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May 14, 2014

**TO:**        All U.S. Ford and Lincoln Dealers

**SUBJECT:**        **DELIVERY HOLD – Customer Satisfaction Program 13B16**
Certain 2011 through 2014 Model Year F-Super Duty, Escape, Taurus, Fusion, Lincoln MKT and Lincoln MKZ Vehicles
Reprogram PCM to correct ABS/OSS Faults that disable OBD Monitors without Illuminating the MIL

## PROGRAM TERMS

This program will be in effect through May 31, 2016.  There is no mileage limit for this program.

## AFFECTED VEHICLES

Certain 2011 through 2014 models residing in Green States (California, Connecticut, Delaware, Maine, Maryland, Massachusetts , New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington) as follows:

| Vehicle | Model Year(s) | Engine(s) | Assembly Plant | Build Date Range |
|---|---|---|---|---|
| F-Super Duty | 2011 - 2013 | 6.2L | Kentucky | February 22, 2010 through July 15, 2013 |
| Escape | 2013 - 2014 | 2.0L, 2.5L | Louisville | April 11, 2012 through July 16, 2013 |
| Escape | 2014 | 1.6L | Louisville | June 3, 2013 through July 18, 2013 |
| Taurus | 2013 - 2014 | 2.0L | Chicago | June 24, 2012  through July 16, 2013 |
| Fusion | 2013 | 1.6L, 2.0L, 2.5L | Hermosillo | August 13, 2012 through July 16, 2013 |
| MKT | 2013 - 2014 | 2.0L | Oakville | May 1, 2012 t through March 28, 2013 |
| MKZ | 2013 | 2.0L | Hermosillo | August 13, 2012 through July 16, 2013 |

Affected vehicles are identified in OASIS.  In addition, for a list of vehicles assigned to your dealership, visit https://web.fsavinlists.dealerconnection.com.  This information will be available on May 14, 2014.

## REASON FOR THIS PROGRAM

A software error exists in the Powertrain Control Module (PCM) that allows Anti-lock Brake System (ABS) and Output Shaft Speed Sensor (OSS) signal faults to disable various On-Board Diagnostic (OBD) monitors without illuminating the MIL.

## SERVICE ACTION

Before delivering any of the vehicles involved in this program, dealers are to reprogram the PCM to the latest calibration using IDS release 90.01 and higher.  This service must be performed on all affected vehicles at no charge to the vehicle owner.

## OWNER NOTIFICATION MAILING SCHEDULE

An inactive OBD Monitor affects the vehicle only if other specific faults occur.  Because these faults are expected to be rare, owners will not be notified by mail to schedule their vehicle for service. Dealers should, however, perform this repair on any affected vehicles that are identified in OASIS that are brought to their dealerships for any other service.

## PLEASE NOTE:

**The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory prior to delivery.**

## ATTACHMENTS

Attachment I:       Administrative Information
Attachment II:      Labor Allowances
Attachment III:     Technical Information

## QUESTIONS & ASSISTANCE

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

Sincerely,

Michael A. Berardi

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## OASIS ACTIVATED?

Yes, OASIS will be activated on May 14, 2014.

## FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through https://web.fsavinlists.dealerconnection.com on May 14, 2014.  Owner names and addresses will be available on May 14, 2014.

**NOTE:**  Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records.  The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries.  Accordingly, you must limit the use of this listing to the follow-up necessary to complete 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

Correct any affected vehicles identified in OASIS which are brought to your dealership for any service.

## TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

## RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage.  Requests for approval after completion of the repair will not be granted.

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## ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.

- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

## OWNER REFUNDS

Refunds are not authorized for this program.

## RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

## CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).

- Refer to ACESII manual for claims preparation and submission information.

- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.

- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.

- PROGRAM TERMS: This program will be in effect through May 31, 2016. There is no mileage limit for this program.

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## LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|---|---|
| All Vehicles - Reprogram the PCM to the Latest Calibration using IDS 90.01 or higher | 13B16B | 0.3 Hours |

## PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

# DEALER EXECUTIVE SUMMARY

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## PROGRAM

| | |
|---|---|
| Program Type | Customer Satisfaction Program |
| Stop Sale | No |
| Demonstration Hold | No |
| Delivery Hold | Yes |
| Program Expiration | May 31, 2016 |

## PARTS & SERVICE

| | |
|---|---|
| Parts Required | No |
| Parts Available | N/A |
| IDS Software Required | Yes, Release 90.01 or higher |
| Interim Repair Available | Not Required |
| Repair Universe/Percentage of vehicles expected to require a repair | 100% of affected vehicles |
| New FSA Special Service Tools Needed | No |
| Unique Related Damage Provision | No, SSSC Approval Required |
| Labor Time | 0.3 Hours |

## CUSTOMER HANDLING

| | |
|---|---|
| Towing Reimbursement | Not Required |
| Rental Assistance | Not Required |
| Refunds Authorized | No |
| Special Handling | No |
| Vehicle Storage | Not Required |

## ADMINISTRATION

| | |
|---|---|
| OASIS On | May 14, 2014 |
| Owner Notification | None |

## CERTAIN 2011 THROUGH 2014 MODEL YEAR F-SUPER DUTY, ESCAPE, TAURUS, FUSION, LINCOLN MKT AND LINCOLN MKZ VEHICLES — REPROGRAM PCM TO CORRECT ABS/OSS FAULTS THAT DISABLE OBD MONITORS WITHOUT ILLUMINATING THE MIL

### OVERVIEW

A software error exists in the Powertrain Control Module (PCM) that allows Anti-lock Brake System (ABS) and Output Shaft Speed Sensor (OSS) signal faults to disable various On-Board Diagnostic (OBD) monitors without illuminating the MIL.

Dealers are to reprogram the PCM to the latest calibration using IDS release 90.01 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### SERVICE PROCEDURE

**Important Information for Module Programming**

**NOTE:** When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

• Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
• Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
• A hardwired connection is strongly recommended.
• Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
• Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
• Follow all scan tool on-screen instructions carefully.
• Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
• Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

**Module Reprogramming**

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

2. Reprogram the PCM using IDS release 90.01 or higher.

**NOTE:** Calibration files may also be obtained at www.motorcraft.com.

**NOTE:** Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery, once reprogramming has completed.

## Recovering a module when programming has resulted in a blank module: <u>NEVER DELETE THE ORIGINAL SESSION!</u>

a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).

b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.

c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.

d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

**NOTE:** If the original session is not listed in the previous session list, click the ''Recycle Bin'' icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

e. Once the session is loaded, the failed process should resume automatically.

f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.

g. Follow all on-screen prompts/instructions.

h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.