



Ford Motor Company
 Ford Customer Service Division
 P.O. Box 1904
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June 2017

2014 F-350 Ford Truck

***** IMPORTANT SAFETY RECALL REMINDER *****
(RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD)

According to our records, your 2014 F-350 Ford Truck has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

KEY INFORMATION

- Your vehicle is involved in an important safety recall
- Your safety is important to us. Schedule an appointment to have service procedure completed
- This procedure will be performed free of charge
- *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*

Recall Number and Description: **15S09 - Reprogram Powertrain Control Module**

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 Are We Asking You To Do?

Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance: If you have additional questions, 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). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

Thank you for your attention to this important matter.

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