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December 5, 2016

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

**SUBJECT:** **Customer Satisfaction Program 15N04 - Supplement #2**

Certain 2015 Model Year MKC and MKZ Vehicles Equipped with the Reserve Equipment Group, and Certain 2012-2016 Focus Electric, C-MAX Energi, and Fusion Energi Vehicles  
Embedded Modem Replacement

**New! REASON FOR THIS SUPPLEMENT**

*Claiming Instructions: Information on how to claim complimentary pickup and delivery service for Lincoln customers through May 31, 2017 have been added.*

**New! PROGRAM TERMS**

This program provides coverage to upgrade the embedded modem to prevent the loss of MyLincoln Mobile or MyFord Mobile service. This is a one-time repair program. Coverage extends to five years of service from the warranty start date of the vehicle, regardless of mileage. If a vehicle has already exceeded the time limits, this extended coverage will last through *December 31, 2017*. Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
MKC with Reserve Equipment Group	2015	Louisville	November 12, 2013 through June 15, 2015
MKZ with Reserve Equipment Group	2015	Hermosillo	February 21, 2014 through March 29, 2015
Focus Electric	2012-2016	Michigan	September 15, 2011 through November 30, 2015
C-MAX Energi	2013-2016	Michigan	April 13, 2012 through November 23, 2015
Fusion Energi	2013-2016	Hermosillo	September 4, 2012 through February 3, 2016

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

Owners of all affected vehicles received a complimentary subscription to the MyLincoln Mobile or MyFord Mobile service. This service uses an embedded modem that operates on a cellular network that is being decommissioned. As the network is decommissioned, customers who actively use the MyLincoln Mobile or MyFord Mobile service will experience a loss of wireless connectivity with their vehicles. This concern will not impact control or performance of the vehicle.

While customers who do not currently use the MyLincoln Mobile or MyFord Mobile service will not notice the effects of the cellular network shutdown, if they choose to activate their service in the future, it will not function with the existing embedded modem.

## **SERVICE ACTION**

Dealers should ensure that customers are aware of the impending loss of MyLincoln Mobile or MyFord Mobile service.

If a customer requests the embedded modem upgrade, dealers are to replace the embedded modem with an updated part that operates on a different cellular network. This service must be performed at no charge to the vehicle owner.

**NOTE FOR LINCOLN VEHICLES:** If a customer would like more information about the MyLincoln Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the Lincoln Owner web site. Navigate to [owner.lincoln.com](http://owner.lincoln.com) then select "SYNC & Vehicle Features," then select the "Lincoln Embedded Modem" Quick Link.

**NOTE FOR FORD VEHICLES:** If a customer would like more information about the MyFord Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the MyFord Mobile web site. Navigate to [www.myfordmobile.com](http://www.myfordmobile.com).

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

*Owner Letters for Lincoln vehicles were mailed the week of February 15, 2016. A second Lincoln owner mailing will occur the week of December 5, 2016 to encourage owners to take advantage of complementary pickup and delivery service before it expires. Owner Letters for Ford vehicles began mailing in several phases beginning October 24, 2016 and will continue through June, 2017. Dealers should upgrade the embedded modem at the customer's request, whether or not the customer has received a letter.*

## **New! ATTACHMENTS**

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

## **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 was activated for Lincoln vehicles on January 26, 2016. OASIS will be activated for Ford vehicles on October 13, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**STOCK VEHICLES**

Do not perform this service unless the customer requests repairs covered by this program.

**SOLD VEHICLES**

Owners of all affected vehicles will be directed to dealers for repairs if they wish to prevent the loss of MyLincoln Mobile or MyFord Mobile service.

**VEHICLES WITH CANCELLED WARRANTIES**

Vehicles with cancelled warranties are not eligible for this service action.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

**LINCOLN CLIENT SPECIAL HANDLING**

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, including:

- Fuel fill
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC03578, Lincoln Loyalty Program Announcement for additional details.

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**New! CLAIMS PREPARATION AND SUBMISSION**

- This is a one-time repair program and also applies to vehicles that are within the New Vehicle Limited Warranty coverage period. Repairs should be claimed against Program Code 15N04.
- 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 (15N04) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Telematics Control Units (TCUs)/embedded modems will be supplied by Ford Component Sales (FCS). No parts cost will be incurred by dealers, and dealers should not include parts cost on claims.
- For Lincoln Client Special Handling, reference EFC03578, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.
- *Complimentary pickup and delivery service with a Lincoln loaner should be claimed on a separate line in OWS as shown below:*
  - *Claim Type 13 - Policy*
  - *Sub Code – PFSA*
  - *Customer Concern Code – A99*
  - *Condition Code – 82*
  - *Causal Part – DELIVERY*
  - *MISC Expense Codes:*
    - *PICDEL - \$55*
    - *VEHPIC - \$30*
    - *VEHDEL - \$25*
    - *RENTAL – up to \$90*

**NOTE:** *This service is only available for claims with a repair date before May 31, 2017.*

**NOTE:** *If the customer is provided a loaner vehicle for the repair, the miscellaneous expense RENTAL must be on the same claim as the pickup and delivery expense. Expense code RENTAL cannot be submitted as a standalone claim under PFSA.*

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
MKC and MKZ Replace Telematics Control Unit (TCU)/embedded modem	15N04B	0.5 Hours
Focus Electric Replace Telematics Control Unit (TCU)/embedded modem	15N04C	0.6 Hours
Fusion Energi Replace Telematics Control Unit (TCU)/embedded modem	15N04D	0.7 Hours
C-MAX Energi Replace Telematics Control Unit (TCU)/embedded modem	15N04E	0.8 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

The TCU/embedded modem should be ordered using the On-line 1878 form.

To order an embedded modem:

- Go to FMCDealer.com
- Go to OASIS, enter the VIN and click GO
- Scroll to the bottom and select the On-Line 1878
- Select Telematics Control Unit (TCU) from the System drop-down box
- Complete the On-line 1878 Ford order process, selecting 15N04 as the claim submission type
- *Make sure the part is installed on the VIN used when ordering.*

Part Number	Description	Order Quantity
EJ7Z-19A387-B	Telematics Control Unit (TCU)/embedded modem – MKC	1
GP5Z-19A387-B	Telematics Control Unit (TCU)/embedded modem – MKZ	1
GM5Z-14G229-AD	Telematics Control Unit (TCU)/embedded modem – Focus Electric	1
HS7Z-14G229-Q	Telematics Control Unit (TCU)/embedded modem – Fusion Energi	1
GM5Z-14G229-BD	Telematics Control Unit (TCU)/embedded modem – C-MAX Energi	1

For questions regarding parts, submit a request through the On-Line 1878 Form by clicking the Help/Feedback/Contacts link near the bottom of the page.

**DEALER PRICE**

Embedded modems will be supplied by Ford Component Sales (FCS), and parts costs will not be incurred by the dealer.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”