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Ford Motor Company  
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November 27, 2023

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

**SUBJECT:** **Customer Satisfaction Program 13N02 – Supplement # 2**  
 Certain 2010-**2014** Model Year Edge and MKX Vehicles  
 Extended Warranty Coverage on Brake Booster

**REF :** **Customer Satisfaction Program 13N02 – Supplement # 1**  
 Dated September 30, 2014

**New! REASON FOR THIS SUPPLEMENT**

- **Program Terms:** Updated program extension coverage of the brake booster.
- **Vehicles Covered by this program:** Section updated.
- **Owner Notification Mailing Schedule:** New updated Owner Letters.
- **Technical Information:** Updated Technical Information.
- **Mobile Service Repair Assessment:** Attachment added.
- **Mobile Repair/Vehicle Pickup and Delivery Record:** Attachment added.
- **Mobile Service Repair Assessment Level:** Section added.
- **OASIS Activation:** Section updated.
- **Sold Vehicles:** Section updated.
- **Additional Repair (Labor Time and/or Parts):** Section updated.
- **Owner Refunds:** Section updated.
- **Pick-Up and Delivery:** Section added.
- **Claims Preparation and Submission:** Section updated.
- **Labor Allowances:** Expanded the coverage to 2014 model year.
- **Parts Requirements / Ordering Information:** Service parts information updated.

**New! PROGRAM TERMS**

This program extends the coverage of the brake booster to 10 (ten) years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program.

- *If a vehicle has already exceeded the time or mileage limit and is part of the initial launch population (vehicle build date of May 3, 2010 through March 28, 2013), this coverage expired on January 31, 2015.*
- *If a vehicle has already exceeded the time or mileage limit and is part of the incremental launch population (vehicle build date of April 2, 2013 through February 28, 2014), this coverage will last through November 30, 2025.*
- *Coverage is automatically transferred to subsequent owners.*

<b>Population</b>	<b>Build Dates</b>	<b>Expiration Date</b>
<i>Initial</i>	<i>May 3, 2010 through March 28, 2013</i>	<i>January 31, 2015</i>
<i>Incremental</i>	<i>April 2, 2013 through February 28, 2014</i>	<i>November 30, 2025</i>

**New! VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Edge / MKX	2010-2013	Oakville	May 3, 2010 through March 28, 2013
<i>Edge / MKX</i>	<i>2013</i>	<i>Oakville</i>	<i>April 2, 2013 through November 18, 2013</i>
<i>Edge / MKX</i>	<i>2014</i>	<i>Oakville</i>	<i>July 25, 2013 through February 28, 2014</i>

*U.S. population of affected vehicles: 612,975. Affected vehicles are identified in OASIS.*

**REASON FOR PROVIDING ADDITIONAL COVERAGE**

In some of the affected vehicles, it is possible for the brake booster to develop a small tear in the diaphragm under certain driving and environmental conditions. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a “spongy” pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

**SERVICE ACTION**

If an affected vehicle displays this condition and is beyond the terms of the New Vehicle Limited Warranty, dealers are authorized to replace the brake booster under this one-time repair program. This repair must be performed at no charge to the vehicle owner.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters for the initial population were mailed the week of January 13, 2014.

*Owner Letters for the incremental population are expected to be mailed the week of December 4, 2023. Dealers should repair any affected vehicles that exhibit an improperly functioning brake booster, whether or not the customer has received a letter.*

**New! ATTACHMENTS**

- *Administrative Information*
- *Labor Allowances and Parts Ordering Information*
- *Technical Information*
- *Mobile Service Repair Assessment*
- *Mobile Repair/Vehicle Pickup and Delivery Record*
- *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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

**Customer Satisfaction Program 13N02 – Supplement # 2**

Certain 2010 - 2014 Model Year Edge and MKX Vehicles

Extended Warranty Coverage on Brake Booster

**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

*All repairs in this program have the following assessment level.*

Ⓢ - Not Mobile Service Capable

**New! OASIS ACTIVATION**

*OASIS was activated on January 9, 2014 for the initial population. For the new incremental population OASIS will be activated November 27, 2023.*

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**New! SOLD VEHICLES**

- *Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.*
- *Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.*

**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**New! 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 before completing the repair.*

**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 and per the new guidelines:*
  - *For the initial population, the refund offer expired June 30, 2014.*
  - *For the incremental population, this refund offer will expire on December 31, 2023.*

**Customer Satisfaction Program 13N02 – Supplement # 2**

Certain 2010 - 2014 Model Year Edge and MKX Vehicles

Extended Warranty Coverage on Brake Booster

**New! OWNER REFUNDS (Continued)**

- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. 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 the diagnosis and replacement of the brake booster.

**RENTAL VEHICLES**

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

**New! PICK-UP AND DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

**New! CLAIMS PREPARATION AND SUBMISSION**

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 13N02 if the vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 13N02
    - Customer Concern Code (CCC): N17 Brakes Noisy
    - Condition Code (CC): 42 Does Not Operate Properly
    - Causal Part Number: 2005, Quantity 0
- 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 the same claim type and subcode as described in Claim Entry above.
 

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 

- Program Code: 13N02	- 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.

**Customer Satisfaction Program 13N02 – Supplement # 2**

Certain 2010 - 2014 Model Year Edge and MKX Vehicles

Extended Warranty Coverage on Brake Booster

**New! CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Pick-Up & Delivery:**
  - *Dealers participating in the Remote Experience Program –*
    - *Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.*

**Labor Allowances and Parts Ordering Information**

**Customer Satisfaction Program 13N02 – Supplement # 2**

Certain 2010 - 2014 Model Year Edge and MKX Vehicles

Extended Warranty Coverage on Brake Booster

**New! LABOR ALLOWANCES**

Model Year(s)	Description	Labor Operation	Labor Time
2010	Install a new brake booster	13N02B	1.3 Hours
2011 - 2014	Install a new brake booster	13N02C	2.0 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

<b>Edge/MKX Brake Booster Replacement Parts List</b>							
<b>*Note: Select The Correct Parts List For Each Vehicle Combination Below:</b>							
<b>Part Description</b>	<b>Model Year(s)</b>	<b>Model(s)</b>	<b>Engine</b>	<b>Drive Train</b>	<b>Part Number</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
<i>Brake Booster</i>	2010	All	All	All	AT4Z-2005-A	1	1
	2011-2014	MKX	All	All	BA1Z-2005-A	1	1
		Edge	3.5L Or 3.7L	FWD	BT4Z-2005-A	1	1
				AWD	BA1Z-2005-A	1	1
			2.0L	All	CT4Z-2005-A	1	1
<i>Upper Intake Manifold Gasket</i>	2011-2014	Edge or MKX	3.5L Or 3.7L	All	*-9H486-*	1	1
<i>Brake Booster Nuts (4 required – 4 in a pack)</i>	2010-2014	Edge or MKK	All	All	W520212-S440	1	4
<i>Brake Booster Push Rod Clevis Locking Pin</i>	2011-2014	Edge or MKX	All	All	3M5Z-2L523-AA	1	1
<i>Motorcraft® High Performance DOT 3 Motor Vehicle Brake Fluid - 12 oz.</i>	All	Edge Or MKX	All	All	PM-1-C	3	3

**Customer Satisfaction Program 13N02 – Supplement # 2**  
Certain 2010 - 2014 Model Year Edge and MKX Vehicles  
Extended Warranty Coverage on Brake Booster

**New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

The DOR/COR number for this recall is 50527.

*Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.*

*Less than 10% of the affected vehicle population is expected to require brake booster replacement.*

***NOTE:** Part numbers may change or supersede to a new service level service part number during the duration of this recall. For the latest and greatest part number, you may also refer to the Ford Electronic Parts Catalog, enter vehicle specific VIN number and order the correct specific parts during the repair.*

**DEALER PRICE**

*For the latest prices, refer to DOES II.*

**PARTS RETENTION, RETURN, & SCRAPPING**

*Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations.*

**EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.

**Customer Satisfaction Program 13N02 – Supplement # 2**

Certain 2010-2014 Model Year Edge and MKX Vehicles

Extended Warranty Coverage on Brake Booster

**New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.



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

## Customer Satisfaction Program 13N02

December 2023

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?**

Under certain driving and environmental conditions, it is possible for the brake booster on your vehicle to develop a small tear in the diaphragm. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a “spongy” pedal feel without a noticeable effect on braking performance.

### **What is the effect?**

If your vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the brake booster to ten (10) years or 150,000 miles from the warranty start date of your vehicle, whichever occurs first. This is a one-time repair program. If your vehicle has already exceeded the mileage limit, this coverage will last through November 30, 2025.

Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

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

If the brake booster on your vehicle requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the brake booster free of charge (parts and labor). This is a one-time repair program.

### **How long will it take?**

If the brake booster requires replacement, 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.

**How long will it take?** Additional time may be required to allow the engine to cool before performing this repair. In addition, your vehicle may require an inspection to determine if parts need to be ordered.  
**(Continued)**

**What should you do?** You do not need to return to your dealer for this repair unless your vehicle has one or more of the following symptoms:

- A hissing noise while depressing the pedal.
- A “spongy” pedal feel without a noticeable effect on braking performance.
- An increase in the amount of pedal effort required to stop the vehicle.

**Please Note:** The above symptoms could also be caused by other situations. Only repairs to the brake booster are covered under this program.

Please keep this letter as a reminder of the one-time extended warranty coverage repair offer for your brake booster. If the brake booster requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 13N02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [ford.com/support](https://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.

**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 services related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before December 31, 2023. 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

**Can we assist you further? (Continued)**

representatives will be happy to assist you. If you wish to contact us through the Internet, our address is [ford.com/support](https://ford.com/support).

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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](https://fleet.ford.com).

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

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

Ford Customer Service Division



Lincoln  
P. O. Box 1904  
Dearborn, Michigan 48121

## Customer Satisfaction Program 13N02

December 2023

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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?**

Under certain driving and environmental conditions, it is possible for the brake booster on your vehicle to develop a small tear in the diaphragm. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a “spongy” pedal feel without a noticeable effect on braking performance.

**What is the effect?**

If your vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

In the interest of customer satisfaction, Lincoln is extending the limited warranty on the brake booster to ten (10) years or 150,000 miles from the warranty start date of your vehicle, whichever occurs first. This is a one-time repair program. If your vehicle has already exceeded the mileage limit, this coverage will last through November 30, 2025.

Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part

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

If the brake booster on your vehicle requires replacement and your vehicle is within the indicated time/mileage limitations, Lincoln has authorized your retailer to replace the brake booster free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the brake booster requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

Additional time may be required to allow the engine to cool before performing this repair. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

**What should you do?** You do not need to return to your retailer for this repair unless your vehicle has one or more of the following symptoms:

- A hissing noise while depressing the pedal.
- A “spongy” pedal feel without a noticeable effect on braking performance.
- An increase in the amount of pedal effort required to stop the vehicle.

**Please Note:** The above symptoms could also be caused by other situations. Only repairs to the brake booster are covered under this program.

Please keep this letter as a reminder of the one-time extended warranty coverage repair offer for your brake booster. If the brake booster requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your retailer to schedule a service appointment. Provide the retailer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 13N02. The VIN is printed near your name at the beginning of this letter. Your retailer will replace the part at no charge.

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.

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

**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 services related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your retailer before December 31, 2023. To avoid delays, do not send receipts to Lincoln.

**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 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 retailer’s Service Manager for assistance.

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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](http://fleet.ford.com).

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

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

Lincoln

Customer Satisfaction Program 13N02 – **Supplement # 2**

**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 13N02– **Supplement # 2** Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

Customer Satisfaction Program 13N02 – **Supplement # 2**

**Mobile Service Repair Assessment**

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

**Dealer Bulletin**

Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Customer Satisfaction Program 13N02 – **Supplement # 2**

   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
  - Brake Inspection and Brake Repair/Replacement
  - Limited Suspension Component replacement (no alignment)
  - Under Vehicle access for limited repairs (no large component removal)
  - Vehicle Check Up - VCU
  - Pre-Delivery Inspection - PDI
  - Used Car Inspection/Presale Inspection
  - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

## CERTAIN 2010-**2014** MODEL YEAR EDGE AND MKX VEHICLES — EXTENDED WARRANTY COVERAGE ON BRAKE BOOSTER

### OVERVIEW

#### **REASON FOR PROVIDING ADDITIONAL COVERAGE**

In some of the affected vehicles, it is possible for the brake booster to develop a small tear in the diaphragm under certain driving and environmental conditions. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a “spongy” pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

**NOTE:** If an affected vehicle displays this condition, dealers are authorized to replace the brake booster under this one-time repair program.

#### **NEW ! SERVICE PROCEDURE**

**NOTICE:** The purpose of the master cylinder to Hydraulic Control Unit (HCU) braided flex lines are to improve vehicle Noise, Vibration, and Harshness (NVH). Bending or flexing the lines will cause damage to the inner portion of the braided section of the lines. **Do not** attempt to position the master cylinder aside without disconnecting the brake lines from the HCU.

1. Verify that the brake booster requires replacement.
2. Replace the brake booster, *bleed the brake system and fill brake system to specifications. Enter the Vehicle Identification Number (VIN) in Professional Technical System (PTS) and follow the vehicles corresponding Workshop Manual (WSM) procedures in Section 206-07.*
3. *Brake booster repair replacement is complete.*

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

