



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

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

October 27, 2016

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

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

**Compliance Recall 16C14 - Supplement #1**

Certain 2015-2016 Model Year Edge Vehicles Serviced with an Anti-Lock Brake System Repair

*Anti-Lock Brake System Module Inspection and Reprogram*

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 16C14**

Dated: October 10, 2016

**New! REASON FOR THIS SUPPLEMENT**

*Vehicles with incorrect Anti-Lock Brake System (ABS) software will now receive an ABS module reprogram. ABS module replacement is no longer required.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015-2016	Oakville	February 9, 2015 through August 12, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**NOTE:** Vehicles were identified through Direct Warranty Entry (DWE) or One Warranty Solution (OWS) claims. Some vehicles may have been serviced with suspect software and may not be identified in OASIS. VINs will only be listed in OASIS for vehicles serviced with the suspect software where a claim was submitted to Ford Motor Company prior to the launch of this recall.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 126 Electronic Stability Control Systems and No. 135 Light Vehicle Brake Systems. The vehicles may have been programmed during service with incorrect ABS software that results in the following:

- The Brake System warning lamp will not illuminate when the Electric Parking Brake (EPB) is applied.
- The EPB automatic release-drive away release functions are disabled.
- The Brake System, ABS, and Stability Control warning lamps will not illuminate if a fault occurs in the ABS, Electronic Stability Control (ESC), or Traction Control (T/C) systems.
- ESC engine torque control and T/C is disabled and the stability control light will not illuminate during ESC or T/C activation.

## **New! SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the operation of the brake system warning lamp when the EPB is applied and, if necessary, *reprogram the ABS module using Integrated Diagnostic Software (IDS) 102.05 or higher*. In addition, if dealer records indicate that an ABS repair occurred in service and the vehicle is not identified in OASIS, dealers should:

- Contact the owner and arrange a service date.
- Inspect the operation of the brake system warning lamp when the EPB is applied and, if necessary, *reprogram the ABS module*.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter.
- Contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site and select Contact Type: Non-Involved Vehicle, to have the vehicle added to this recall.

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 November 28, 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.**

## **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

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD****Compliance Recall 16C14 - *Supplement #1***

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*Anti-Lock Brake System Module Inspection and Reprogram*

**OASIS ACTIVATION**

OASIS will be activated on October 10, 2016. Please note that some vehicles may have been serviced with the suspect software and may not be identified in OASIS.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 10, 2016. Owner names and addresses will be available by December 9, 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.

**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.

**New! RENTAL VEHICLES**

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

**New! 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 (16C14) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- *Claims for ABS module replacement under labor operation code 16C14B must have a repair date on or before November 4, 2016 to be eligible for payment.*

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**New! LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect brake system warning lamp operation	16C14A	0.2 Hours
<i>Reprogram ABS module (includes inspection) using IDS release 102.05 or higher</i>	<i>16C14C</i>	<i>0.3 Hours</i>

**NOTE:** Claims for ABS module replacement under labor operation code 16C14B must have a repair date on or before November 4, 2016 to be eligible for payment.

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

*Parts are not required to complete this repair.*

## CERTAIN 2015-2016 MODEL YEAR EDGE VEHICLES — SERVICED WITH AN ANTI-LOCK BRAKE SYSTEM REPAIR

### NEW ! OVERVIEW

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 126 Electronic Stability Control Systems and No. 135 Light Vehicle Brake Systems. The vehicles may have been programmed during service with incorrect Anti-Lock Brake System (ABS) software that results in the following:

- The Brake System warning lamp will not illuminate when the Electric Parking Brake (EPB) is applied.
- The EPB automatic release-drive away release functions are disabled.
- The Brake System, ABS, and Stability Control warning lamps will not illuminate if a fault occurs in the ABS, Electronic Stability Control (ESC), or Traction Control (T/C) systems.
- ESC engine torque control and T/C is disabled and the Stability Control lamp will not illuminate during ESC or T/C activation.

Dealers are to inspect the operation of the brake system warning lamp when the EPB is applied and, if necessary, *reprogram the ABS module using Integrated Diagnostic Software (IDS) 102.05 or higher*. In addition, if dealer records indicate that an ABS repair occurred in service, and the vehicle is not identified in OASIS, dealers should:

- Contact the owner and arrange a service date.
- Inspect the operation of the brake system warning lamp when the EPB is applied and, if necessary, *reprogram the ABS module*.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter.
- Contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site, and select Contact Type: Non-Involved Vehicle, to have the vehicle added to this recall.

### NEW ! SERVICE PROCEDURE

#### INSPECTION

1. Apply the EPB and check the operation of the brake system warning lamp. See Figure 1.
  - If the brake system warning lamp **is** illuminated, the recall is complete, no further action is needed.
  - If the brake system warning lamp **is not** illuminated, *proceed to ABS Module Reprogramming*.



FIGURE 1



**NEW** *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 ABS using IDS release 102.05 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.

