SB-10058088-3257

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July 20, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 15B04 - *Supplement #1***
Certain 2013 and 2014 Model Year C-MAX Hybrid Electric Vehicles (HEV)
12 Volt Battery Test and Module Software Update

REF: **Customer Satisfaction Program 15B04**
May 18, 2015

New! ***REASON FOR THIS SUPPLEMENT***

This program is being supplemented to include the offering of a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires January 31, 2016. Please review Attachment I for details.

PROGRAM TERMS

This program will be in effect through May 31, 2016. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2013 and 2014 model year C-MAX Hybrid Electric Vehicles (HEV) built at the Michigan Assembly Plant from Job #1 through Job Last (Energi plug-in hybrid vehicles are not included). 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 May 18, 2015.

REASON FOR THIS PROGRAM

In some of the affected vehicles, certain electronic control modules may not time out/power down correctly when the vehicle is not in use, keeping the onboard module communication network active. This may cause the 12 volt battery to discharge after being parked overnight or for a short period of time, resulting in a no start condition.

SERVICE ACTION

Dealers are to:

1. Test the 12 volt battery and replace if required.
2. Reprogram the Powertrain Control Module (PCM) using IDS release 91.05 or higher, and perform coordinated reflash.
3. In addition, reprogram the following modules:
    - Direct Current/Direct Current (DC/DC) converter
    - Instrument Panel Cluster (IPC)
    - Gateway Module (GWM)
    - Front Control / Display Interface Module (FCDIM), if equipped
4. For vehicles built on or before June 3, 2013, inspect wiring in specified locations for damage and/or chafing and repair as needed.

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 May 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
Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621

Sincerely,

Michael A. Berardi

Customer Satisfaction Program 15B04 - ***Supplement #1***
Certain 2013 and 2014 Model Year C-MAX Hybrid Electric Vehicles (HEV)
12 Volt Battery Test and Module Software Update

OASIS ACTIVATED

Yes, OASIS will be activated on May 18, 2015.

FSA VIN LIST ACTIVATED

Yes, FSA VIN list will be available through https://web.fsavinlists.dealerconnection.com on May 18, 2015. Owner names and addresses will be available by June 8, 2015.

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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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

Contact the Special Service Support Center (SSSC) 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.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. 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 service action performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

Customer Satisfaction Program 15B04 - *Supplement #1*
Certain 2013 and 2014 Model Year C-MAX Hybrid Electric Vehicles (HEV)
12 Volt Battery Test and Module Software Update

New! OWNER REFUNDS

- *Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires January 31, 2016.*
- *Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.*
- *Refunds will only be provided for the cost associated with the repair of a 12 volt battery discharge concern.*

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 (15B04) is the sub code.
- For battery replacement, a Battery Charger GR1-190 or GRX-3590 approval code and defect code are required and must be entered on the claim.
  - Enter the approval code in the approval code field
  - Enter the defect code in the "undefined" field on the DTC Code screen
- Refer to ACESII manual for claims preparation and submission information.
- 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 Special Service Support Center.
- *Submit refunds on a separate repair line.*
  - *Program Code: 15B04*
  - *Misc. Expense: REFUND*
  - *Misc. Expense: ADMIN*
  - *Misc. Expense: 0.2 Hrs.*
- *Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.*
- PROGRAM TERMS: This program will be in effect through May 31, 2016. There is no mileage limit for this program.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Diagnose and Charge Battery, Reprogram Modules, Inspect Wiring (Pass)	15B04A	1.0 Hr.
Diagnose and **Replace Battery**, Reprogram Modules, Inspect Wiring (Pass)	15B04B	1.1 Hrs.
Diagnose and Charge Battery, Reprogram Modules, Inspect and Repair Wiring	15B04C	1.7 Hrs.
Diagnose and **Replace Battery**, Reprogram Modules, Inspect and Repair Wiring	15B04D	1.8 Hrs.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
BXT-67R	12 Volt Battery	1 (if required)

The DOR/COR number for this program is 50597.

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.

CERTAIN 2013 AND 2014 MODEL YEAR C-MAX HYBRID ELECTRIC VEHICLES (HEV) — 12 VOLT BATTERY TEST AND MODULE SOFTWARE UPDATE

IMPORTANT INFORMATION FOR MODULE PROGRAMMING

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

NOTE: Calibration files may be obtained at www.motorcraftservice.com.

- 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 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.

SERVICE PROCEDURE

Battery Test

1. Disconnect the 12-volt battery. Refer to Workshop Manual (WSM) Section 414-01.

2. Connect the Rotunda Midtronics GR1-190 or GRX-3590 Diagnostic Battery Charger to the vehicle's battery terminal posts only. Battery cables must be removed and no other connections, such as body ground, can be in the circuit during testing.

    a. Select diagnostic fast charge.
    b. On GR1-190 only - select above 400 km (250 miles) or below 400 km (250 miles) based on vehicle mileage.
    c. Select battery type Lead Acid.
    d. Enter cold cranking amp (CCA) rating of 390 CCA.

3. Does the battery pass the diagnostic fast charge test?

    Yes - allow battery to fully charge. After charging is complete, reconnect the 12-volt battery. Follow WSM procedure in Section 414-01. Proceed to "Module Programming" below.
    No - record the failure code and replace the 12-volt battery. Follow WSM procedure in Section 414-01. Verify new 12-volt battery is fully charged. Using the Integrated Diagnostic System (IDS) service tool, perform the battery monitoring system (BMS) reset after the new battery is connected. Proceed to "Module Programming" below.

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. Connect a battery charger to the 12-volt battery.

2. Using IDS release 91.05 or higher, reprogram the PCM and perform coordinated reflash.

NOTE: A coordinated reflash is required when reprogramming the PCM. When PCM reprogramming is initiated, the IDS will check for software updates on certain onboard modules (Anti-lock Brake System (ABS) module, Transmission Control Module (TCM), etc.). The IDS will automatically install updates in these modules if they are not at the latest level. If the coordinated reflash is interrupted, undesired vehicle operation may result.

NOTE: DTC C1018 may be present in the ABS module after being reprogrammed during the coordinated reflash. If this DTC is present, the Multi-Calibration Routine must be performed. The Multi-Calibration Routine is found in IDS by selecting Toolbox - Chassis - Braking - Service Routine - Multi-Calibration.

3. Reprogram the Direct Current/Direct Current (DC/DC) converter.

4. Reprogram the Instrument Panel Cluster (IPC).

5. Reprogram the Gateway Module (GWM).

6. If equipped, reprogram the Front Control / Display Interface Module (FCDIM).

7. Disconnect the battery charger from the 12-volt battery, once reprogramming has completed. Proceed to "Wiring Inspection and Repair".

8. Was the vehicle built on or before 6/3/2013?

   Yes - Proceed to "Wiring Inspection and Repair".
   No - Repair is complete.

Wiring Inspection and Repair

1. Inspect for damage or chafing to wiring harnesses in the areas noted below. See Figures 1 through 3 for locations, and Figure 4 for examples of damage and chafing.
   - Rear Liftgate Harness: in the opening between the body and the rear liftgate, and under the headliner near the sheet metal opening where the harness passes through.
   - On the vehicle body wiring harness near C339 and C340.

2. Is damage or chafing present?

   Yes - Repair circuits as required. Refer to Wiring Diagram (WD) Section 5-1. Proceed to Step 3.
   No - Proceed to Step 3.

3. Wrap 3M™ Temflex™ Cotton Friction Tape or equivalent to the wiring harnesses in following areas:
   - Rear Liftgate Harness: in the opening between the body and the rear liftgate, and under the headliner near the sheet metal opening where the harness passes through.
   - On the vehicle body wiring harness near C339 and C340. Wrap tape on harnesses near connectors to protect against damage or chafing.

4. Repair is complete.

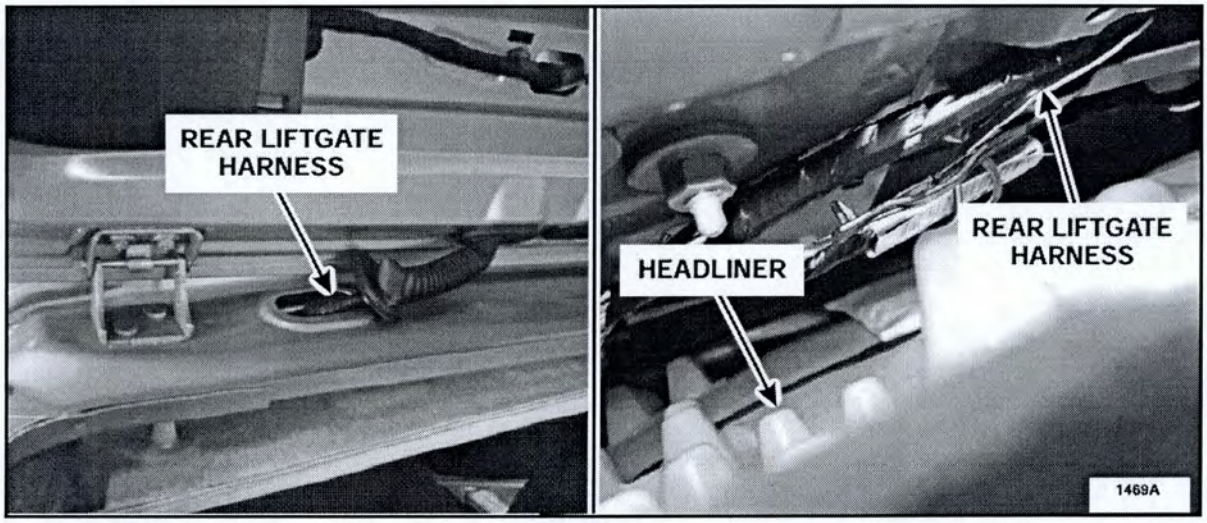

FIGURE 1

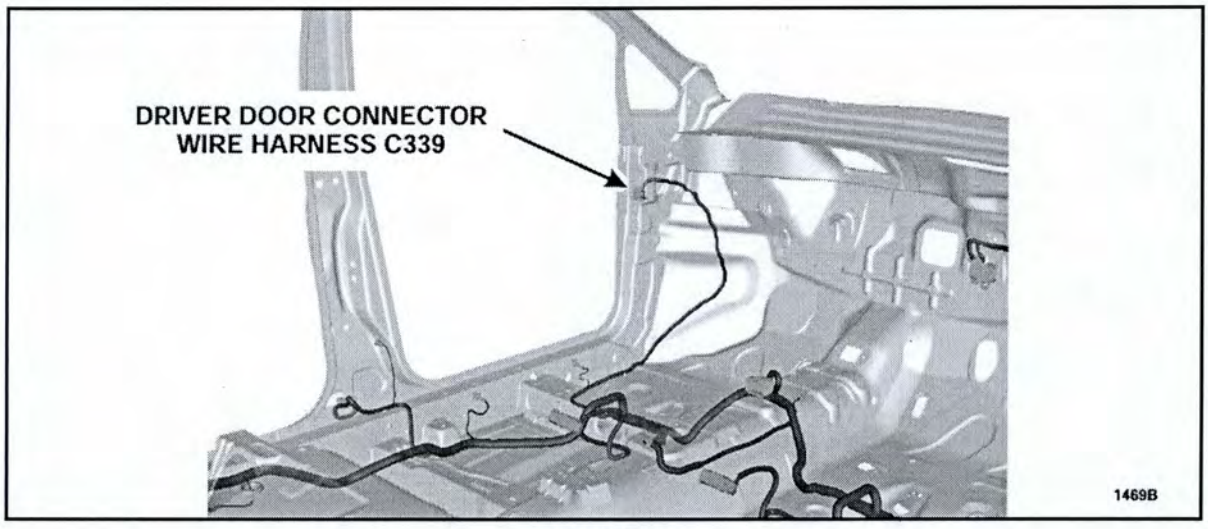

FIGURE 2

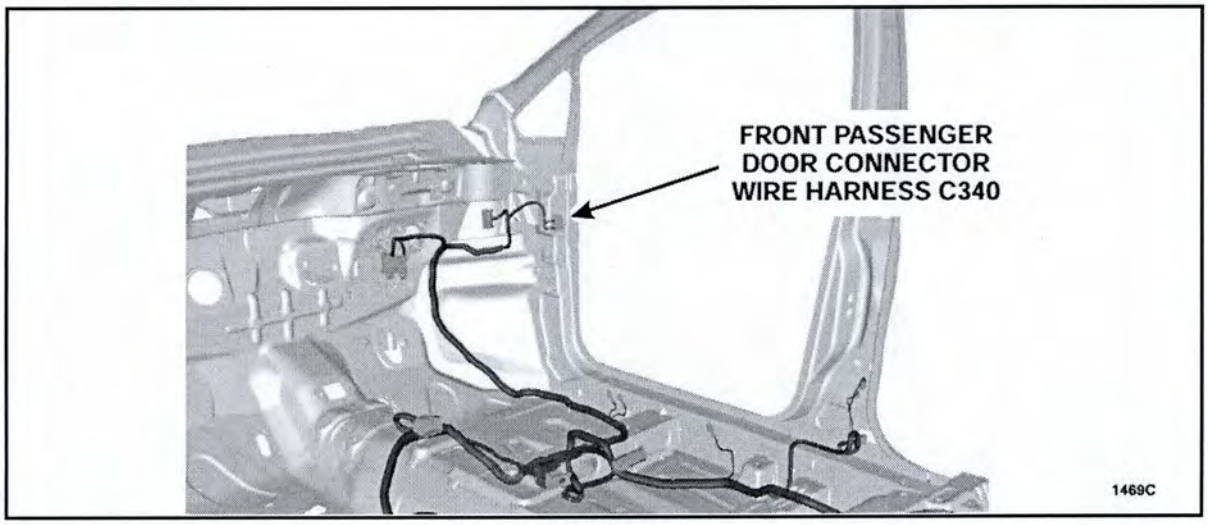

FIGURE 3

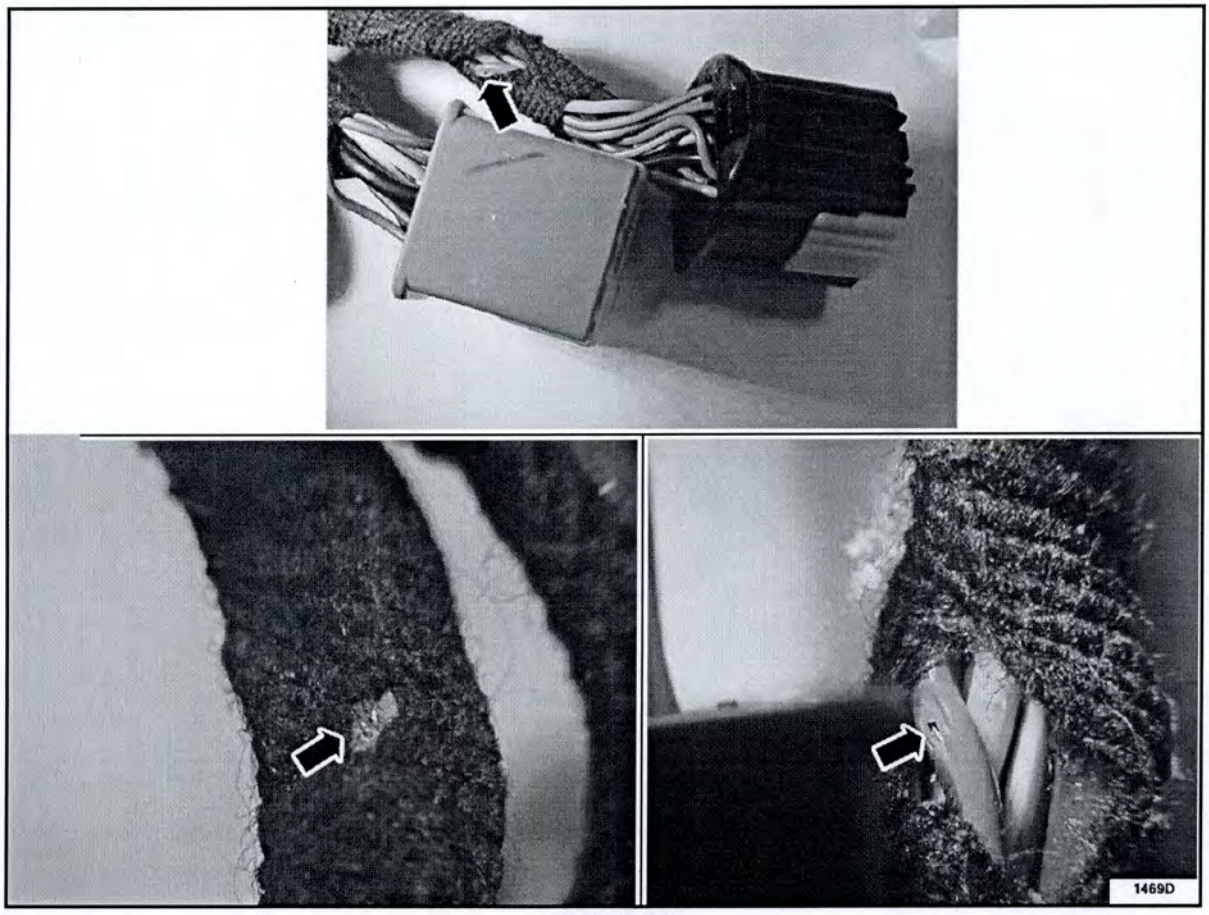

FIGURE 4