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December 14, 2016

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B35 - Supplement #2**  
 Certain 2016-2017 Model Year C-MAX and Fusion Energi Vehicles  
 Reprogram Powertrain Control Module

**REF:** **DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B35 - Supplement #1**

**New! REASON FOR THIS SUPPLEMENT**

*Affected Vehicles: The population has been expanded to include an additional 144 vehicles.  
 Technical Instructions: It is no longer recommended to plug the vehicle in to a 110V or 220V vehicle charger during programming.*

**PROGRAM TERMS**

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

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
C-MAX	2016	Michigan	April 18, 2016 through July 18, 2016
Fusion Energi	2016-2017	Hermosillo	March 11, 2016 through July 6, 2016

*Affected vehicles are identified in OASIS and FSA VIN Lists.*

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, it may be possible for contactors in the high voltage battery junction box to become temporarily fused closed at ignition off, setting diagnostic trouble code (DTC) P0AA4. When the next engine start is attempted, the engine will fail to start and will generate a stop safely now message along with a service engine soon indicator illuminated in the instrument cluster.

**SERVICE ACTION**

Before demonstrating or delivering any of the new in-stock vehicles involved in this program, dealers are to reprogram the powertrain control module (PCM) using the Integrated Diagnostic System (IDS) software 101.02 or higher. The secondary onboard diagnostic module C (SOBDMC) will automatically update if it is not at the latest calibration level. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of September 19, 2016. *Owner letters for the additional vehicles are expected to be mailed the week of January 2, 2017.* 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 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

**DEMONSTRATION / DELIVERY HOLD – Customer Satisfaction Program 16B35 - Supplement #2**

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**New! OASIS ACTIVATION**

OASIS will be activated on August 30, 2016. *OASIS will be activated for the additional vehicles on December 14, 2016.*

**New! FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 30, 2016. *FSA VIN list for the additional vehicles will be available on December 14, 2016. Owner names and addresses will be available by January 19, 2017.* Owner names and addresses will be available by September 30, 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 16B35 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**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Reprogram PCM and SOBDMC using IDS release 101.02 or higher	16B35B	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.