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July 23, 2015

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C03 – Supplement #1**  
Certain 2014-2015 Escape and Transit Connect Vehicles  
Reprogram Instrument Panel Cluster

**New! REASON FOR THIS SUPPLEMENT**

- *Update build date range for Transit Connect vehicles.*
- *Update the service procedure and labor allowances to include Transit Connect vehicles.*

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2014-2015	Louisville	May 19, 2014 through February 6, 2015
Transit Connect	2014-2015	Valencia	<i>May 10, 2014 through July 2, 2015</i>

Affected vehicles are identified in OASIS and FSA VIN lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standards (FMVSS). Intermittently when the vehicle is started, the instrument cluster gauges and information display may be inoperative. In addition, some warning lamps and indicators, and audible warnings may also not function.

**New! SERVICE ACTION**

*Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to reprogram the instrument panel cluster using IDS release 96.03 or later. 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 August 10, 2015. Dealers should repair any affected vehicles that arrive at their dealerships when the calibration is available, 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

**DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C03 – Supplement #1**

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**OASIS ACTIVATED**

OASIS will be activated on June 23, 2015.

**FSA VIN LIST ACTIVATED**

FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on June 23, 2015. Owner names and addresses will be available by August 17, 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**

- 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 Special Service Support Center (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).

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: Refer to ACESII manual for claims preparation and submission information.
  - OWS: When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 15C03 is the sub code.
- 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 Special Service Support Center.

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Reprogram Instrument Panel Cluster

**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<i>Reprogram Instrument Panel Cluster</i>	<i>15C03B</i>	<i>0.3 Hours</i>

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2014-2015 ESCAPE AND TRANSIT CONNECT VEHICLES — REPROGRAM INSTRUMENT PANEL CLUSTER

### **NEW!** SERVICE PROCEDURE

#### 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 Instrument Panel Cluster using IDS release 96.03 or higher.*

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

