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October 10, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Compliance Recall 16C14

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

Anti-Lock Brake System Module Repair

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 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 light will not illuminate during ESC or T/C activation.

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, replace the ABS module. 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, replace the ABS module.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter.

SERVICE ACTION (Continued)

- Contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site 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.

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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Anti-Lock Brake System Module Repair

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.

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

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect brake system warning lamp operation	16C14A	0.2 Hours
Replace ABS module (includes inspection) using IDS release 102.02 or higher	16C14B	2.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
-2C219-	ABS ECU only (part number varies by vehicle – use Ford Catalog Advantage to identify the specific part number by VIN)	1	1
PM-20	Motorcraft® DOT 4 LV High Performance Motor Vehicle Brake Fluid (4 pints per sell pack, 2 pints needed)	1 sell pack	2 pints

The DOR/COR number for this recall is 51061.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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

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:

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Dealers are to inspect the operation of the brake system warning lamp when the EPB is applied and, if necessary, replace the ABS module. 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, replace 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, to have the vehicle added to this recall.

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 Replacement.



FIGURE 1



ABS Module Replacement

1. Prior to ABS Module replacement, ensure that the Integrated Diagnostic Software (IDS) is updated to release 102.02 or higher.
2. Replace the ABS Module. Please follow the Workshop Manual (WSM) procedures in Section 206-09.
3. Apply the EPB and recheck to verify brake system warning lamp illumination.

