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January 19, 2017

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Compliance Recall 16C13 - Supplement #2**

Certain 2013-2017 Model Year Focus Hatchback Vehicles Equipped with a Manual Transmission

Body Control Module Reprogramming

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 16C13 – Supplement #1**

Dated November 10, 2016

**New! REASON FOR THIS SUPPLEMENT**

**Service Action and Owner Notification Update:** *The software to repair all vehicles is now available using Integrated Diagnostic Software (IDS) release 103.05 or higher.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Focus	2013-2017	Michigan	February 14, 2012 through September 7, 2016
Focus RS	2016-2017	Saarlouis	August 03, 2015 through September 21, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

The affected vehicles fail to conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 206 Doors Locks and Door Retention Components. The hatchback interior door latch release software does not meet the regulatory requirement at vehicle speeds under 4 mph (7 km/h), increasing the risk of injury for unrestrained occupants while the vehicle is moving.

**New! SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the Body Control Module (BCM) using Integrated Diagnostic Software (IDS) release **103.05** or higher. The new BCM software will change the liftgate operation requiring the interior button on the lighting control panel to be pressed twice to open the liftgate when the doors are locked. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

*Owner letters for 2014-2017 model year vehicles were mailed the week of November 20, 2016 directing the owners to dealers for repair. Owner letters for 2013 model year vehicles are expected to be mailed the week of February 6, 2017 informing owners that software is now available to repair their vehicles.*

*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.

**New! 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

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**OASIS ACTIVATION**

OASIS was activated on September 27, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since September 27, 2016. Owner names and addresses will be available by November 23, 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.

**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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**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.

**DEALER-OPERATED RENTAL VEHICLES**

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

**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
- 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.

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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 (16C13) 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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**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<i>Reprogram the BCM using IDS release 103.05 or higher</i>	16C13B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.