



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

August 15, 2018

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 18B21**

Certain 2018 Model Year Edge Vehicles Equipped with a 2.0L EcoBoost Engine and
Expedition Vehicles Equipped with Keyless Ignition
Automatic Engine Idle Shutdown

PROGRAM TERMS

This program will be in effect through August 31, 2019. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2018	Oakville	May 3, 2017 through March 8, 2018
Expedition	2018	Kentucky	March 14, 2017 through March 19, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, an error in Powertrain Control Module (PCM) software or Instrument Panel Cluster (IPC) configuration will prevent the Automatic Engine Idle Shutdown feature from automatically shutting down the ignition and engine after it has been idling for an extended period. The ignition and engine can still be shut down using the push button ignition switch.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to reprogram the PCM on Edge vehicles using Integrated Diagnostic Software (IDS) version 110.01 or higher and reconfigure the IPC on Expedition vehicles using the Ford Diagnosis and Repair System (FDRS). 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 August 27, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

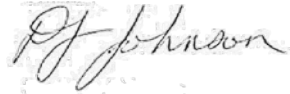
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information (Edge)
Attachment IV: Technical Information (Expedition)
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,

A handwritten signature in black ink, appearing to read "D. Johnson", written over a light gray rectangular background.

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 18B21

Certain 2018 Model Year Edge Vehicles Equipped with a 2.0L EcoBoost Engine and Expedition
Vehicles Equipped with Keyless Ignition
Automatic Engine Idle Shutdown

OASIS ACTIVATION

OASIS will be activated on August 15, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 15, 2018. Owner names and addresses will be available by September 7, 2018.

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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 18B21

Certain 2018 Model Year Edge Vehicles Equipped with a 2.0L EcoBoost Engine and Expedition
Vehicles Equipped with Keyless Ignition
Automatic Engine Idle Shutdown

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - 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.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (18B21) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Customer Satisfaction Program 18B21**

Certain 2018 Model Year Edge Vehicles Equipped with a 2.0L EcoBoost Engine and Expedition
Vehicles Equipped with Keyless Ignition
Automatic Engine Idle Shutdown

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the PCM, and clear DTCs using IDS release 110.01 or higher – 2018 Edge	18B21B	0.3 Hours
Reconfigure the IPC, and clear DTCs using FDRS – 2018 Expedition NOTE: IDS cannot be used on 2018 Expedition vehicles	18B21C	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2018 MODEL YEAR EDGE AND EXPEDITION VEHICLES — AUTOMATIC ENGINE IDLE SHUTDOWN

2018 Edge Technical Information

OVERVIEW

In all of the affected vehicles, an error in Powertrain Control Module (PCM) software will prevent the Automatic Engine Idle Shutdown feature from automatically shutting down the ignition and engine after it has been idling for an extended period. The ignition and engine can still be shut down using the push button ignition switch. Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to reprogram the PCM using Integrated Diagnostic Software (IDS) version 110.01 or higher.

SERVICE PROCEDURE

Reprogram Powertrain Control Module

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.
2. Reprogram the PCM using Integrated Diagnostic Software (IDS) release 110.01 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.



**Recovering a module when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS/FDRS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS/FDRS.
- c. Reconnect the VCM to IDS/FDRS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS/FDRS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.



CERTAIN 2018 MODEL YEAR EDGE AND EXPEDITION VEHICLES — AUTOMATIC ENGINE IDLE SHUTDOWN

2018 Expedition Technical Information

OVERVIEW

In all of the affected vehicles, an error in Instrument Panel Cluster (IPC) configuration will prevent the Automatic Engine Idle Shutdown feature from automatically shutting down the ignition and engine after it has been idling for an extended period. The ignition and engine can still be shut down using the push button ignition switch. Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to reconfigure the IPC using the Ford Diagnosis and Repair System (FDRS).

SERVICE PROCEDURE

Reconfigure Instrument Panel Cluster

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the VCM is properly connected to the DLC.

2. Log into Ford Diagnosis and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click 'Read VIN from Vehicle' or manually enter the VIN.

NOTE: Available modules are shown on the LH side of the screen, and available procedures are listed on the RH side of the screen. Modules that are communicating are highlighted in green.

4. Select Toolbox tab.
5. From the list on the LH side of the screen, select the IPC.
6. From the list on the RH side of the screen, select IPC - Instrument Panel Cluster (IPC) Configuration.
7. Click RUN. Follow all on-screen instructions carefully.
8. From the list on the RH side of the screen, select Self-Test and click RUN.
9. Click the Run Selected Tests button in the lower right.
10. Click the Clear & Retest button at the top of the screen to clear DTCs in all modules.
11. Disconnect the battery charger from the 12V battery once the programming has completed.



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the Data Link Connector (DLC) and your PC.
- b. Launch FDRS and login.
- c. In the Device Manager window that populates, select "Cancel".
- d. Select the appropriate VIN from the Vehicle Identification menu or use Manual VIN Entry and select "Go".
- e. In the Vehicle Communication Device Not Detected window that populates, select "Continue". If a Device Explorer window populates, select "Cancel".
- f. After the session has been started, reconnect the VCMII/VCMM to the DLC and the PC. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- g. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- h. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

