



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

**CSC-10058379-4293**

July 2015

Special Field Action 15L01  
Acción especial de campo 15L01

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that the Warranty Guide for your vehicle, with the VIN shown above, contains an error. We apologize for this inconvenience and want to 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?**

In your vehicle's Warranty Guide, the right hand exhaust manifold was inadvertently omitted from the Long Term Defects Warranty chart.

We want you to know that in California and states adopting California regulations, your vehicle's right hand exhaust manifold is covered under the Long Term Defects Warranty for 7 years or 70,000 miles, whichever occurs first.

**NOTE:** Vehicles that are not registered in California or states adopting California regulations are not eligible for the Long Term Defects Warranty.

**What should you do?**

Please keep this letter with your vehicle's Warranty Guide as a reminder of the warranty coverage on the right hand exhaust manifold. No other action on your part is needed.

**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?**

**RETAIL OWNERS:** If you 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.

**Can we assist you  
further?  
(continued)**

FLEET OWNERS: If you 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.

Sincerely,

Ford Customer Service Division