



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

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

August 26, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 14N02

Certain 2011 through 2014 Model Year F-Super Duty, Escape, Taurus, Fusion, Lincoln MKT and Lincoln MKZ Vehicles
Extended Warranty Coverage for PCM Reprogramming in the Event of ABS Vehicle Speed Signal Related Communication Loss that Disables OBDII System Monitors

PROGRAM TERMS

This program provides coverage for PCM (Powertrain Control Module) reprogramming in the event that the Anti-Lock Brake System (ABS) fails to communicate a Vehicle Speed Signal (VSS) to the PCM, which inadvertently disables certain On-board Diagnostic (OBDII) monitors. This coverage is provided for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This warranty extension program covers a one-time repair for vehicles that return to a dealer for service with certain ABS faults that are responsible for and accompanied by PCM DTC U0121, P1934, or P062C. If a vehicle has already exceeded the mileage limits, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

NOTE: This is a one-time repair program and DOES apply to vehicles that are within the New Vehicle Limited Warranty coverage period.

VEHICLES COVERED BY THIS PROGRAM

Certain 2011 through 2014 models as follows:

Vehicle	Model Year(s)	Engine(s)	Assembly Plant	Build Date Range
F-Super Duty	2011 - 2013	6.2L	Kentucky	February 16, 2010 through July 15, 2013
Escape	2013 - 2014	1.6L, 2.0L, 2.5L	Louisville	April 9, 2012 through July 18, 2013
Taurus	2013 - 2014	2.0L	Chicago	April 26, 2012 through July 19, 2013
Fusion	2013	1.6L, 2.0L, 2.5L	Hermosillo	August 13, 2012 through July 16, 2013
MKT	2013 - 2014	2.0L	Oakville	April 4, 2012 through July 10, 2013
MKZ	2013	2.0L	Hermosillo	October 5, 2012 through July 16, 2013

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

In all of the affected vehicles, a software error exists in the PCM that causes various OBDII monitors to be disabled without illuminating the Malfunction Indicator Lamp (MIL) when the VSS is not received from the ABS module. In the event of certain VSS related ABS faults, disablement of the OBD monitors is not apparent to the customer, but the vehicle may exhibit other symptoms such as:

- **Super Duty** vehicles can set a PCM DTC U0121 accompanied by an illuminated ABS lamp, traction control lamp, wrench lamp and/or an inoperative speedometer.
- **Escape, Taurus and MKT** vehicles can set a PCM DTC U0121 or P1934 accompanied by an illuminated ABS lamp, traction control lamp, wrench lamp and/or an inoperative speedometer.
- **Fusion and MKZ** vehicles can set a PCM DTC U0121 or P062C accompanied by an illuminated ABS lamp, traction control lamp and/or wrench lamp (may not affect speedometer operation).

SERVICE ACTION

For any vehicles in this program that return for service due to certain ABS faults with PCM DTC U0121, P1934, or P062C, dealers are to make the following repairs. A specified DTC must be present for repairs to be authorized under the terms of this program.

- Update the PCM Calibration using IDS version 90.04 or higher. This corrects the software error that disables the OBD monitors when certain ABS faults exist.
- Diagnose and repair the ABS fault responsible for the specified DTC.

It is possible that a vehicle may have an OBD related concern that was not apparent before PCM reprogramming due to a disabled OBD monitor. For this reason, Ford will cover OBD related emission concerns that illuminate the MIL within 30 days after the program repair.

This one-time service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

An OBD Monitor becomes disabled only if certain ABS 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, reprogram the PCM on any affected vehicle with an ABS fault accompanied by PCM DTC U0121, P1934, or P062C.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 14N02

Certain 2011 through 2014 Model Year F-Super Duty, Escape, Taurus, Fusion,
Lincoln MKT and Lincoln MKZ Vehicles

Extended Warranty Coverage for PCM Reprogramming in the Event of ABS
Vehicle Speed Signal Related Communication Loss that Disables OBDII System Monitors

OASIS ACTIVATED?

Yes, OASIS will be activated on August 26, 2014.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated.

STOCK VEHICLES

Do not correct vehicles unless they exhibit a condition consistent with those described in "Reason for Additional Coverage" in this bulletin.

SOLD VEHICLES

Do not correct customer vehicles unless they exhibit a condition consistent with those described in "Reason for Additional Coverage" in this bulletin.

TITLE BRANDED / SALVAGED VEHICLES

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

RELATED DAMAGE

Related damage repairs for certain ABS faults with PCM DTC U0121, P1934, or P062C, and a repair cost of up to \$600, are preapproved. In the unlikely event the vehicle had an OBD related concern that was not apparent before PCM reprogramming, but illuminates the MIL within 30 days after reprogramming, Ford will cover the OBD related emission repair. Any related damage repairs totaling more than \$600 actual cost (parts and labor) require prior approval from the Special Service Support Center.

ADDITIONAL LABOR TIME

- If a condition exists (other than ABS faults described above) 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.

Customer Satisfaction Program 14N02

Certain 2011 through 2014 Model Year F-Super Duty, Escape, Taurus, Fusion,
Lincoln MKT and Lincoln MKZ Vehicles

Extended Warranty Coverage for PCM Reprogramming in the Event of ABS
Vehicle Speed Signal Related Communication Loss that Disables OBDII System Monitors

OWNER REFUNDS

This program corrects an OBD System Monitoring fault. Owner refunds are not applicable. If you feel you have a unique circumstance, please call the Special Service Support Center at 1-800-325-5621.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- **This is a one-time repair program and DOES apply to vehicles that are within the New Vehicle Limited Warranty coverage period. When a vehicle is determined to exhibit this concern, repairs should be claimed against Program Code 14N02.**
- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- All Diagnostic Trouble Codes retrieved during the diagnosis must be recorded and entered on the hard copy and in the KOEO DTC field in ACESII.
- Related damage for certain ABS faults that are responsible for and accompanied by a PCM DTC U0121, P1934, or P062C or eligible OBDII repairs within 30 days must be claimed on a repair line that is separate from the repair line on which the FSA is claimed with the related damage flag checked. Up to \$600 actual cost (parts and labor) can be claimed without prior approval:
 - Program Code: 14N02
 - Labor Operation: MT(*Base Part Number*)
 - *Use the published labor operation for the repair. If no labor operation exists for the part that was replaced / repaired, include the base part number along with "MT." (Example: base part number 2C204, claim as published or actual time "MT 2C204")
 - "MT" labor related to concerns other than ABS faults that are accompanied by PCM DTC U0121, P1934, or P062C requires prior approval from the Special Service Support Center.
- **PROGRAM TERMS:** This is a one-time repair program for vehicles that return to a dealer with certain ABS faults accompanied by PCM DTC U0121, P1934, or P062C. This program extends the coverage to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limits, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

Customer Satisfaction Program 14N02

Certain 2011 through 2014 Model Year F-Super Duty, Escape, Taurus, Fusion,
Lincoln MKT and Lincoln MKZ Vehicles

Extended Warranty Coverage for PCM Reprograming in the Event of ABS
Vehicle Speed Signal Related Communication Loss that Disables OBDII System Monitors

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PCM	14N02B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts that may be required to complete this repair are not identified.

CERTAIN 2011 THROUGH 2014 MODEL YEAR F-SUPER DUTY, ESCAPE, TAURUS, FUSION, LINCOLN MKT AND LINCOLN MKZ VEHICLES — EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMMING IN THE EVENT OF ABS VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM MONITORS

OVERVIEW

In all of the affected vehicles, a software error exists in the Powertrain Control Module (PCM) that causes various On-board Diagnostic (OBD) monitors to be disabled without illuminating the Malfunction Indicator Lamp (MIL) when a Vehicle Speed Signal (VSS) is not received. In the event of a VSS related fault, disablement of the OBD monitors is not apparent to the customer, but the vehicle may exhibit other symptoms such as:

- **Super Duty** vehicles can set a PCM DTC U0121 accompanied by an illuminated ABS lamp, traction control lamp, wrench lamp and/or an inoperative speedometer.
- **Escape, Taurus and MKT** vehicles can set a PCM DTC U0121 or P1934 DTC accompanied by an illuminated ABS lamp, traction control lamp, wrench lamp and/or an inoperative speedometer.
- **Fusion and MKZ** vehicles can set PCM DTC U0121 or P062C accompanied by an illuminated ABS lamp, traction control lamp and/or wrench lamp (will not affect speedometer operation).

SERVICE PROCEDURE

1. Using IDS check for the following DTC(s):

- Super Duty vehicles U0121.
 - Escape, Taurus and MKT vehicles U0121 or P1934.
 - Fusion and MKZ vehicles U0121 or P062C.
- Repair the vehicle following normal diagnostic procedures and then proceed to "Module Reprogramming". Dealers are to perform a Key On, Engine Off Self-Test. If the specified DTC is present, dealers are authorized to repair the vehicle under the terms of this program. See dealer bulletin for complete details.



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 90.04 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.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.

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.



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

- 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.

