![Ford logo]

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January 31, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 20B01
Certain 2020 Model Year Escape and Corsair Vehicles
Power Steering Control Module Software

PROGRAM TERMS

This program will be in effect through January 31, 2021. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2020	Louisville	July 1, 2019 through September 21, 2019
Corsair			June 24, 2019 through September 25, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the power steering control module (PSCM) may exhibit a fault resulting in a lack of power steering assistance at start up. A steering assist fault message may also be displayed in the message center. A lack of power steering assistance may result in higher effort steering the vehicle.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to reprogram the PSCM and clear the diagnostic trouble codes (DTCs) from the PSCM after programming using the Ford Diagnostic and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on the 2020 Escape and Corsair vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of February 10, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.
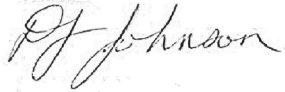
ATTACHMENTS

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

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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<u>OASIS ACTIVATION</u>
OASIS will be activated on January 31, 2020.

<u>FSA VIN LISTS ACTIVATION</u>
FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on January 31, 2020. Owner names and addresses will be available by February 25, 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.

<u>SOLD VEHICLES</u>
- 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.

<u>STOCK VEHICLES</u>
- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

<u>TITLE BRANDED / SALVAGED VEHICLES</u>
Affected title branded and salvaged vehicles are eligible for this service action.

<u>OWNER REFUNDS</u>
Refunds are not approved for this program.

<u>RENTAL VEHICLES</u>
Rental vehicles are not approved for this program.

<u>LINCOLN PICKUP AND DELIVERY</u>
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 EFC07715, 2020 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 EFC07977, 2020 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
- 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.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 20B01 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 EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.
- **Lincoln Client Special Handling**: Reference EFC07977, 2020 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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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Program the PSCM, and clear PSCM DTCs using FDRS. (IDS cannot be used on the affected vehicles) **NOTE:** Contact the Special Service Support Center (SSSC) for further directions if DTC U3000:49 and/or U2016:47 are present after programming.	20B01B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2020 MODEL YEAR ESCAPE AND CORSAIR VEHICLES - POWER STEERING CONTROL MODULE SOFTWARE

SERVICE PROCEDURE

⚠️ **WARNING!** **Turning the ignition on (engine on or accessory mode) while a battery charger is installed on the vehicle could cause a steering system fault.**

NOTE: Battery charger is not required for this procedure.

> • Make sure the 12V battery is fully charged before carrying out the programming steps.

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 Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during programming.

1. Launch 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.

2. Click 'Read VIN from Vehicle' or manually enter the Vehicle Identification Number (VIN).

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

3. Select Toolbox tab.

4. Select Power Steering Control Module (PSCM) – PSCM Software Update. Follow all on-screen instructions carefully to complete the Software update.

5. After programming has completed check, document, and clear any remaining DTCs.

6. Are PSCM DTC U3000:49 and/or U2016:47 present?

    Yes - Please contact the Special Service Support Center (SSSC) for further directions.
    No - Recall is complete.

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. 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.