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March 8, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 19C03 – *Supplement #1*
Certain 2019 Model Year Nautilus, Navigator and Mustang Vehicles
Instrument Panel Cluster Reprogramming

New! REASON FOR THIS SUPPLEMENT

- *Technical instructions have been updated with additional recommendations.*
- *Additional note in labor times.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Navigator	2019	Kentucky	November 4, 2018 through December 15, 2018
Nautilus	2019	Oakville	November 6, 2018 through December 21, 2018
Mustang	2019	Flatrock	November 5, 2018 through January 15, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 101, for visible indicators in the instrument panel cluster. On startup, certain instrument clusters may not properly load the data required to run the display, resulting in a blank cluster.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the instrument panel cluster using Integrated Diagnostic Software (IDS) level 112.03 or higher for Nautilus and Mustang. Navigator will require use of 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 have mailed on March 4, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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,

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on February 12, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists are available through https://web.fsavinlists.dealerconnection.com. Owner names and addresses will be available by March 18, 2019.

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07122, 2019 Lincoln Pickup & Delivery Updates.

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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

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC07126, Lincoln Loyalty Program Announcement for additional details.

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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
    - Ford vehicles – 3 years or 36,000 miles
    - Lincoln vehicles – 4 years or 50,000 miles

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry**: 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 19C03 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.
- **Related Damage/Additional labor and/or parts**: Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
  IMPORTANT: Click the Related Damage Indicator radio button.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07122, 2019 Lincoln Pickup & Delivery Updates for details.
- **Lincoln Client Special Handling**: Reference EFC07126, Lincoln Loyalty Program Announcement 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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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram Instrument Panel Cluster using IDS 112.03 or higher on Nautilus and Mustang, and FDRS for Navigator.	19C03B	0.3 Hours*

* Reprogramming of Instrument Panel Cluster may take up to 1½ hours to complete, no technician interaction is required once reprogram starts.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2019 MODEL YEAR NAUTILUS, NAVIGATOR, AND MUSTANG VEHICLES — INSTRUMENT PANEL CLUSTER REPROGRAMMING

OVERVIEW

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 101, for visible indicators in the instrument panel cluster. On startup, certain instrument clusters may not properly load the data required to run the display, resulting in a blank cluster.

SERVICE PROCEDURE

Module Reprogramming

NEW! *NOTE: The time on this reprogramming will vary based upon Internet speed and computer speed, and may take up to 1 1/2 hours once started. With length of reprogram make sure to follow all recommendations in technical instructions to avoid complications, such as connecting a battery charger to vehicle, making sure laptop does not go into sleep mode. Once programming is started there is no technician interaction required until reprogramming is complete.*

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.

NOTE: Make sure the computer does not enter sleep mode during programming.

NOTE: Make sure you are connected to the Internet prior to reprogramming.

2. Reprogram the Instrument Panel Cluster (IPC)

   - For Nautilus and Mustang - Integrated Diagnostic Software (IDS) release 112.03 or higher.
   - For Navigator - Ford Diagnosis and Repair System (FDRS).

NOTE: After a total of two prompts, there is no technician interaction required until reprogramming is complete.

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

NOTE: Follow the 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 for IDS: NEVER DELETE THE ORIGINAL SESSION!

a. Obtain the original IDS 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.

c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the screen. If it does not, troubleshoot the computer 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 may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

NEW! *Alternate Recovery Procedure*

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

a. *Start a new IDS session with the vehicle by selecting the red 'x' or selecting "none of the above" when prompted to resume a previous IDS session. If IDS will not allow you to do so , locate an IDS scan tool that has not yet previously been connected to the vehicle and start a new session.*

b. *Navigate to the IDS > Toolbox > Module Programming > As-Built menu. Select the module that failed reprogramming.*

c. *When the As-Built programming routine asks, "Were you sent here from another procedure to obtain part numbers?", answer 'YES'.*

d. *When As-Built programming completes, IDS will direct you to return to the procedure that sent you here. Exit the As-Built programming and perform the Module Reprogramming routine on the module that previously failed.*

Recovering a module when programming has resulted in a blank module for FDRS

a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.

b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. 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.

c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.

d. 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.

e. 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.