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Service Engineering Operations  
Ford Customer Service Division

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

April 5, 2016

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

**SUBJECT:** **DELIVERY HOLD - Customer Satisfaction Program 16B11**  
Certain 2016 Model Year Fiesta ST and 1.0L EcoBoost Vehicles  
High Speed Cooling Fan Relay Replacement

**PROGRAM TERMS**

This program will be in effect through April 30, 2017. There is no mileage limit for this program.

**URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of April 30, 2017 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 April 26, 2016) to contact customers with affected vehicles. This will help minimize the number of vehicles that may require engine harness replacement, which requires a more extensive repair.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta ST and 1.0L EcoBoost	2016	Cuautitlan Assembly Plant	January 22, 2015 through November 10, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In all of the affected vehicles, an incorrect high speed cooling fan relay was installed. Over time, the incorrect relay may cause a loss of engine cooling fan function, resulting in:

- Loss of air conditioning performance
- Engine overheating
- Reduced engine power

**SERVICE ACTION**

Before delivering any of the vehicles involved in this program, dealers are to install the correct high speed cooling fan relay. 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 April 11, 2016. 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 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

***DELIVERY HOLD - Customer Satisfaction Program 16B11***  
Certain 2016 Model Year Fiesta ST and 1.0L EcoBoost Vehicles  
High Speed Cooling Fan Relay Replacement

**OASIS ACTIVATION**

OASIS will be activated on April 5, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 5, 2016. Owner names and addresses will be available by April 26, 2016.

**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.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**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.

**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 within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - 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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**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 (16B11) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through April 30, 2017. There is no mileage limit for this program.

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 High Speed Cooling Fan Relay Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the High Speed Cooling Fan Relay	16B11B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
5M5Z-14N089-EA	High Speed Cooling Fan Relay	1

The DOR/COR number for this program is 51030.

Order your parts requirements through normal order processing channels.

**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.

## CERTAIN 2016 MODEL YEAR FIESTA ST AND 1.0L ECOBOOST VEHICLES — HIGH SPEED COOLING FAN RELAY REPLACEMENT

### OVERVIEW

In all of the affected vehicles, an incorrect high speed cooling fan relay was installed. Over time, the incorrect relay may cause a loss of engine cooling fan function, resulting in:

- Loss of air conditioning performance
- Engine overheating
- Reduced engine power

Dealers are to install the correct high speed cooling fan relay.

### SERVICE PROCEDURE

1. Release the pin-type retainer and position aside the washer hoses. See Figure 1.
2. Remove the battery junction box cover. See Figure 1.

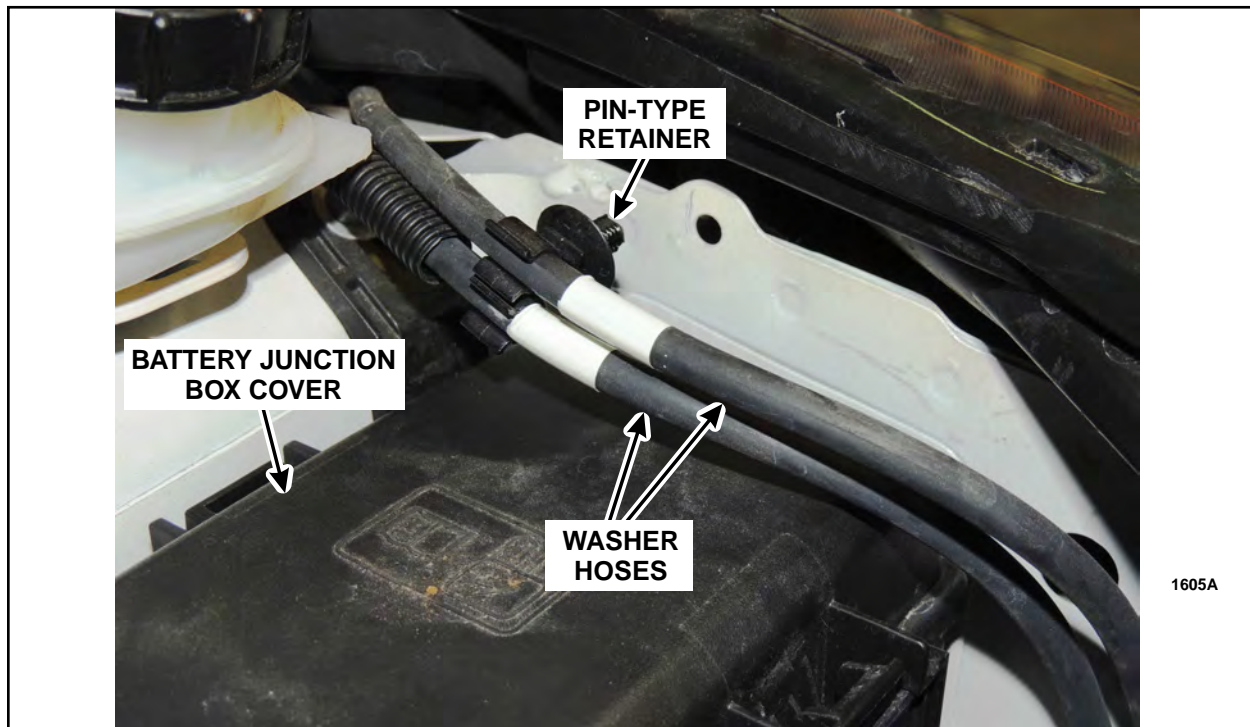
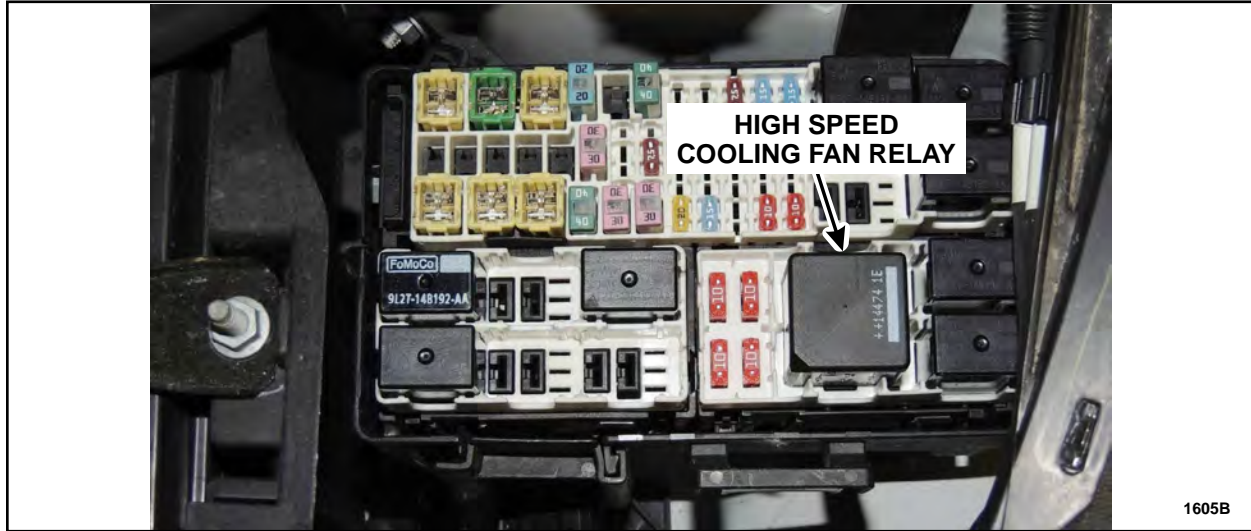


FIGURE 1



3. Remove the incorrect high speed cooling fan relay. See Figure 2.



**FIGURE 2**

4. Install the *new* high speed cooling fan relay. See Figure 3.



**FIGURE 3**

5. Install the battery junction box cover. See Figure 1.

6. Reposition the washer hoses and engage the pin-type retainer. See Figure 1.





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

April, 2016

Customer Satisfaction Program 16B11  
Programa de satisfacción del cliente 16B11

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, a loss of engine cooling fan power may occur due to an incorrect relay. This could cause a temporary loss of air conditioning performance and/or reduced engine power.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to install a new cooling fan relay, free of charge (parts and labor), under the terms of this program.

This Customer Satisfaction Program will be in effect until April 30, 2017 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.



- What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 16B11. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.
- If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.
- Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.
- You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).
- For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).
- FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).
- Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- Para asistencia en Español** Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/tools/account/maintenance/recalls.html>
- Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Ford Customer Service Division