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July 21, 2016

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B31**  
Certain 2017 Model Year Escape Vehicles Equipped with a 1.5L Engine  
Powertrain Control Module Reprogramming

### **PROGRAM TERMS**

This program will be in effect through July 31, 2017. There is no mileage limit for this program.

### **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2017	Louisville	September 17, 2015 through May 18, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS PROGRAM**

In all of the affected vehicles, the engine may not automatically restart following an automatic engine stop event, requiring the driver to manually restart the engine. The Engine Fault Service Now message may be displayed in the instrument cluster, the DTC P164C may set in the powertrain control module (PCM), and the vehicle speed may be limited to 45 mph (72 km/h) after the engine is manually restarted.

### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to reprogram the PCM using Integrated Diagnostic Software (IDS) release 100.03 or 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 August 8, 2016. 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 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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

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**OASIS ACTIVATION**

OASIS will be activated on July 21, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 21, 2016. Owner names and addresses will be available by August 19, 2016.

**NOTE:** Your FSA VIN Lists 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**

- 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 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
- 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.

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**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 (16B31) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reprogram the PCM using IDS release 100.03 or higher	16B31B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.