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July 1, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C06**
Certain 2015 Model Year Escape, Focus, and C-MAX
Body Control Module Reprogramming

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2015	Louisville	April 1, 2014 through June 12, 2015
Focus	2015	Michigan	June 17, 2014 through June 12, 2015
C-MAX	2015	Michigan	April 22, 2014 through June 12, 2015

Affected vehicles are identified in OASIS and FSA VIN list.

REASON FOR THIS COMPLIANCE RECALL

In some of the affected vehicles, the engine may continue to run after turning the ignition key off (vehicles with standard ignition keys), or after pressing the Engine Start/Stop button (vehicles with push-button start and intelligent access keys). Affected vehicles can be operated without the key, which does not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 114 – regarding Theft Protection and Rollaway Prevention.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to reprogram the body control module (BCM) using IDS release 96.01 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 July 20, 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,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on July 1, 2015.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 1, 2015. Owner names and addresses will be available by August 3, 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.

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).

OWNER REFUNDS

Refunds are not approved for this program.

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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 (15C06) is the sub code.
- 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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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the BCM	15C06B	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2015 MODEL YEAR ESCAPE FOCUS AND C-MAX VEHICLES — BODY CONTROL MODULE REPROGRAMMING

OVERVIEW

In some of the affected vehicles, the engine may continue to run after turning the ignition key off (vehicles with standard ignition keys), or after pressing the Engine Start/Stop button (vehicles with push-button start and intelligent access keys). Affected vehicles can be operated without the key, which does not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 114 – regarding Theft Protection and Rollaway Prevention. Dealers are to reprogram the Body Control Module (BCM) using IDS release 96.01 or higher

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. Reprogram the BCM using IDS release 96.01 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.

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 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.), 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!

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.

