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January 29, 2015

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

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

**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.

**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). These services must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE: For vehicles built before April 22, 2014, the repair instructions are not yet available.** DO NOT attempt a repair on these vehicles. It is anticipated that repair instructions for these vehicles will be available by March 2015.

**NOTE:** Parts are currently not available in sufficient quantities to support Safety Recall 14S29. In an effort to maintain high levels of owner satisfaction, please prioritize customer vehicles ahead of repairing unsold stock vehicles. It is anticipated that parts will be available in sufficient quantities by March 2015.

**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.

**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**

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.

**STOCK VEHICLES**

In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles.

- Correct all affected units in your new vehicle inventory before delivery.
- Parts are currently not available in sufficient quantities to support Safety Recall 14S29. Parts orders for dealer stock vehicles with a customer sales contract can be requested through the Special Service Support Center (SSSC); however, due to limited supply it is possible that not all parts requests can be filled.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**SOLD VEHICLES**

Customer vehicles should be repaired once sufficient parts are available in March 2015. Exceptions can be requested through the SSSC.

**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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**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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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Gear Shift Module (GSM) (Vehicles built April 22, 2014 through September 9, 2014)	14S29B	0.8 Hours
Replace Gear Shift Module (GSM) (Vehicles built before April 22, 2014)	Available March 2015	Available March 2015

**PARTS REQUIREMENTS / ORDERING INFORMATION**

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

The DOR/COR number for this recall is 50577.

For management of part availability, and to ensure an equitable distribution of initial service parts, there will be a limited seed stock of part number **EJ7Z-7D443-E** sent to dealers by February 6, 2015. Open ordering is expected to occur in March 2015.

For questions regarding parts, dealers should contact the SSSC Parts Order Line at 1-800-207-2444 or E-mail: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**NOTE:** If a dealer has a signed sales contract, contact the SSSC and be prepared to provide the P&A Code, VIN, and a copy of the sales contract.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**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

**NOTICE:** For vehicles built before April 22, 2014, the repair instructions are not yet available.  
**DO NOT** attempt repair on these vehicles.

### SERVICE PROCEDURE

**NOTE:** The PMI process must begin with the current (original) Gear Shift Module (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.

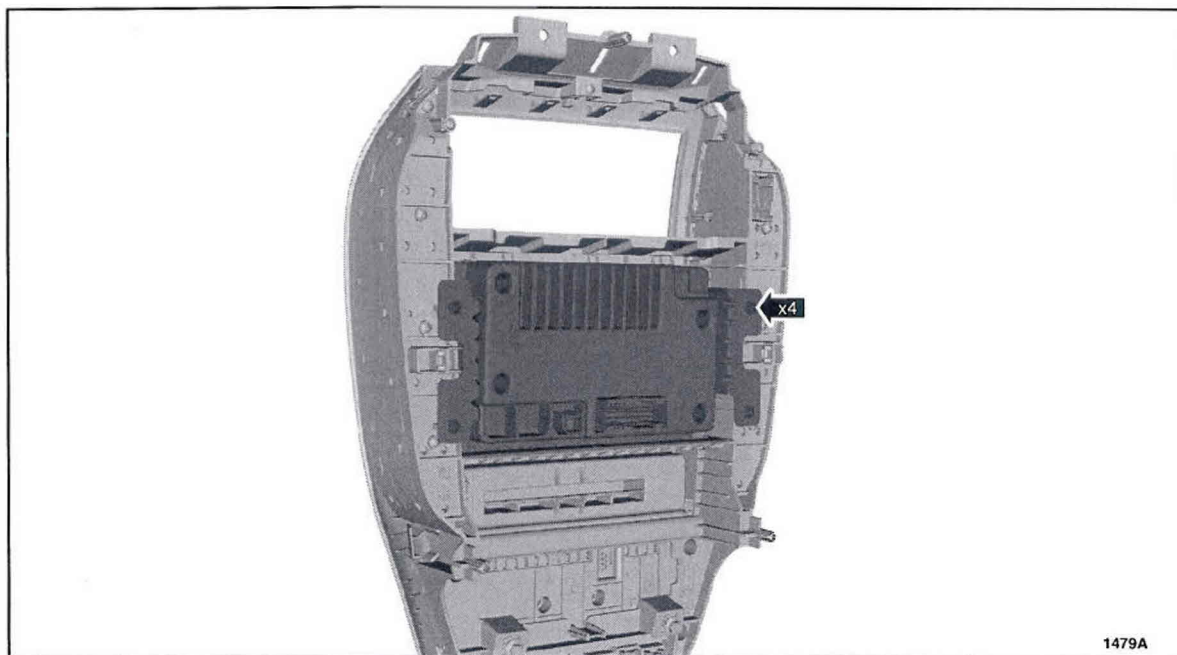


FIGURE 1



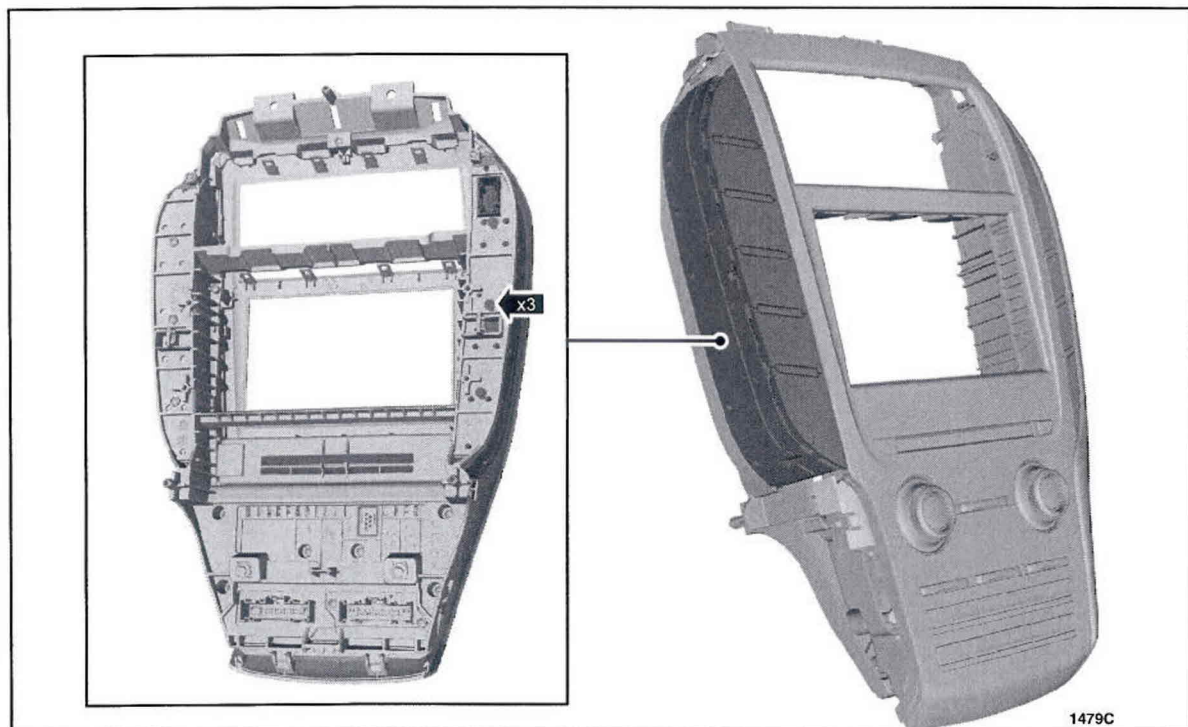


4. Remove the Gear Shift Module (GSM) trim cover. See Figure 2.



**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.

