



Michael A. Berardi
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Ford Customer Service Division

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

December 20, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 13B18
Certain 2014 Model Year Fusion and MKZ Vehicles Equipped with HD Radio
Audio Control Module Reconfiguration

PROGRAM TERMS

This program will be in effect through January 31, 2015. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2014 model year Fusion and MKZ vehicles equipped with a High Definition (HD) Radio built at the Hermosillo Assembly Plant from August 30, 2013 through November 5, 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 December 20, 2013.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the Audio Control Module (ACM) configuration setting for the HD Radio may have been set to DISABLED rather than ENABLED at the assembly plant. These vehicles have the HD Radio selection on the screen, but the selection does not activate HD Radio.

SERVICE ACTION

Before delivering any of the vehicles involved in this program, dealers are to reconfigure the ACM using As-built data with IDS 88.01 and higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 6, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Attachment I: Administrative Information
 - Attachment II: Labor Allowances and Parts Ordering Information
 - Attachment III: Technical Information
- Owner Notification Letters

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

DELIVERY HOLD - Customer Satisfaction Program 13B18
Certain 2014 Model Year Fusion and MKZ Vehicles Equipped with HD Radio
Audio Control Module Reconfiguration

OASIS ACTIVATED?

Yes, OASIS will be activated on December 20, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 20, 2013. Owner names and addresses will be available by January 15, 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.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

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. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis.

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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 January 31, 2015. There is no mileage limit for this program.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reconfigure the Audio Control Module	13B18B	0.3 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2014 MODEL YEAR FUSION AND MKZ VEHICLES EQUIPPED WITH HD RADIO — AUDIO CONTROL MODULE RECONFIGURATION

OVERVIEW

The Audio Control Module (ACM) configuration setting for the HD Radio may have been set to DISABLED rather than ENABLED at the assembly plant. These vehicles have the HD Radio selection on the screen, but the selection does not activate HD Radio. Before delivering any of the vehicles involved in this program, dealers are to reconfigure the ACM using As-built data with IDS 88.01 and higher.

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 internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, 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.

ACM Configuration Update

1. Connect the IDS to the vehicle. Select "Start New Session" and then select "All other". Click the tick mark. Continue until the *new* session is complete.
2. Select the "Tool Box" tab and then select "Module Programming". Click the tick mark.
3. Select "As-built" and then select "ACM". Click the tick mark.
4. When asked if you were directed from another procedure select "No", and then "Continue".
5. When prompted to select between Automatic or Manual As-built data entry, select "Automatic". Click the green tick mark to confirm your selection.
6. Click the tick mark to confirm the as-built data was successfully retrieved.
7. As-built configuration is complete, click the tick mark.
8. Reset the ACM display time and date.



Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. 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.
4. 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.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. 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.





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

January 2014

Customer Satisfaction Program 13B18
Programa de satisfacción del cliente 13B18

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B18) for your vehicle, with the Vehicle Identification Number shown above.

What is the issue? The Audio Control Module setting for the High Definition (HD) Radio feature in your vehicle may have been incorrectly set at the assembly plant. If the control module setting is incorrect, the high definition feature will be inoperative, even though a feature selection button may be present on the audio system screen.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Audio Control Module free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until January 31, 2015 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 13B18. 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 for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still 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 - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:

www.Fordowner.com.

Para asistencia en Español:

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.

FLEET OWNERS: If you still 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 - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 2014

Customer Satisfaction Program 13B18
Programa de satisfacción del cliente 13B18

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567.

The Lincoln Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B18) for your vehicle, with the Vehicle Identification Number shown above. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? The Audio Control Module setting for the High Definition (HD) Radio feature in your vehicle may have been incorrectly set at the assembly plant. If the control module setting is incorrect, the high definition feature will be inoperative, even though a feature selection button may be present on the audio system screen.

What will Lincoln and your dealer do? In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to reprogram the Audio Control Module free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until January 31, 2015 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 13B18. 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.Lincolnowner.com for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.

The Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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 are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact our 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 - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Lincolnowner.com.

Para asistencia en Español:

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.

FLEET OWNERS: If you still 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 - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

The Lincoln Motor Company