



Ford Motor Company
Ford Customer Service Division
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February 2015

Customer Satisfaction Program 14M02
Programa de satisfacción del cliente 14M02

2011 Fiesta
Your Vehicle Identification Number:

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 are sending you this notice and providing a no-charge extended coverage for the transmission control module (Customer Satisfaction Program 14M02) for your vehicle with the VIN shown above.

Why are you receiving this notice?

On some 2011 Model Year Fiestas, the transmission control module (TCM), which is a part of the transmission assembly, may experience electrical circuit failures causing intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster. If this condition is present and the TCM is not serviced, these symptoms will become progressively longer in duration.

For your peace of mind, in addition to the 5 year / 60,000 mile New Vehicle Powertrain Warranty and 8 year / 80,000 mile Emissions Warranty on your vehicle, Ford Motor Company is extending the warranty coverage on the TCM. This increases your coverage on this part to a total of 10 years / 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this coverage will last through September 30, 2015. Coverage is automatically transferred to subsequent owners.

What should you do?

There is no action necessary on your part unless you experience the symptoms described above. Please keep this letter as a reminder of the extended warranty coverage for your transmission control module. If your vehicle exhibits intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power, 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 14M02. The VIN is printed near your name at the beginning of this letter. If the TCM is found to be the cause, your dealer will replace it 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.

Is this different than the previous letter you received?

In August, 2014 you received a letter regarding a no-charge customer satisfaction program, 14M01, on your vehicle, with the VIN listed above.

That program, 14M01, extended the coverage on your clutch, transmission shaft seals and transmission software calibration to 7 years or 100,000 miles from the warranty start date, whichever occurs first. The purpose of this letter is to provide you with an **additional** coverage extension on your transmission control module.

The reference guide below can help you better understand the available warranty coverage for your transmission.

Reference Guide to Understanding Your DPS6 Automatic Transmission Warranty Coverage

COVERAGES <small>(Coverage expires when time or mileage limit is reached)</small>	3 yrs. 36,000 MILES	5 yrs. 60,000 MILES	7 yrs. 100,000 MILES	10 yrs. 150,000 MILES
New Vehicle Warranty Coverage				
New Vehicle Powertrain Warranty Coverage				
Transmission Clutch Shudder and Input Shaft Seals only <small>14M01 Extended Warranty (Vehicles built before June 6, 2013)</small>			14M01	
Transmission Control Module only <small>Emissions Warranty and 14M02 Extended Warranty</small>	Emissions Warranty Coverage*			14M02

*Transmission Control Module may be covered under 8 years/80,000 miles Emissions Warranty. Always consult the Warranty Guide to verify eligible coverage.

Should your vehicle require service, what will Ford and your dealer do?

If your vehicle's transmission control module requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized any Ford/Lincoln dealer to replace the transmission control module free of charge (parts and labor).

How long will it take?

If the transmission control module requires replacement, 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. Additional time may be required to allow the engine to cool prior to performing this repair. Your vehicle may also require diagnosis to determine if the transmission control module has failed and parts need to be ordered.

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 service related to transmission control module replacement. To verify eligibility and expedite reimbursement, give the original receipt from the repair to your dealer before September 30, 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 indicate that you are the current owner.

**Can we assist
you further?**

If you need further assistance, see the Service Manager at your dealership.

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).

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 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).

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

Ford Customer Service Division

