



Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

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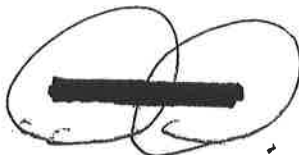


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August 31, 2015

VIN:   
2012 Focus



At Ford Motor Company of Canada, Limited (Ford), 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 providing you with both a software update and a no-charge extended coverage for the transmission control module (TCM) for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle with the VIN shown above, the TCM may experience electrical circuit failures causing intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. If this condition is present and the transmission control module has not been updated with the latest software, these symptoms may become progressively worse and your vehicle may not provide a visual warning of the failure.

**What will Ford and your dealer do?**

For your peace of mind, Ford Motor Company has developed new software that will alert the driver of a possible TCM circuit failure before symptoms progress. Ford has authorized any Ford or Ford Lincoln dealer to update the software in your TCM free of charge (parts and labour).

This Software Update Program will be in effect until July 31, 2016 regardless of distance traveled. Coverage is automatically transferred to subsequent owners.

**What should you do?**

Please call your dealer without delay and request a service date for Software Update Program 15B22. Provide the dealer with the VIN of your vehicle, which is near the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.ford.ca> for dealer addresses, maps, and driving instructions.

**What will the improved software do?**

The improved software will continuously monitor the TCM and provide advance notification, resulting in a "Check Engine" light if the TCM isn't operating properly. This improved fault detection and overt warning will help ensure the vehicle operator is alerted to potential issues with the TCM.

**What won't the software update do?**

The new TCM software update **will not** change the normal shift characteristics of your vehicle's transmission and will not have an effect on fuel economy.



**Can we Assist you further?**

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

If you have questions or concerns, please contact the Ford Customer Relationship Centre at 1-888-222-7814 and one of our representatives will be happy to assist you. For the hearing impaired call 1-888-658-6805 (TDD). Please have your vehicle's identification number ready for our representative when you call.

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

National Service Operations  
FORD MOTOR COMPANY OF CANADA, Limited