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April 4, 2017

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DELIVERY HOLD
Customer Satisfaction Program 17B07**
Certain 2016 C-MAX Energi, 2016 Focus Electric and 2016-2017 Fusion Energi
Telematics Control Unit Reprogramming

PROGRAM TERMS

This program will be in effect through April 30, 2018. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
C-MAX Energi	2016	Michigan	October 29, 2015 through April 18, 2016
Focus Electric	2016	Michigan	October 29, 2015 through April 14, 2016
Fusion Energi	2016-2017	Hermosillo	October 13, 2015 through June 29, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the affected vehicles, a Telematics Control Unit (TCU) condition may drain the battery and cause the engine not to start. The battery drain may occur after several days of vehicle inactivity, followed by a vehicle wake-up without starting the vehicle.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to reprogram the TCU using Integrated Diagnostic Software (IDS) release 104.05 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 April 17, 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

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OASIS ACTIVATION

OASIS will be activated on April 4, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 4, 2017. Owner names and addresses will be available by May 5, 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.
- 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
- 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 17B07 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 TCU using IDS release 104.05 or higher	17B07B	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.