



Michael A. Berardi
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S19

Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission Powertrain Control Module Reprogramming

REF : DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 16S19-S1

Dated: June 16, 2016

Customer Satisfaction Program 16N02

Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission Molded Leadframe Extended Coverage

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2011-2012	Dearborn	February 11, 2011 through September 8, 2012
		Kansas City	April 5, 2011 through June 13, 2012
Expedition	2012	Kentucky	August 26, 2011 through June 6, 2012
Navigator			August 26, 2011 through February 29, 2012
Mustang		Flat Rock	August 9, 2011 through February 24, 2012

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, an intermittent Output Speed Sensor (OSS) failure may result in an unintended downshift into first gear. Depending on vehicle speed at the time of the downshift, an abrupt wheel speed reduction may occur which could cause the rear tires to slide or lock up until the vehicle speed slows. This condition could result in a loss of vehicle control, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 102.01 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: If a vehicle exhibits the described condition, refer to Customer Satisfaction Program 16N02 for possible molded leadframe extended coverage.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 12, 2016. 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 \$21,000 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

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S19

Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission Powertrain Control Module Reprogramming

OASIS ACTIVATION

OASIS was activated on April 26, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on April 26, 2016. Owner names and addresses will be available by September 26, 2016.

NOTE: Your FSA VIN Lists 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

- 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.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

OWNER REFUNDS

Refunds are not approved for this program.

NOTE: Customers that paid for service to replace the transmission molded leadframe may be eligible for a refund under Customer Satisfaction Program 16N02.

RENTAL VEHICLES

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

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Vehicles Equipped with a 6R80 Transmission
Powertrain Control Module Reprogramming

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 (16S19) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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Powertrain Control Module Reprogramming

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the Powertrain Control Module (PCM) using IDS release 102.01 or higher	16S19B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2011-2012 MODEL YEAR F-150 AND 2012 MODEL YEAR EXPEDITION, NAVIGATOR AND MUSTANG VEHICLES EQUIPPED WITH A 6R80 TRANSMISSION — POWERTRAIN CONTROL MODULE REPROGRAMMING

OVERVIEW

In some of the affected vehicles, an intermittent Output Speed Sensor (OSS) failure may result in an unintended downshift into first gear. Depending on vehicle speed at the time of the downshift, an abrupt wheel speed reduction may occur which could cause the rear tires to slide or lock up until the vehicle speed slows. This condition could result in a loss of vehicle control, increasing the risk of a crash. Dealers are to reprogram the Powertrain Control Module (PCM).

SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all 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 PCM using IDS release 102.01 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.

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.

