



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

October 1, 2015

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

**SUBJECT:** **Customer Satisfaction Program 15B25**  
Certain 2016 Model Year Lincoln MKX Vehicles  
Replace A-Pillar Trim Panels

**PROGRAM TERMS**

This program will be in effect through October 31, 2016. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
MKX	2016	Oakville	November 11, 2014 through August 5, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, exposure to high temperatures may cause the A-Pillar trim panels to warp, which could result in:

- A gap at the top of the A-pillar between the weather-stripping and the trim panel
- A gap behind the A-pillar trim panel which can be seen from the windshield

**SERVICE ACTION**

Dealers are to install additional fasteners to the A-pillar trim panel support brackets and replace both A-pillar trim panels. 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 October 12, 2015. 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, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

**Customer Satisfaction Program 15B25**  
Certain 2016 Model Year Lincoln MKX Vehicles  
Replace A-Pillar Trim Panels

**OASIS ACTIVATION**

OASIS will be activated on October 1, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 1, 2015. Owner names and addresses will be available by October 23, 2015.

**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 LABOR TIME AND/OR PARTS**

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**OWNER REFUNDS**

Refunds are not approved for this program.

**Customer Satisfaction Program 15B25**  
Certain 2016 Model Year Lincoln MKX Vehicles  
Replace A-Pillar Trim Panels

**RENTAL VEHICLES**

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

**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, including:

- Fuel fill
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC03578, Lincoln Loyalty Program Announcement for additional details.

**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 (15B25) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and /or parts require prior approval from the Special Service Support Center.
- For Lincoln Client Special Handling, reference EFC03578, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.
- PROGRAM TERMS: This program will be in effect through October 31, 2016. There is no mileage limit for this program.

**Customer Satisfaction Program 15B25**  
 Certain 2016 Model Year Lincoln MKX Vehicles  
 Replace A-Pillar Trim Panels

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Vehicles built on or before June 2, 2015 – Modify A-pillar trim panel support brackets (including time to drill additional holes), install additional fasteners and new A-pillar trim panels	15B25B	1.0 Hour
Vehicles built after June 2, 2015 – Modify A-pillar trim panel support brackets, install additional fasteners and new A-pillar trim panels	15B25C	0.8 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
VIN Specific	Driver Side A-pillar trim panel – Using parts catalog, enter VIN, and search using base part number 5803599	1
	Passenger Side A-pillar trim panel – Using parts catalog, enter VIN, and search using base part number 5803598	1
N808170-S437	Rivet nut (one package contains 4 Rivet nuts – two rivet nuts required per vehicle)	1
W713437-S424	Bolt (one package contains 4 bolts – two bolts required per vehicle)	1

The DOR/COR number for this program is 51005.

Order parts 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 MKX VEHICLES — REPLACE A-PILLAR TRIM PANELS

### OVERVIEW

This repair procedure involves modification of each A-pillar trim panel support bracket to provide a third attachment bolt location and replacement of the A-pillar trim with a revised part that is less susceptible to warping. Modification of the A-pillar trim panel support brackets will require the use of side cutters, a 17/64" (6.7 mm) drill bit, and Rivet nut installation tool (Rotunda AST 1442) or equivalent.

### SERVICE PROCEDURE

1. Remove and discard both A-pillar trim panels. Please follow Workshop Manual (WSM) procedures in Section 501-05.

**NOTE:** The following steps demonstrate the removal of the LH A-pillar trim panel support bracket. All steps should be repeated on the RH side of the vehicle.

2. Remove the two bolts (and pin-type retainer on vehicles built after June 2, 2015) from the A-pillar trim panel support bracket. If equipped, discard the pin-type retainer. See Figure 1.

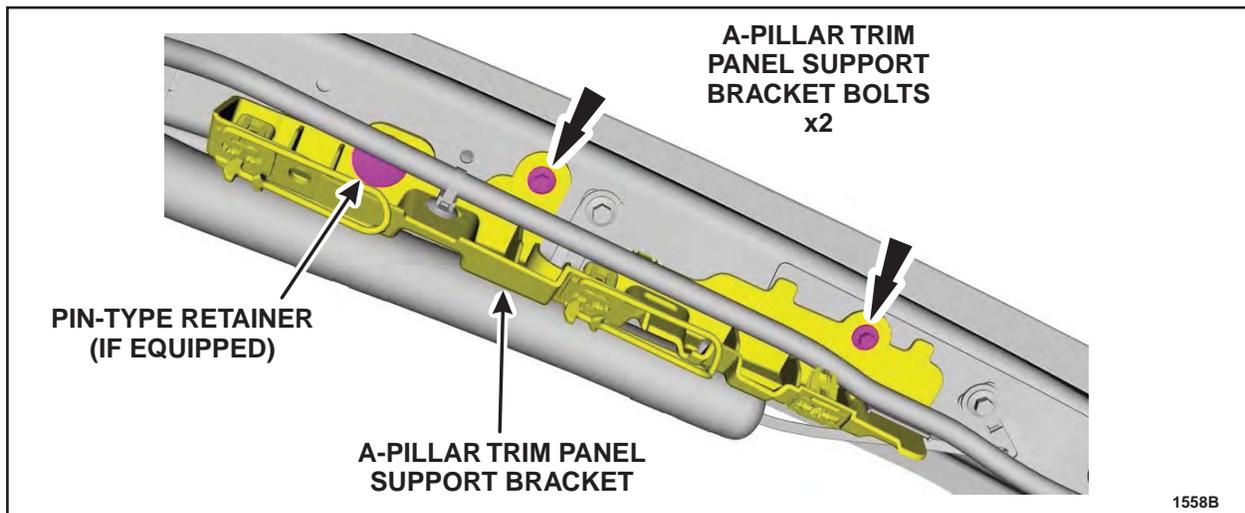


FIGURE 1



3. Disconnect the roof drain hose and side curtain air bag pin-type retainers from the A-pillar trim panel support bracket. Remove the A-pillar trim panel support bracket. See Figure 2.

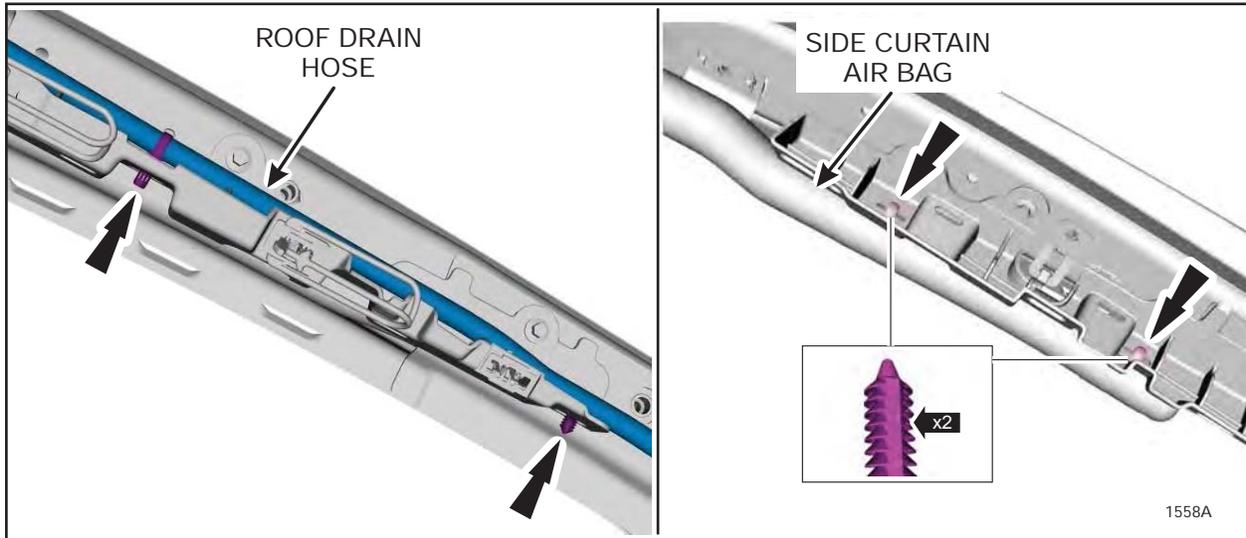


FIGURE 2

4. Cut the lower alignment pin from the A-pillar trim panel support bracket and file the surface until it is flush with the bracket. See Figure 3.
5. On vehicles built before June 2, 2015, cut the upper alignment pin from the A-pillar trim panel support bracket and file the surface until it is flush with the bracket. **At the upper alignment pin location only**, drill a hole centered on the previously removed alignment pin using a 17/64" (6.7 mm) drill bit. See Figure 3.

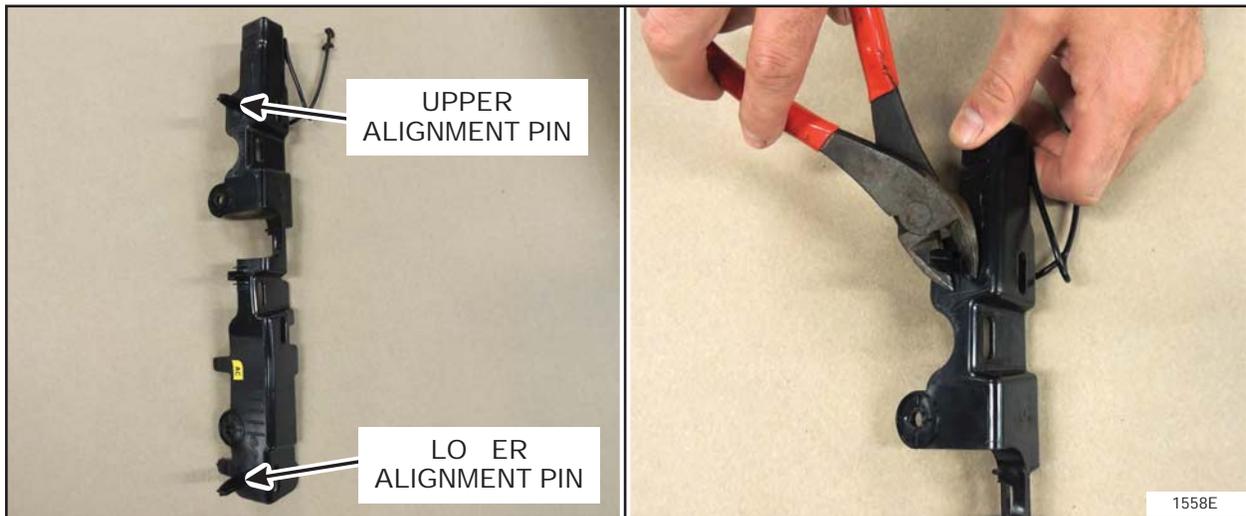
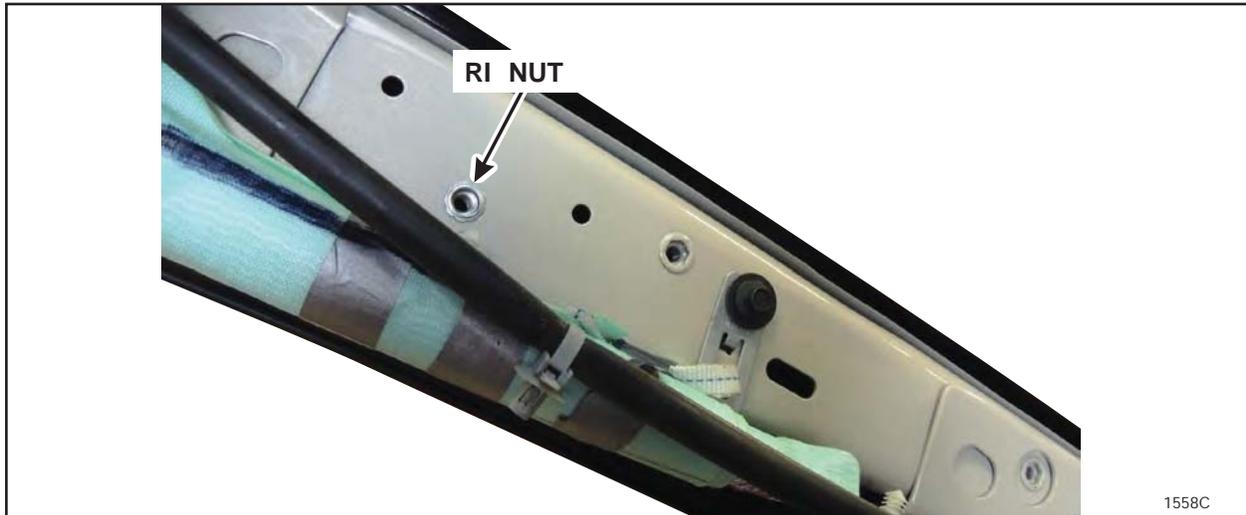


FIGURE 3

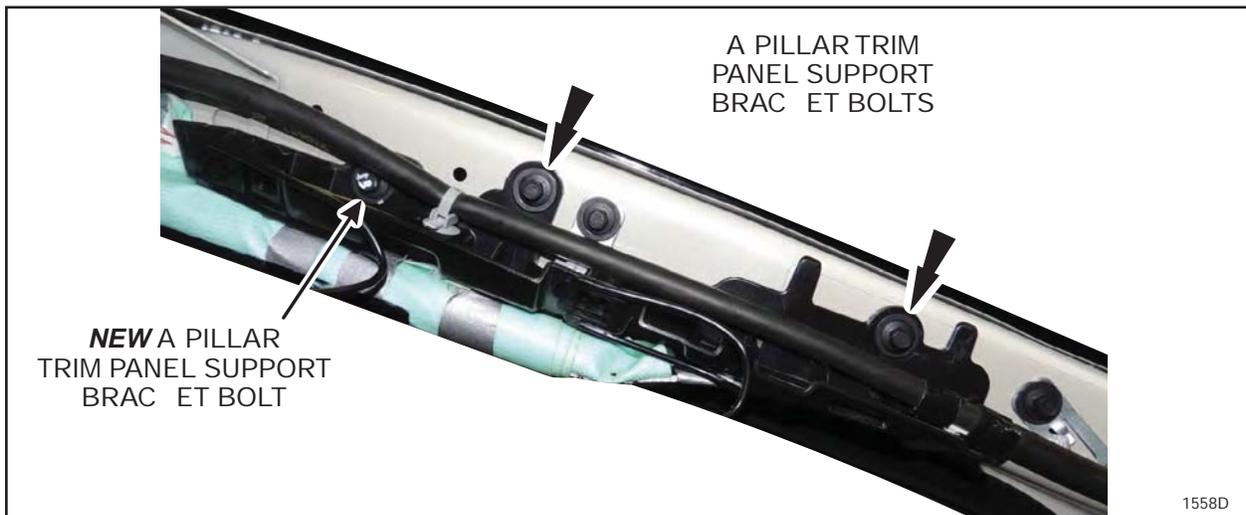


6. Install the Rivnut® into the upper A-pillar alignment hole using Rotunda Rivnut® installation tool AST1442 or equivalent. See Figure 4.



**FIGURE 4**

7. Connect the roof drain hose and side curtain air bag pin-type retainers to the A-pillar trim panel support bracket. See Figure 2.
8. Install the A-pillar trim panel support bracket.
  - a. Install the two existing and one *new* A-pillar trim panel support bracket bolts.
  - b. Torque bolts to 9 Nm (80 lb-in).



**FIGURE 5**

9. Install *new* A-pillar trim panels. Please follow WSM procedures in Section 501-05.





**THE LINCOLN MOTOR COMPANY**

The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

October 2015

Customer Satisfaction Programs 15B25 and 15B30  
Programas de satisfacción para clientes de 15B25 y 15B30

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At The Lincoln 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 these no-charge Customer Satisfaction Programs for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, the interior trim on the pillar between the front doors and the windshield may not fit properly after exposure to sunlight or heat, which may result in appearance issues.

Additionally, the optional Side Sensing System feature was inadvertently disabled. With the feature disabled, the driver will not hear an audible warning or see an obstacle distance indication through the information display for obstacles on either side of the vehicle.

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

In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to install additional fasteners, new trim panels, and enable the Side Sensing System by reconfiguring the software in your vehicle's Parking Aid Module free of charge (parts and labor) under the terms of this program.

These Customer Satisfaction Programs (15B25 and 15B30) will be in effect until October 31, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for these repairs 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 Programs 15B25 and 15B30. 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.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have these service actions completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Therefore, please have these service actions 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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at [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).

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.

**FLEET OWNERS:** If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you can contact us at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

The Lincoln Motor Company



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

October 2015

Customer Satisfaction Program 15B25  
Programa de satisfacción del cliente 15B25

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At The Lincoln 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, the interior trim on the pillar between the front doors and the windshield may not fit properly after exposure to sunlight or heat, which may result in appearance issues.

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

In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to install additional fasteners and new trim panels free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until October 31, 2016 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 15B25. 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.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.  
The Lincoln 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. Therefore, please have this service action performed as soon as possible.

**What if you no longer own this vehicle?**

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The Lincoln Motor Company