



Ford Motor Company  
Ford Customer Service Division  
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13885/006943/0030



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June 2015

Customer Satisfaction Program 15B20  
Programa de satisfacción del cliente 15B20

2015 Fusion

Your Vehicle Identification Number (VIN): 3FA6P0H73FR103340

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, the oil change reminder pop-up message (which first appears at 10,000 miles) in the instrument cluster may not properly reset when the "OK" key is pressed to reset the oil life to 100%. The pop-up message may go away when the "OK" key is selected, but re-appears after the vehicle is restarted.

This inability to reset the oil life monitor has no effect on the operation or drivability of your vehicle.

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

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the instrument cluster to correct this issue free of charge under the terms of this program.

This Customer Satisfaction Program will be in effect until July 31, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

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.

**What should you do?**

Please call your dealer without delay and request a service date for Customer Satisfaction Program 15B20. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN 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](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.