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February 20, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S29 - Supplement #1
Certain 2015 Model Year Lincoln MKC Vehicles
Push-to-Start/Stop Switch Location

New! REASON FOR THIS SUPPLEMENT

- Repair instructions and service labor times are now available for vehicles built before April 22, 2014.
- Parts are now available through normal ordering.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Lincoln MKC	2015	Louisville	August 20, 2013 through September 9, 2014

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 was available on December 31, 2014.

REASON FOR THIS SAFETY RECALL

The affected vehicles are equipped with a Push-to-Start/Stop (PTS) switch located at the bottom of the push button transmission shift control panel. The PTS switch may be inadvertently pressed while actuating nearby controls, unintentionally causing the engine to shut off. If the PTS switch is inadvertently actuated while driving, the restraint system may not perform as intended during a crash, increasing the risk of injuries.

New! SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the Gear Shift Module (GSM) using the Programmable Module Installation (PMI) procedure with the Integrated Diagnostic System (IDS) version 93.05 or higher. In addition, for vehicles built before April 22, 2014, dealers are to reprogram the Instrument Panel Cluster (IPC) and Body Control Module (BCM) using IDS version 94.02 or higher. These services 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 March 2, 2015. 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.

New! 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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S29 - Supplement #1

Certain 2015 Model Year Lincoln MKC Vehicles

Push-to-Start/Stop Switch Location

OASIS ACTIVATED?

Yes, OASIS was activated on December 31, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 31, 2014. Owner names and addresses will be available by March 13, 2015.

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.

New! 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.*

New! 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.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the SSSC 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.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. 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.

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Push-to-Start/Stop Switch Location

RENTAL VEHICLES

The use of rental vehicles is pre-approved as provided under Lincoln Client Special Handling.

LINCOLN CLIENT SPECIAL HANDLING (Applies to sold vehicles only)

To “surprise & delight” Lincoln Owners; Lincoln Dealers are authorized to provide the following services to Lincoln owners under Safety Recall 14S29, up to a maximum combined value of \$100.

- Lincoln Service Loaner (Rental beyond standard one day ESP guideline)
- Fuel Fill
- Vehicle Pick-up and Delivery

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.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC.
- For Lincoln Client Special Handling (sold vehicles only), claim up to a maximum combined value of \$100. All Special Handling claims must be on the same repair line.
 - **Rental:**
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
 - **Fuel Fill:**
 - Misc. Expense Code: FUEL
 - Misc. Expense Amount: Total amount
 - **Vehicle Pick-up and Delivery:**
 - 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.

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Push-to-Start/Stop Switch Location

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Gear Shift Module (Vehicles built April 22, 2014 through September 9, 2014)	14S29B	0.8 Hours
<i>Replace Gear Shift Module, Reprogram Instrument Panel Cluster and Body Control Module</i> (Vehicles built before April 22, 2014)	14S29C	1.5 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
EJ7Z-7D443-E	Gear Shift Module	1

The DOR/COR number for this recall is 50577.

Parts are now available to order through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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 2015 MODEL YEAR LINCOLN MKC VEHICLES — PUSH-TO-START/STOP SWITCH LOCATION

NEW! SERVICE PROCEDURE

NOTICE: For vehicles built before April 22, 2014, the Instrument Panel Cluster (IPC) and Body Control Module (BCM) must be reprogrammed after replacing the Gear Shift Module (GSM) using the PMI process.

NOTE: The PMI process must begin with the current (original) GSM installed. If the current GSM does not respond to the diagnostic scan tool, the tool may prompt for As-Built Data as part of the repair.

Removal

1. Using a diagnostic scan tool, begin the PMI process for the GSM following the on-screen instructions.
2. Remove the Front Controls Interface Module (FCIM). Please follow Workshop Manual (WSM) Section 415-00A.
3. Remove the four retainers and the Front Display Interface Module (FDIM). See Figure 1.

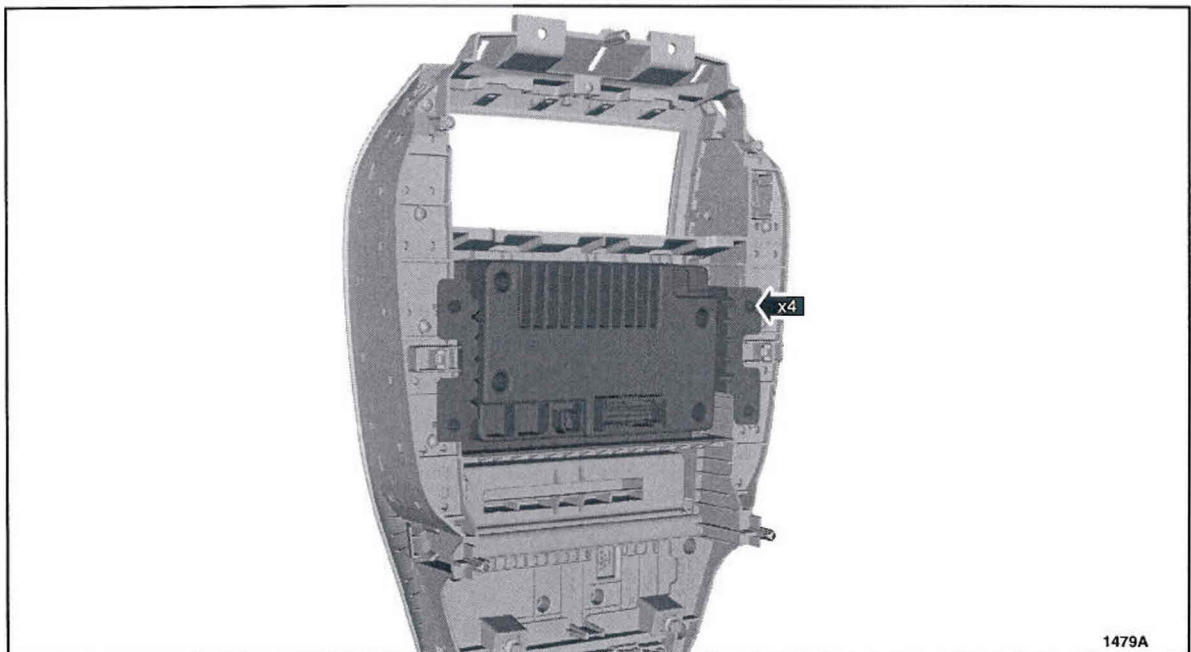


FIGURE 1



4. Remove the GSM trim cover. See Figure 2.



FIGURE 2

5. Remove the three retainers and the GSM. See Figure 3.

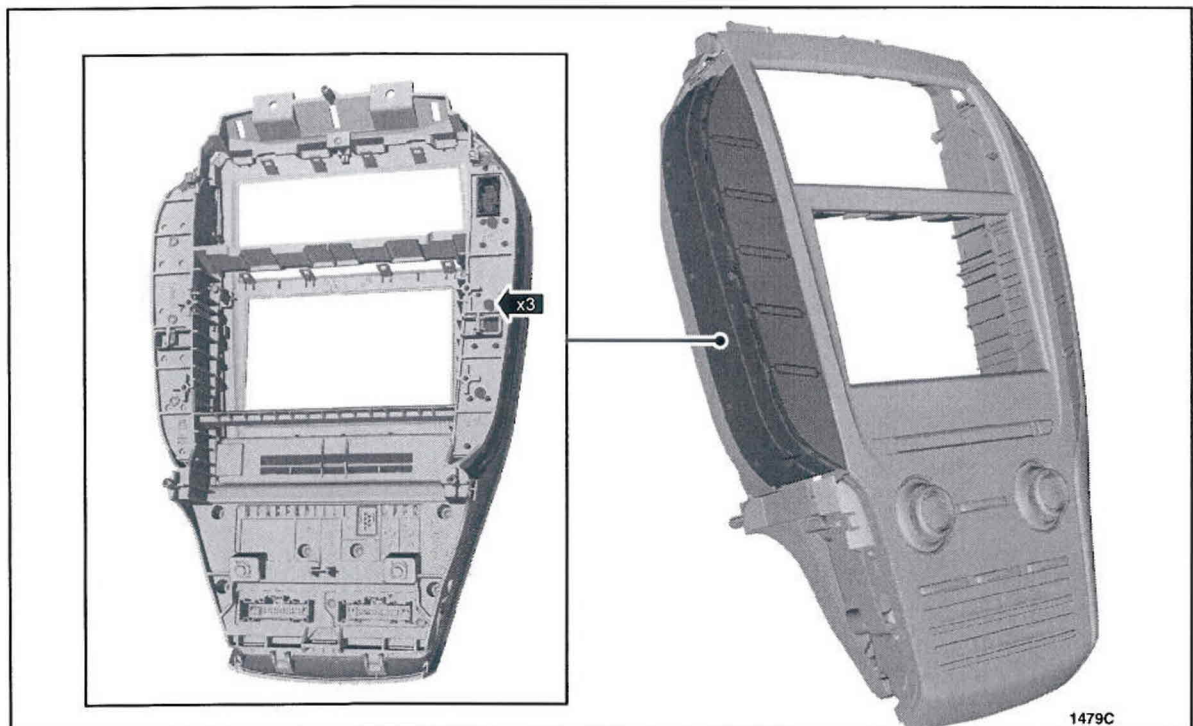


FIGURE 3

Installation

1. Install the GSM and the three retainers. See Figure 3.



2. Install the GSM trim cover. See Figure 2.
3. Install the FDIM and the four retainers. See Figure 1.
 - Tighten retainers to 2.5 Nm (22 lb-in).
4. Install the FCIM. Please follow WSM Section 415-00A.
5. Using a diagnostic scan tool, complete the PMI process for the GSM following the on-screen instructions.

NOTICE: For vehicles built on or after April 22, 2014, the repair is complete. Return the vehicle to the customer. For vehicles built before April 22, 2014, continue with "Module Reprogramming" below.

NEW! **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. Connect a battery charger to the 12V battery.
2. Reprogram the IPC and BCM using IDS release 94.02 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

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

3. Disconnect the battery charger from the 12V battery, once reprogramming has completed.

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.

