



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



44488/039957/0145



R. FILE
330 TOWN CENTER DR
STE 500
DEARBORN, MI 48126-2796

September 2016

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

Safety Recall Notice 16S19 / NHTSA Recall 16V-248
Aviso de Revisión de Seguridad 16S19

Customer Satisfaction Program 16N02
Programa de satisfacción del cliente 16N02

2011 F-150 Ford Truck
Your Vehicle Identification Number (VIN):

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, with the VIN 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? On your vehicle, it may be possible an intermittent failure of the transmission output speed sensor (OSS) may result in an unintended downshift into first gear. Depending on vehicle speed at the time of the downshift, an abrupt reduction in wheel speed may occur, which could cause the rear tires to slide or lock up until the vehicle speed slows. This condition could result in a loss of vehicle control, increasing the risk of a crash.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module with software that will prevent an unintended downshift into first gear in the event of an intermittent OSS failure. This service will be performed free of charge (parts and labor).
In addition, Ford Motor Company is extending the warranty coverage on the transmission molded leadframe, which contains the OSS, under Customer Satisfaction Program 16N02. This increases the transmission molded leadframe warranty coverage to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. This is a one-time repair program.

What will Ford and your dealer do? (continued)

If your vehicle's transmission molded leadframe requires replacement due to an OSS failure and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the transmission molded leadframe free of charge (parts and labor).

If your vehicle has already exceeded the mileage limit, this program will last through December 31, 2016. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for Recall 16S19 to reprogram the Powertrain Control Module 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 16S19**. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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.

Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.

Do you need a rental vehicle?

If your dealer determines that transmission molded leadframe replacement is required and needs your vehicle overnight, your dealer is authorized under **Customer Satisfaction Program 16N02** to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you may be eligible for a refund under Customer Satisfaction Program 16N02. Refunds will only be provided for service related to transmission molded leadframe replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **December 31, 2016**. 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 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 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).

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).

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. Reference NHTSA Safety Recall 16V-248.

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division

