

SB-10058379-4293



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

June 30, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Special Field Action 15L01**
Certain 2015 Model Year Mustang Vehicles Equipped with 5.0L Engines
Warranty Guide Update

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang with 5.0L engine	2015	Flat Rock	May 27, 2014 through January 16, 2015

Affected vehicles are identified in OASIS.

REASON FOR THIS ACTION

In all of the affected vehicles, the right hand exhaust manifold was inadvertently omitted from the Long Term Defects Warranty chart in the Warranty Guide.

SERVICE ACTION

Dealers are to replace the Warranty Guide in all affected in-stock units with a corrected version and discard the original copy.

Owners of sold vehicles will receive a letter explaining the correction to the coverage of the right hand exhaust manifold. Owner letters are expected to be mailed the week of July 6, 2015.

EXPIRATION DATE

This program has an expiration date of December 31, 2015. We encourage dealers to complete this service as soon as possible.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,

Michael A. Berardi

Special Field Action 15L01
Certain 2015 Model Year Mustang Vehicles Equipped with 5.0L Engines
Warranty Guide Update

OASIS ACTIVATED?

Yes, OASIS will be activated on June 30, 2015.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this service action.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

Letters will be mailed to owners of sold vehicles to explain the coverage of the right hand exhaust manifold. Owners will **not** be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15L01) is the sub code.
- EXPIRATION DATE: This program expires December 31, 2015.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the Warranty Guide	15L01B	0.2 Hours

PARTS REQUIREMENTS**Ordering Instructions for Warranty Guides**

Stock Vehicles: Warranty Guides for in-stock vehicles are being sent directly to dealers. They will be mailed the week of July 6, 2015, and will be sent to the attention of the service manager. Install the corrected Warranty Guides on all affected in-stock vehicles as soon possible and discard the original copies.

A small quantity of replacement Warranty Guides have been set aside at the Special Service Support Center in the event that a Warranty Guide is misplaced. A VIN will be required for each replacement Warranty Guide ordered. To order an additional Warranty Guide, contact the Special Service Support Center at 1-800-325-5621.

DEALER PRICE

Dealers will not be charged for Warranty Guides for this program.



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

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.
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.

Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division