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January 24, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **New Vehicle DELIVERY HOLD - Customer Satisfaction Program 17B01**
Certain 2016 Model Year Lincoln MKX Vehicles
Remote Transceiver Module Reprogramming

PROGRAM TERMS

This program will be in effect through January 31, 2018. There is no mileage limit for this program.

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|------------|----------------|---|
| MKX | 2016 | Oakville | November 11, 2014 through August 11, 2016 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the affected vehicles, the low tire pressure warning indicator may illuminate with a message in the instrument panel cluster indicating that there is a Tire Pressure Monitor System (TPMS) fault. This condition may occur as the result of a software issue in the Remote Transceiver Module (RTM).

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to reprogram the RTM using IDS release 103.05 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 February 6, 2017. 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,

Michael A. Berardi

NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 17B01

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OASIS ACTIVATION

OASIS will be activated on January 24, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 24, 2017. Owner names and addresses will be available by February 17, 2017.

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.

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:
 - 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.

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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 EFC05367, Lincoln Loyalty Program Announcement for additional details.

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 (17B01) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through January 31, 2018. There is no mileage limit for this program.
- For Lincoln Client Special Handling, reference EFC05367, 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.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|------------------------|-------------------|
| Reprogram the Remote Transceiver Module (RTM) using IDS release 103.05 or higher | 17B01B | 0.3 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.