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November 11, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Emission Recall 15E03 – Supplement #1**
Certain 2013 Model Year C-Max Hybrid and Energi, Fusion Hybrid and Energi, and
MKZ Hybrid Vehicles
Powertrain Control Module Reprogramming

REF: **Emission Recall 15E03**
Dated June 11, 2015

REASON FOR THIS SUPPLEMENT

- *To add vehicles that have been reprogrammed with the affected service calibration, identified through warranty claims, since the initial release of Emission Recall 15E03.*

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
C-Max Hybrid	2013	Michigan	Job#1 through October 14, 2013
C-Max Energi	2013	Michigan	Job#1 through October 15, 2013
Fusion Hybrid	2013	Hermosillo	Job#1 through July 16, 2013
Fusion Energi	2013	Hermosillo	Job#1 through July 16, 2013
MKZ Hybrid	2013	Hermosillo	Job#1 through July 16, 2013

Affected vehicles are identified in OASIS and FSA VIN list.

The additional affected vehicles are captured within the same build dates.

REASON FOR THIS EMISSION RECALL

In some of the affected vehicles, the Powertrain Control Module (PCM) may have been reprogrammed with a service calibration which may unintentionally cause clearing of emission-related data under certain conditions. When this occurs, the vehicle may not pass certain state-required emission/OBD readiness testing.

SERVICE ACTION

Dealers are to reprogram the PCM using IDS release 95.04 or higher. This service must be performed at no charge to the vehicle owner.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters for the additional affected vehicles are expected to be mailed the week of December 7, 2015.

Pending Agency Approval, owner letters are expected to be mailed the week of August 31, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

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OASIS ACTIVATION

OASIS will be activated on June 11, 2015.

FSA VIN LIST ACTIVATION

FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on June 11, 2015. Owner names and addresses will be available by September 14, 2015.

If a vehicle is not open in OASIS, and an owner or dealer believes it should be included in the recall (due to the vehicle not passing state-required emission/OBD readiness testing), contact the SSSC via the SSSC Web Contact Site to request the vehicle to be added to Emission Recall 15E03.

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 recall 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 recall.

STOCK VEHICLES

Use OASIS to identify and correct all affected vehicles in your used vehicle inventory.

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 (when available) 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 recall.

ADDITIONAL LABOR TIME AND/OR PARTS

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Requests for approval after completion of the repair may 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 recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15E03) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC via the SSSC Web Contact Site.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram Powertrain Control Module	15E03B	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.