
FT1Z-5413046-BA	Vinyl floor (refer to Attachment IV for application)	1 (as required)
9T1Z-15550A74-B	Cargo hook (refer to Attachment IV for application)	2 (as required)
-1532-	TREAD Act label (order free of charge at 1-800-325-5621)	1

The DOR/COR number for this program is 50599.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto: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.

## CERTAIN 2014 THROUGH 2015 MODEL YEAR TRANSIT CONNECT WAGONS — THIRD ROW SEAT REMOVAL

### OVERVIEW

All of the affected vehicles were ordered with the fleet option for third row seat delete, but were built with third row seats. If requested by the customer, dealers are to reconfigure the vehicle for third row seat delete and replace the TREAD Act label.

**NOTE:** If the customer requests to have this service performed, a replacement TREAD Act label must be ordered by calling the Special Service Support Center at 1-800-325-5621.

### SERVICE PROCEDURE

**NOTE:** Do not reinstall the load space trim panels until the *new* floor cover has been installed.

1. Remove the third row safety belt retractors. Please follow the Workshop Manual (WSM) procedures in Section 501-20.
2. Reinstall the lower safety belt fasteners (without safety belt). See Figure 1.
  - Tighten the safety belt fasteners to 30 lb.ft (40 Nm).



FIGURE 1



3. Remove the RH and LH D-Pillar trim. Please follow the WSM procedures in Section 501-05.
4. Position the weatherstrip aside and remove the rear scuff plate trim panel. See Figure 2.



FIGURE 2

**NOTE:** If installing a carpeted floor cover, the cargo hooks will be reused. Vehicles that receive vinyl floor covers use a different type of cargo hook.

5. Remove the two cargo hooks. See Figure 3.

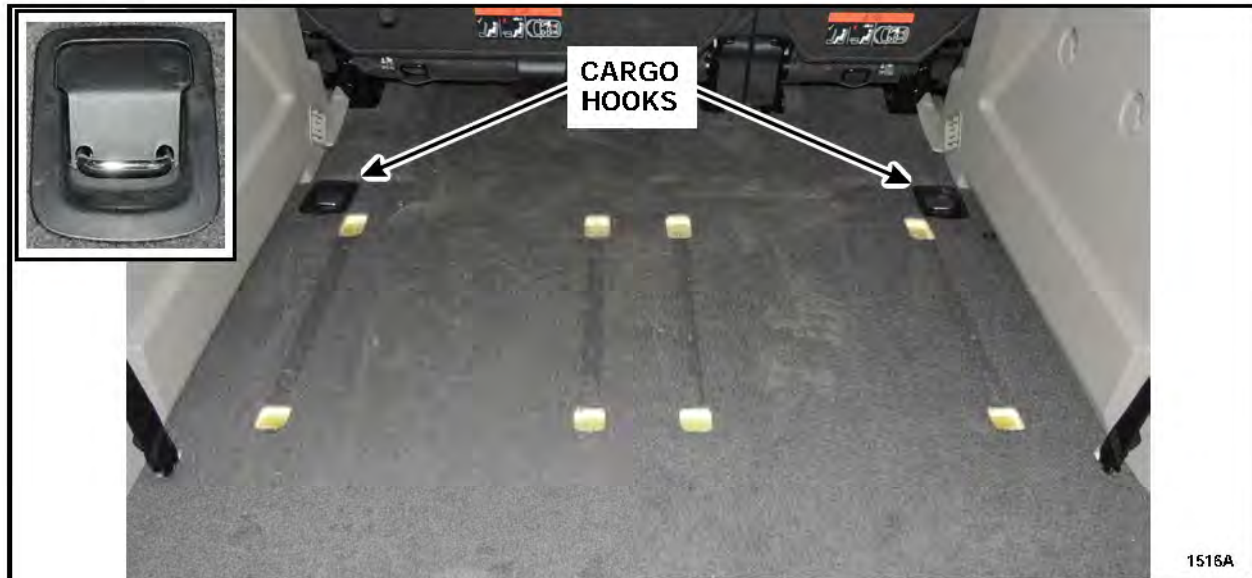


FIGURE 3



6. Place the second row seats in the stowed position.
7. Remove the floor cover retaining push-pins. See Figure 4.



FIGURE 4

8. Remove the floor cover. See Figure 5.



FIGURE 5





9. Install the *new* floor cover. See Figure 6.



FIGURE 6

10. Install the floor cover retaining push-pins. See Figure 4.

11. Return the second row seats to their original position.

**NOTE:** There are two types of cargo hooks. If a *new* carpeted floor cover is being installed, the cargo hooks that were removed in Step 4 should be reinstalled. If installing a vinyl floor cover, a *new* set of cargo hooks should be used.

12. Install the two cargo hooks. See Figure 7.

- Tighten cargo hook fasteners to 30 lb.ft (40 Nm).



FIGURE 7



13. Install the rear scuff plate trim panel. See Figure 2.

14. Install the *new* RH and LH D-Pillar trim. Please follow the WSM procedures in Section 501-05.

### TREAD Act Label Replacement

**NOTE:** Do not attempt to reposition the label. Once the adhesive touches the surface, any attempt to remove it will cause label damage.

1. With a damp cloth, wipe existing label clean of dirt or other contamination.
2. Install the *new* TREAD Act label over the existing label. See Figures 8 and 9.



FIGURE 8

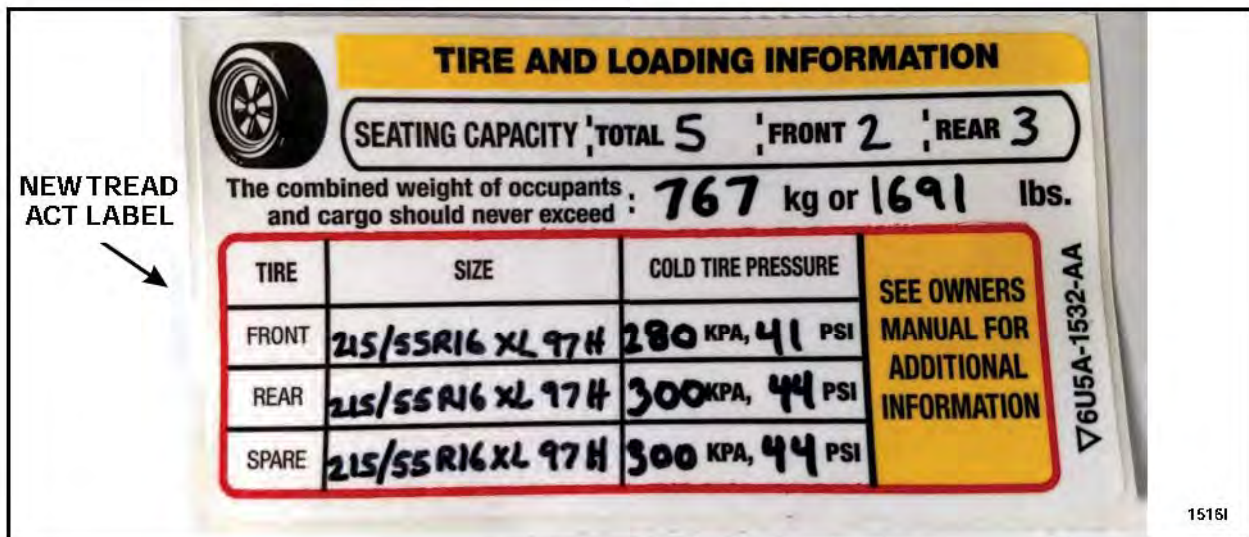


FIGURE 9



**DELIVERY HOLD – Customer Satisfaction Program 15B14**  
 Certain 2014 through 2015 Model Year Transit Connect Wagons  
 Third Row Seat Removal

Use the following information to identify the parts needed to properly configure each vehicle for Customer Satisfaction Program 15B14.

To search for a VIN:

- In Adobe Reader menu, click "EDIT", then click "FIND", then insert the complete VIN or the last 6 characters, then press ENTER, **Or**
- Press Ctrl and F simultaneously, then insert the complete VIN or the last 6 characters, then press ENTER.

VIN	MY	Floor	Cargo hooks
NM0GS9F79F1190382	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GS9F76F1188007	2015	Carpet Floor - FT1Z-1713046-BA	Reuse cargo hooks from vehicle
NM0GS9F75F1186197	2015	Carpet Floor - FT1Z-1713046-BA	Reuse cargo hooks from vehicle
NM0GS9E72F1176647	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E70F1187122	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1179966	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E73F1187096	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E75F1187116	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1179980	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E7XF1179951	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E70F1174936	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E70F1175004	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E70F1175018	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E70F1175133	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E70F1175150	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E70F1175200	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E70F1175262	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1174914	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1174959	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1174962	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1174976	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1174993	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1175030	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1175075	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E71F1175299	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1174923	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1174968	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1174985	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B

VIN	MY	Floor	Cargo hooks
NM0GE9E72F1174999	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1175022	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1175036	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1175067	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1175103	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1175117	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E72F1175120	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E73F1175062	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E73F1175109	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E73F1175157	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E73F1175224	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E73F1175269	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E73F1175272	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E74F1175054	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E74F1175071	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E74F1175099	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E74F1175166	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E75F1174933	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E75F1175144	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E75F1175161	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E75F1175239	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1174956	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1174973	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1174990	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1175007	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1175086	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1175153	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1175203	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1175248	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E76F1175301	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1174917	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1174920	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1174965	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1174979	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1174996	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1175033	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1175047	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1175064	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1175078	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1175114	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B

VIN	MY	Floor	Cargo hooks
NM0GE9E77F1175176	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E77F1175291	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E78F1174926	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E78F1175025	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E78F1175039	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E78F1175042	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E78F1175137	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E78F1175140	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E78F1175168	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E79F1174952	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E79F1174983	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E79F1175082	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E79F1175096	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E79F1175129	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E79F1175146	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E79F1175308	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E7XF1174930	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E7XF1175057	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E7XF1175124	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E7XF1175172	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E7XF1175219	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E7XF1175303	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GS9E76F1190843	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GS9E78F1190844	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GS9E77F1186915	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9F74F1192581	2015	Carpet Floor - FT1Z-1713046-BA	Reuse cargo hooks from vehicle
NM0GS9F78F1181737	2015	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E73E1161984	2014	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9E75E1167916	2014	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GS9F73E1168022	2014	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GS9F76E1168015	2014	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GS9F77E1167973	2014	Vinyl Floor - FT1Z-5413046-BA	2 required - 9T1Z-15550A74-B
NM0GE9F7XE1167330	2014	Carpet Floor - FT1Z-1713046-BA	Reuse cargo hooks from vehicle
NM0GS9F74E1165906	2014	Carpet Floor - FT1Z-1713046-BA	Reuse cargo hooks from vehicle
NM0GS9F7XE1167997	2014	Carpet Floor - FT1Z-1713046-BA	Reuse cargo hooks from vehicle



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

June, 2015

Customer Satisfaction Program 15B14  
Programa de satisfacción del cliente 15B14

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to 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?**

Your vehicle was ordered with the fleet option for third row seat delete but was built with the third row of seats.

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

If you wish to have this service performed, Ford Motor has authorized your dealer to reconfigure your vehicle to eliminate the third row of seats free of charge (parts and labor) under the terms of this program. You may also choose to leave your vehicle in its current configuration with third row seats. This Customer Satisfaction Program will be in effect until November 20, 2015 regardless of mileage. 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?**

If you wish to have this service performed, please call your dealer and request a service date for Customer Satisfaction Program 15B14. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.

If you choose not to have this service performed, you do not need to take any action at this time.

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.

The vehicle owner is responsible for making arrangements to have the work completed.

**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 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.

Ford Customer Service Division