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Ford Motor Company
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June 09, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19B37 - Supplement #4**
 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 – Supplement #3**
 Dated May 6, 2020

REF: **Customer Satisfaction Program 21N12**
 Dated: June 09, 2022

New! REASON FOR THIS SUPPLEMENT

- **Program Terms:** This program has been extended until November 30, 2022.
- **Service Action:**
 - 21N12 requires 19B37 to be completed in OASIS first, then 21N12 will activate.
 - Do **NOT** use the Dongle to reprogram vehicles.
- **Owner Notification:** Owners who have not completed 19B37 will be mailed an updated letter.
- **Attachments:**
 - A new Owner Letter with updated program terms (program extension).
 - Updated Mobile Repair Recommendations.
 - Attachment IV, Service Advisor to Customer Interaction Video Link, was removed.
- **Owner Refunds:** Updated refund date.
- **Labor Allowances:** Labor OP C, Dongle tool / process has been removed.

New! PROGRAM TERMS

This program will be in effect through **November 30, 2022**. 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! SERVICE ACTION

Dealers are to reprogram the Powertrain Control Module (PCM) using 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: *19B37 must be completed in OASIS before 21N12 is available for a vehicle.*

NOTE: *To avoid programming errors, do NOT use the dongle for the remainder of this program.*

- *The dongle service tool was requested back from dealers and repurposed for other FSAs.*

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of January 13, 2020. Owner letters for the additional 2019 Fusion population were mailed the week of February 4, 2020. *Owner Letters informing of program extension will be mailed the week of June 20, 2022. Vehicle owners will receive one letter for both 19B37 and 21N12.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

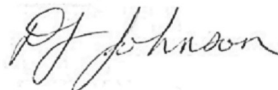
New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment V: 19B37 Mobile Repair Recommendations
Attachment VI: 19B37 Vehicle Pick-up and Delivery Record
Owner Notification Letter – Program Extension

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

Customer Satisfaction Program 19B37 – Supplement #4

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine Powertrain Control Module Reprogramming

OASIS ACTIVATION

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

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on December 12, 2019. The Supplement #1 additional population FSA VIN Lists were available on January 21, 2019. Owner names and addresses were 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.

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.

STOCK VEHICLES

- Use OASIS to verify affected VINs.
- 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.

New! 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 – Program Extension*.

- This refund offer expires **November 30, 2022**.
- Dealers are also pre-approved to refund owner-paid emergency 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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NON-TRADITIONAL REPAIR APPROACHES

- **MOBILE REPAIRS:** Mobile repairs are approved and encouraged for this action. By offering mobile repair services, dealers can:
 - Increase customer base by reaching customers that may otherwise not do business with the dealership.
 - Improve customer satisfaction by offering a more convenient and timely service solution.
 - Free up service department space to accommodate retail work.
 - Conveniently service affected fleets.
 - Effective May 06, 2020, dealers are eligible to claim one-half labor hour per repair to cover costs associated with completing a mobile repair.
 - Dealers must retain a Mobil Repair Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment VI for details.
 - Dealers are encouraged to combine multiple repairs on the same trip for efficiencies.
- **VEHICLE PICK-UP AND DELIVERY**
 - Effective May 06, 2020, dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
 - Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment VI for details.

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 powertrain 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 – 5 years or 60,000 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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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 (19B37) 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.
- **Special Allowances**
 - All Special Allowances must be claimed on the same RO line as the repair.
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs and/or dealer pick-up and delivery, retain a copy of the Service Management signed record (see Attachment VI), with the repair order documentation.
 - Claim the mobile repair or vehicle pick-up and delivery allowance Labor Operation Code 19B37D along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19B37
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - 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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Powertrain Control Module Reprogramming

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the PCM and clear DTCs using IDS release 116.04 or higher	19B37B	0.3 Hours
Mobile Repair or Vehicle Pick-up and Delivery Allowance – Claim with applicable repair labor operation above. For all 19B37 reprogramming repairs. NOTE: This allowance is for dealer-performed mobile repairs or vehicles pick-up/delivery for dealership repairs only. <i>If additional time is required due to travel, please submit an SSSC Approval Form.</i>	19B37D	0.5 Hours

NOTE: Labor Operation C – Dongle tool / process – has been removed. Dongles were returned to the SSSC and repurposed for different programs.

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: To avoid programing errors, do **NOT** use the dongle for the remainder of this program.

1. 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
- P1299

And/or with or without an illuminated Malfunction Indicator Lamp (MIL) the customer has a complaint of coolant issues such as:

- Low coolant level.
- Excessive white exhaust smoke.
- Runs in a rough condition.

YES - Continue to Steps 2 through 5 for PCM reprogramming,
• **Then** refer to Field Service Action (FSA) 21N12 for further instructions and diagnostics.

NO - Proceed directly to Steps 2 through 5 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.

2. 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.

3. 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.



4. Clear all Diagnostic Trouble Codes (DTC's).
5. 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.



Customer Satisfaction Program 19B37 – Supplement #4

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine Powertrain Control Module Reprogramming

19B37 Mobile Repair Additional Information

NOTE: *To avoid programing errors, do NOT use the dongle for the remainder of this program.*

- *The dongle service tool was requested back from dealers and repurposed for other FSAs.*

Before reprogramming the vehicle:

- Refer to Attachment III Technical Instruction- *Supplement #4* first.
- Confirm with customer about the condition of their vehicle (dash lights/battery issues/signs of coolant issues, etc.).

Common issues that may cause vehicle programming to fail:

- Low battery: Vehicle has been sitting unused for an extended period of time.
- Programing is interrupted.

Mobil Repair Recommendations with 19B37

- Confirm condition of customer's vehicle before traveling to determine if mobile repair is feasible.
- Service Manager Signature – mobile repair record (see Attachment VI).
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of these repairs, a specialty vehicle is not required.
- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Battery charger jump pack to charge vehicle if needed.
- Charged cell phone.
- Charged Laptop.
- Integrated Diagnostic Software (IDS) release 116.04 or higher.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.

QUESTIONS & ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

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**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY
RECORD**

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 19B37 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date



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

Customer Satisfaction Programs 19B37 and 21N12

Mr. John Sample
123 Main Street
Anywhere, USA 12345

June 2022

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 no-charge Customer Satisfaction Programs for your vehicle with the VIN shown above.

Why are you receiving this notice?

On your vehicle, it may be possible for coolant to intrude into the cylinder bores.

What is the effect?

Coolant intrusion into the cylinder bores can lead to coolant loss, excessive tailpipe smoke, or illuminated malfunction indicator lights (MIL) due to engine misfire and could potentially lead to engine damage.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the powertrain control module (PCM) free of charge (parts and labor) under the terms of Customer Satisfaction Program 19B37. Receiving this service will improve engine cooling and may help avoid additional engine repairs. Customer Satisfaction Program 19B37 will be in effect until November 30, 2022, regardless of mileage. Coverage is automatically transferred to subsequent owners.

Additionally, if engine damage has occurred due to coolant intrusion, Ford Motor Company is providing a one-time repair of the engine short block. The short block one-time repair is covered under Customer Satisfaction Program 21N12.

In order to qualify for Customer Satisfaction Program 21N12, Customer Satisfaction program 19B37, PCM reprogram, must be completed on the vehicle first before program 21N12 will take effect.

What will Ford and your dealer do?
(continued)

If your vehicle exhibits coolant leakage into the cylinder bores causing engine damage within 7 years of 84,000 miles from the warranty start date and the engine short block is no longer covered under the powertrain warranty, Ford Motor Company has authorized your dealer to replace the engine short block free of charge (parts and labor) under Customer Satisfaction Program 21N12. This is a one-time repair program dependent upon program 19B37 completion

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through November 30, 2022. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for the 19B37 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.

If the engine short block requires replacement under 21N12, the time needed for this repair is less than three (3) days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B37. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Please also keep this letter as a reminder of the service warranty coverage for your vehicle's engine short block under Customer Satisfaction Program 21N12. If the engine short block requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

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.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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 parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit ford.com/support.

Do you need a rental vehicle?

If your dealer determines that engine short block replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to an engine short block or head gasket replacement due to coolant intrusion into the engine cylinder bores. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2022. To avoid delays, do not send receipts to Ford Motor Company.

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 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: ford.com/support

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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division