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November 7, 2017

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

**SUBJECT: Customer Satisfaction Program 17B16**  
 Certain 2011 Model Year Fiesta Vehicles  
 Battery Junction Box Clean and Seal

**PROGRAM TERMS**

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

**URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of November 30, 2018 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available by December 1, 2017) to contact customers with affected vehicles. This will help minimize the number of vehicles that may require Battery Junction Box (BJB) repair or replacement, which requires a more extensive repair.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011	Cuautitlan	November 3, 2009 through July 14, 2011

Affected vehicles are identified in OASIS and FSA VIN Lists.

Vehicles were originally sold or currently registered in the following states:

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

**REASON FOR THIS PROGRAM**

In the affected vehicles, an opening between the BJB and its cover could allow water and debris containing road de-icing salts to enter into the BJB. This could result in corrosion inside the BJB for vehicles operated extensively in US corrosion states. Corrosion in the BJB may cause a variety of symptoms including loss of function of exterior lights, vehicle stall, vehicle no start, or loss of function of interior lights.

## **SERVICE ACTION**

Dealers are to clean and seal the BJB, and replace any damaged fuses or terminals, as needed, following the Technical Information and Terminal Repair Information. 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 November 20, 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  
Attachment IV: Terminal Repair 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 November 7, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 7, 2017. Owner names and addresses will be available by December 1, 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 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**

- 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 **April 30, 2018**.
- 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 an electrical concern due to BJB corrosion.

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**RENTAL VEHICLES**

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

**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 (17B16) is the sub code.
- **Provision for Motorcraft® XG-12 Electrical Grease and alcohol wipes:** One 3 oz. tube of Motorcraft® XG-12 should service approximately seven vehicles. This provision is for the amount of grease and alcohol wipes used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.
  - Program Code: 17B16                      - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$3.00
- 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: 17B16                      - 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.
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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Clean and seal the BJB following the Technical Information	17B16B	0.5 Hours
Replace one or more BJB fuse terminals (if required) - claim as related damage on a separate repair line - see Terminal Repair Information in Attachment IV	MT17B16	Up to 3.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
BE8Z-19H471-A	BJB Foam Seal Kit	1	1
XG-12	Motorcraft® Electrical Grease (One 3 oz. tube services approximately seven vehicles)	1	Claim as Misc. OTHER
HU2Z-14474-AA	BJB Terminal Repair Kit (5 replacement terminals / kit)	As required	
HU2Z-14474-BA	BJB Terminal Repair Kit (5 replacement terminals / kit)	As required	
9L3Z-14526-	Mini-Fuses (5 per pkg.) – see Catalog Advantage for correct part number for the amperage of fuse required	As required	
6E5Z-14526-	Box Fuses (10 per pkg.) – see Catalog Advantage for correct part number for the amperage of fuse required	As required	
-14N089-	BJB Relay – refer to Catalog Advantage for the correct replacement part number	As required	

The DOR/COR number for this program is 51100.

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

Less than 5% of the affected vehicle population is expected to require the use of a BJB Terminal Repair Kit.

**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.