



Ford Motor Company  
Ford Customer Service Division  
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**\*\*\* IMPORTANT SAFETY RECALL \*\*\*  
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 15S09 / NHTSA Recall 15V-175  
Aviso de Revisión de Seguridad 15S09**

2015 F-350 Ford Truck

This notice applies to your vehicle,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, which was built on a chassis supplied by Ford, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will 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?**



Powertrain Malfunction light

On your vehicle, it may be possible for a single Exhaust Gas Temperature (EGT) sensor fault to result in a Stop Safely Now mode. If this occurs, an audible chime will sound, a "Stop Safely Now" message will be displayed in the instrument cluster, the Powertrain Malfunction light will illuminate, and the engine torque will be gradually reduced to a level that is maintained to allow the vehicle to be maneuvered to a safe location. When the vehicle speed is reduced to less than approximately one mile per hour, the system will shut the engine off and a cool down period begins that prevents the engine from being restarted for between 10 and 60 minutes, depending on environmental conditions. If this were to occur when an emergency vehicle is transporting a patient, it may delay medical treatment and increase the risk of injury to the patient.

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

Ford Motor Company has authorized your dealer to reprogram your Powertrain Control Module (PCM) free of charge to prevent any single EGT sensor fault from causing the vehicle to enter a Stop Safely Now mode.

**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?**

Please call your dealer without delay and request a service date for Recall 15S09. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

In January 2015, Ford notified owners of a separate Emission Recall (14E03) involving the Selective Catalyst Reduction system. That repair also involved reprogramming of the PCM. Completion of 15S09 will resolve both recalls. 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.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. **Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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).

*Para asistencia en Español:*

*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).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 15V-175.

Thank you for your attention to this important matter.

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