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January 21, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19B37 *- Supplement #1***
              Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L
              GTDI Engine - Powertrain Control Module Reprogramming

REF: **Customer Satisfaction Program 19B37**
              Dated December 12, 2019

New! *REASON FOR THIS SUPPLEMENT*

- ***Additional VIN population:** Vehicle population updated to include certain additional 2019 Fusion vehicles.*
- ***Service Action:** Adding a Dongle service tool option for reprogramming the PCM.*
- ***Labor Allowances:** Updated labor table to include the Dongle process.*
- ***Technical Information:** Updated technical information for the Dongle process.*

PROGRAM TERMS

This program will be in effect through June 30, 2021. There is no mileage limit for this program.

URGENCY

We recommend dealers utilize their FSA VIN Lists name and address (available on January 31, 2020) to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit coolant intrusion into the cylinder bores, which may require a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2017-2019	Louisville	September 17, 2015 through April 8, 2019
Fusion	2017	Flat Rock	October 1, 2015 through October 16, 2015
Fusion	2017-2019	Hermosillo	October 6, 2015 through June 10, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Some of the affected vehicles may exhibit coolant intrusion into the cylinder bores. Customer symptoms include coolant loss, excessive tailpipe smoke, or illuminated malfunction indicator lights (MIL) due to engine misfire. Over time, this condition may damage the engine, requiring replacement of the engine short block.

New! <u>**SERVICE ACTION**</u>

Dealers are to reprogram the Powertrain Control Module (PCM) using *either the 19B37 Dongle service tool or the* Integrated Diagnostic Software (IDS) release *116.04* or higher. The new PCM calibration will improve cooling and reduce the potential for coolant intrusion into the cylinders by operating the external coolant pump for a period of time following engine shut down. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Note: The Dongle service tool is intended to address service capacity constraints for dealers and allows an efficient repair for customers because neither IDS nor a service bay is required.

- *The 19B37-specific Dongle is hard coded with the same programming available from IDS release R116.04, and the programming cannot be changed.*
- *Shipment of Dongles to dealers begins the week of January 27, 2020. Dealers with the largest assigned VIN lists will receive the initial Dongle shipments.*
- *Dealers experiencing service capacity constraints causing delays in performing the FSA may request additional Dongles from the SSSC as needed.*

New! <u>**OWNER NOTIFICATION MAILING SCHEDULE**</u>

Owner letters were mailed the week of January 13, 2020. *Owner letters for the additional 2019 Fusion population are expected to be mailed the week of February 4, 2020.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.
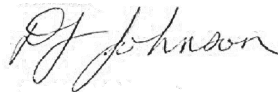
New! <u>**ATTACHMENTS**</u>

Attachment I: *Administrative Information*
Attachment II: *Labor Allowances and Parts Ordering Information*
Attachment III: *Technical Information*
Owner Notification Letter

<u>**QUESTIONS & ASSISTANCE**</u>

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,

PJ Johnson

David J. Johnson

Customer Satisfaction Program 19B37 *– Supplement #1*
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Powertrain Control Module Reprogramming

New! **OASIS ACTIVATION**

OASIS was activated on December 12, 2019. *The Supplement 1 additional 2019 Fusion VIN population will be activated by January 21, 2020.*

New! **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on December 12, 2019. *The Supplement 1 additional population FSA VIN Lists will be available on January 21,2019.* Owner names and addresses will be available by January 31, 2020.

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.

New! **SOLD VEHICLES**

- *Use OASIS to verify affected VINs, as certain 2019 Fusion vehicles were added to this program.*
- 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.

New! **STOCK VEHICLES**

- *Use OASIS to verify affected VINs, as certain 2019 Fusion vehicles were added to this program.*
- 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

- 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 **July 31, 2020**.
- Dealers are also pre-approved to refund owner-paid <u>emergency</u> repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 engine short block and/or head gasket replacement due to coolant intrusion into the cylinder bores.

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RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.
    - o 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

- **Claim Entry**: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
    - o When entering claims, select claim type 31: Field Service Action. The FSA number (19B37) is the sub code.
    - o 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.
- **Refunds:** Submit refunds on a separate repair line.
    - Program Code: 19B37   - Misc. Expense: ADMIN
    - Misc. Expense: REFUND   - Misc. Expense: 0.2 Hrs.
    - o 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
Reprogram the PCM and clear DTCs using IDS release *116.04* or higher	19B37B	0.3 Hours
Reprogram the PCM using the 19B37 Dongle tool / process	*19B37C*	*0.2 Hours*

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2017-2019 MODEL YEAR ESCAPE AND FUSION VEHICLES EQUIPPED WITH A 1.5L GTDI ENGINE — POWERTRAIN CONTROL MODULE (PCM) REPROGRAMMING

NEW! SERVICE PROCEDURE

Module Reprogramming

NOTE: All vehicles are to have the PCM reprogrammed regardless of symptoms.

NOTE: *For 19B37 there is now a Dongle tool available to improve PCM reprogramming efficiencies in addition to Integrated Diagnostic Software (IDS). The first shipment of Dongle tools to dealers begins the week of January 27, 2020 based on VIN population.*

NOTE: *The Dongle process does not require the use of a shop bay or a battery charger.*

1. *Is there a customer complaint of coolant issues, an illuminated Malfunction Indicator Lamp (MIL) or vehicle runs rough.*

    Yes - *Proceed to Step 8 for further diagnosis with IDS and Technical Service Bulletin (TSB) 19-2375.*
    No - *Continue to Step 2 if Dongle tool is available. Otherwise proceed to step 8.*

Dongle Process for Module Reprogramming

2. *Turn vehicle ignition to the key-on position.*

3. *Connect the Dongle to the diagnostic OBDII port. See Figure 1 and Table 1.*

    • *If STS LED flashes RED/GREEN with a buzzer pulse – return to Step 2.*

4. *STS LED flashing GREEN indicates process is working.*

5. *Error states to resolve with Ford IDS as follows:*

    • *STS LED flashes RED and buzzer on continuous indicates PCM software is not covered with Dongle.*
    • *STS LED solid RED and buzzer on continuous indicates PCM programming failed.*
    • *LNK LED solid YELLOW with continuous tone indicates specific 19B37 DTC is present.*

6. *STS LED solid GREEN and single beep tone (half a second) indicates PCM reprogram was successful.*

7. *Remove the Dongle from vehicle.*

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

1991D

FIGURE 1

Dongle Status

LED			Sound	Status	Action
PWR	🔴	Solid Red	–	Dongle has Power	Continue
STS	💥🟢	Flash Red/Green	Pulse Buzz	Key off	Turn ignition key on
STS	🟢	Flash Green	–	In process	Stand by
STS	💥	Flash Red	Continuous Buzz	Not compatible	Use IDS
STS	🔴	Solid Red	Continuous Buzz	Failed Programing	Use IDS
LNK	🟡	Solid Yellow	Continuous Tone	DTC Present, cannot program	Use IDS
STS	🟢	Solid Green	Single Beep Tone	Success	Unplug Dongle

1991B

TABLE 1

Integrated Diagnostic Software (IDS) for Module Reprogramming

NOTE: All vehicles are to have the PCM reprogrammed regardless of symptoms.

8. Using the Integrated Diagnostic Software (IDS), check the Powertrain Control Module (PCM) for DTC's. Are any of the following DTC's present in the PCM P0300-P0304, P0316, P0217, P1285 and/or P1299?

> Yes - Please refer to Technical Service Bulletin (TSB) 19-2375 for further diagnostics. Once DTC's *and/or coolant intrusion concerns* are resolved, continue to Step 9.
>
> No - Proceed directly to Step 9*, if there is no coolant intrusion evidence as described*.

NOTE: If any other DTC's are present in the PCM and the engine light is illuminated, record them on the repair order and advise the customer that this update will not repair these issues and that the DTC's will be cleared but will return again after this update.

9. Connect a battery charger to the 12 volt battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: Make sure the Integrated Diagnostic Software (IDS) computer does not enter sleep mode during programming.

10. Reprogram the Powertrain Control Module (PCM) using the latest IDS release. Make sure you are connected to the Internet prior to reprogramming.

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

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

11. Clear all Diagnostic Trouble Codes (DTC's).

12. Disconnect the battery charger from the 12 volt battery once the reprogramming has completed.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

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 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 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 may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.