

SB-10056230-9307



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

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

April 4, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 14B02
Certain 2014 Model Year Edge vehicles with Manual Single Zone Climate Control
Reprogram HVAC/RCCM Module to Improve Windshield De-fogging Performance

PROGRAM TERMS

This program will be in effect through April 30, 2015. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of April 30, 2015 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN list name and address (available by April 16, 2014) to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit poor windshield defrost performance.

AFFECTED VEHICLES

Certain 2014 Model Year Edge vehicles with Manual Single Zone Climate Control built at the Oakville Assembly Complex from Job #1, 2014 through February 12, 2014. 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 April 4, 2014.

REASON FOR THIS PROGRAM

In the affected vehicles, the Manual Single Zone Climate Control system may exhibit glass fogging or slow to clear after the defrost function has been selected. This may be caused by a software error in the HVAC/Remote Climate Control Module (RCCM) that results in the Recirculated Air function operating improperly.

SERVICE ACTION

Before delivering any of the vehicles involved in this program, dealers are to reprogram the HVAC/RCCM Module to the latest calibration using IDS release 89.03 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 April 14, 2014. 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 14B02

Certain 2014 Model Year Edge vehicles with Manual Single Zone Climate Control
Reprogram HVAC/RCCM Module to Improve Windshield De-fogging Performance

OASIS ACTIVATED?

Yes, OASIS will be activated on April 4, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on April 4, 2014. Owner names and addresses will be available by April 16, 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 14B02

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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

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- 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.
- PROGRAM TERMS: This program will be in effect through April 30, 2015. There is no mileage limit for this program.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the HVAC/RCCM Module to the latest calibration using IDS release 89.03 and higher	14B02B	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

DEALER EXECUTIVE SUMMARY

DELIVERY HOLD - Customer Satisfaction Program 14B02
Certain 2014 Model Year Edge vehicles with Manual Single Zone Climate Control
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PROGRAM

Program Type	Customer Satisfaction Program
Stop Sale	No
Demonstration Hold	No
Delivery Hold	Yes
Program Expiration	April 30, 2015

PARTS & SERVICE

Parts Required	IDS release 89.03 and higher
Parts Available	Yes
Interim Repair	Not Applicable
Repair Universe/Percentage of vehicles expected to require a repair	100%
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	Special Service Support Center approval required
Labor Time	0.2 hours

CUSTOMER HANDLING

Towing	Not Applicable
Rental Assistance	No
Refunds Authorized	Not Applicable
Special Handling	No
Vehicle Storage	Not Applicable

ADMINISTRATION

OASIS On	April 4, 2014
Owner Notification	Begins the week of April 14, 2014

CERTAIN 2014 MODEL YEAR EDGE VEHICLES WITH MANUAL SINGLE ZONE CLIMATE CONTROL — REPROGRAM HVAC/RCCM MODULE TO IMPROVE WINDSHIELD DE-FOGGING PERFORMANCE

OVERVIEW

In the affected vehicles, the manual single zone climate control system may exhibit glass fogging or slow to clear after the defrost function has been selected. This may be caused by a software error in the HVAC/Remote Climate Control Module (RCCM) that results in the recirculated air function operating improperly.

Before delivering any of the vehicles involved in this program, dealers are to reprogram the HVAC/RCCM Module to the latest calibration using IDS release 89.03 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

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.

Module Reprogramming

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. Reprogram the HVAC/RCCM to the latest calibration using IDS release 89.03 or higher.

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

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



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.





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

April 2014

Customer Satisfaction Program 14B02
Programa de satisfacción del cliente 14B02

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 14B02) for your vehicle, with the Vehicle Identification Number shown above.

What is the issue?

On your vehicle, you may experience fogging on the interior of the windows that does not clear while operating the climate control system in defrost mode. This may be caused by a software error that results in the Recirculated Air function operating improperly.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Climate Control Module free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until April 30, 2015 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.

What should you do? Please call your dealer without delay and request a service date for Customer Satisfaction Program 14B02. 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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 -8:00PM (Eastern 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 - 8:00PM (Eastern 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