



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

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

March 1, 2018

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Customer Satisfaction Program 18B07**

Certain 2018 Model Year EcoSport Vehicles Equipped With Remote Start  
Body Control Module Programming

**PROGRAM TERMS**

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

**URGENCY**

We recommend dealers utilize their FSA VIN Lists, and owner names and addresses, which will be available by March 23, 2018, to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit a wrench lamp when using remote start.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ecosport	2018	Chennai	August 17, 2017 through February 16, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

When a customer uses the remote start through either SYNC connect or with a Factory Invoiced Accessory (FIA) remote start, the powertrain malfunction lamp (wrench lamp) will illuminate, the See Manual message will appear in the Instrument Panel Cluster Message Center, and Diagnostic Trouble Code (DTC) P166A will set in the Powertrain Control Module (PCM). There is no impact to vehicle functionality, but the warnings will remain illuminated for the duration of the drive cycle every time remote start is used. These warnings will not appear on subsequent drive cycles when the remote start feature is not used to start the vehicle.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to program the Body Control Module (BCM) and clear the P166A DTC from the PCM 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 EcoSport vehicles.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of March 12, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

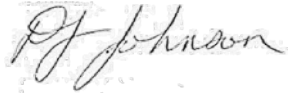
## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
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 that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on March 1, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 1, 2018. Owner names and addresses will be available by March 23, 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.

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**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 (18B07) 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.

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Program the BCM, and clear PCM DTCs using FDRS. NOTE: IDS cannot be used on EcoSport vehicles.	18B07B	0.4 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.



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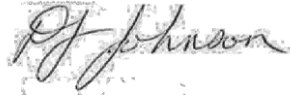
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Dearborn, Michigan 48121

March, 2018

Customer Satisfaction Program 18B07  
Programa de satisfacción del cliente 18B07

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?**



Powertrain Malfunction  
Lamp

When you use the remote start on your vehicle through either SYNC connect or the Factory Invoiced Accessory (FIA) remote start, the powertrain malfunction lamp (shown to the left) will illuminate and the See Manual message will appear in the instrument cluster message center.

**What is the effect?**

There is no impact to vehicle functionality, but the warnings will remain illuminated while you drive your vehicle every time remote start is used. These warnings will not appear during subsequent drives when the remote start feature is not used to start the vehicle.

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

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram your body control module free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until March 31, 2019 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 to schedule a service appointment for Customer Satisfaction Program 18B07. Provide the dealer with your VIN, which 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.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**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/recall>.

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