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November 25, 2013

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 13C09**  
Certain 2013 and 2014 Model Year Lincoln MKZ Hybrid Vehicles  
Hybrid Powertrain Control Module Recalibration for Transmission Interlock Repair

### **AFFECTED VEHICLES**

Certain 2013 and 2014 Model Year Lincoln MKZ Hybrid Vehicles built at the Hermosillo Assembly Plant from Job #1, 2013 through September 24, 2013. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on November 25, 2013.

### **REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 114, Section 5.3, Theft Protection and Rollaway Prevention. These vehicles may have been built with transmission range sensors that do not function properly due to a manufacturing error. Due to this error, the transmission range sensor signal may be delayed, and the Hybrid Powertrain Control Module (PCM) may incorrectly assume the vehicle is in Neutral and allow the transmission to shift out of Park without the brake pedal applied, increasing the risk of unintended vehicle movement. In addition, if this concern has occurred, the wrench light may be illuminated, a "Shift system fault – Service required" message may be displayed on the message center, and a Diagnostic Trouble Code (DTC) P164E may be stored in the PCM.

### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to reprogram the PCM using IDS release 87.04 or higher. 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 December 9, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on November 25, 2013.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on November 25, 2013. Owner names and addresses will be available on December 16, 2013.

**NOTE:** Your FSA VIN list 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 recall 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 recall.

**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.

**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 recall.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will 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).

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.



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**LINCOLN OWNER SPECIAL HANDLING ALLOWANCE (Applies to sold vehicles only)**

To “surprise & delight” Lincoln Owners; Lincoln Dealers are authorized to provide the following services up to a maximum combined value of \$75.

- Lincoln Service Loaner (Rental)
- Fuel Fill
- Vehicle Pick-up and Delivery
- Vehicle Wash and Vacuum (this is expected as part of the Lincoln Commitment Program)

This program is exclusive to Lincoln Dealers. Ford Stand-alone Dealerships servicing Lincoln Owners are not authorized to claim the special handling allowance. Owners will not be notified of this service in owner mailings.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- For Lincoln Special Handling (sold vehicles only), claim up to a maximum combined value of \$75. All Special Handling claims must be on the same repair line.
  - **Rental:** Enter the total amount of the Service Loaner (Rental) expense under Miscellaneous Expense Code “RENTAL”. This is separate from Transportation Assistance Program (TAP) allocation.
    - Misc. Expense Code: RENTAL
    - Misc. Expense Amount: Total amount
  - **Fuel Fill:** Enter Miscellaneous Expense Code “FUEL”.
    - Misc. Expense Code: FUEL
    - Misc. Expense Amount: Total amount
  - **Vehicle Pick-up and Delivery:** Enter Miscellaneous Expense Code “LCHP”.
    - Misc. Expense Code: LCHP
    - Misc. Expense Amount: Total amount

**NOTE:** Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual. Include receipts for miscellaneous expenses documented in service file.

- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reprogram the Hybrid Powertrain Control Module (PCM)	13C09B	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

## CERTAIN 2013-2014 MODEL YEAR MKZ HYBRID VEHICLES — HYBRID POWERTRAIN CONTROL MODULE RECALIBRATION FOR TRANSMISSION INTERLOCK REPAIR

### OVERVIEW

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 114, Section 5.3, Theft Protection and Rollaway Prevention. These vehicles may have been built with transmission range sensors that do not function properly due to a manufacturing error. Due to this error, the transmission range sensor signal may be delayed, and the Hybrid Powertrain Control Module (PCM) may incorrectly assume the vehicle is in Neutral and allow the transmission to shift out of Park without the brake pedal applied. In addition, if this concern has occurred, the wrench light may be illuminated, a "Shift system fault – Service required" message may be displayed on the message center, and a Diagnostic Trouble Code (DTC) P164E may be stored in the PCM.

### SERVICE PROCEDURE

#### 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 internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, 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.

#### Module Reprogramming

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Remove the battery access cover and connect a battery charger to the 12V battery.
2. Reprogram the PCM using IDS release 87.04 or higher.

**NOTE:** Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**NOTE:** Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery and install the battery access cover.





**Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!**

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. 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.
4. 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.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. 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.



# **DEALER EXECUTIVE SUMMARY**

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## **PROGRAM**

Program Type	Compliance Recall
Stop Sale	No
Demonstration Hold	Yes
Delivery Hold	Yes
Program Expiration	None

## **PARTS & SERVICE**

Parts Required	Software Only
Parts Available	Yes, IDS release 87.04 or higher
Interim Repair Available	Not Required
Repair Universe/Percentage of vehicles expected to require a repair	100% of affected vehicles
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No, SSSC Approval Required
Labor Time	0.5 hours

## **CUSTOMER HANDLING**

Towing Reimbursement	Not Required
Rental Assistance	Not Required
Refunds Authorized	No
Special Handling	Lincoln Dealer Only (\$75 Max for Fuel Fill, Service Loaner, or Pick-up and Delivery)
Vehicle Storage	Not Required

## **ADMINISTRATION**

OASIS On	November 25, 2013
Owner Notification	Begins the week of December 9, 2013