



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

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

October 27, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32 - *Supplement #1***

Certain 2015 Model Year Edge, 2015-2016 Model Year F-150, MKT, and Police Interceptor Sedan, and 2016 Model Year Escape, Explorer, Flex, Fusion, MKX, Mustang, Police Interceptor Utility, Taurus, and Transit Vehicles
Electronic Throttle Body Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32**

Dated: September 14, 2016

New! REASON FOR THIS SUPPLEMENT

***Service Action Update:** All vehicles in this program are to receive an Electronic Throttle Body (ETB) replacement. Powertrain Control Module (PCM) reprogramming is no longer required. Vehicles that previously received a PCM reprogram are now eligible for ETB replacement under this program and are identified in OASIS.*

PROGRAM TERMS

This program will be in effect through September 30, 2017. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of September 30, 2017 to encourage dealers and customers to have this service performed as soon as possible.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015	Oakville	September 1, 2015 through December 21, 2015
F-150	2015-2016	Dearborn	August 1, 2015 through May 17, 2016
		Kansas City	August 31, 2015 through April 27, 2016
MKT		Oakville	September 1, 2015 through May 10, 2016
Police Interceptor Sedan		Chicago	September 1, 2015 through March 19, 2016
Escape	2016	Louisville	September 1, 2015 through March 14, 2016
Explorer		Chicago	August 4, 2015 through May 25, 2016
Flex		Oakville	September 22, 2015 through April 14, 2016
Fusion		Flat Rock	September 1, 2015 through February 29, 2016
		Hermosillo	September 1, 2015 through April 4, 2016
MKX		Oakville	September 1, 2015 through May 16, 2016

AFFECTED VEHICLES (Continued)

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2016	Flat Rock	September 1, 2015 through April 26, 2016
Police Interceptor Utility		Chicago	September 1, 2015 through May 26, 2016
Taurus		Chicago	September 28, 2015 through May 2, 2016
Transit		Kansas City	September 1, 2015 through May 21, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the electronic throttle body internal motor contacts may develop contamination resulting in increased electrical resistance. If this condition is present, the malfunction indicator lamp will illuminate, diagnostic trouble codes P2111 and P2112 will set, and the vehicle may enter a Failure Mode Effects Management (FME) of default throttle position with fixed RPM. In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the ETB. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: *Vehicles that previously received a PCM reprogram are now eligible for ETB replacement under this program and are identified in OASIS.*

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letter mailing began the week of October 10, 2016, and is expected to be completed the week of October 31, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, 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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Electronic Throttle Body Replacement

OASIS ACTIVATION

OASIS will be activated on September 14, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 14, 2016. Owner names and addresses will be available by November 10, 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.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

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.

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
 - 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.

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Electronic Throttle Body Replacement

New! OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **March 14, 2017**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- *Refunds will only be provided for the cost associated with electronic throttle body replacement.*

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, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant
- 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 EFC04453, Lincoln Loyalty Program Announcement for additional details.

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Electronic Throttle Body Replacement**New! 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 (16B32) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
 - Program Code: 16B32
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- PROGRAM TERMS: This program will be in effect through September 30, 2017. There is no mileage limit for this program.
- For Lincoln Client Special Handling, reference EFC04453, 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.
- *Claims for PCM reprogramming under labor operation code 16B32D must have a repair date on or before November 4, 2016 to be eligible for payment.*

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Electronic Throttle Body Replacement**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<i>Replace ETB - Escape, F-150, Fusion, Mustang, and Transit</i>	16B32B	0.5 Hours
<i>Replace ETB - Edge, Explorer, Flex, MKT, MKX, Police Interceptor Sedan, Police Interceptor Utility, and Taurus</i>	16B32C	0.6 Hours

NOTE: Claims for PCM reprogramming under labor operation code 16B32D must have a repair date on or before November 4, 2016 to be eligible for payment.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
AT4Z-9E926-B	Electronic throttle body – <i>Edge, Explorer, F-150, Flex, MKT, MKX, Mustang, Police Interceptor Sedan, Police Interceptor Utility, Taurus, and Transit vehicles</i>	1
<i>DS7Z-9E926-D</i>	<i>Electronic throttle body - Escape and Fusion vehicles</i>	<i>1</i>

The DOR/COR number for this program is 51054.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

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

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.