



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

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

December 9, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 13B12
Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display
Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

PROGRAM TERMS

This program will be in effect through December 30, 2014. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2013 model year C-MAX Hybrid vehicles with 4" multifunction display built at the Michigan Assembly Plant from Job #1 through June 26, 2013. (C-MAX Energi vehicles are not affected.) Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 9, 2013.

REASON FOR THIS PROGRAM

In the affected vehicles, under certain operating conditions, the FCDIM fails to transition to "sleep" state. Instead, the FCDIM stays in "awake" mode, and keeps other vehicle modules in "awake" mode. This can significantly increase the current drain on the 12 volt battery, cause the 12 volt battery to discharge, and may prevent the engine from starting.

SERVICE ACTION

Before delivering any of the vehicles involved in this program, dealers are to use the GR-1 battery tester/charger to check battery condition and, if necessary, charge or replace the battery. After verifying battery condition, dealers are to reprogram the FCDIM to the latest calibration using IDS release 85.05 or 86.01 and 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 December 16, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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

DELIVERY HOLD - Customer Satisfaction Program 13B12
Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display
Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

OASIS ACTIVATED?

Yes, OASIS will be activated on December 9, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 9, 2013. Owner names and addresses will be available by January 8, 2014.

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 program 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 service action.

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 service action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will 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 service action performed on a timely basis.

DELIVERY HOLD - Customer Satisfaction Program 13B12
Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display
Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

Ford Motor Company will pay for one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but are not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for this service. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- For battery replacement, GR-1 approval code is required and should be entered in the approval code field.
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- 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".
- PROGRAM TERMS: This program will be in effect through December 30, 2014. There is no mileage limit for this program.

DELIVERY HOLD - Customer Satisfaction Program 13B12
 Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display
 Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

LABOR ALLOWANCES**Battery Does Not Need to Be Replaced**

Description	Labor Operation	Labor Time
Check battery with GR-1 charger/tester, reprogram the FCDIM, and perform window motor initialization.	13B12B	0.6 Hours

Battery Needs to Be Replaced

Description	Labor Operation	Labor Time
Check battery with GR-1 charger/tester, replace the battery, reprogram the FCDIM, perform Battery Monitoring System (BMS) reset, and perform window motor initialization.	13B12C	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
BXT-67R	12 Volt Battery	1

The DOR/COR number for this program is 50526.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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.

DEALER EXECUTIVE SUMMARY

DELIVERY HOLD - Customer Satisfaction Program 13B12

Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display
Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

PROGRAM

Program Type	Customer Satisfaction
Stop Sale	No
Demonstration Hold	No
Delivery Hold	Yes
Program Expiration	December 30, 2014

PARTS & SERVICE

Parts Required	Yes, the battery may require replacement depending on the results of the GR-1 battery tester.
Parts Available	Yes
Interim Repair Available	Not Required
Repair Universe/Percentage of vehicles expected to require a repair	100% of the affected vehicles to be reprogrammed. Replace battery based on test.
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No
Labor Time	0.6 to 0.7 Hours

CUSTOMER HANDLING

Towing Reimbursement	Call Special Service Support Center
Rental Assistance	Yes
Refunds Authorized	Not Required
Special Handling	No

ADMINISTRATION

OASIS On	December 9, 2013
Owner Notification	Owner Letters are expected to be mailed the week of December 16, 2013.

CERTAIN 2013 C-MAX HYBRID VEHICLES WITH 4" MULTIFUNCTION DISPLAY — CHECK BATTERY AND REPROGRAM THE FRONT CONTROL/DISPLAY INTERFACE MODULE (FCDIM)

OVERVIEW

In the affected vehicles, under certain operating conditions, the FCDIM fails to transition to "sleep" state. Instead, the FCDIM stays in "awake" mode, and keeps other vehicle modules in "awake" mode. This can significantly increase the current drain on the 12 volt battery, cause the 12 volt battery to discharge, and may prevent the engine from starting.

Before delivering any of the vehicles involved in this program, dealers are to use the GR-1 battery tester/charger to check battery condition and, if necessary, charge or replace the battery. After verifying battery condition, dealers are to reprogram the FCDIM to the latest calibration using IDS release 85.05 or 86.01 and higher.

SERVICE PROCEDURE

Battery Charging and Testing

1. Position aside the luggage compartment carpet.
2. Disconnect the 12 volt battery. For additional information, refer to Workshop Manual (WSM) Section 414-01.



3. **NOTE:** The Rotunda GR-1 tester/charger **must be connected to battery terminals only**, cables must be removed and no other connections such as body ground can be in the circuit during testing. See Figure 1.

NOTE: The 12 volt battery of the vehicle will need to be tested prior to performing module programming. The GR-1 tester/charger will test, and if necessary, charge the battery. It will also diagnose a failed battery that must be replaced. Allow the charger to fully complete testing/charging before continuing.

NOTE: If battery replacement is necessary, use the scan tool to carry out the Battery Monitoring System (BMS) reset after the *new* battery is connected.

NOTE: For vehicles with window one-touch up, window motor initialization must be performed whenever the battery has been disconnected. For additional information, refer to WSM Section 501-11.

Connect the Rotunda GR-1 tester/charger to the vehicle:

- a. Select "Diagnostic Fast Charge".
- b. Select "Above 250mi (400km)" or "below 250mi (400km)" based on vehicle mileage.
- c. Select battery type "Lead Acid".
- d. Enter Cold Cranking Amp (CCA) rating of 390 CCA.

Battery Passed Load Test:

- Allow battery to fully charge.
- After charging is complete, reconnect the 12 volt battery. For additional information, refer to WSM Section 414-01.
- Proceed to "Module Reprogramming" on Page 3.

Battery Failed Load Test:

- Record the failure code.
- Replace the battery. For additional information, refer to WSM Section 414-01.
- Proceed to "Module Reprogramming" on Page 3.

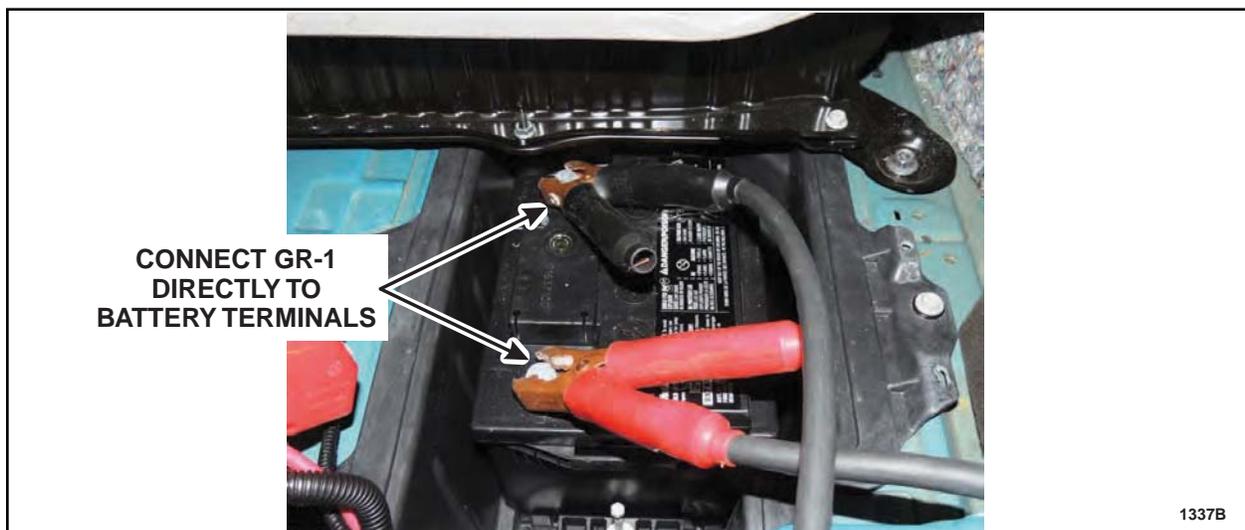


FIGURE 1

1337B



Module Reprogramming

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 12 volt 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.) 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.

Reprogram Module

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. Connect a battery charger to the 12 volt battery.
2. Reprogram the FCDIM using IDS release 85.05 or 86.01 and higher.

NOTE: Calibration files may also be obtained at www.motorcraft.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12 volt battery once reprogramming has completed.



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.





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

December 2013

Customer Satisfaction Program 13B12
Programa de Satisfacción del Cliente 13B12

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B12) for your vehicle, with the Vehicle Identification Number shown above.

What is the issue? On your vehicle, under certain operating conditions, an electronic module fails to transition to “sleep” state. Instead, the module stays in “awake” mode and keeps other vehicle modules in “awake” mode. This can significantly increase the current drain on the battery, cause the 12 volt battery to discharge, and may prevent the engine from starting.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to check the 12 volt battery on your vehicle and replace it if necessary. Also, your dealer will reprogram the Multifunction Display computer to correct the battery discharge condition. These services will be performed free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until December 30, 2014 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, the 12 volt battery of your vehicle may require replacement.

What should you do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B12. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division