



Michael A. Berardi  
Director  
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Ford Customer Service Division

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

October 14, 2015

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32**  
Certain 2015 Model Year F-150, MKS, and Taurus Vehicles and 2016 Explorer,  
F- Super Duty, and Fusion Vehicles Equipped with SYNC® with MyFord Touch™ /  
MyLincoln Touch™  
Traffic, Directions, and Information Application Update

**REF :** **Technical Service Bulletin (TSB) 15-0153** – MyFord Touch™ / MyLincoln Touch™ -  
Various Functional Concerns

### **PROGRAM TERMS**

This program will be in effect through April 15, 2016. There is no mileage limit for this program.

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
F-150	2015	Dearborn	September 25, 2015 through September 27, 2015
		Kansas City	September 20, 2015 through September 26, 2015
MKS	2015	Chicago	September 10, 2015 through September 25, 2015
Taurus	2015	Chicago	September 10, 2015 through September 25, 2015
Explorer	2016	Chicago	September 8, 2015 through September 29, 2015
F-Super Duty	2016	Kentucky	August 3, 2015 through September 25, 2015
Fusion	2016	Flat Rock	September 9, 2015 through September 25, 2015
		Hermosillo	September 22, 2015 through September 25, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS PROGRAM**

In some of the affected vehicles, the Traffic, Directions, and Information (TDI) application for SYNC services may not be correct for the vehicle.

For vehicles with navigation, this may result in one or more of the following conditions:

1. a yellow question mark appearing in place of the compass on the home screen
2. the Voice/Push-to-Talk button becoming inoperative/unresponsive
3. if a phone is paired, inadvertent dialing of the SYNC services number without the customer initiating the SYNC services feature

For vehicles without navigation, this may result in one or more of the following conditions:

1. the Voice/Push-to-Talk button becoming inoperative/unresponsive
2. TDI/SYNC services becoming inoperative

## **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to update the TDI application in the Accessory Protocol Interface Module (APIM) using a USB drive. 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 October 26, 2015. 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 – Instructions to update a USB Drive  
Attachment IV: Technical Information – Instructions to install the application on the vehicle  
Owner Notification Letters

## **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

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32**

Certain 2015 Model Year F-150, MKS, and Taurus Vehicles and 2016 Explorer, F-Super Duty, and Fusion Vehicles Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™ Traffic, Directions, and Information Application Update

**OASIS ACTIVATION**

OASIS will be activated on October 14, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 14, 2015. Owner names and addresses will be available by November 6, 2015.

**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 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.

**ADDITIONAL LABOR TIME AND/OR PARTS**

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Requests for approval after completion of the repair may 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 recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32**

Certain 2015 Model Year F-150, MKS, and Taurus Vehicles and 2016 Explorer, F-Super Duty, and Fusion Vehicles Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™ Traffic, Directions, and Information Application Update

**LINCOLN CLIENT SPECIAL HANDLING**

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, including:

- Fuel fill
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC03578, Lincoln Loyalty Program Announcement for additional details.

**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 (15B32) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC via the SSSC Web Contact Site.
- For Lincoln Client Special Handling, reference EFC03578, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.
- PROGRAM TERMS: This program will be in effect through April 15, 2016. There is no mileage limit for this program.

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32**

Certain 2015 Model Year F-150, MKS, and Taurus Vehicles and 2016 Explorer, F-Super Duty, and Fusion Vehicles Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™ Traffic, Directions, and Information Application Update

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Update TDI Application in APIM	15B32B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32**

Certain 2015 Model Year F-150, MKS, and Taurus Vehicles and 2016 Explorer, Fusion, and Super Duty Vehicles Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™ Traffic, Directions, and Information Application Update

**Instructions for Updating a USB Drive with the Correct APIM Software Level**

Minimum 2 gigabyte (GB) USB drive required. USB drives previously provided for FSAs 11A02 and 11A03 are preferred for compatibility. This procedure will clear any saved data stored on the USB flash drive. Save any important data stored on the USB drive to another location prior to starting this procedure.

1. Format the USB Drive.
  - a. Insert USB Flash drive into computer.
  - b. From Windows start button or desktop, select my computer.
  - c. Right click on the USB drive/temporary disk.
  - d. Select "Format".
  - e. Under File System, select "FAT32".
  - f. Under Allocation Unit Size, select Default allocation size.
  - g. Under Format Options, select "Quick Format".
  - h. Select "start" to reformat.
  - i. Select "OK", for pop up warning, "Reformatting will erase all data stored on this disk."
  - j. Close all open pop-up windows once complete.
  - k. Tag the USB Drive to identify the new software level it will contain.
2. Download the software. A hard wired internet connection is recommended.
  - a. <http://givisivsustorageprod.blob.core.windows.net/swparts/Gen2v38TDIRepairUSRev2.exe>
  - b. A download pop-up window will appear with selections "Run, Save, or Cancel". Select "Save".
  - c. A "Save-As" pop up window will appear. Choose a folder on your computer to save the file temporarily.
  - d. Select "Save".
  - e. When the "Download Complete" pop up window appears, select "Open folder".
  - f. The file will be highlighted. Double click on the file.
  - g. A download warning may appear. If so, agree to continue by choosing "Yes", "OK", or "Run".
  - h. An extract pop up window will appear. The extract destination to the USB drive will need to be selected.
    - i. To browse for the USB drive, select the button with three dots located to the right of the pop up window.
    - ii. Scroll down and select "Computer"
    - iii. Select the USB drive/removable disk and click "OK". USB drives previously provided for FSA 11A02 and 11A03 will be titled "SYNC".
  - i. Select Extract.
  - j. Confirm USB drive contents. Select USB drive located under "My Computer". A folder named "SyncMyRide" and two files (autoinstall.lst and DONTINDEX.msa) will be present on the USB drive; it is now ready for the USB upgrade procedure located in Attachment IV.

## CERTAIN 2015 MODEL YEAR F-150, MKS, AND TAURUS VEHICLES AND 2016 EXPLORER, F- SUPER DUTY, AND FUSION VEHICLES EQUIPPED WITH SYNC® WITH MYFORD TOUCH™ / MYLINCOLN TOUCH™ — TRAFFIC, DIRECTIONS, AND INFORMATION APPLICATION UPDATE

### OVERVIEW

In some of the affected vehicles, the Traffic, Directions, and Information (TDI) application for SYNC® Services may not be correct for the vehicle. Before demonstrating or delivering any of the vehicles involved in this program, dealers are to update the TDI application in the Accessory Protocol Interface Module (APIM) using a USB drive.

### APIM Software Update

**NOTE:** The installation procedure takes less than 10 minutes. Do not remove the USB drive or turn the vehicle off until the "Installation Complete!" screen appears.

1. Verify the vehicle is not in transport mode. If the vehicle is in transport mode, please follow the Workshop Manual (WSM) procedures in Section 419-10 to deactivate.
2. Start the vehicle and allow it to idle for 30 seconds.
3. Disconnect any USB devices or cables connected to the vehicle USB ports and press the home button located at the bottom/center of the screen. See Figure 1.



FIGURE 1



4. Install the USB flash drive into one of the vehicle's media hub USB ports. The reprogramming procedure will start automatically. See Figure 2.

**NOTE:** It is normal for the system to reboot several times and/or for the screen to go dark/blank at times. The USB drive must remain installed during this time, and should not be removed until the "Installation Complete!" screen appears.



FIGURE 2

5. When the programming is complete, "Installation Complete!" will appear on the screen. Press "OK" and remove the USB flash drive from the USB port. See Figure 3.



FIGURE 3







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

October 2015

Customer Satisfaction Program 15B32  
Programa de satisfacción del cliente 15B32

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, the Traffic, Directions, and Information (TDI) application for SYNC services may not be correct.

For vehicles with navigation, this may result in one or more of the following conditions:

1. a yellow question mark appearing in place of the compass on the home screen
2. the Voice/Push-to-Talk button becoming inoperative/unresponsive
3. if a phone is paired, inadvertent dialing of the SYNC services number without the customer initiating the SYNC services feature

For vehicles without navigation, this may result in one or more of the following conditions:

1. the Voice/Push-to-Talk button becoming inoperative/unresponsive
2. TDI/SYNC services becoming inoperative

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update the TDI application free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until April 15, 2016 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 15B32. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

- What should you do?  
(continued)** If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://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.
- 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 have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).  
For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).  
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 have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).  
Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

October 2015

Customer Satisfaction Program 15B32  
Programa de satisfacción del cliente 15B32

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At The Lincoln Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, the Traffic, Directions, and Information (TDI) application for SYNC services may not be correct.

For vehicles with navigation, this may result in one or more of the following conditions:

1. a yellow question mark appearing in place of the compass on the home screen
2. the Voice/Push-to-Talk button becoming inoperative/unresponsive
3. if a phone is paired, inadvertent dialing of the SYNC services number without the customer initiating the SYNC services feature

For vehicles without navigation, this may result in one or more of the following conditions:

1. the Voice/Push-to-Talk button becoming inoperative/unresponsive
2. TDI/SYNC services becoming inoperative

**What will Lincoln and your dealer do?**

In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to update the TDI application free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until April 15, 2016 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 15B32. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

- What should you do?  
(continued)** If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions. The Lincoln 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.
- 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 have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Lincolnowner.com](http://www.Lincolnowner.com). For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). 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 have questions or concerns, please contact our **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). If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

The Lincoln Motor Company



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

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

October 23, 2015

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32**  
**- Supplement #1**  
*Certain 2015-2016 Model Year Vehicles Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™*  
 Traffic, Directions, and Information Application Update

**REF :** **DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32**  
 Dated October 14, 2015

**Technical Service Bulletin (TSB) 15-0153 – MyFord Touch™ / MyLincoln Touch™**  
 - Various Functional Concerns

**New! REASON FOR THIS SUPPLEMENT**

*Affected Vehicles: This supplement is being released to add incremental vehicles to the Customer Satisfaction Program.*

**PROGRAM TERMS**

This program will be in effect through April 15, 2016. There is no mileage limit for this program.

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
<i>Edge</i>	<i>2015-2016</i>	<i>Oakville</i>	<i>August 11, 2015 through August 12, 2015</i>
F-150	2015	Dearborn	August 6, 2015 through September 27, 2015
		Kansas City	August 14, 2015 through September 26, 2015
<i>Flex</i>	<i>2015</i>	<i>Oakville</i>	<i>August 11, 2015 through August 12, 2015</i>
MKS	2015	Chicago	August 12, 2015 through September 25, 2015
Taurus	2015	Chicago	August 12, 2015 through September 25, 2015
Explorer	2016	Chicago	August 10, 2015 through September 29, 2015
F-Super Duty	2016	Kentucky	August 3, 2015 through September 25, 2015
Fusion	2016	Flat Rock	August 10, 2015 through September 25, 2015
		Hermosillo	July 23, 2015 through September 25, 2015
<i>MKX</i>	<i>2016</i>	<i>Oakville</i>	<i>August 12, 2015</i>

Affected vehicles are identified in OASIS and FSA VIN Lists.

## **REASON FOR THIS PROGRAM**

In some of the affected vehicles, the Traffic, Directions, and Information (TDI) application for SYNC services may not be correct for the vehicle.

For vehicles with navigation, this may result in one or more of the following conditions:

1. a yellow question mark appearing in place of the compass on the home screen
2. the Voice/Push-to-Talk button becoming inoperative/unresponsive
3. if a phone is paired, inadvertent dialing of the SYNC services number without the customer initiating the SYNC services feature

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## **SERVICE ACTION**

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## **ATTACHMENTS**

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## **QUESTIONS & ASSISTANCE**

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Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32 - *Supplement #1***

*Certain 2015-2016 Model Year Vehicles*

*Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™*

Traffic, Directions, and Information Application Update

**OASIS ACTIVATION**

OASIS was activated on October 14, 2015.

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**OWNER REFUNDS**

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**RENTAL VEHICLES**

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

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32 - Supplement #1**

*Certain 2015-2016 Model Year Vehicles*

*Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™*

Traffic, Directions, and Information Application Update

**LINCOLN CLIENT SPECIAL HANDLING**

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- PROGRAM TERMS: This program will be in effect through April 15, 2016. There is no mileage limit for this program.



**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32 - *Supplement #1****Certain 2015-2016 Model Year Vehicles**Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™*

Traffic, Directions, and Information Application Update

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Update TDI Application in APIM	15B32B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B32 - Supplement #1**

*Certain 2015-2016 Model Year Vehicles  
Equipped with SYNC® with MyFord Touch™ / MyLincoln Touch™  
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**Instructions for Updating a USB Drive with the Correct APIM Software Level**

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  - b. From Windows start button or desktop, select my computer.
  - c. Right click on the USB drive/temporary disk.
  - d. Select "Format".
  - e. Under File System, select "FAT32".
  - f. Under Allocation Unit Size, select Default allocation size.
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  - h. Select "start" to reformat.
  - i. Select "OK", for pop up warning, "Reformatting will erase all data stored on this disk."
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  - k. Tag the USB Drive to identify the new software level it will contain.
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  - b. A download pop-up window will appear with selections "Run, Save, or Cancel". Select "Save".
  - c. A "Save-As" pop up window will appear. Choose a folder on your computer to save the file temporarily.
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  - g. A download warning may appear. If so, agree to continue by choosing "Yes", "OK", or "Run".
  - h. An extract pop up window will appear. The extract destination to the USB drive will need to be selected.
    - i. To browse for the USB drive, select the button with three dots located to the right of the pop up window.
    - ii. Scroll down and select "Computer"
    - iii. Select the USB drive/removable disk and click "OK". USB drives previously provided for FSA 11A02 and 11A03 will be titled "SYNC".
  - i. Select Extract.
  - j. Confirm USB drive contents. Select USB drive located under "My Computer". A folder named "SyncMyRide" and two files (autoinstall.lst and DONTINDEX.msa) will be present on the USB drive; it is now ready for the USB upgrade procedure located in Attachment IV.

**NEW ! CERTAIN 2015-2016 MODEL YEAR VEHICLES EQUIPPED WITH SYNC® WITH MYFORD TOUCH™ / MYLINCOLN TOUCH™**

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In some of the affected vehicles, the Traffic, Directions, and Information (TDI) application for SYNC® Services may not be correct for the vehicle. Before demonstrating or delivering any of the vehicles involved in this program, dealers are to update the TDI application in the Accessory Protocol Interface Module (APIM) using a USB drive.

The installation procedure takes less than 10 minutes. Do not remove the USB drive or turn the vehicle off until the "Installation Complete!" screen appears.

1. Verify the vehicle is not in transport mode. If the vehicle is in transport mode, please follow the Workshop Manual (WSM) procedures in Section 419-10 to deactivate.
2. Start the vehicle and allow it to idle for 30 seconds.
3. Disconnect any USB devices or cables connected to the vehicle USB ports and press the home button located at the bottom/center of the screen. See Figure 1.



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4. Install the USB flash drive into one of the vehicle's media hub USB ports. The reprogramming procedure will start automatically. See Figure 2.

It is normal for the system to reboot several times and/or for the screen to go dark/blank at times. The USB drive must remain installed during this time, and should not be removed until the "Installation Complete!" screen appears.



5. When the programming is complete, "Installation Complete!" will appear on the screen. Press "OK" and remove the USB flash drive from the USB port. See Figure 3.

