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November 6, 2015

Mr. Greg Magno, Chief  
Defects Assessment Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE/W48-334  
Washington, DC 20590

Subject: 49 CFR Part 579.5 Monthly Communications – October 2015

Pursuant to the requirements set forth in Part 579 of Title 49 of the Code of Federal Regulations – Reporting of Information and Communications about Potential Defects, Ford Motor Company is submitting a Monthly Report for the period ending October 31, 2015.

The attachments contain representative copies of potentially responsive letters, notices, bulletins, and instructions that were made available to dealers in the United States via a Ford Motor Company website, or were sent to purchasers of our products in the United States, between the dates of October 1, 2015, and October 31, 2015.

Sincerely,

A handwritten signature in blue ink that reads "Wayne E. Bahr".

*W.E.*

Wayne E. Bahr

Attachments

November 6, 2015  
Attachment

**INDEX OF SERVICE BULLETINS,  
NOTICES, AND COMMUNICATIONS TO DEALERS**

<u>NO.</u>	<u>DESCRIPTION</u>	<u>DATE</u>
1	Technical Service Bulletins	October 2015
2	Customer Satisfaction Program 15B25: Certain 2016 Model Year Lincoln MKX Vehicles Replace A-Pillar Trim Panels	October 1, 2015
3	Customer Satisfaction Program 15B30: Certain 2016 Model Year Lincoln MKX Vehicles Side Sensing System Configuration	October 1, 2015
4	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	October 14, 2015
5	Customer Satisfaction Program 15B32-Supplement #1 Certain 2015-2016 Model Year Vehicles Equipped with SYNC® with MyFord <i>Touch</i> ™ / <i>MyLincoln Touch</i> ™ Traffic, Directions, and Information Application Update	October 23, 2015
6	Application Performance Upgrade 15A03: Certain 2016 Model Year Escape, MKC, Expedition, and Navigator Vehicles SYNC® 3 Software Updates	October 28, 2015
7	Electronic Service Messages	October 2015

**3.5L TI-VCT - ROLLING/SURGING OR LOW IDLE DURING A/C OPERATION****TSB 15-0149****FORD:**

2013-2015 Explorer

**ISSUE**

Some 2013-2015 Explorer vehicles equipped with a 3.5L Twin independent Variable Camshaft Timing (Ti-VCT) engine may exhibit a rolling/surging or low idle during air conditioning (A/C) operation.

**ACTION**

Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 97.03 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150149A	2013-2015 Explorer 3.5L Ti-VCT: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.3 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
RECAL	04

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

**LINCOLN:**

2015-2016 MKC

**ISSUE**

Some 2015-2016 MKC vehicles built on or before 7/27/2015 may exhibit a water leak in the rear cargo/spare tire area.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Remove the spare tire and inspect for moisture in the rear cargo area. Is moisture present?
  - a. Yes - dry the area as needed and proceed to Step 2.
  - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-00 for normal diagnosis.
2. Check the vehicle build date. Refer to WSM, Section 100-00. Was the vehicle built on or before 11/11/2014?

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a. Yes - cut two (2) square notches in the liftgate weatherstrip.

(1) The square notches are located 83 cm (32 11/16" ) apart. (Figure 1A )

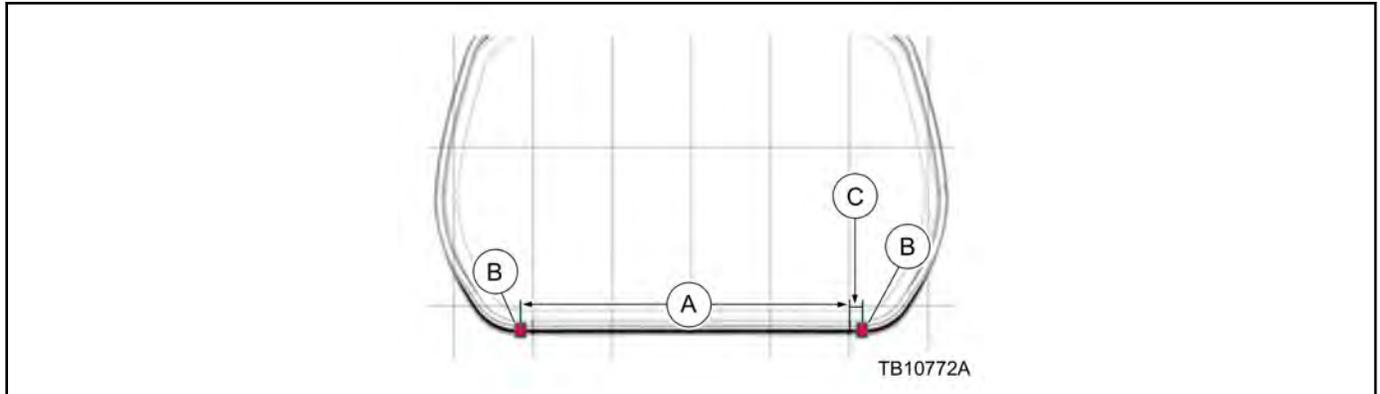


Figure 1 - Article 15-0150

(2) The square notches are 14 mm deep by 5 mm wide (9/16" by 3/16"). (Figure 2A)



Figure 2 - Article 15-0150

b. No - proceed to Step 3.

3. Was the vehicle built on or before 5/10/2015?

a. Yes - proceed to Step 4.

b. No - proceed to Step 9.

4. Remove the rear bumper cover. Refer to WSM, Section 501-19.

5. Remove the air extractors mounted in the lower water drain panel. Refer to WSM, Section 501-30.

6. Remove excess sealer along the air extractors sealing area. (Figure 2)

## TSB 15-0150 (Continued)



Figure 3 - Article 15-0150

7. Use touch up paint as needed and install new air extractors.
8. Reinstall the rear bumper cover. Refer to WSM, Section 501-19.
9. Was the vehicle built on or before 6/8/2015?
  - a. Yes - proceed to Step 10.
  - b. No - proceed to Step 11.
10. Verify the rear bumper cover pushpins are fully seated. (Figure 4)



Figure 4 - Article 15-0150

- a. Firmly apply pressure to the lower attachment point and then the upper.
11. Was the vehicle built on or before 7/27/2015?
  - a. Yes - proceed to Step 12.
  - b. No - repair is complete.
12. Apply 3M™ Flexiclear™ Body Seam Sealer or equivalent to the D-pillar header joint seams and rear roof ditches. (Figures 5 and 6)

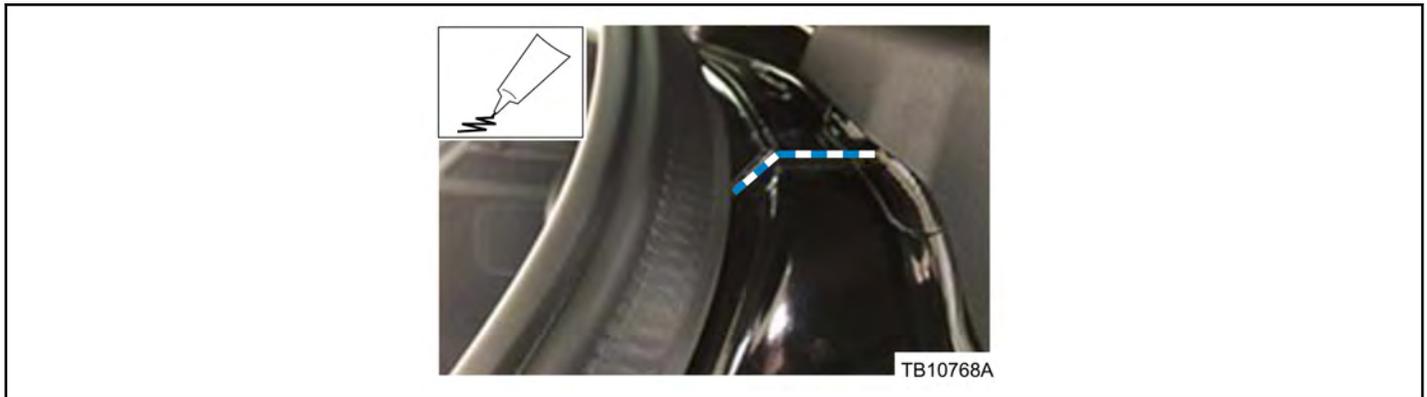


Figure 5 - Article 15-0150

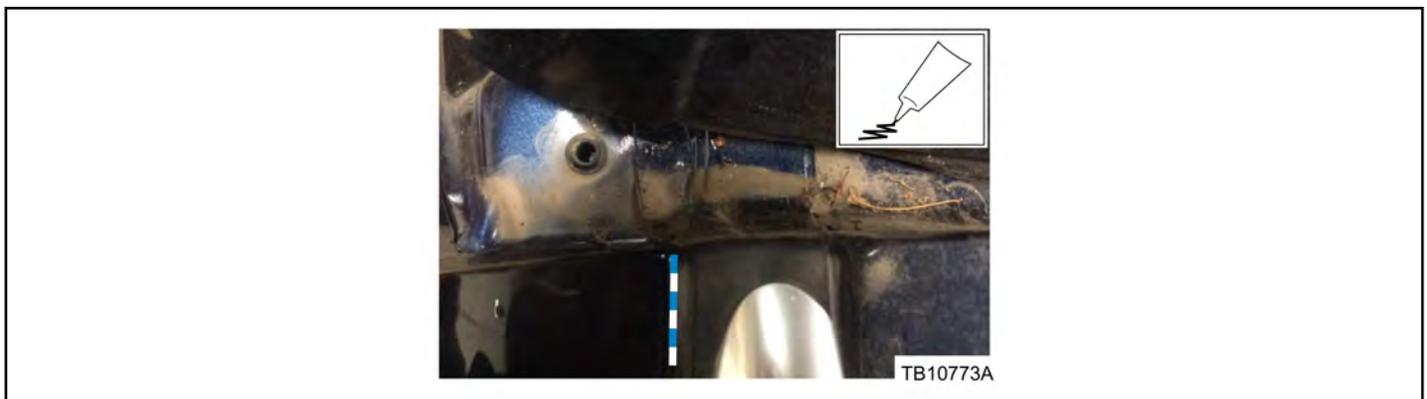


Figure 6 - Article 15-0150

- a. The roof rails do not need to be removed. Use a plastic trim tool to lift the roof rail black plastic mouldings to apply the sealer at the rear corners on both sides of the roof ditch.
13. Remove the D-pillar mouldings. Refer to Workshop Manual (WSM), Section 501-08. Be careful not to damage the bottom white clips.
- a. Start at the top by removing the upper pushpin.
  - b. Slide your hand down the moulding to disengage the magnet from the sheet metal.
  - c. Pull out to dislodge the two (2) clips in the upper part of the lower section of the moulding.
  - d. Pull up to dislodge the lower pin. Do not try to remove the lower section all in one motion.
14. Apply 3M™ Flexiclear™ Body Seam Sealer or equivalent to the D-pillar joint seams. (Figure 7)

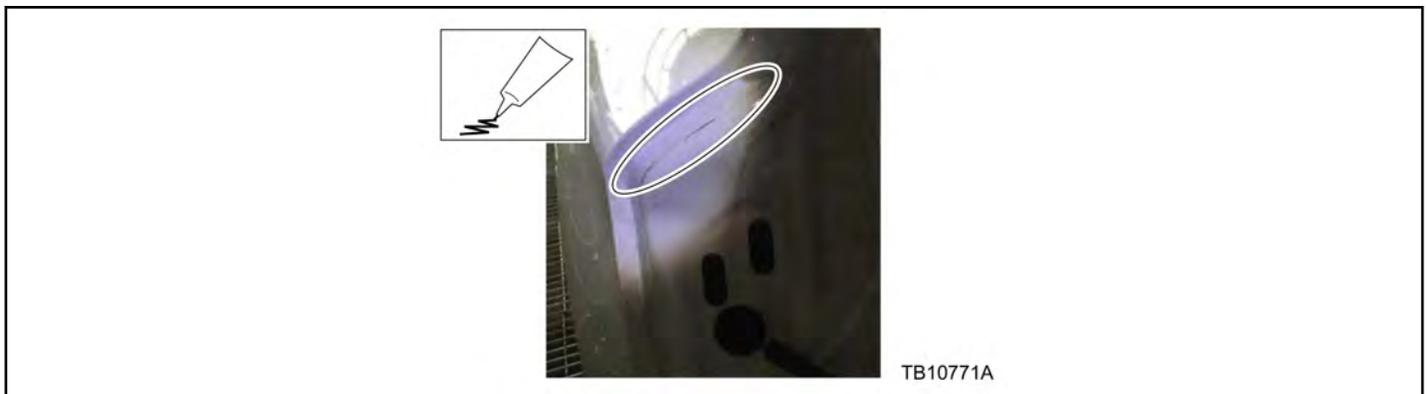


Figure 7 - Article 15-0150

**TSB 15-0150 (Continued)**

15. Reinstall the D-pillar mouldings.

Obtain Locally	
Part Number	Part Description
08405	3M™ Flexiclear™ Body Seam Sealer

PART NUMBER	PART NAME
AG1Z-61280B62-A	Air Extractor (2 Req)
W716328-S300	Rear Bumper Cover Trim Pin (4 Req)
19500	Touch Up Paint (See Parts Catalog for Color)

OPERATION	DESCRIPTION	TIME
150150A	2015-2016 MKC With Manual Liftgate: Includes Time To Dry Area, Apply Seam Sealer To The D-Pillar Joint Seams, Cut Notches In The Lift Gate Weatherstrip And Verify Rear Bumper Cover Pushpins Are Fully Seated If Necessary (Do Not Use With Any Other Labor Operations)	0.9 Hr.
150150B	2015-2016 MKC With Manual Liftgate: Includes Time To Dry Area, Apply Seam Sealer To The D-Pillar Joint Seams, Trim Sealer From Air Extractor Openings Following The Service Procedure, Cut Notches In The Lift Gate Weatherstrip And Verify Rear Bumper Cover Pushpins Are Fully Seated If Necessary (Do Not Use With Any Other Labor Operations)	1.9 Hrs.
150150C	2015-2016 MKC With Power Liftgate: Includes Time To Dry Area, Apply Seam Sealer To The D-Pillar Joint Seams, Cut Notches In The Lift Gate Weatherstrip And Verify Rear Bumper Cover Pushpins Are Fully Seated If Necessary (Do Not Use With Any Other Labor Operations)	1.9 Hrs.
150150D	2015-2016 MKC With Power Liftgate: Includes Time To Dry Area, Apply Seam Sealer To The D-Pillar Joint Seams, Trim Sealer From Air Extractor Openings Following The Service Procedure, Cut Notches In The Lift Gate Weatherstrip And Verify Rear Bumper Cover Pushpins Are Fully Seated If Necessary (Do Not Use With Any Other Labor Operations)	2.9 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
78280B62	68

**3.5L GTDI - MALFUNCTION INDICATOR LAMP (MIL) ON WITH DTC  
P0012 AND/OR P0022 - BUILT ON OR BEFORE 9/12/2015**

**TSB 15-0151**

**FORD:**

2016 Explorer

**ISSUE**

Some 2016 Explorer vehicles equipped with a 3.5L Gasoline Turbocharged Direct Injection (GTDI) engine and built on or before 9/12/2015 may exhibit a MIL on with diagnostic trouble code (DTC) P0012 and/or P0022.

**ACTION**

Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 97.03 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150151A	2016 Explorer 3.5L GTDI: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.3 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
RECALEM	04

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**6.7L DIESEL - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED -  
DIAGNOSTIC TROUBLE CODES (DTCs) P2002, P246C AND/OR P2463 -  
BUILT ON OR BEFORE 3/26/2015**

**TSB 15-0152**

**FORD:**

2015 F-Super Duty

This article supersedes TSB **15-0026** to update the vehicle application, Title, Issue Statement, Action and production fix date.

**ISSUE**

Some 2015 F-Super Duty vehicles equipped with 6.7L engine and built on or before 3/26/2015 may exhibit a MIL on with DTCs P2002, P246C and/or P2463 stored in powertrain control module (PCM) memory.

**ACTION**

Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 97.01 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150152A	2015 F-Super Duty 6.7L: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.4 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
RECALEM	04

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**FORD:**

2015 F-150, Taurus

2016 Explorer, F-250, F-Super Duty, Fusion

**LINCOLN:**

2015 MKS

**ISSUE**

Some 2015 F-150, Taurus, MKS and 2016 F-Super Duty, Explorer, Fusion vehicles equipped with SYNC MyFord Touch/ MyLincoln Touch (MFT/MLT) and built on 9/8/2015 and through 9/26/2015 may exhibit one or more functionality concerns with SYNC and/or Navigation. A complete listing of the functionality concerns can be found under the Service Procedure.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

The procedure will correct the following functionality concerns:

**Vehicles with Navigation:**

- Screen displays a yellow question mark in place of the compass in the Navigation quadrant of the SYNC home screen above the street name when the Navigation SD card is inserted.
- Navigation directions in the Navigation quadrant of the home screen do not update when in an active route or when the destination has been entered.
- After canceling a route, the Navigation map is no longer displayed (grey screen) and "undefined, undefined, undefined" is displayed on the Navigation screen.
- SYNC Voice Recognition button no longer functions after canceling an active route.

**Vehicles Without Navigation:**

- A call to SYNC Services Traffic Directions and Information (TDI) can be made, but a navigation route cannot be downloaded to the vehicle.
- SYNC voice recognition button no longer functions after a call to SYNC Services.
- Unable to run Vehicle Health Report: Server connection error, The report cannot be submitted at this time. Please try again later.
- Randomly not able to connect to SYNC Services TDI: Connection Error, Unable to connect. Please try again later.
- Center of the display goes blank while trying to connect to SYNC Services using the SYNC voice recognition button.

**Verify APIM Software Level**

1. Determine the vehicles current accessory protocol interface module (APIM) software level (CCPU S/W).
  - a. On the front display interface module (FDIM), select menu then select help.
  - b. Select system information.
  - c. Note the last five digits of the CCPU S/W version.
2. Are the last five digits 15128 ?
  - a. Yes - proceed to the Software Download Procedure.
  - b. No - this procedure does not apply. Refer to the Workshop Manual (WSM), Section 415-00 for normal diagnostics.

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**Software Download Procedure**

This procedure will update the APIM with the proper TDI provisioning pack patch for software version V3.8 (15128). The procedure requires a one-time software download onto a USB flash drive. The software may be loaded onto one or multiple universal serial bus (USB) flash drives. The USB flash drive(s) can then be used to update multiple vehicles following the Vehicle Software Installation procedure.

Minimum 500 Megabyte (MB) USB flash drive is required. Using USB flash drives previously provided for FSAs 11A02 and 11A03 would ensure compatibility. Label USB flash drives to identify the software level contained on the drive. The download procedure will clear any data stored on the USB flash drive. Remove any important data prior to starting this procedure.

1. If you previously performed this procedure on a different vehicle and already have a USB flash drive loaded with this software update, proceed directly to the section for Vehicle Software Install.
2. Format USB flash drive:
  - a. Insert the USB flash drive into the 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 open pop-up windows once complete.
  - k. Tag the USB drive with the TSB number to identify the drive.

V3.8 15128
<a href="http://www.fordservicecontent.com/ford_content/downloads/Gen2v38TDIRepairUSRev1.exe">http://www.fordservicecontent.com/ford_content/downloads/Gen2v38TDIRepairUSRev1.exe</a>

3. Click on the link provided to download the software update. A hard wired internet connection is recommended. A download pop-up will appear with the selections to run, save or cancel.
  - a. Select Save.
  - b. A Save-As pop up window will appear. Choose a folder on your computer to save the file temporarily.
  - c. Select Save.
  - d. When the download completes, a pop up window appears, select Open folder.
  - e. The file will be highlighted. Double click on the file.
  - f. A download warning may appear, if so, agree to continue by choosing Yes, OK or Run.
  - g. An extract pop up window will appear. The extract destination to the USB drive will need to be selected. To browse for the USB flash drive, select the Button with three dots located to the right of the pop up.
  - h. Scroll down and select Computer.
  - i. Select the USB drive/removable disk and click OK.
  - j. Select Extract.

## TSB 15-0153 (Continued)

- k. Confirm USB drive contents. Select the USB drive located under My Computer. A folder named SyncMyRide and two files (autoinstall.lst and DONTINDEX.msa) will be present on the USB flash drive; it's now ready for the Vehicle Software Installation Procedure.

### **Vehicle Software Install Procedure**

1. This installation procedure may take up to 5 minutes.
2. Disconnect any USB devices or cables connected to the vehicle USB ports.
3. Start the engine. The engine must be running so the battery saver mode will not activate while performing this procedure.
4. Place automatic transmission gear selector in Park. Manual transmissions in neutral. Apply park brake on all vehicles.
5. Verify that the vehicle is not in transport mode.
6. If the vehicle is in transport mode, Refer to WSM, Section 419-10 to deactivate.
7. Allow the system to boot up and the home screen to appear on the FDIM.
8. Install the USB flash drive into one of the vehicle's media hub USB ports. The reprogramming procedure will start automatically.
  - a. The installation procedure may cause the system to reboot several times and/or cause the screen to go dark/blank for a period of time. This is normal. The USB flash drive must remain installed at all times during programming.
9. When the programming is complete, Update Installed Successfully will appear on the screen. Press Ok and remove the USB flash drive from the USB port.

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150153A	Reprogram The APIM Using A USB Flash Drive (Do Not Use With Any Other Labor Operations)	0.3 Hr.

### **WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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### **DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
14D212	04

**FORD:**

2015 F-150

The article supersedes **15-0140** to update the Title, Issue Statement and Service Procedure.

**ISSUE**

Some 2015 F-150 Lariat, Platinum and King Ranch vehicles equipped with climate controlled seats may exhibit a lack of cooling performance in the front seat backrests.

**ACTION**

Follow the Service Procedure steps to correct this condition.

**SERVICE PROCEDURE**

1. Can the backrest blower motor be heard running when using the climate controlled seats?
  - a. Yes - proceed to Step 2.
  - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-10 for normal diagnostics.
2. Remove the front seat backrest blower motor. Refer to WSM, Section 501-10.
3. With the seat backrest cover positioned upward, use scissors or equivalent cutting device to remove the indicated portion of the seat backrest cover foam spacer pad (using the existing spacer pad opening as a guide). Do not cut the stitched seam at the lower edge of the seat backrest cover. (Figure 1)

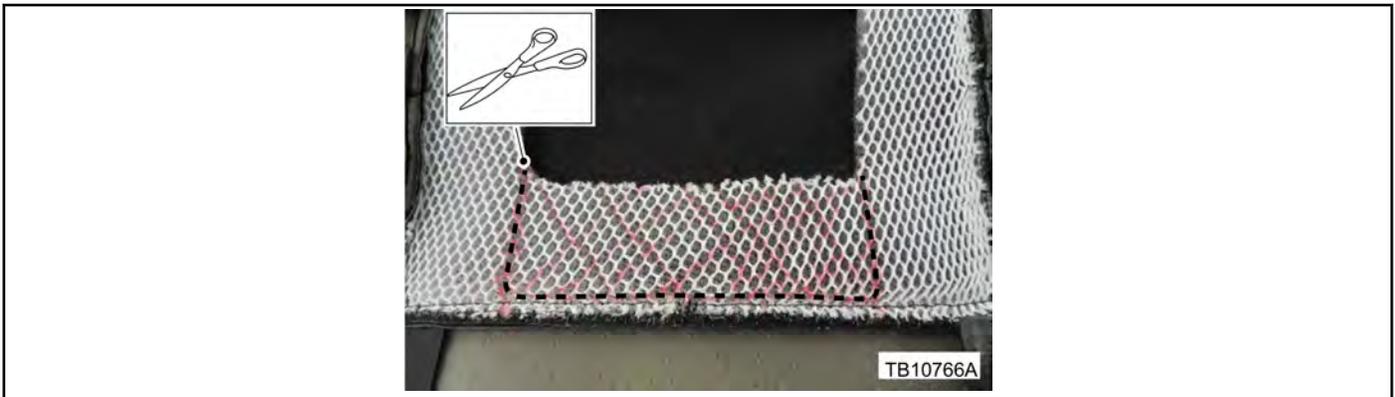


Figure 1 - Article 15-0154

4. Using a scale or equivalent measuring device, locate and mark the center of both seat backrest cover lower J-clips.
5. Measure 60 mm (2 3/8") from each side of the center mark on both J-clips and make two new marks.

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- a. These new marks will be 120 mm (4 23/32") apart. (Figure 2)



Figure 2 - Article 15-0154

- 6. Use diagonal cutting pliers or equivalent to remove the plastic J-clip section between these two new marks on both J-clips. (Figure 3)

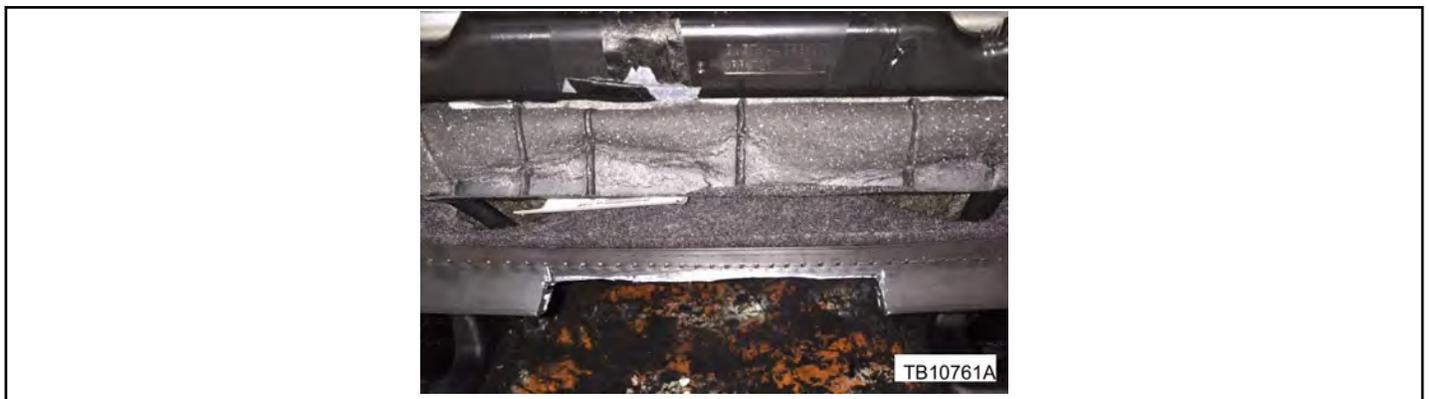


Figure 3 - Article 15-0154

- 7. Install the new seat backrest blower motor. Refer to WSM, Section 501-10.
  - a. Route the air intake snorkel of the new blower motor down and behind the hook-and-loop retainer strap. (Figure 4)



Figure 4 - Article 15-0154

**TSB 15-0154 (Continued)**

- b. Route the elastic backrest cover straps through the slots in the fabric at the end of the air intake snorkel prior to refastening the elastic straps. (Figure 5)



Figure 5 - Article 15-0154

- c. Reinstall the seat backrest cover.

PART NUMBER	PART NAME
GU5Z-19N550-B	Seat Back Blower Motor Assembly

OPERATION	DESCRIPTION	TIME
150154A	2015 F-150: Replace The Seatback Blower Motor One (1) Seat Includes Time To Modify Seat (Do Not Use With Any Other Labor Operations)	0.6 Hr.
150154B	2015 F-150: Replace The Seatback Blower Motor Both (2) Seats Includes Time To Modify Seats (Do Not Use With Any Other Labor Operations)	0.8 Hr.

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 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
19N550	42

**3.7L DURATEC - DIAGNOSTIC TROUBLE CODE (DTC) P0A5A - BUILT ON OR BEFORE 9/19/2015**

**TSB 15-0155**

**FORD:**

2016 Transit

**ISSUE**

Some 2016 Transit vehicles equipped with a 3.7L Duratec engine and built on or before 9/19/2015 may exhibit DTC P0A5A (Generator Current Sensor Circuit Range/Performance) stored in powertrain control module (PCM) memory.

**ACTION**

Reprogram the PCM to the latest calibration using IDS release 97.03 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150155A	2016 Transit 3.7L Duratec: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.3 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
RECAL	04

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**FORD:**

2012-2014 Edge  
 2013-2015 Taurus  
 2012-2016 Explorer

**LINCOLN:**

2013-2015 MKT

**ISSUE**

Some 2012-2014 Edge, 2013-2015 MKT, 2013-2015 Taurus and 2012-2016 Explorer vehicles equipped with 2.0L or 2.3L Gasoline Turbocharged Direct Injection (GTDI) and front wheel drive may exhibit a vibration, grinding, banging or clicking noise from the driveline while moving.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. If equipped remove the underbody shield. Refer to Workshop Manual (WSM), Section 205-04.
2. Inspect the right hand side halfshaft bearing bracket. Is it cracked or broken?
  - a. Yes - proceed to Step 3.
  - b. No - this article does not apply. Refer to WSM, Section 100-04 for normal diagnostics.
3. If equipped remove the two (2) side shield screws and remove the shield located in the passenger fender splash shield area.
4. If equipped remove the two (2) heated oxygen sensor wiring retainers on the halfshaft bearing nuts.
5. Remove and discard the two (2) halfshaft retaining nuts.
6. Remove and discard the two (2) right hand halfshaft bearing bracket bolts and remove the bracket.
7. Install two (2) new halfshaft bearing studs into the new bracket. Torque: 15 Nm (11 lb-ft)
8. Install the new right hand halfshaft bearing bracket and bolts. Torque: 48 Nm (35 lb-ft)
9. Install the two (2) new halfshaft retaining nuts. Torque: 25 Nm (18 lb-ft). Refer to WSM, Section 205-04
10. If equipped reverse Steps 1 through 4 to install the shields.

PART NUMBER	PART NAME
FB5Z-3K305-B	Halfshaft Bearing Bracket - Right
W500635-S439	Bolt (3 Req)
W706931-S439	Stud (1 Pkg Req)
W701731-S439	Nut (1 Pkg Req)

OPERATION	DESCRIPTION	TIME
150156A	Replace The Halfshaft Bearing Bracket (Do Not Use With Any Other Labor Operations)	0.6 Hr.

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**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
3K305	01

**FORD:**

2009-2012 Escape

**MERCURY:**

2009-2011 Mariner, Mariner Hybrid

**ISSUE**

Some 2009-2012 Escape and 2009-2011 Mariner vehicles may exhibit rear quarter panel(s) with corrosion and/or perforation around the wheel well lip area.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

Passenger side shown, the procedure is the same for the drivers side.

1. Disconnect the negative battery cable. Refer to Workshop Manual (WSM), Section 414-01.
2. Remove the rear bumper cover. Refer to WSM, Section 501-19.
3. Remove the rear lamp assembly.
4. Remove the wheel and tire. Refer to WSM, Section 204-04.
5. Use a marker and trace a line 13 mm (1/2") beyond the corrosion area of the outer quarter panel. (Figure 1)

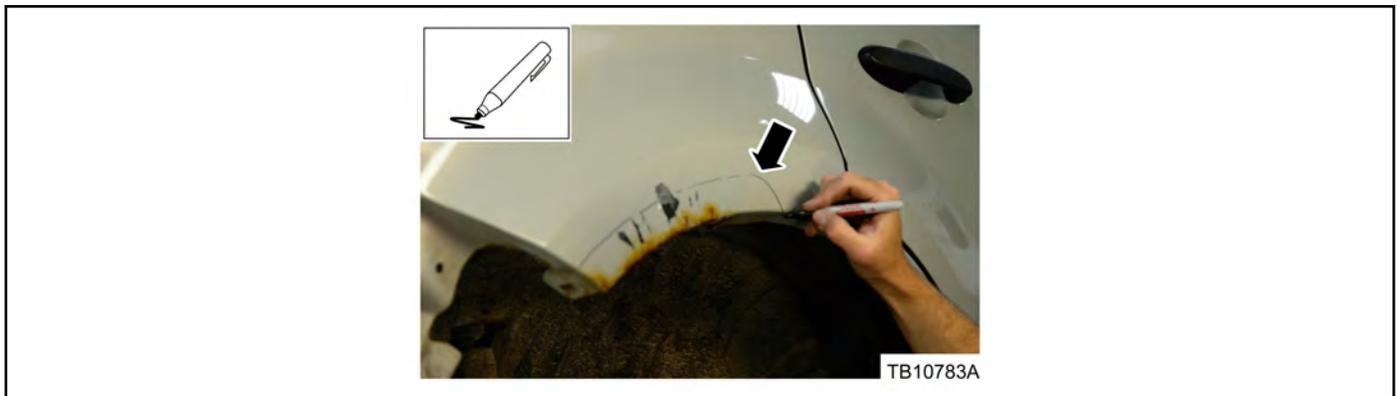


Figure 1 - Article 15-0157

6. Use a spot weld drill bit and drill out the spot welds on the quarter panel wheel lip edge.
7. Use a cut off wheel and carefully cut the outer panel following the line traced. Remove the outer panel.
  - a. Do not discard the outer panel as it may be used later to make the new patch.
8. Inspect the inner panel for corrosion. If any inner panel corrosion extends beyond the initial cut performed on the outer panel, trace another line on the outer panel beyond the corrosion area of the inner panel. (Figure 2)

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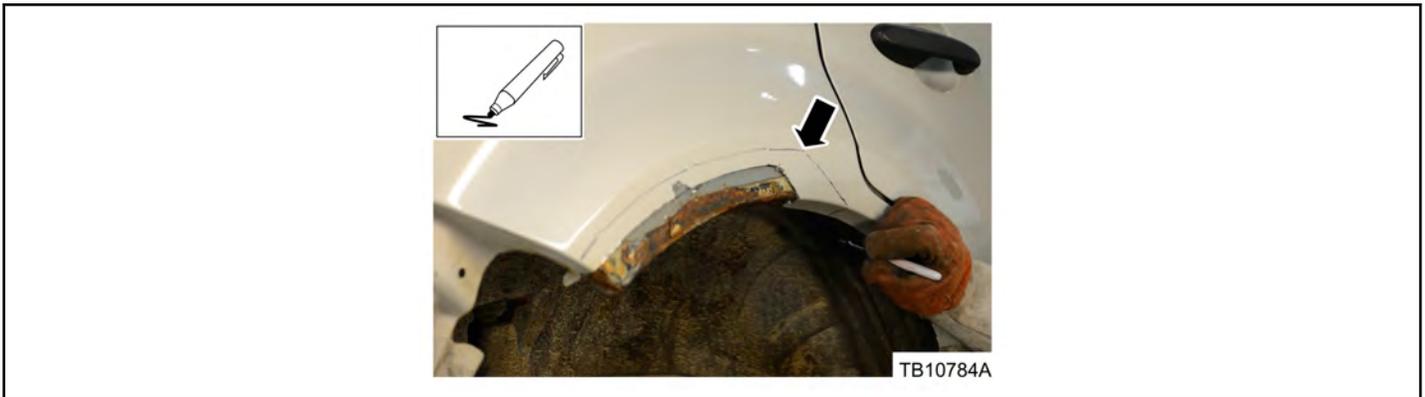


Figure 2 - Article 15-0157

- a. Use a cutoff wheel and carefully cut the outer panel. Remove the outer panel.
- b. Do not discard the outer panel as it will be used later to make the new patch.
9. Use a cutoff wheel and cut the inner panel slightly beyond the corroded area.
  - a. Do not discard the inner panel as it will be used later to make the new patch.
10. Prepare the area for welding by grinding and cleaning the inner and outer panels. (Figure 3)

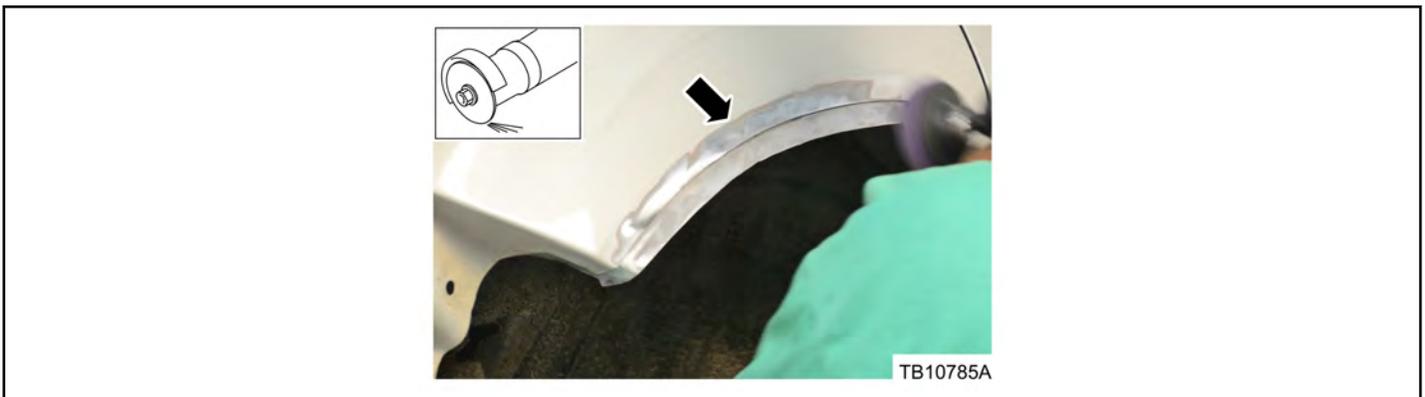


Figure 3 - Article 15-0157

11. Wipe areas clean with isopropyl alcohol and a clean cloth.
12. Apply 3M™ Weld-Thru Coating II or equivalent and allow to dry. (Figure 4)

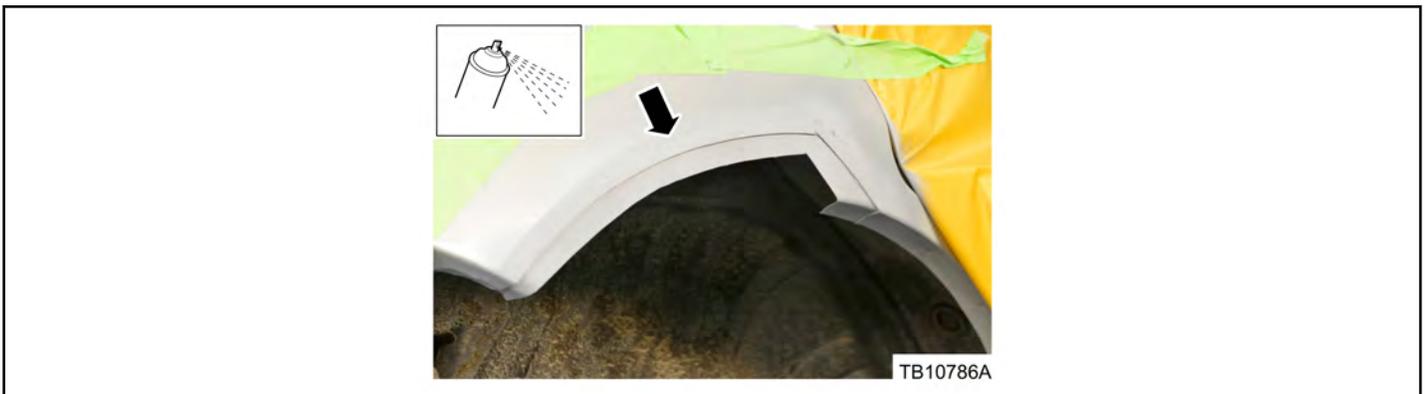


Figure 4 - Article 15-0157

13. Use the sections of the inner and outer panels previously removed, carefully grind smooth the outer edges. (Figure 5)



Figure 5 - Article 15-0157

14. Clamp the cutout inner panel section onto the new inner patch panel.
15. Using a marker, trace the outline of the cutoff panel section onto the new panel. (Figure 6)

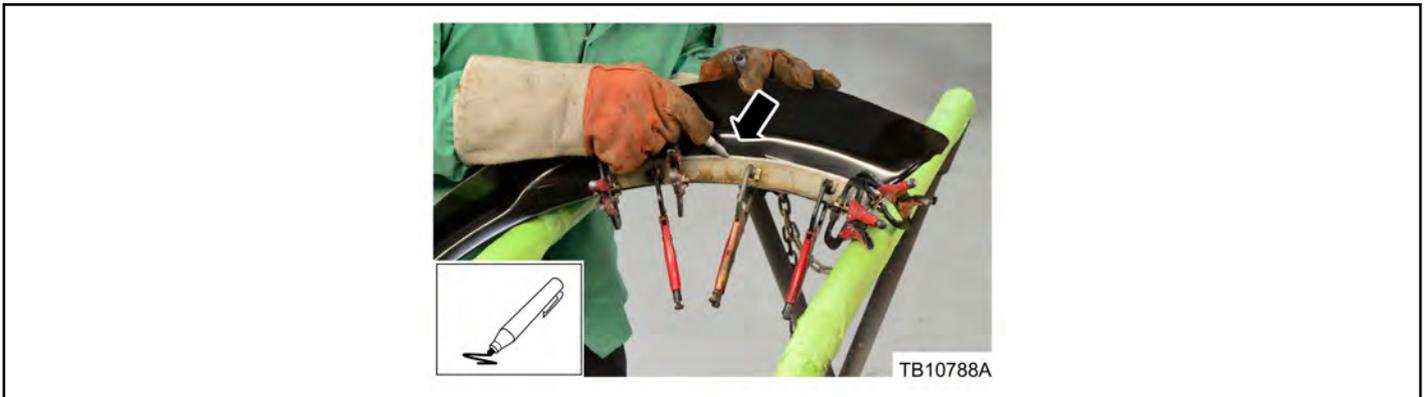


Figure 6 - Article 15-0157

16. Repeat Steps 14 and 15 for the outer panel section(s).
17. Use an air saw or equivalent, cut along the trace line for both inner and outer panels.
18. Lightly grind smooth the outer edges of both cut panels. (Figure 7)

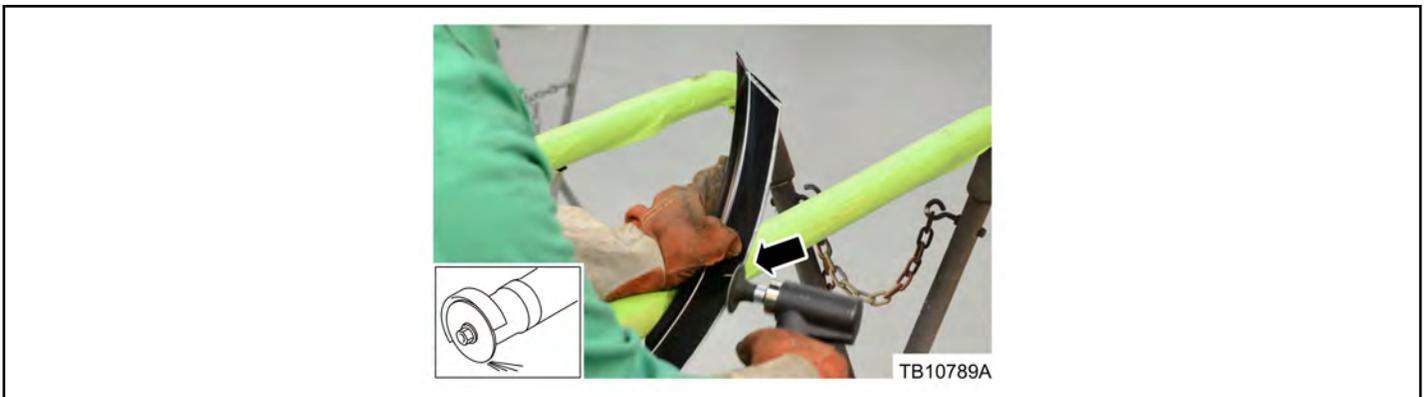


Figure 7 - Article 15-0157

19. Sand off e-coat from the edges of both new panels and clean with isopropyl alcohol.
20. Apply 3M™ Weld-Thru II Coating or equivalent to both sides of the new patch panels and allow to dry.
21. Use the remainder of the new inner patch panel, cut a 19 mm (3/4") wide backer patch.

22. Lightly grind outer edges of the backer patch panel and clean with isopropyl alcohol.
23. Apply 3M™ Weld-Thru II Coating or equivalent to both sides of the backer patch panel.
24. Clamp the backer patch panel and inner patch panel onto the inner quarter panel. (Figures 8 and 9)

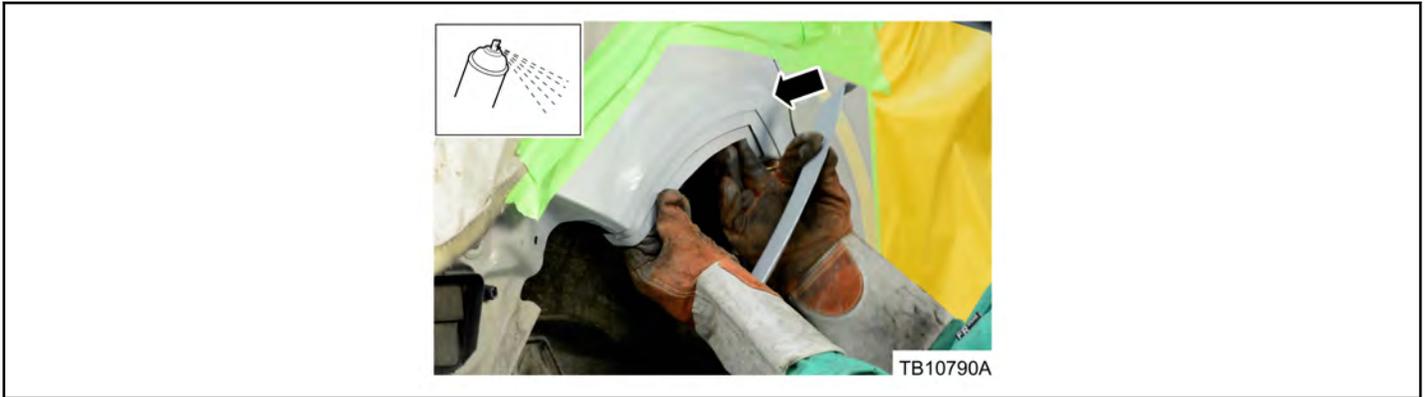


Figure 8 - Article 15-0157

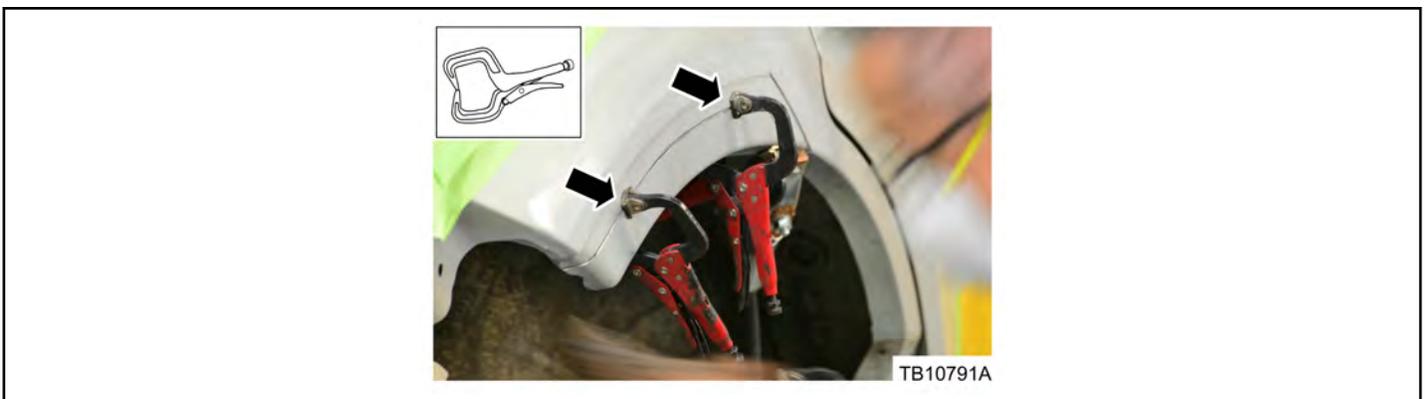


Figure 9 - Article 15-0157

25. Use a MIG welder and stitch weld the inner patch panel onto the inner quarter panel. (Figure 10)

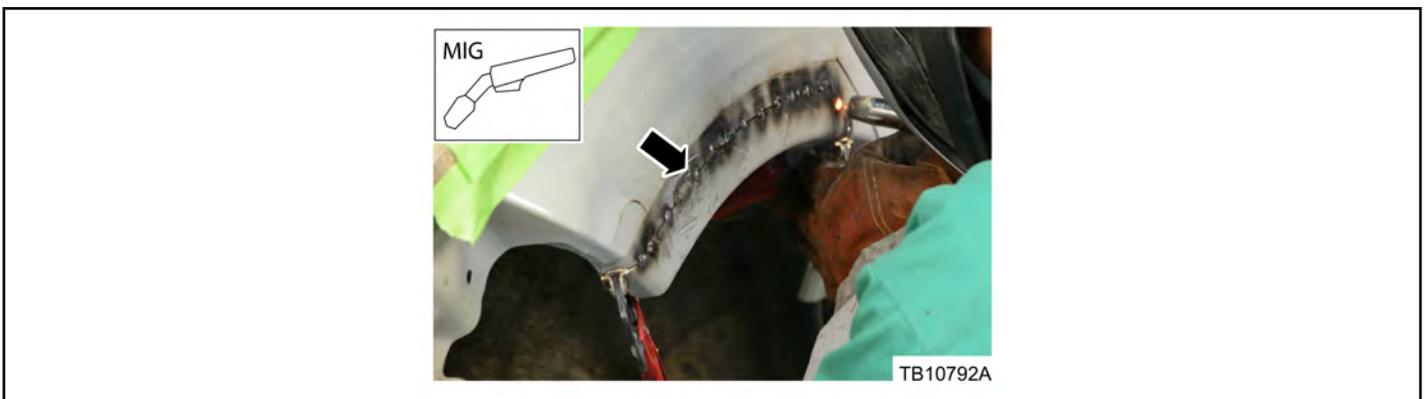


Figure 10 - Article 15-0157

26. Grind smooth the stitch welds and clean the area with isopropyl alcohol.
27. Apply 3M™ Weld-Thru II Coating or equivalent and allow to dry.
28. Clamp the outer patch panel onto the quarter panel.
29. Use a MIG welder and stitch weld the patch panel onto the quarter panel. (Figure 11)

**TSB 15-0157 (Continued)**

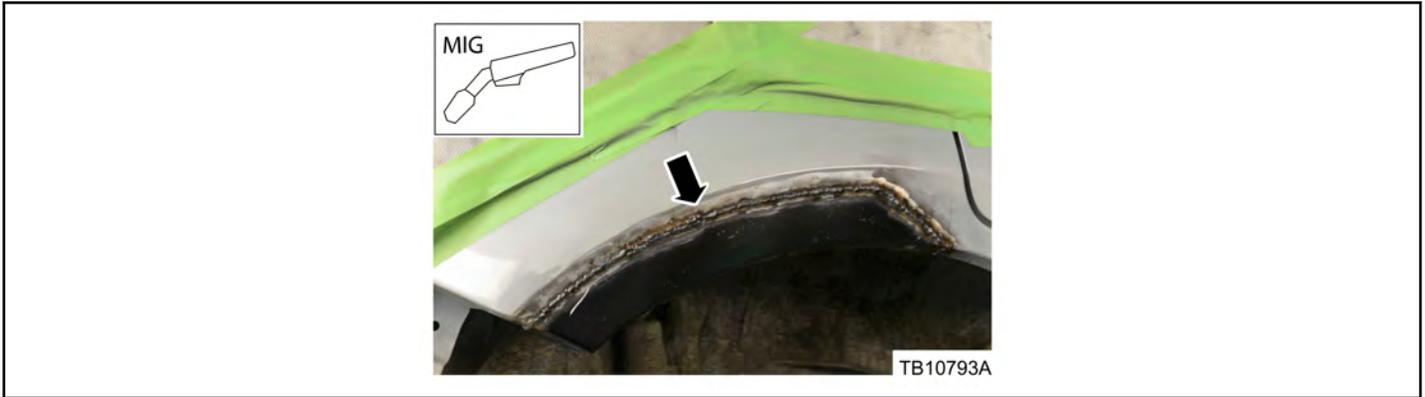


Figure 11 - Article 15-0157

- 30. Grind smooth the stitch weld area and clean with isopropyl alcohol.
- 31. Apply fiberglass reinforced body filler on the repair area.
- 32. Sand and shape the fiberglass filler as required.
- 33. Apply conventional body filler.
- 34. Sand and shape as required for final finish. (Figure 12)

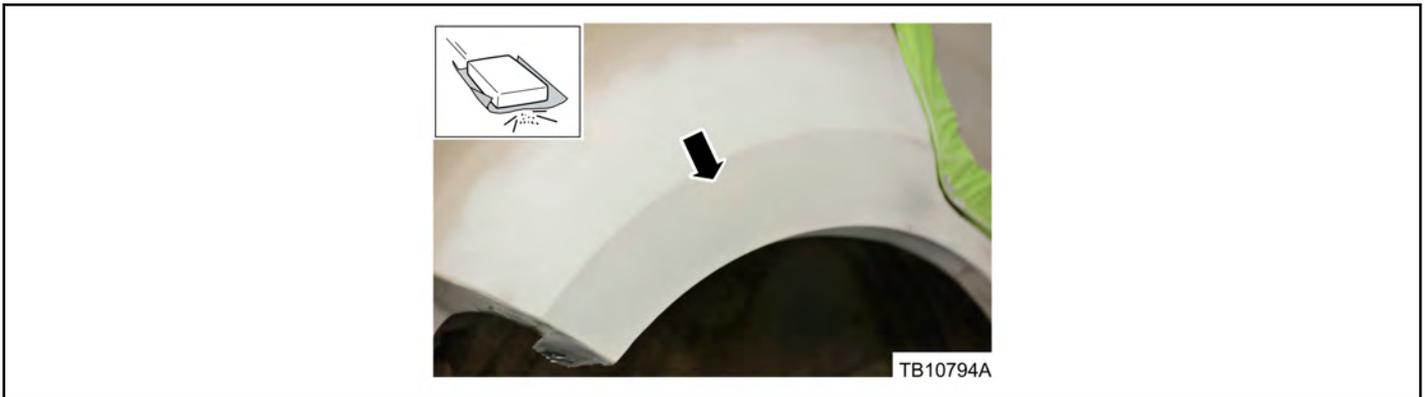


Figure 12 - Article 15-0157

- 35. Prime and paint quarter panel as necessary.
  - 36. Apply ValuGard Rust Preventive or equivalent to the backside of inner quarter panel.
- Use Customer Concern Code (CCC) F25 when submitting for warranty payment.

<b>Obtain Locally</b>	
Part Number	Part Description
05917	3M™ Weld-Thru II Coating
VG101	ValuGard Rust Preventive
	Isopropyl Alcohol
	Fiberglass Reinforced Body Filler
	Body Filler

PART NUMBER	PART NAME
8L8Z-7827790-A	Inner Patch Panel - Passenger Side

PART NUMBER	PART NAME
8L8Z-7827791-A	Inner Patch Panel - Driver Side
8L8Z-7827846-A	Outer Patch Panel - Passenger Side
8L8Z-7827847-A	Outer Patch Panel - Driver Side

OPERATION	DESCRIPTION	TIME
150157A	2009-2012 Escape 2009-2011 Mariner: Install Quarter Panel Patch Panel One (1) Side Of The Vehicle (Do Not Use With Any Other Labor Operations Outside Of This Article)	3.9 Hrs.
150157B	2009-2012 Escape 2009-2011 Mariner: Install Quarter Panel Patch Panel Both (2) Sides Of The Vehicle (Do Not Use With Any Other Labor Operations Outside Of This Article)	7.4 Hrs.
150157C	2009-2012 Escape 2009-2011 Mariner: Additional Time To Refinish And Paint One (1) Quarter Panel (Can Be Claimed With Operation A)	2.3 Hrs.
150157D	2009-2012 Escape 2009-2011 Mariner: Additional Time To Refinish And Paint Both (2) Quarter Panels (Can Be Claimed With Operation B)	4.1 Hrs.
150157E	2009-2012 Escape 2009-2011 Mariner With Tri Color Paint: Additional Time To Refinish And Paint One (1) Quarter Panel (Can Be Claimed With Operation A)	2.8 Hrs.
150157F	2009-2012 Escape 2009-2011 Mariner With Tri Color Paint: Additional Time To Refinish And Paint Both (2) Quarter Panels (Can Be Claimed With Operation B)	4.6 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
7827840	D7

**6.7L DIESEL - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED -  
DIAGNOSTIC TROUBLE CODES (DTCs) P259F, P0234 AND/OR P0236 -  
BUILT ON OR BEFORE 9/9/2015**

**TSB 15-0158**

**FORD:**

2015-2016 F-Super Duty

This article supersedes TSB **15-0077** to update the Action Statement and add a production fix date.

**ISSUE**

Some 2015-2016 F-Super Duty Pickup vehicles equipped with 6.7L engine and built on or before 9/9/2015 may exhibit a MIL on with DTCs P259F, P0234 and/or P0236 stored in powertrain control module (PCM) memory.

**ACTION**

Reprogram the PCM to the latest calibration using IDS release 97.04 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150158A	2015-2016 F-Super Duty 6.7L: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.4 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
RECALEM	04

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**LINCOLN:**

2015-2016 MKC

This article supersedes TSB **15-0135** to update the vehicle model years.

**ISSUE**

Some 2015-2016 MKC vehicles may exhibit a wind or whistle noise from the exterior mirror(s) at highway speed.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

Follow the procedure for the affected side(s).

1. Position the exterior mirror glass for access. (Figure 1)

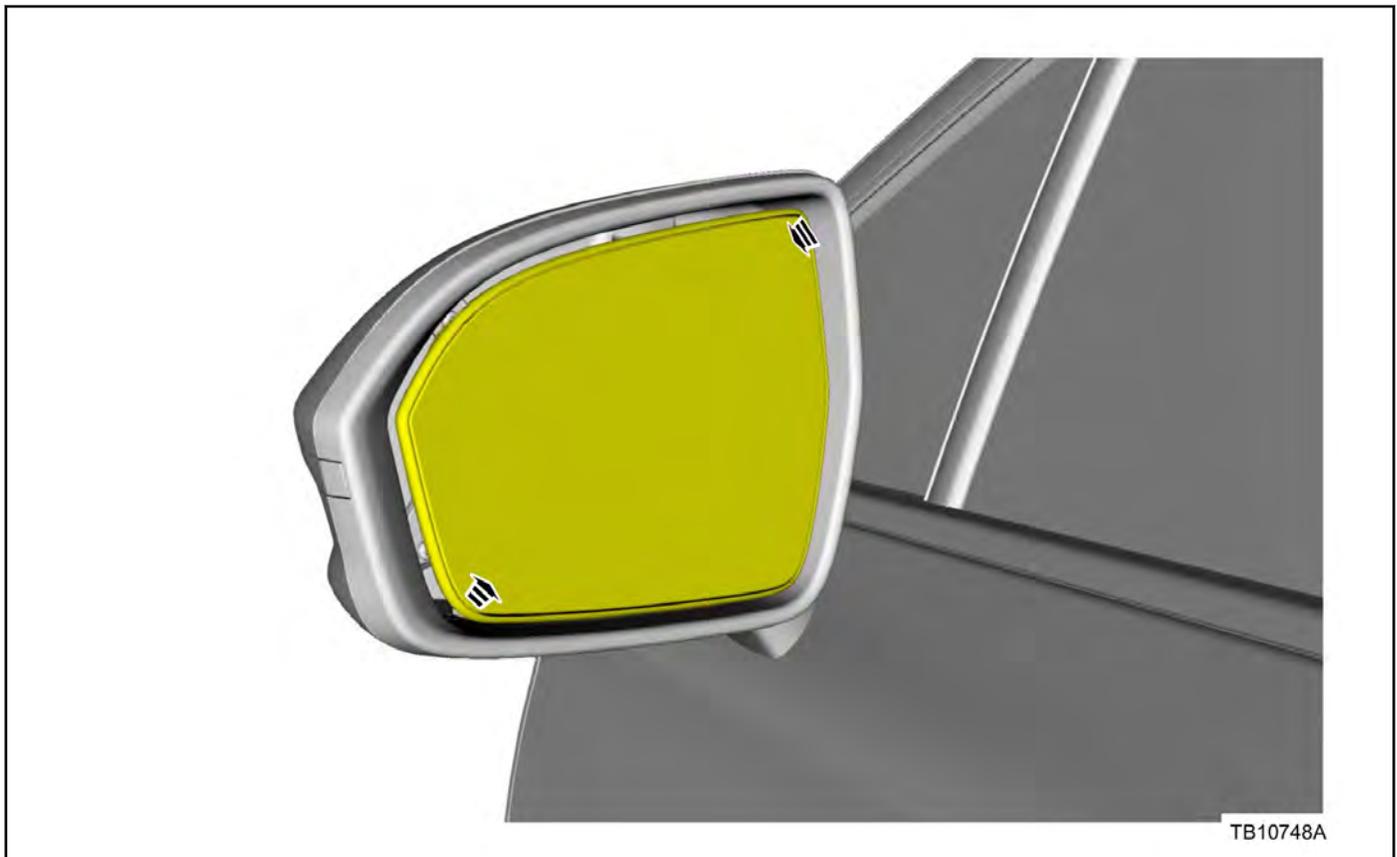


Figure 1 - Article 15-0159

2. Release the mirror glass and disconnect the electrical connectors. Use of a non-marring plastic trim tool is recommended to release the mirror glass. (Figure 2)

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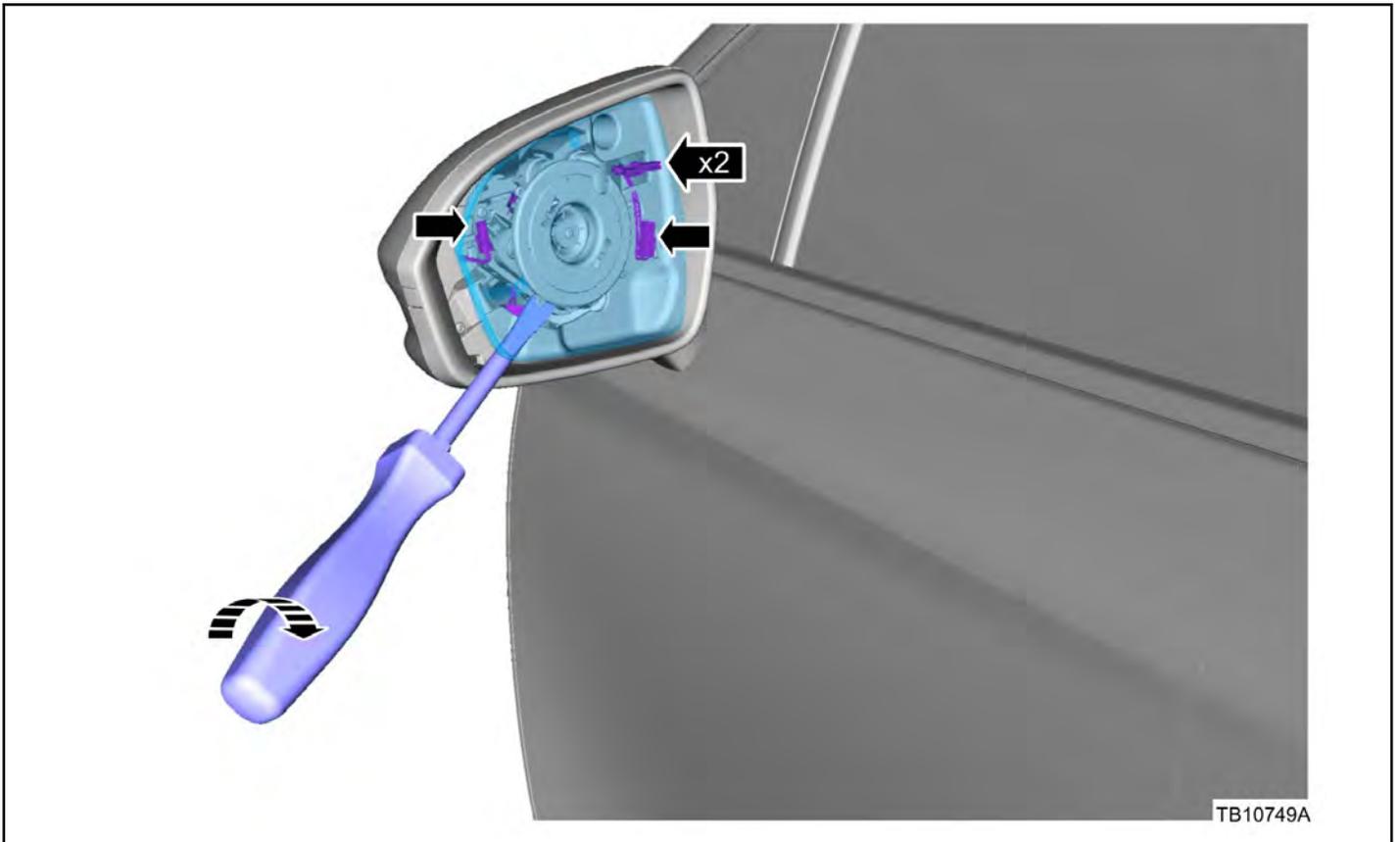


Figure 2 - Article 15-0159

3. Remove the two (2) screws and the mirror glass bezel. It is not necessary to remove the mirror motor. (Figure 3)



Figure 3 - Article 15-0159

4. Remove the screw and position the mirror cover aside. (Figure 4)

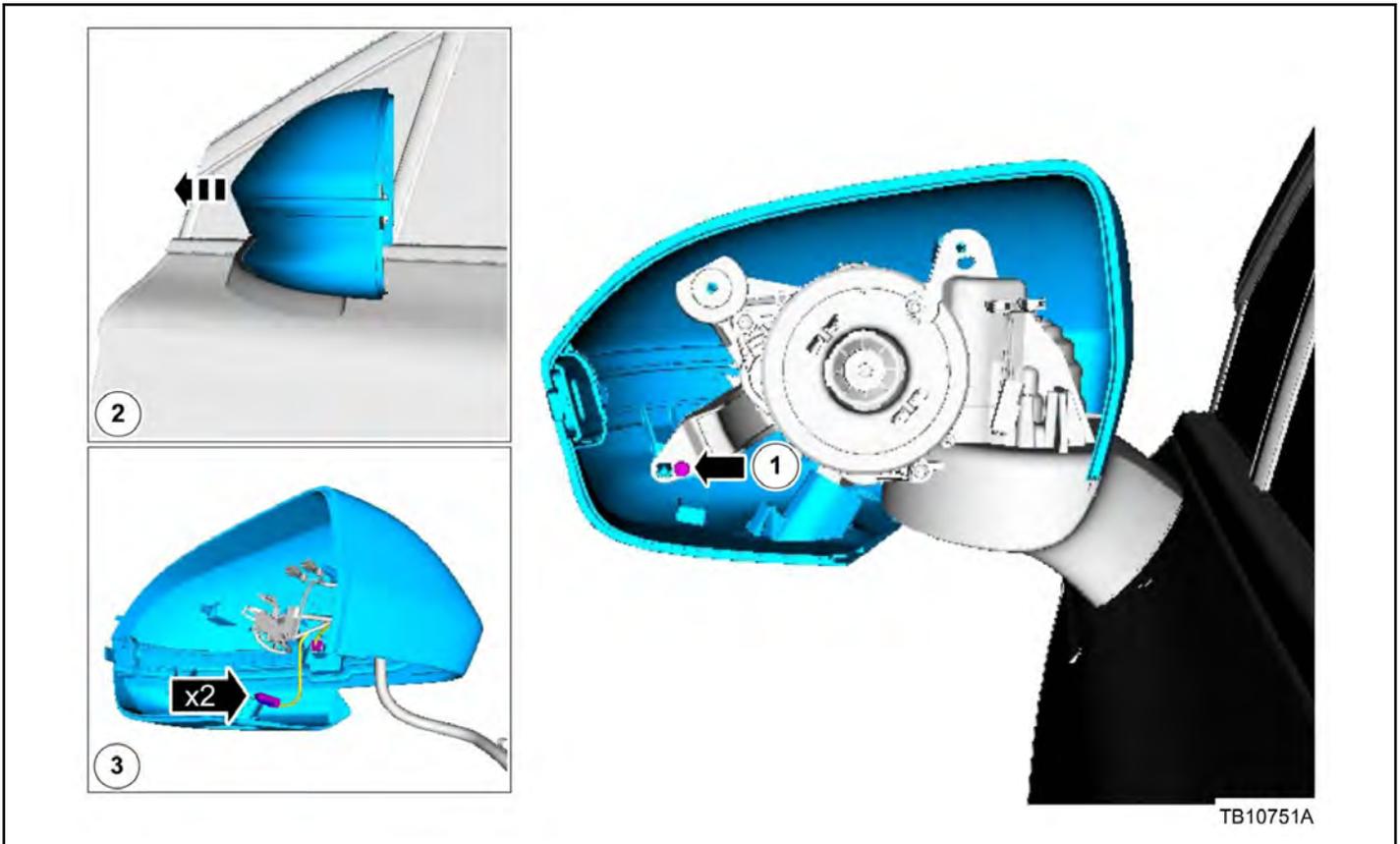


Figure 4 - Article 15-0159

5. Disconnect the two (2) electrical connectors.
6. Clean the location shown in the figure with Isopropyl Alcohol. (Figure 5)

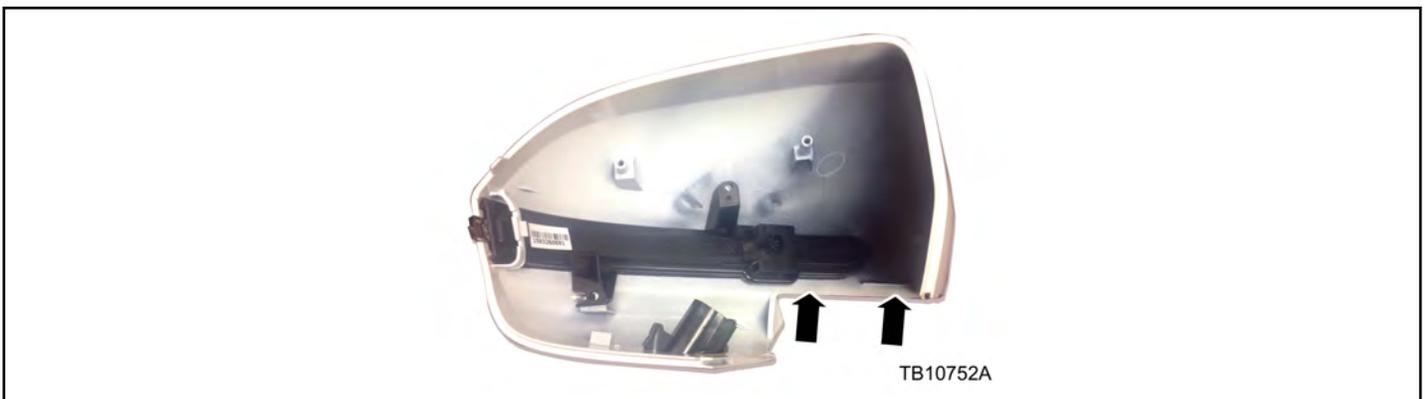


Figure 5 - Article 15-0159

7. Dry the surface using a lint free cloth.
8. Install foam seal tape. (Figure 6)

**TSB 15-0159 (Continued)**

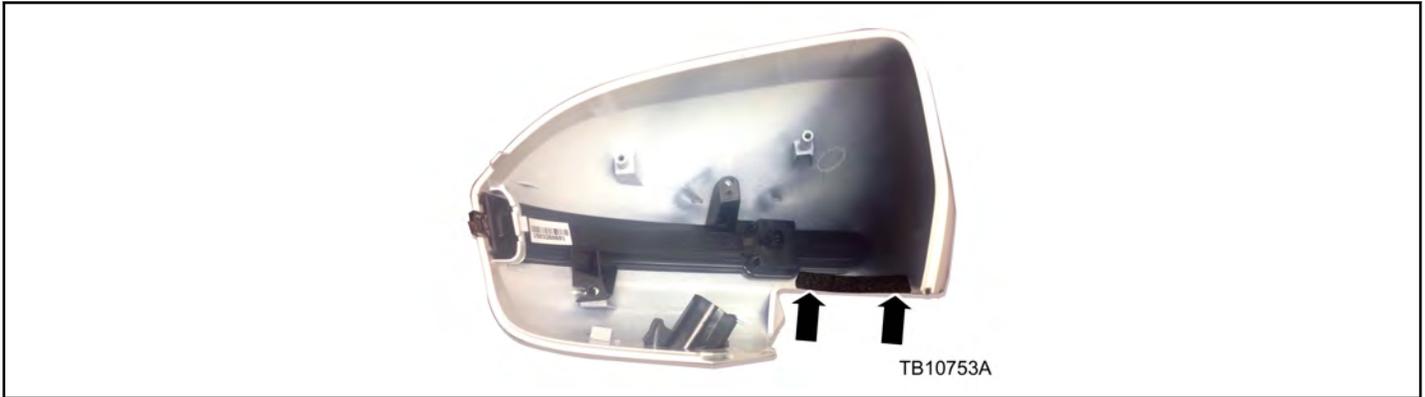


Figure 6 - Article 15-0159

9. To reassemble, reverse the disassembly procedure.

Obtain Locally
Part Number
Isopropyl Alcohol

PART NUMBER	PART NAME
FJ7Z-17724-A	Foam Seal Tape (1 Per Mirror)

OPERATION	DESCRIPTION	TIME
150159A	2015-2016 MKC: Install Foam Seal Tape Following The Service Procedure On One (1) Exterior Mirror. Includes Time To Road Test (Do Not Use With Any Other Labor Operations)	0.6 Hr.
150159B	2015-2016 MKC: Install Foam Seal Tape Following The Service Procedure On Both (2) Exterior Mirrors. Includes Time To Road Test (Do Not Use With Any Other Labor Operations)	0.8 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
17862	42

**FORD:**

2015 Transit

**ISSUE**

Some 2015 Transit vehicles equipped with a 3.7L Duratec engine and built on or before 6/11/2015 may exhibit an illuminated malfunction indicator lamp (MIL) with one or more of the following diagnostic trouble codes (DTCs): P0131, P0141, P0155, P0161, P2627, P2630, P0010, P0013, P0020, P0023, P0103, P0104, P0443 and/or U0401 stored in the powertrain control module (PCM) memory. The vehicle may also exhibit an open fuse F36 in the underhood battery junction box (BJB). These issues may be due to wire chafing at the heated oxygen sensor (HO2S) wire harness.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Is fuse F36 open in the underhood BJB?
  - a. Yes - proceed to Step 3.
  - b. No - proceed to Step 2.
2. Use the Integrated Diagnostic System (IDS) or equivalent scan tool to retrieve DTCs. Is DTC P0131, P0141, P0155, P0161, P2627, P2630, P0010, P0013, P0020, P0023, P0103, P0104, P0443, and/or U0401 stored in the PCM memory?
  - a. Yes - proceed to Step 3.
  - b. No - this procedure does not apply. Refer to the Powertrain Control / Emissions Diagnosis (PC/ED) manual for normal diagnosis.
3. Raise the vehicle on a hoist. Refer to Workshop Manual (WSM), Section 100-02.
4. Remove the transmission heat shield located at the right rear of the transmission. Torque: 25 Nm (18 lb-ft)
5. Disconnect transmission electrical connector C1575.
  - a. Rotate the transmission electrical connector counterclockwise.
  - b. Pull the transmission electrical connector out to disconnect.
6. Disconnect both downstream heated oxygen sensors (HO2S), HO2S12 and HO2S22.
7. Detach the wire harness retainers between the transmission electrical connector and right bank HO2S11; including the retainer at the rear of the right valve cover.
8. Lower the vehicle.
9. Remove the right front headlamp. Refer to WSM, Section 417-01.
10. Remove the upper intake manifold. Refer to WSM, Section 303-01.
11. Cover the lower intake ports with a clean shop towel to prevent debris entry.
12. Disconnect HO2S11 connector C1571 and both camshaft position (CMP) bank 1 sensor connectors C1366 and C1367.
13. Detach the harness retainer from the valve cover stud near the CMP bank 1 sensors.

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14. Position the detached section of the harness on top of the engine to allow harness inspection and repair.
15. Inspect the harness takeout for HO2S11 electrical connector C1571 for chafing or wire worn through that may have been caused by contact on the back of the cylinder head. (Figure 1)

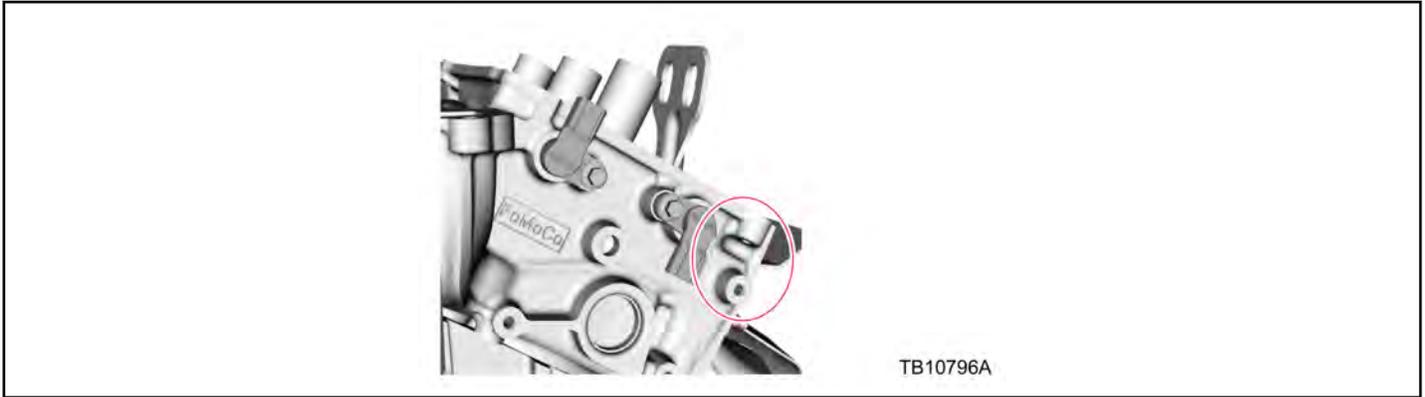


Figure 1 - Article 15-0160

16. Repair any wire chafing found using the solder splicing method. Refer to Wiring Diagram Cell 5-1.
  - a. Use a commercially available sheathing ripper, such as Rotunda Technician Tool Program (RTTP) JSP95978-04 or equivalent, to carefully strip the wire harness tape from the section of wire harness.
  - b. Insert the ball end of the sheathing ripper into the wire harness. Use caution not to damage the wires or wire insulation when stripping the wire harness.
17. Use Coroplast™ tape or equivalent and wrap the affected area of the takeout to H02S11.
18. Properly route the harness and make sure the HO2S11 wire harness takeout is positioned correctly to prevent future chafing. (Figure 2)

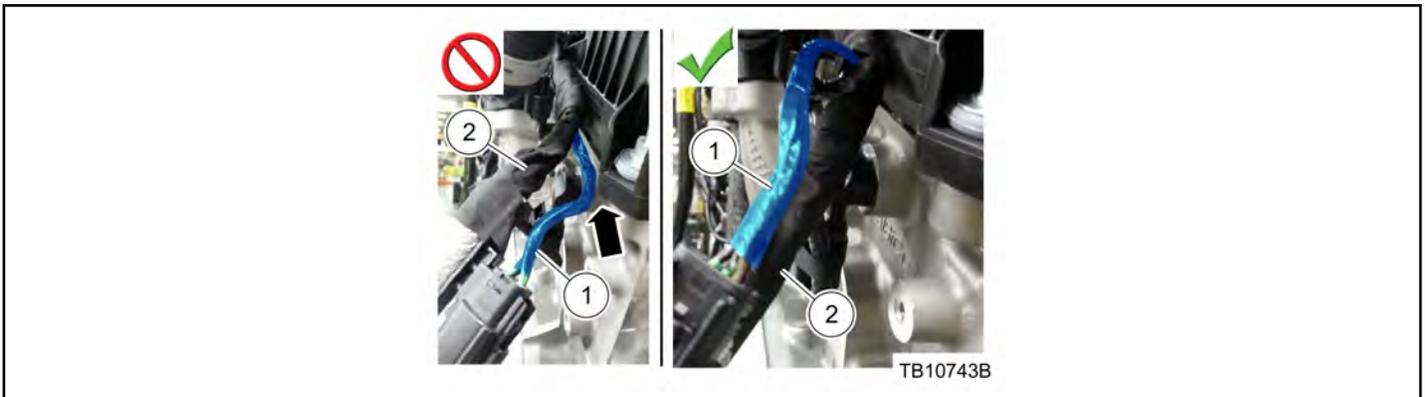


Figure 2 - Article 15-0160

19. To install, reverse the removal procedure.
20. Install a new fuse F36 if necessary and clear DTCs.

Obtain Locally	
Part Number	Part Description
NAI837X	Coroplast™ Electrical Wire Harness Tape
ES-1	RTTP Dual Wall Heat Shrink Tubing

**TSB 15-0160 (Continued)**

<b>PART NUMBER</b>	<b>PART NAME</b>
F2UZ-14526-P	Fuse
AT4Z-9H486-A	Upper Intake Manifold Gasket

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150160A	2015 Transit 3.7L Duratec: Retrieve DTCs, Inspect And Repair Wire Harness Following The Service Procedure (Do Not Use With Any Other Labor Operations)	2.2 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
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**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
12A581	30

**6.2L ENGINE - EXCESSIVE ENGINE OIL CONSUMPTION - BUILT ON  
3/1/2014 AND THROUGH 9/8/2015****TSB 15-0161****FORD:**

2015-2016 F-250, F-350

**ISSUE**

Some 2015-2016 F-Super Duty 250/350 vehicles equipped with a 6.2L engine and built on 3/1/2014 and through 9/8/2015 may exhibit excessive oil consumption due to an internally leaking baffle in the right side valve cover.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Replace the right side valve cover. Refer to Workshop Manual (WSM), Section 303-01.
2. Install 16 new spark plugs. Refer to WSM, Section 303-07.
3. Check and correct engine oil level as required.

PART NUMBER	PART NAME
CC3Z-6582-A	Right Side Valve Cover
XO-5W30-QSP	Motorcraft® SAE 5W-30 Premium Synthetic Blend Motor Oil
TA-30	Motorcraft® Silicone Gasket and Sealant
ZC-31-B	Motorcraft® Metal Surface Prep Wipes
ZC-30-A	Motorcraft® Gasket Remover
CYFS-12-FP	Spark Plug (16 Req)

OPERATION	DESCRIPTION	TIME
150161A	2015-2016 F-Super Duty 250/350 6.2L: Replace The Right Valve Cover And All (16) Spark Plugs. Includes Time To Check And Adjust Engine Oil Level (Do Not Use With Any Other Labor Operations)	2.7 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
6582	42

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**FORD:**

2013-2014 Fusion  
2013-2016 Escape  
2014-2016 Fiesta

**ISSUE**

Some 2013-2016 Escape, 2014-2016 Fiesta ST, and 2013-2014 Fusion vehicles equipped with a 1.6L Gasoline Turbocharged Direct Injection (GTDI) engine may exhibit a lack of power concern with malfunction indicator lamp (MIL) illuminated and diagnostic trouble codes (DTCs) P0234, P0245, P0246 and/or P0299 stored in powertrain control module (PCM) memory.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Connect the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool, to the data link connector (DLC). Are DTCs P0234, P0245, P0246 and/or P0299 present in the PCM memory?
  - a. Yes - proceed to Step 2.
  - b. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
2. Inspect the charge air cooler tubes and vacuum lines for damage and proper connection. Was any damage or connection issues identified?
  - a. Yes - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
  - b. No - proceed to Step 3.
3. Remove the engine front undershield. Refer to Workshop Manual (WSM), Section 501-02.
4. Replace the turbocharger wastegate regulating valve solenoid. (Figure 1)



Figure 1 - Article 15-0162

- a. Disconnect the solenoid hoses and connectors from the turbocharger assembly.
- b. Install the solenoid assembly and reattach the solenoid hoses to the turbocharger.
  - (1) Make sure the solenoid hoses are installed completely and the clamps are centered on the wastegate solenoid hose barbs.

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c. Reconnect the solenoid connectors.

5. Reinstall the engine front undershield. Refer to WSM, Section 501-02.

<b>PART NUMBER</b>	<b>PART NAME</b>
CJ5Z-9K378-B	Turbocharger Wastegate Regulating Valve Solenoid

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150162A	2013-2014 Fusion, 2014-2016 Fiesta, 2013-2016 Escape 1.6L: Diagnose And Replace The Turbocharger Wastegate Regulating Valve Solenoid (Do Not Use With Any Other Labor Operations)	0.6 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
9K378	42

**3.7L ENGINE - INTERMITTENT IDLE DIP AND/OR LOSS OF RPM WITH OR WITHOUT DTC P2610****TSB 15-0163****LINCOLN:**

2016 MKX

**ISSUE**

Some 2016 MKX vehicles equipped with a 3.7L engine may exhibit an intermittent idle dip and/or loss of RPM with or without diagnostic trouble code (DTC) P2610.

**ACTION**

Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 97.04 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

NOTE: ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

OPERATION	DESCRIPTION	TIME
150163A	2016 MKX 3.7L Duratec: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.4 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
RECALEM	04

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**FORD:**

2006-2015 F-650, F-750

**ISSUE**

Some 2006-2015 F-Super Duty 650/750 vehicles equipped with exterior tubular stainless steel west coast style mirrors may have a loose mounting bracket due to poor rivet retention.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Is the vehicle equipped with exterior tubular stainless steel west coast style mirrors? (Figure 1)



Figure 1 - Article 15-0164

- a. Yes - proceed to Step 2.
  - b. No - this article does not apply.
2. Is there a wire harness routed from the door sail panel to the exterior tubular stainless steel west coast style mirror head? (Figure 2)



Figure 2 - Article 15-0164

- a. Yes - use the heated sail mirrors and proceed to Step 3.

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- b. No - replace the mirrors using the following procedure.
  - (1) Remove the three (3) lower and two (2) upper attachment bolts securing the exterior tubular stainless steel west coast style mirror bracket to the door and remove the mirror assembly from the door.
  - (2) Remove the interior sail covers from the doors to access the mirror mounting area.
  - (3) Remove the four (4) rubber plugs to access the sail panel retainers.
  - (4) Remove the exterior sail panel. Refer to Workshop Manual (WSM), Section 501-09.
  - (5) Attach the non-heated sail mirror to the door and install the four (4) mirror attachment nuts. Tighten to 11 Nm (97 lb-in.). (Figure 4)
  - (6) Install the four (4) rubber plugs that cover the sail panel retainers.
  - (7) Repair any exterior door damage or unused mounting holes as needed. Refer to WSM, Section 501-35. Repair is complete.
- 3. Disconnect batteries. Refer to WSM, Section 414-01.
- 4. Remove interior door trim panels and interior sail panels. Refer to WSM, Section 501-05.
- 5. Remove the door front speakers. Refer to WSM Section, 415-00.
- 6. Locate the exterior tubular stainless steel west coast style mirror wiring from the door sail area and follow the harness down to the mirror 6-way electrical connector, accessing it via the speaker opening in the door sheet metal. (Figure 3)



Figure 3 - Article 15-0164

- 7. Is the color of the exterior tubular stainless steel west coast style mirror electrical connector shell black? (Figure 3)
  - a. Yes - cut the yellow/white/green wires 100 mm (4") from the back of the 6-way mirror connector.
  - b. No - cut the green/white/black wires 100 mm (4") from the back of the 6-way mirror connector.
- 8. Remove the four (4) rubber plugs to access the sail panel retainers.
- 9. Remove and discard the four (4) exterior sail panel attachment nuts. (Figure 4)

**TSB 15-0164 (Continued)**

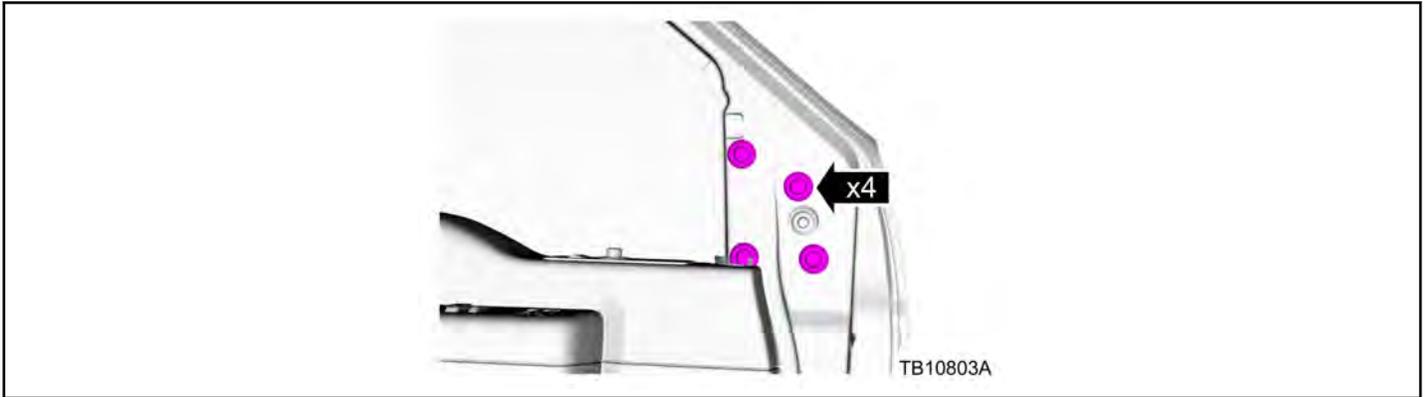


Figure 4 - Article 15-0164

10. Remove the three (3) lower and two (2) upper exterior tubular stainless steel west coast style mirror bracket attachments bolts and remove the mirror assembly from the door.
11. Prepare the new sail mount mirror by cutting all the wires at the back side of the new sail mirror gray 22-way connector and discard the connector.
12. Feed the new sail mirror wire harness through the access hole in the sail mount surface as the mirror assembly is placed into its mounting position and install the four (4) mirror attachment nuts. Tighten to 11 Nm (97 lb-in) (Figure 4).
13. Install the four (4) rubber plugs that cover the mirror retainers.
14. Use the crimp method and splice the red sail mirror wire (heater +) to the green wire (heat +) from the 6-way door connector. Refer to wire splice kit instructions.
15. Is the tubular mirror wiring connector shell gray?
  - a. Yes - use the crimp method and splice the green sail mirror wire ground to the black wire ground from the 6-way mirror connector. Refer to wire splice kit instructions. Proceed to Step 16.
  - b. No - use the crimp method and splice the green sail mirror wire (ground) to the white wire from the 6-way mirror connector. Refer to wire splice kit instructions.
16. Electrically isolate any unused wires from the sail mirror and 6-way door connector using heat shrink tubing to seal the ends.
17. Install the front door speakers. Refer to WSM, Section 415-00.
18. Install the door trim panels and interior sail panels. Refer to WSM, Section 501-05.
19. Connect the batteries. Refer to WSM, Section 414-01.
20. Repair any exterior door damage or unused mounting holes as needed. Refer to WSM, Section 501-35.

If the vehicle was originally equipped with exterior tubular stainless steel west coast mirrors with the marker lamp feature, the feature will be disabled after the procedure has been performed.

PART NUMBER	PART NAME
CC4Z-17682-D	Mirror -Right Hand Manual Non-Heated
DC4Z-17683-A	Mirror -Left Hand Manual Non-Heated
CC4Z-17682-E	Mirror - Right Hand Heated
CC4Z-17683-D	Mirror - Left Hand Heated
3U2Z-14A088-BA	Wire Terminal Splice Kit

OPERATION	DESCRIPTION	TIME
150164A	2006-2015 F-Super Duty 650/750 With Non Heated Mirrors: Replace Both Exterior Mirrors With Updated Mirrors (Do Not Use With Any Other Labor Operations Except BT, C Or D)	0.5 Hr.
150164B	2006-2015 F-Super Duty 650/750 With Heated Mirrors: Replace Both Exterior Mirrors With Updated Mirrors (Do Not Use With Any Other Labor Operations Except BT, C Or D)	2.2 Hrs.
150164BT	2006-2015 F-Super Duty 650/750: Repair Any Exterior Door Panel Damage Caused By West Coast Mirror One Or Both Doors (Do Not Use With Any Other Labor Operations Except A And B)	Actual Time
150164C	2006-2015 F-Super Duty 650/750: Additional Time To Resurface And Paint One (1) Front Door Includes Time For P101 (Do Not Use With Any Other Labor Operations Except A Or B)	2.7 Hrs.
150164D	2006-2015 F-Super Duty 650/750: Additional Time To Resurface And Paint Both (2) Front Doors Includes Time For P101 (Do Not Use With Any Other Labor Operations Except A Or B)	4.9 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
8020125	24

**6.7L DIESEL - FUEL KNOCK AT IDLE WITH MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED WITH MULTIPLE DIAGNOSTIC TROUBLE CODES (DTCS)**

**TSB 15-0165**

**FORD:**

2011-2016 F-Super Duty

**ISSUE**

Some 2011-2016 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a fuel knock type noise at idle, a MIL on with one or more of the following DTCs: P0263, P0266, P0269, P0272, P0275, P0278, P0281, P0284, P02CC, P02CE, P02D0, P02D2, P02D4, P02D6, P02D8 and/or P02DA stored in powertrain control module (PCM) memory.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Using an Integrated Diagnostic System (IDS) or equivalent scan tool, check for DTCs in continuous memory. Are DTCs P0263, P0266, P0269, P0272, P0275, P0278, P0281, P0284, P02CC, P02CE, P02D0, P02D2, P02D4, P02D6, P02D8 and/or P02DA present in PCM memory and does the vehicle exhibit a knock type of noise at idle?
  - a. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
  - b. Yes - proceed to Step 2.
2. Using IDS enter PCM datalogger and select the following parameter identifications (PIDs):
  - a. ECT1 (Temp)
  - b. EGR\_A\_COMMAND
  - c. EOT
  - d. RPMDSD#
  - e. VGTDC#
3. Using active command, select RPM# PID and increase engine speed to 1500 RPM for two minutes.
4. Hold the engine speed at 1500 RPM and command EGR\_A\_CMD to 0 and VGTDC to about 60% to make sure the engine coolant temperature (ECT)1 and engine oil temperature (EOT) are above 176 °F (80 °C). Once ECT1 and EOT reach 176 °F (80 °C), return the engine speed back to idle. Release the command from the other parameters.
5. Perform manual injector balance test under toolbox, powertrain, power balance. Does the noise go away when running manual injector balance test?
  - a. Yes - proceed to Step 6.
  - b. No - this article does not apply. Refer to PC/ED manual for normal diagnostics.
6. Using IDS, select tool box, powertrain, service functions, reset specified functions:
  - a. Fuel System - High Pressure Side
  - b. Min. Fuel Mass Adaptation - All Cylinders
  - c. Crankshaft Position Sensor
7. Clear all DTCs.

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<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150165A	2011-2016 F-Super Duty 6.7L: Retrieve DTCs Follow Service Procedure To Diagnose And Reset Service Functions (Do Not Use With Any Other Labor Operations)	0.5 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
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**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
12A650	42

**CLIMATE CONTROLLED SEATS - LACK OF COOLING PERFORMANCE FROM THE FRONT SEAT BACKREST****TSB 15-0166****FORD:**2015 Edge  
2016 Explorer**ISSUE**

Some 2015 Edge and 2016 Explorer vehicles equipped with climate controlled seats may exhibit a lack of cooling performance from the front seat backrests.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

Perform the procedure on both front seats.

1. Can the front seat backrest blower motor be heard running when using the climate controlled seats?
  - a. Yes - proceed to Step 2.
  - b. No - this article does not apply. Refer to WSM, Section 501-10 for normal diagnostics.
2. Replace the front seat backrest blower motor. Refer to WSM, Section 501-10.

<b>PART NUMBER</b>	<b>PART NAME</b>
GU5Z-19N550-B	Seat Back Blower Motor Assembly

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
150166A	2016 Explorer With Multi-Contour Seats: Diagnose And Replace The Front Seat Backrest Blower Motors Both (2) Front Seats (Do Not Use With Any Other Labor Operations)	0.9
150166B	2016 Explorer Without Multi-Contour Seats: Diagnose And Replace The Front Seat Backrest Blower Motors Both (2) Front Seats Includes Time To Remove And Install Seats (Do Not Use With Any Other Labor Operations)	1.5
150166C	2015 Edge: Diagnose And Replace The Front Seat Backrest Blower Motors Both (2) Front Seats Includes Time To Remove And Install Seats (Do Not Use With Any Other Labor Operations)	1.9

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
19N550	42

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**FORD:**

2016 Fusion

**ISSUE**

Some 2016 Fusions vehicles built on 6/2/2015 and through 8/21/2015 may have a front window glass that does not close completely which is caused by the glass getting out of the window run channel following a hard door closure with the window down. This may be due to a missing window run channel support foam block.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Remove the front door trim panel on the affected door and remove the window regulator access cover. Refer to Workshop Manual (WSM), Section 501-05.
2. Is the front window fixed glass division bar window run channel foam block support present? (Figure 1)

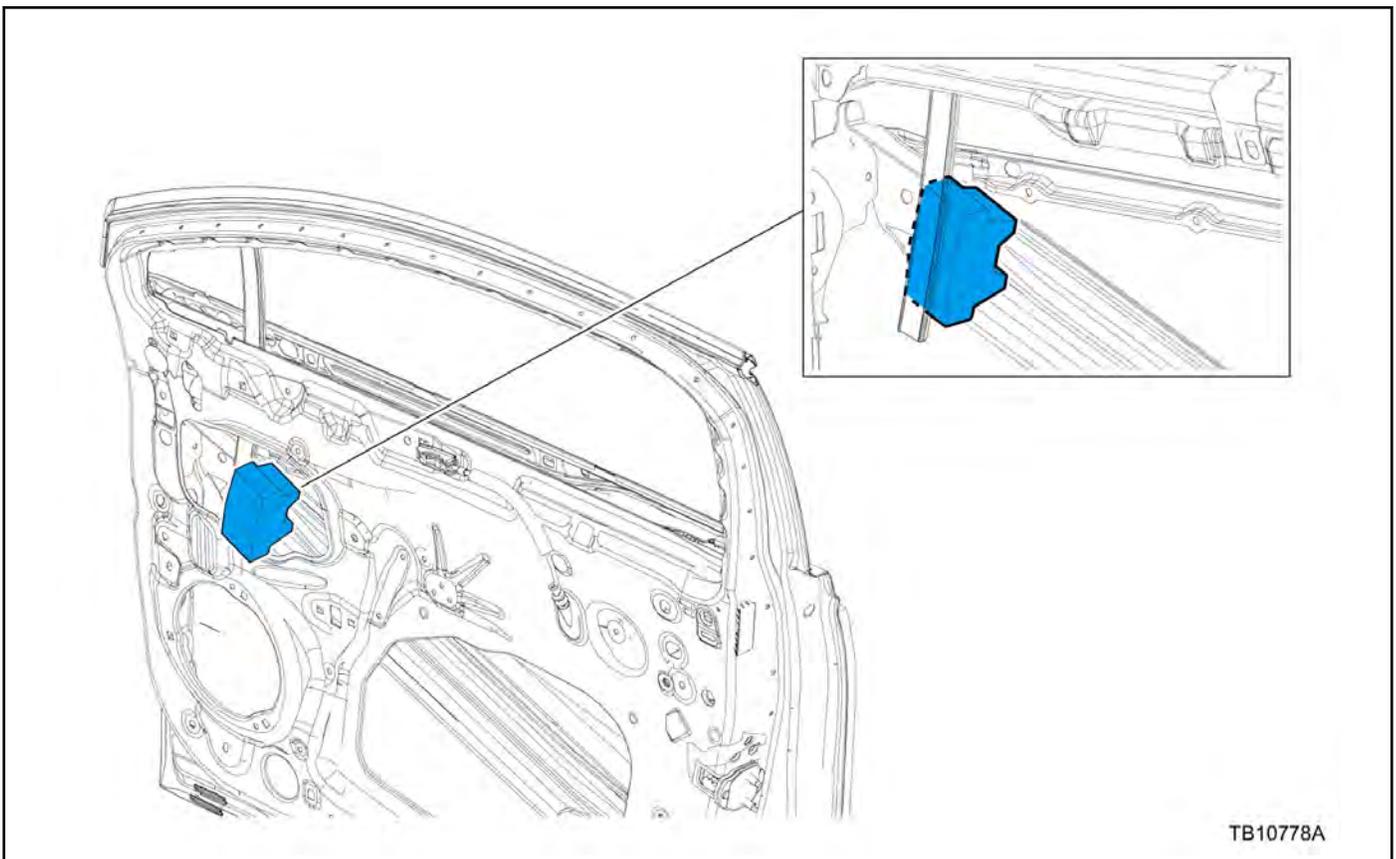


Figure 1 - Article 15-0167

- a. Yes - this article does not apply. Refer to WSM, Section 501-11 for normal diagnostics.
- b. No - proceed to Step 3.

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3. Remove the front door speaker. Refer to WSM, Section 415-00.
4. Remove the bottom attachment bolt for the front window fixed glass division bar/window run channel. (Figure 2)

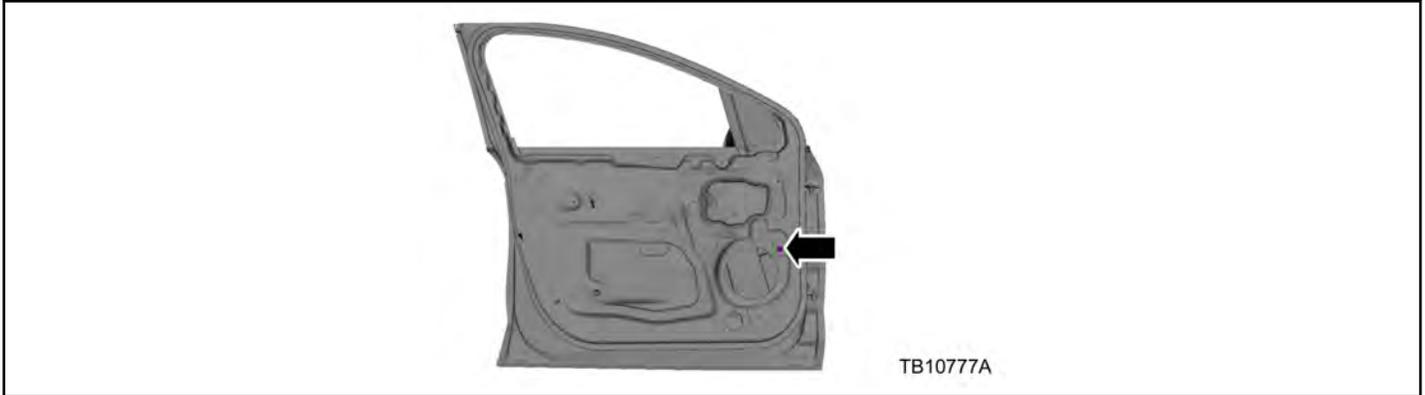


Figure 2 - Article 15-0167

5. Reinstall the front window glass into the window run channel. Reconnect the power window switch and run the window glass to the up position. Refer to WSM, Section 501-11.
6. Install a foam block between the door cross brace and the front window fixed glass division bar/window run channel. (Figure 1)
7. Reinstall the front window fixed glass division bar/window run channel bottom attachment bolt.
8. Reinstall the front door speaker. Refer to WSM, Section 415-00.
9. Repeat Steps 1 through 8 on the other front door.

PART NUMBER	PART NAME
DS7Z-7820530-A	Foam Block (2 Req)

OPERATION	DESCRIPTION	TIME
150167A	2016 Fusion: Inspect And Install Foam Block In Both (2) Front Doors (Do Not Use With Any Other Labor Operations)	0.9 Hr.
150167B	2016 Fusion: Inspect And Install Foam Block In Both (2) Front Doors And Reinstall The Door Glass In One (1) Front Door (Do Not Use With Any Other Labor Operations)	1.2 Hrs.
150167C	2016 Fusion: Inspect And Install Foam Block In Both (2) Front Doors And Reinstall The Door Glass In Both (2) Front Doors (Do Not Use With Any Other Labor Operations)	1.4 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
7820530	39



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

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

October 1, 2015

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

**SUBJECT:** **Customer Satisfaction Program 15B25**  
Certain 2016 Model Year Lincoln MKX Vehicles  
Replace A-Pillar Trim Panels

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
MKX	2016	Oakville	November 11, 2014 through August 5, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, exposure to high temperatures may cause the A-Pillar trim panels to warp, which could result in:

- A gap at the top of the A-pillar between the weather-stripping and the trim panel
- A gap behind the A-pillar trim panel which can be seen from the windshield

**SERVICE ACTION**

Dealers are to install additional fasteners to the A-pillar trim panel support brackets and replace both A-pillar trim panels. 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 12, 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**

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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

**Customer Satisfaction Program 15B25**  
Certain 2016 Model Year Lincoln MKX Vehicles  
Replace A-Pillar Trim Panels

**OASIS ACTIVATION**

OASIS will be activated on October 1, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 1, 2015. Owner names and addresses will be available by October 23, 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.

**Customer Satisfaction Program 15B25**  
Certain 2016 Model Year Lincoln MKX Vehicles  
Replace A-Pillar Trim Panels

**RENTAL VEHICLES**

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

**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 (15B25) 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 Special Service Support Center.
- 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 October 31, 2016. There is no mileage limit for this program.

**Customer Satisfaction Program 15B25**  
 Certain 2016 Model Year Lincoln MKX Vehicles  
 Replace A-Pillar Trim Panels

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Vehicles built on or before June 2, 2015 – Modify A-pillar trim panel support brackets (including time to drill additional holes), install additional fasteners and new A-pillar trim panels	15B25B	1.0 Hour
Vehicles built after June 2, 2015 – Modify A-pillar trim panel support brackets, install additional fasteners and new A-pillar trim panels	15B25C	0.8 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
VIN Specific	Driver Side A-pillar trim panel – Using parts catalog, enter VIN, and search using base part number 5803599	1
	Passenger Side A-pillar trim panel – Using parts catalog, enter VIN, and search using base part number 5803598	1
N808170-S437	Rivet nut (one package contains 4 Rivet nuts – two rivet nuts required per vehicle)	1
W713437-S424	Bolt (one package contains 4 bolts – two bolts required per vehicle)	1

The DOR/COR number for this program is 51005.

Order parts through normal order processing channels.

**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 2016 MODEL YEAR MKX VEHICLES — REPLACE A-PILLAR TRIM PANELS

### OVERVIEW

This repair procedure involves modification of each A-pillar trim panel support bracket to provide a third attachment bolt location and replacement of the A-pillar trim with a revised part that is less susceptible to warping. Modification of the A-pillar trim panel support brackets will require the use of side cutters, a 17/64" (6.7 mm) drill bit, and Rivet nut installation tool (Rotunda AST 1442) or equivalent.

### SERVICE PROCEDURE

1. Remove and discard both A-pillar trim panels. Please follow Workshop Manual (WSM) procedures in Section 501-05.

**NOTE:** The following steps demonstrate the removal of the LH A-pillar trim panel support bracket. All steps should be repeated on the RH side of the vehicle.

2. Remove the two bolts (and pin-type retainer on vehicles built after June 2, 2015) from the A-pillar trim panel support bracket. If equipped, discard the pin-type retainer. See Figure 1.

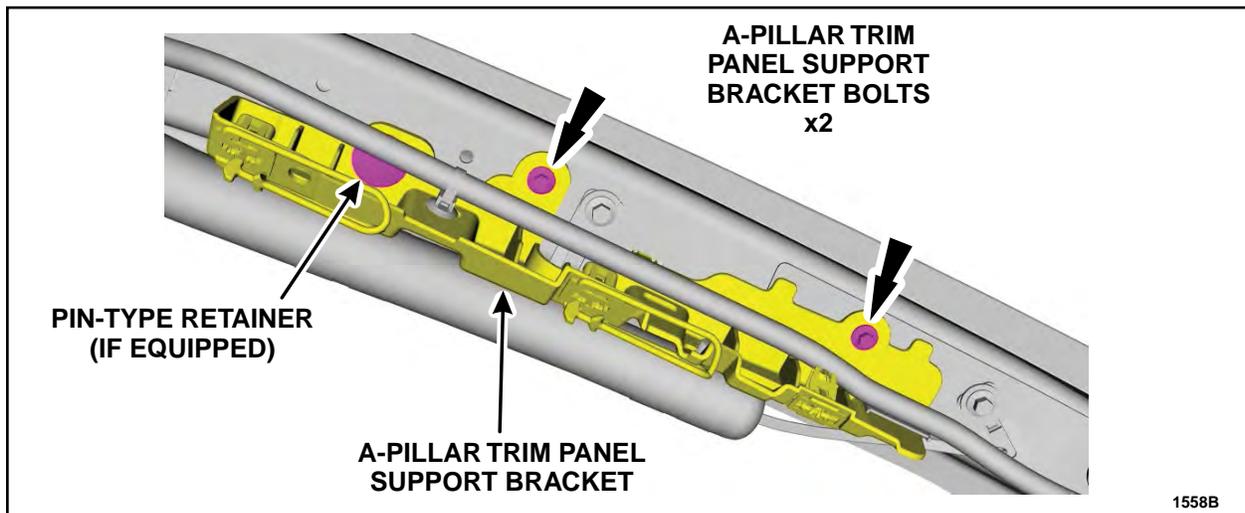


FIGURE 1



3. Disconnect the roof drain hose and side curtain air bag pin-type retainers from the A-pillar trim panel support bracket. Remove the A-pillar trim panel support bracket. See Figure 2.

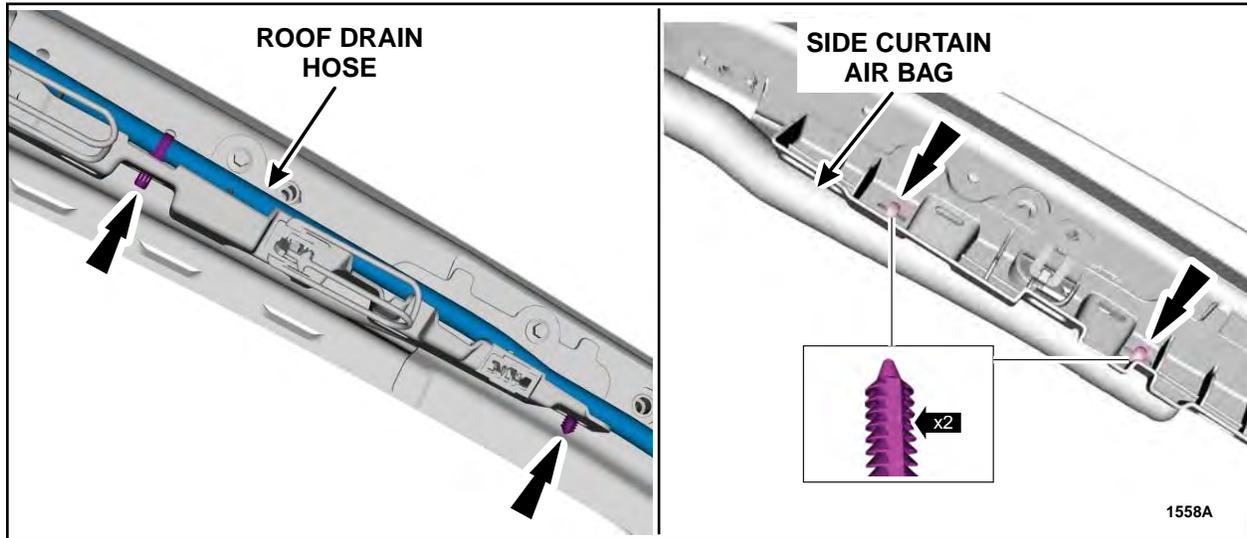


FIGURE 2

4. Cut the lower alignment pin from the A-pillar trim panel support bracket and file the surface until it is flush with the bracket. See Figure 3.
5. On vehicles built before June 2, 2015, cut the upper alignment pin from the A-pillar trim panel support bracket and file the surface until it is flush with the bracket. **At the upper alignment pin location only**, drill a hole centered on the previously removed alignment pin using a 17/64" (6.7 mm) drill bit. See Figure 3.

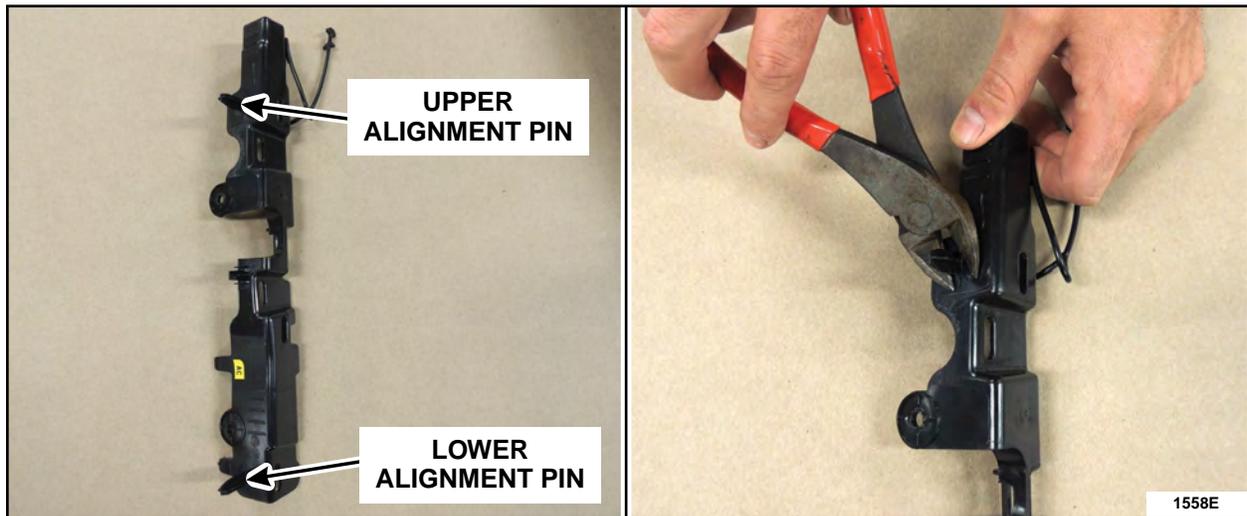
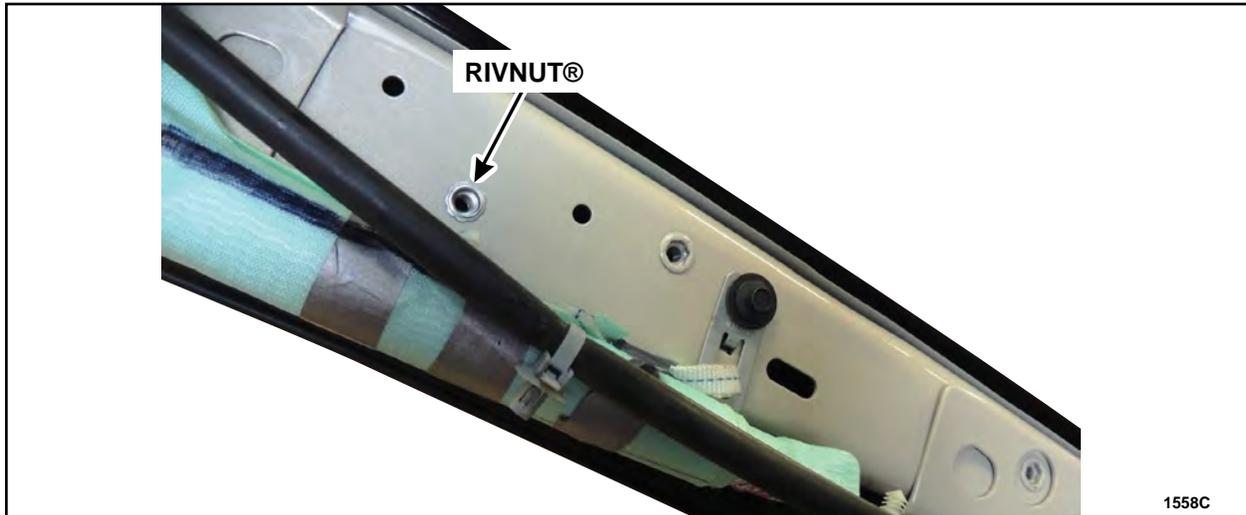


FIGURE 3

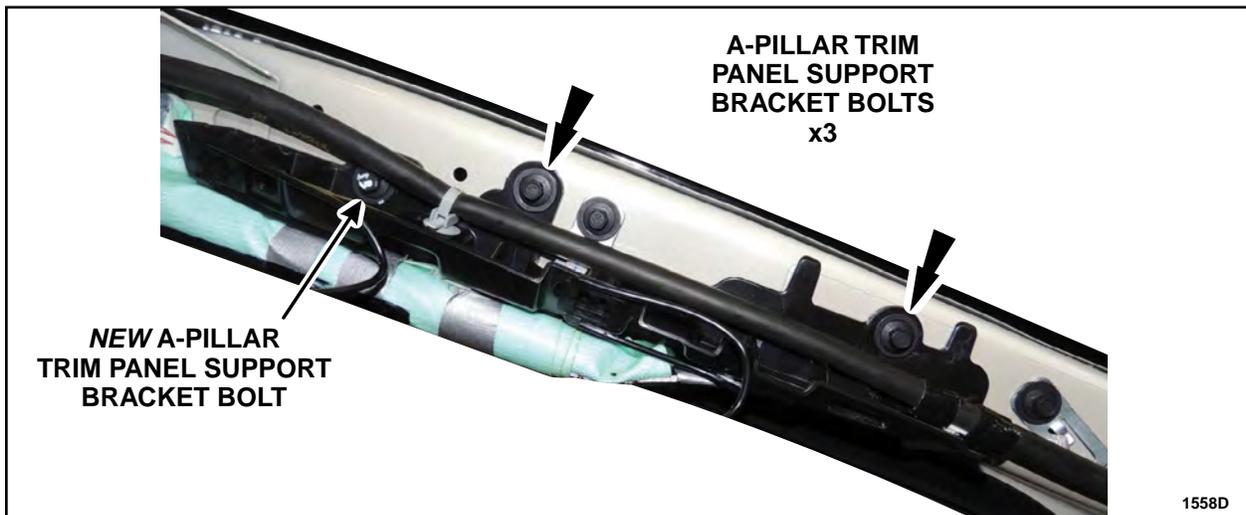


6. Install the Rivnut® into the upper A-pillar alignment hole using Rotunda Rivnut® installation tool AST1442 or equivalent. See Figure 4.



**FIGURE 4**

7. Connect the roof drain hose and side curtain air bag pin-type retainers to the A-pillar trim panel support bracket. See Figure 2.
8. Install the A-pillar trim panel support bracket.
  - a. Install the two existing and one *new* A-pillar trim panel support bracket bolts.
  - b. Torque bolts to 9 Nm (80 lb-in).



**FIGURE 5**

9. Install *new* A-pillar trim panels. Please follow WSM procedures in Section 501-05.





**THE LINCOLN MOTOR COMPANY**

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

October 2015

Customer Satisfaction Programs 15B25 and 15B30  
Programas de satisfacción para clientes de 15B25 y 15B30

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 these no-charge Customer Satisfaction Programs for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, the interior trim on the pillar between the front doors and the windshield may not fit properly after exposure to sunlight or heat, which may result in appearance issues.

Additionally, the optional Side Sensing System feature was inadvertently disabled. With the feature disabled, the driver will not hear an audible warning or see an obstacle distance indication through the information display for obstacles on either side of the vehicle.

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

In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to install additional fasteners, new trim panels, and enable the Side Sensing System by reconfiguring the software in your vehicle's Parking Aid Module free of charge (parts and labor) under the terms of this program.

These Customer Satisfaction Programs (15B25 and 15B30) will be in effect until October 31, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for these repairs 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 Programs 15B25 and 15B30. Provide the dealer with the 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.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have these service actions completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Therefore, please have these service actions 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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at [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 the **Fleet Customer Information Center at 1-800-34-FLEET**, choose 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 can contact us at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

The Lincoln Motor Company



THE LINCOLN MOTOR COMPANY

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

October 2015

Customer Satisfaction Program 15B25  
Programa de satisfacción del cliente 15B25

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 interior trim on the pillar between the front doors and the windshield may not fit properly after exposure to sunlight or heat, which may result in appearance issues.

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

In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to install additional fasteners and new trim panels free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until October 31, 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 15B25. Provide the dealer with the 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.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. 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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at [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 the **Fleet Customer Information Center at 1-800-34-FLEET**, choose 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 can contact us at [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 1, 2015

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B30**  
Certain 2016 Model Year Lincoln MKX Vehicles  
Side Sensing System Configuration

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
MKX	2016	Oakville	May 23, 2015 through July 8, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In all of the affected vehicles, the optional Side Sensing System feature was inadvertently disabled. With the feature disabled, there will be no chimes or visual display for obstacles on the sides of the vehicle. The driver will not be warned of obstacles that enter the side detection area.

**SERVICE ACTION**

Dealers are to enable the Side Sensing System by configuring the Parking Aid Module (PAM) software using Integrated Diagnostic Software (IDS) As-Built programming. 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 12, 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**

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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B30**  
Certain 2016 Model Year Lincoln MKX Vehicles  
Side Sensing System Configuration

**OASIS ACTIVATION**

OASIS will be activated on October 1, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 1, 2015. Owner names and addresses will be available by October 23, 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 15B30**

Certain 2016 Model Year Lincoln MKX Vehicles

Side Sensing System Configuration

**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 (15B30) 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 October 31, 2016. There is no mileage limit for this program.

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B30**

Certain 2016 Model Year Lincoln MKX Vehicles

Side Sensing System Configuration

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Reconfigure the PAM using As-Built programming	15B30B	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2016 MODEL YEAR MKX VEHICLES — SIDE SENSING SYSTEM CONFIGURATION

### OVERVIEW

In all of the affected vehicles, the optional Side Sensing System feature was inadvertently disabled. With the feature disabled, there will be no chimes or visual display for obstacles on the sides of the vehicle. The driver will not be warned of obstacles that enter the side detection area. Dealers are to enable the Side Sensing System by configuring the Parking Aid Module (PAM) software using IDS As-Built programming.

### SERVICE PROCEDURE

#### Parking Aid Module Configuration Update

1. Connect the IDS to the vehicle. Select "Start New Session" and then select "All other". Click the tick mark. Continue until the *new* session is complete.
2. Select the Tool Box tab and then select "Module Programming". Click the tick mark.
3. Select "As-built" and then select "PAM". Click the tick mark.
4. When asked if you were directed from another procedure select "No". Click the tick mark.
5. When prompted to select between "Automatic" or "Manual" As-built data entry, select "Automatic". Click tick mark to confirm your selection.
6. Click the tick mark to confirm the As-built data was successfully retrieved.
7. As-built configuration is complete, click the tick mark.

#### 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 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.), 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!**

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.





**THE LINCOLN MOTOR COMPANY**

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

October 2015

Customer Satisfaction Programs 15B25 and 15B30  
Programas de satisfacción para clientes de 15B25 y 15B30

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 these no-charge Customer Satisfaction Programs for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, the interior trim on the pillar between the front doors and the windshield may not fit properly after exposure to sunlight or heat, which may result in appearance issues.

Additionally, the optional Side Sensing System feature was inadvertently disabled. With the feature disabled, the driver will not hear an audible warning or see an obstacle distance indication through the information display for obstacles on either side of the vehicle.

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

In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to install additional fasteners, new trim panels, and enable the Side Sensing System by reconfiguring the software in your vehicle's Parking Aid Module free of charge (parts and labor) under the terms of this program.

These Customer Satisfaction Programs (15B25 and 15B30) will be in effect until October 31, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for these repairs 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 Programs 15B25 and 15B30. Provide the dealer with the 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.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have these service actions completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Therefore, please have these service actions 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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at [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 the **Fleet Customer Information Center at 1-800-34-FLEET**, choose 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 can contact us at [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 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**

Vehicle	Model Year	Assembly Plant	Build Dates
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

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 - *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.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were 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 - 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**

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 - *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™  
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.

**NEW ! CERTAIN 2015-2016 MODEL YEAR 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**





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

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

October 28, 2015

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD - Application Performance Upgrade 15A03**  
Certain 2016 Model Year Escape, MKC, Expedition, and Navigator Vehicles  
SYNC® 3 Software Updates

**PROGRAM TERMS**

This program will be in effect through April 29, 2016. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2016	Louisville	May 27, 2015 through July 29, 2015
MKC	2016	Louisville	May 26, 2015 through July 27, 2015
Expedition	2016	Kentucky Truck	July 20, 2015 through July 23, 2015
Navigator	2016	Kentucky Truck	July 20, 2015 through July 23, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In affected Escape and MKC vehicles, software concerns in the SYNC® 3 touch screen interface may cause the touch screen to exhibit one or more of the following conditions:

- The touch screen may become slow to respond or unresponsive to touch input.
- The touch screen may react to false touch events with no user interaction.

Additionally, affected Expedition and Navigator vehicles may have been loaded with an incorrect version of the SYNC® 3 operating system, which can cause one or more of the following conditions:

- Navigation routes and other settings may not be maintained after cycling the ignition key off, then back on.
- The touch screen may not display any graphics.
- The voice/push-to-talk button may become unresponsive.
- The system may become sluggish.
- The touch screen may become slow to respond or unresponsive to touch input.

## **SERVICE ACTION**

**Sold vehicles:** Owners of all affected vehicles will be mailed a USB drive and instructions to install the SYNC® 3 updates themselves. Although OASIS may indicate 15A03 is open, the application may have already been installed by the owner. Please confirm with the owner if they have installed the application before attempting to service their vehicle. Sold vehicles should only be serviced if the owner has not already completed the update, and requests that their dealer perform the repair under this program.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

**New/In-Stock vehicles:** Before demonstrating or delivering any of the vehicles involved in this program, dealers are to update the SYNC® 3 software on all affected vehicles using a USB drive.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owners of all affected vehicles will be mailed a USB drive along with instructions to install SYNC® 3 updates the week of November 30, 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 – USB Software Installation  
Attachment IV: Technical Information – Touch Screen Update Procedure  
Attachment V: Technical Information – Operating System Update Procedure  
Owner Notification Letters and Installation Instructions

## **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 - Application Performance Upgrade 15A03**  
Certain 2016 Model Year Escape, MKC, Expedition, and Navigator Vehicles  
SYNC® 3 Software Updates

**OASIS ACTIVATION**

OASIS will be activated on October 28, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 28, 2015. Owner names and addresses will not be activated for this program.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be mailed a USB drive that is pre-loaded with software along with instructions to update the SYNC® 3 system themselves.
- Owners will also be given the option to have dealers perform the repair.

**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 - Application Performance Upgrade 15A03**

Certain 2016 Model Year Escape, MKC, Expedition, and Navigator Vehicles  
SYNC® 3 Software Updates

**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 (15A03) 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 29, 2016. There is no mileage limit for this program.

**DEMONSTRATION / DELIVERY HOLD - Application Performance Upgrade 15A03**

Certain 2016 Model Year Escape, MKC, Expedition, and Navigator Vehicles

SYNC® 3 Software Updates

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Install touch screen software updates (Escape and MKC vehicles only)	15A03B	0.3 Hours
Install operating system software updates (Expedition and Navigator vehicles only)	15A03C	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2016 MODEL YEAR ESCAPE AND MKC VEHICLES — SYNC® 3 TOUCH SCREEN SOFTWARE UPDATE

### OVERVIEW

Affected vehicles may have software concerns in the SYNC® 3 touch screen interface which can cause the touch screen to exhibit several undesirable conditions. Before demonstrating or delivering any of the Escape and MKC vehicles involved in this program, dealers are to update the touch screen using a USB drive.

### SYNC® Touch Screen Software Update

**NOTE:** Although OASIS may indicate 15A03 is open, the software update may have already been installed by the owner. Please confirm with the owner if they have installed the software update before attempting to service their vehicle.

**NOTE:** Some vehicles may prompt the user to receive SYNC® Automatic System Updates. Select "Ask Me Later" and proceed with the software update procedure.

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

1. Start the vehicle and allow it to idle for 30 seconds.
2. Remove any connected devices from the vehicle USB port(s).
3. Install the USB drive containing the *new* touch screen software update (refer to Attachment III). The installation procedure will start automatically. See Figure 1.



FIGURE 1



**NOTE:** It is normal for the system to reboot 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.

**NOTE:** After updating the touch screen software, the touch screen may not respond to touch until the system is allowed to fully power down and reset.

4. After the "Installation Complete" screen appears remove the USB drive, turn the vehicle off and remove the key. See Figure 2



**FIGURE 2**

5. Open and close the driver's front door and wait approximately four minutes for the system to completely power down.
6. After four minutes, start the vehicle and verify that the SYNC® 3 system operates properly.



## CERTAIN 2016 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES — SYNC® 3 OPERATING SYSTEM SOFTWARE UPDATES

### OVERVIEW

Affected vehicles may have been loaded with an incorrect version of the SYNC® 3 operating system. Before demonstrating or delivering any of the Expedition and Navigator vehicles involved in this program, dealers are to update the operating system using a USB drive.

### SYNC® Operating System Update

**NOTE:** Although OASIS may indicate 15A03 is open, the software update may have already been installed by the owner. Please confirm with the owner if they have installed the software before attempting to service their vehicle.

**NOTE:** Some vehicles may prompt the user to receive SYNC® Automatic System Updates. Select "Ask Me Later" and proceed with the update procedure.

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

1. Start the vehicle and allow it to idle for 30 seconds.
2. If the vehicle **is not** in transport mode (displayed in the instrument cluster at startup), it is important to note the current SYNC® "Automatic System Update" settings. This setting will need to be restored after the software update has completed. See Figure 1.
  - a. Press the Gear/Settings icon.
  - b. Select "General" then scroll to the bottom of screen.
  - c. Select "Automatic System Updates."
  - d. Note if the setting is "On" or "Off."

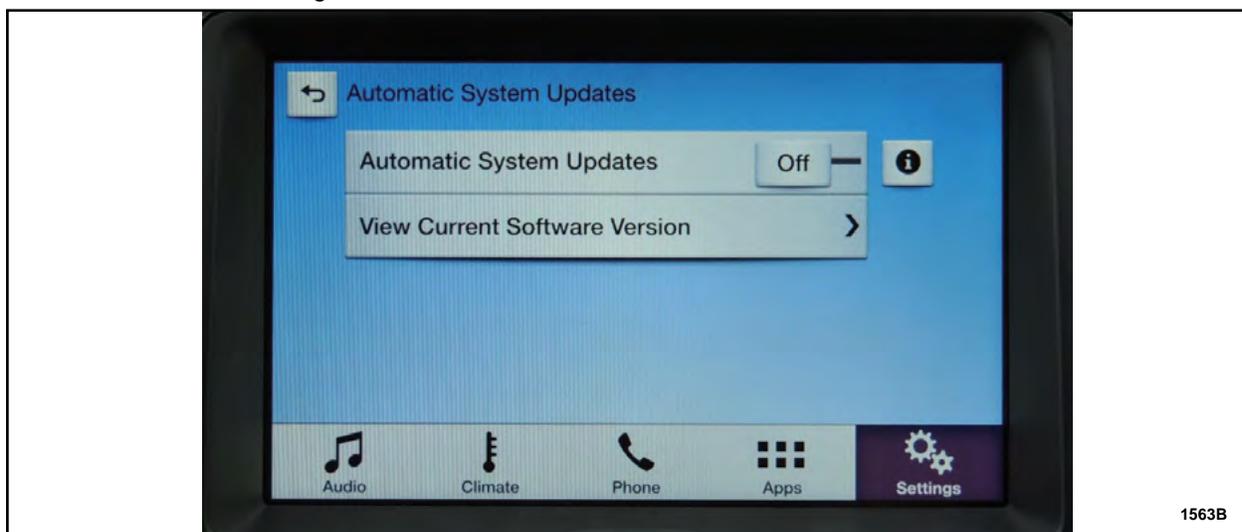


FIGURE 1



3. Remove any connected devices from the vehicle USB port(s).
4. Install the USB drive containing the *new* SYNC® operating system update (refer to Attachment III). The installation procedure will start and finish automatically. See Figure 2.



FIGURE 2

**NOTE:** It is normal for the system to reboot 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. After the "Installation Complete" screen appears, remove the USB drive, turn the vehicle off and remove the key. See Figure 3.



FIGURE 3



6. Open and close the driver's front door and wait approximately four minutes for the system to completely power down.
7. After four minutes, start the vehicle and verify that the SYNC® 3 system operates properly.
8. Restore the "Automatic System Update" settings. Refer to Step 2, on Page 1.



**DEMONSTRATION / DELIVERY HOLD - Application Performance Upgrade 15A03**

Certain 2016 Model Year Escape, MKC, Expedition, and Navigator Vehicles  
SYNC® 3 Software Updates

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

Minimum 2 gigabyte (GB) USB drive required. 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. Determine the appropriate software to be downloaded.
    - i. Click here for [Touch Screen Software Updates](#) for Escape and MKC vehicles.
    - ii. Click here for [Operating System Software Updates](#) for Expedition and Navigator vehicles.
  - 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".
  - 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.



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

November 2015

Application Performance Upgrade 15A03  
Programa de satisfacción del cliente 15A03

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 Application Performance Upgrade for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, software concerns in the SYNC® 3 touch screen interface may cause the touch screen to exhibit one or both of the following conditions:

- The touch screen may become slow to respond or unresponsive to touch input.
- The touch screen may react to false touch events with no user interaction.

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

In the interest of customer satisfaction, Ford Motor Company is providing you with a pre-programmed USB drive and instructions to install the touch screen software update yourself.

Alternatively, if you prefer to have this service performed by a dealer, Ford Motor Company has also authorized your dealer to install the touch screen update free of charge under the terms of this program.

This Application Upgrade Program will be in effect until April 29, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for you to install the update using the enclosed USB drive is less than 10 minutes.

If you choose to have your dealer perform the update, your dealer may need your vehicle for a longer period of time due to service scheduling requirements.

**What should you do?**

Follow the enclosed instructions and use the USB drive to install the touch screen update.

Alternatively, you may call your dealer and request a service date for Application Performance Upgrade 15A03. Provide the dealer with the VIN of your vehicle, which 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



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

November 2015

Application Performance Upgrade 15A03  
Programa de satisfacción del cliente 15A03

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 Application Performance Upgrade for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

Your vehicle may have been loaded with an incorrect version of the SYNC® 3 operating system, which can cause one or more of the following conditions:

- Navigation routes and other settings may not be maintained after cycling the ignition key off, then back on.
- The touch screen may not display any graphics.
- The voice/push-to-talk button may become unresponsive.
- The system may become sluggish.
- The touch screen may become slow to respond or unresponsive to touch input.

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

In the interest of customer satisfaction, Ford Motor Company is providing you with a pre-programmed USB drive and instructions to install the operating system update yourself.

Alternatively, if you prefer to have this service performed by a dealer, Ford Motor Company has also authorized your dealer to install the operating system update free of charge under the terms of this program.

This Application Upgrade Program will be in effect until April 29, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for you to install the update using the enclosed USB drive is less than 15 minutes.

If you choose to have your dealer perform the update, your dealer may need your vehicle for a longer period of time due to service scheduling requirements.

**What should you do?** Follow the enclosed instructions and use the USB drive to install the required update.  
Alternatively, you may call your dealer and request a service date for Application Performance Upgrade 15A03. Provide the dealer with the 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](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

November 2015

Customer Satisfaction Program 15A03  
Programa de satisfacción del cliente 15A03

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 Application Performance Upgrade for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, software concerns in the SYNC® 3 touch screen interface may cause the touch screen to exhibit one or both of the following conditions:

- The touch screen may become slow to respond or unresponsive to touch input.
- The touch screen may react to false touch events with no user interaction.

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

In the interest of customer satisfaction, The Lincoln Motor Company is providing you with a pre-programmed USB drive and instructions to install the touch screen software update yourself.

Alternatively, if you prefer to have this service performed by a dealer, The Lincoln Motor Company has also authorized your dealer to install the touch screen update free of charge under the terms of this program.

This Application Upgrade Program will be in effect until April 29, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for you to install the update using the enclosed USB drive is less than 10 minutes.

If you choose to have your dealer perform the update, your dealer may need your vehicle for a longer period of time due to service scheduling requirements.

**What should you do?**

Follow the enclosed instructions and use the USB drive to install the touch screen update.

**What should you do?  
(continued)**

Alternatively, you may call your dealer and request a service date for Application Performance Upgrade 15A03. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.

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



THE LINCOLN MOTOR COMPANY

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

November 2015

Customer Satisfaction Program 15A03  
Programa de satisfacción del cliente 15A03

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 Application Performance Upgrade for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

Your vehicle may have been loaded with an incorrect version of the SYNC® 3 operating system, which can cause one or more of the following conditions:

- Navigation routes and other settings may not be maintained after cycling the ignition key off, then back on.
- The touch screen may not display any graphics.
- The voice/push-to-talk button may become unresponsive.
- The system may become sluggish.
- The touch screen may become slow to respond or unresponsive to touch input.

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

In the interest of customer satisfaction, The Lincoln Motor Company is providing you with a pre-programmed USB drive and instructions to install the operating system update yourself.

Alternatively, The Lincoln Motor Company has also authorized your dealer to install the required update free of charge under the terms of this program.

This Application Upgrade Program will be in effect until April 29, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for you to install the update using the enclosed USB drive is less than 15 minutes.

If you choose to have your dealer perform the update, your dealer may need your vehicle for a longer period of time due to service scheduling requirements.

- What should you do?** Follow the enclosed instructions and use the USB drive to install the operating system update.
- Alternatively, you may call your dealer and request a service date for Application Performance Upgrade 15A03. Provide the dealer with the 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.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

## SYNC® 3 Touch Screen Software Update

**NEED HELP?** If at any point you encounter difficulty during the software update process, please contact your dealer for additional assistance.

1. Start the vehicle and allow it to idle for 30 seconds. The engine will continue to idle until step 4.
2. Remove any connected devices from the vehicle USB port(s).
3. Install the USB drive containing the new touch screen software update. The installation procedure will start automatically and "Updating System Software..." will appear on the screen. See Figure 1.

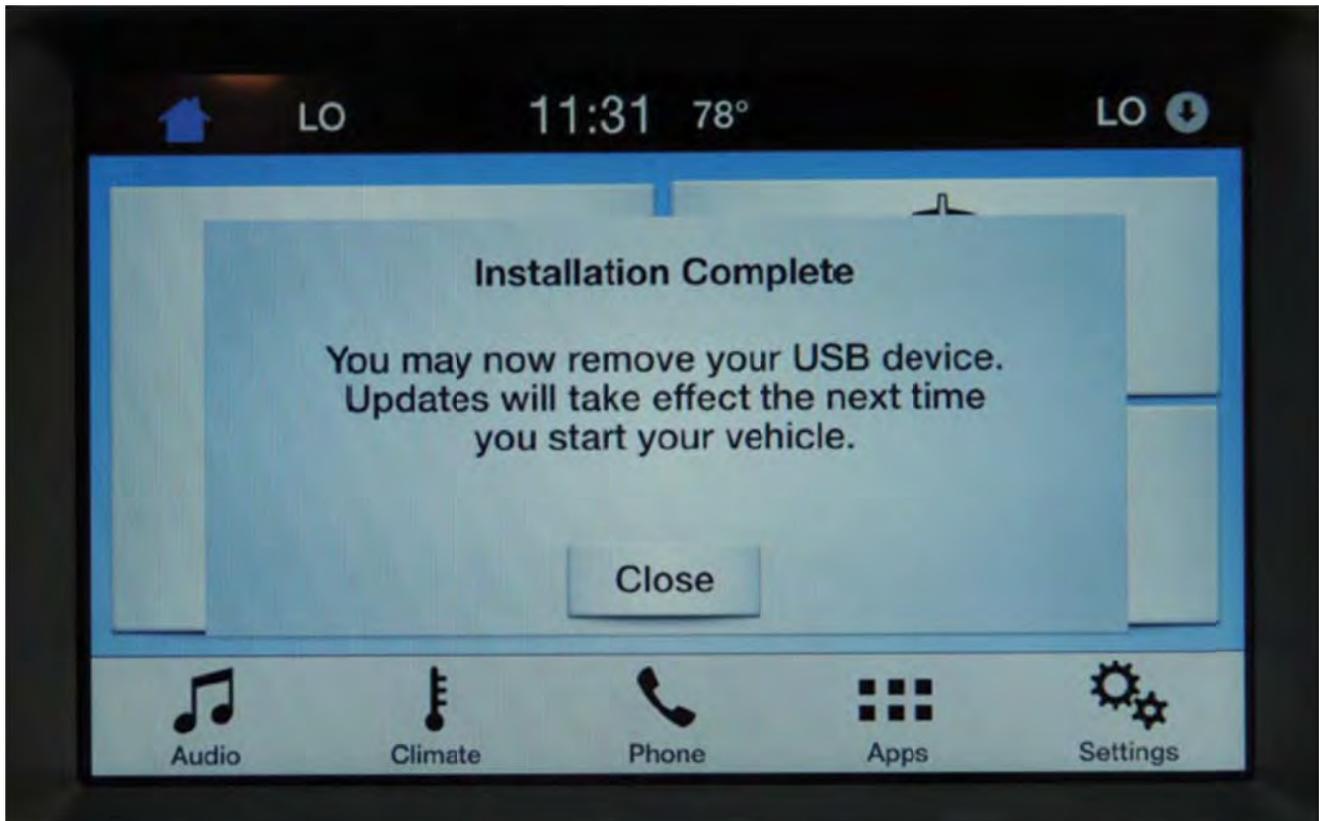


**Figure 1**

**NOTE:** The installation procedure takes less than five minutes, and it is normal for the system to reboot and/or for the screen to go dark/blank at times. Do not remove the USB drive or turn the vehicle off until the "Installation Complete" screen appears.

**NOTE:** After updating the software, the touch screen may not respond to touch until the system is allowed to fully power down and reset.

4. After the "Installation Complete" screen appears, remove the USB drive, turn the vehicle off, and remove the key. See Figure 2 on the next page.



**Figure 2**

5. Open and close the driver's front door and wait approximately four minutes for the system to completely power down.
6. After four minutes, start the vehicle. Verify the touch screen operates properly.

## SYNC 3® Operating System Software Update

**NEED HELP?** If at any point you encounter difficulty during the software update process, please contact your dealer for additional assistance.

**NOTE:** Your vehicle's SYNC®3 system is capable of automatic updates over Wi-Fi. After reprogramming the operating system using the procedure below, the "Automatic System Updates" setting will default to "Off."

**WHAT IS AN AUTOMATIC SYSTEM UPDATE?** When Wi-Fi and automatic updates are enabled, your system checks for software updates periodically. If a new version is available, it downloads at that time. Software downloads can take place for up to 30 minutes after you have switched your vehicle off. The updates do not interrupt the normal use of your SYNC® 3 system. If a download does not complete for any reason, the download continues where it left off at the next Wi-Fi connected opportunity. Upon activation of an update, a banner displays on the touchscreen indicating the system update.

### Software update procedure:

1. Start the vehicle and allow it to idle for 30 seconds. The engine will continue to idle until step 5.
2. To review the current "Automatic System Updates" setting so that it can be restored after programming has completed, refer to the instructions below. You may also modify this setting after programming has completed if your preferences have changed.
  - a. Press the Gear/Settings icon (lower right corner of the screen).
  - b. Select "General" then scroll to the bottom of screen.
  - c. Select "Automatic System Updates."
  - d. Take note if your setting is "On" or "Off." See Figure 1.



Figure 1

3. Remove any connected devices from the vehicle USB port(s).
4. Install the USB drive containing the SYNC® operating system update. The installation procedure will start automatically and "Updating System Software..." will appear on the screen. See Figure 2 on the next page.



**Figure 2**

**NOTE:** The installation procedure takes less than five minutes, and it is normal for the system to reboot and/or for the screen to go dark/blank at times. Do not remove the USB drive or turn the vehicle off until the "Installation Complete" screen appears.

5. After the "Installation Complete" screen appears, remove the USB drive, turn the vehicle off and remove the key. See Figure 3.



**Figure 3**

6. Open and close the driver's front door and wait approximately four minutes for the system to completely power down.
7. After four minutes, start the vehicle. Verify the SYNC® 3 system operates properly.
8. Restore or modify the "Automatic System Update" settings. Refer to Step 2 on the previous page.

## SYNC® 3 Touch Screen Software Update

**NEED HELP?** If at any point you encounter difficulty during the software update process, please contact your dealer for additional assistance.

1. Start the vehicle and allow it to idle for 30 seconds. The engine will continue to idle until step 4.
2. Remove any connected devices from the vehicle USB port(s).
3. Install the USB drive containing the new touch screen software update. The installation procedure will start automatically and "Updating System Software..." will appear on the screen. See Figure 1.

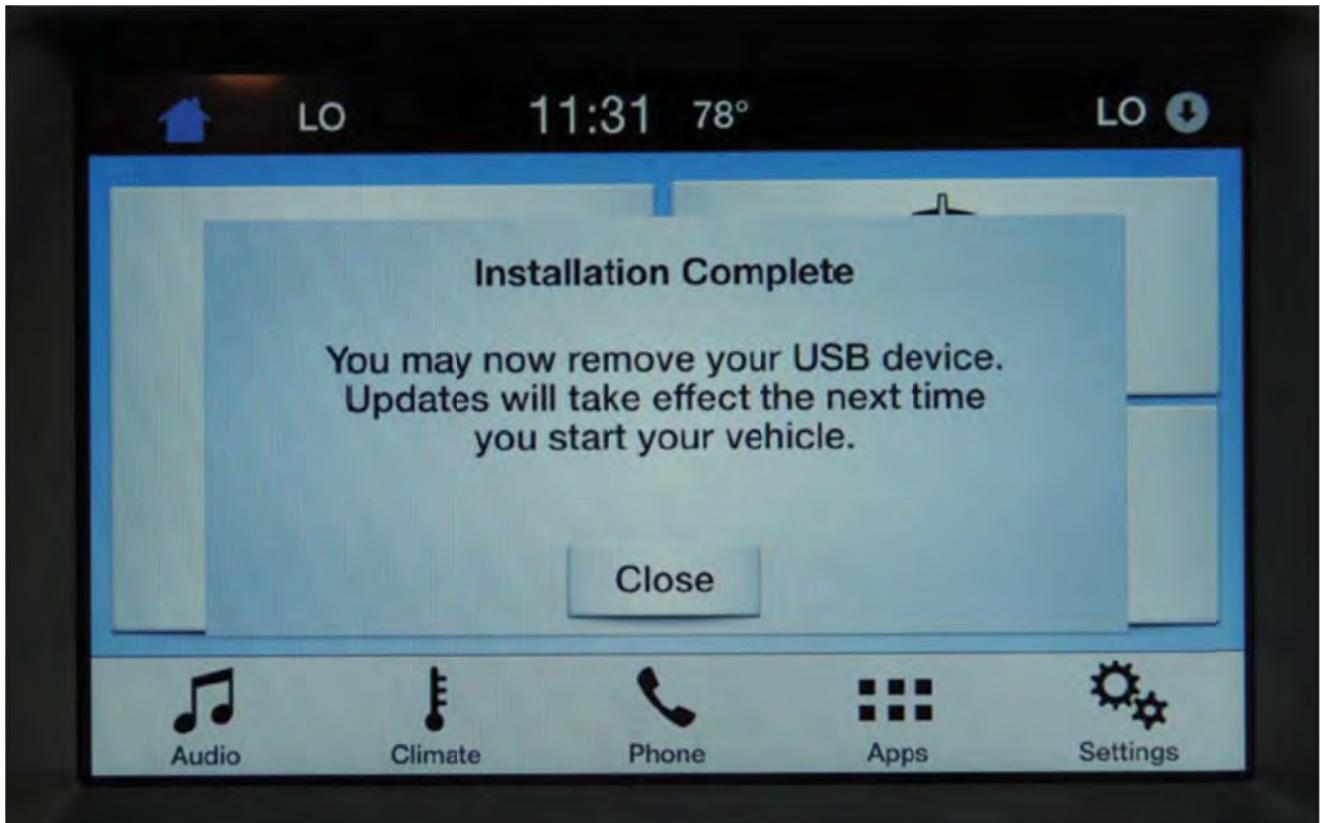


**Figure 1**

**NOTE:** The installation procedure takes less than five minutes, and it is normal for the system to reboot and/or for the screen to go dark/blank at times. Do not remove the USB drive or turn the vehicle off until the "Installation Complete" screen appears.

**NOTE:** After updating the software, the touch screen may not respond to touch until the system is allowed to fully power down and reset.

4. After the "Installation Complete" screen appears, remove the USB drive, turn the vehicle off, and remove the key. See Figure 2 on the next page.



**Figure 2**

5. Open and close the driver's front door and wait approximately four minutes for the system to completely power down.
6. After four minutes, start the vehicle. Verify the touch screen operates properly.

## SYNC 3® Operating System Software Update

**NEED HELP?** If at any point you encounter difficulty during the software update process, please contact your dealer for additional assistance.

**NOTE:** Your vehicle's SYNC®3 system is capable of automatic updates over Wi-Fi. After reprogramming the operating system using the procedure below, the "Automatic System Updates" setting will default to "Off."

**WHAT IS AN AUTOMATIC SYSTEM UPDATE?** When Wi-Fi and automatic updates are enabled, your system checks for software updates periodically. If a new version is available, it downloads at that time. Software downloads can take place for up to 30 minutes after you have switched your vehicle off. The updates do not interrupt the normal use of your SYNC® 3 system. If a download does not complete for any reason, the download continues where it left off at the next Wi-Fi connected opportunity. Upon activation of an update, a banner displays on the touchscreen indicating the system update.

### Software update procedure:

1. Start the vehicle and allow it to idle for 30 seconds. The engine will continue to idle until step 5.
2. To review the current "Automatic System Updates" setting so that it can be restored after programming has completed, refer to the instructions below. You may also modify this setting after programming has completed if your preferences have changed.
  - a. Press the Gear/Settings icon (lower right corner of the screen).
  - b. Select "General" then scroll to the bottom of screen.
  - c. Select "Automatic System Updates."
  - d. Take note if your setting is "On" or "Off." See Figure 1.



Figure 1

3. Remove any connected devices from the vehicle USB port(s).
4. Install the USB drive containing the SYNC® operating system update. The installation procedure will start automatically and "Updating System Software..." will appear on the screen. See Figure 2 on the next page.



**Figure 2**

**NOTE:** The installation procedure takes less than five minutes, and it is normal for the system to reboot and/or for the screen to go dark/blank at times. Do not remove the USB drive or turn the vehicle off until the "Installation Complete" screen appears.

5. After the "Installation Complete" screen appears, remove the USB drive, turn the vehicle off and remove the key. See Figure 3.



**Figure 3**

6. Open and close the driver's front door and wait approximately four minutes for the system to completely power down.
7. After four minutes, start the vehicle. Verify the SYNC® 3 system operates properly.
8. Restore or modify the "Automatic System Update" settings. Refer to Step 2 on the previous page.

## ONLINE AUTOMOTIVE INFORMATION SERVICE INFORMATION FOR OCTOBER 2015

Message Number	Text
45381	Some 2013-2014 Fusion/MKZ vehicles may have a Power Steering Control Module (PSCM) that is unable to complete programmable module installation (PMI) following PSCM replacement due to the IDS not recognizing the replacement part as being valid, resulting in DTC U2100. To allow the Programmable Module Installation process to complete, make sure the IDS is at version 97.03 or higher. Make sure you are connected to the internet to obtain the latest IDS software updates.
45382	Some 2015-2016 Escape vehicles built on 3/1/15 through 7/30/15 may exhibit an intermittent battery draw which can result in a dead battery/no start condition. This may be due to a cluster reset which is waking up the vehicle buss. This will be seen as a cycling battery draw which will reach a high of 2.0-3.0 amps then will drop back down to normal levels. Disconnect fuse F69 or the IPC to see if the battery draw goes away. If so, reprogram the IPC module to the latest calibration using IDS release 97.03 and higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . Use causal part 10849 and use applicable 12651D labor operations in section 10 of the SLTS manual.
45383	Some 2014 Escape vehicles equipped with Electronic Manual Temperature Control (EMTC) and built on 1/1/2013 and through 9/15/2014 may exhibit various Heating Ventilation Air Conditioning (HVAC) concerns such as system inoperative, no communication, blower motor always on, air from defrost only, display backlighting inoperative and may also include an intermittent battery drain which can result in a dead battery/no crank condition. This concern may also include DTC U0164. The drain may not be present after charging battery/jump starting the vehicle. Reprogram the HVAC module to latest calibration using IDS release 97.03 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Use causal part 19980 and use applicable 12651D labor operations in section 10 of the SLTS manual.
45384	Some 2015 F-150, Taurus, MKS and 2016 F-Super Duty, Explorer, Fusion vehicles with SYNC GEN 2 v3.8 built on 9/8/2015 and through 9/26/2015 may exhibit various SYNC concerns. For vehicles with navigation: a yellow question mark in place of the compass in the navigation quadrant of the SYNC home screen when SD Card is inserted, map no longer displayed after canceling an active route. For vehicles without navigation: the TDI route may not download or randomly not connect to TDI. The center of the display may go blank while trying to connect to SYNC Services using voice commands, connection error received when trying to run VHR or SYNC Services. Voice recognition may become inoperative in all cases. No repairs should be attempted. Engineering is aware of these concerns and is investigating. Continue to monitor OASIS for future updates.
45386	Some 2016 F-Super Duty Vehicles may exhibit a Radio that is Inoperative and/or not Responding when using IDS. In some cases, the Radio does not communicate with the IDS though the CAN network. Engineering is currently investigating this concern. Note: There are multiple factors affecting the radio operation. It is recommended not to perform or attempt any repairs, nor replace any components. A revised IDS software and/or work procedure is due Mid 4th Quater 2015, to correct these conditions. Continue to monitor OASIS. This Special Service message will be updated with status on this investigation.
45387	Some 2015-2016 Fiesta vehicles equipped with 1.6L TiVCT engine may exhibit a Check Engine Light with DTCs P0351 and/or P0352 followed by an engine running rough condition. Follow PPT JE for normal diagnostics. If light flash is inconsistent in step JE4 suspect a damaged or warped Hall Effect Window on the Flex plate. Replace flex plate using Workshop manual section 303-01. Use applicable labor operations from Section 6 of the SLTS Manual. If light is consistent continue to follow normal diagnostics..
45388	Some 2015 Model Year F-Super Duty vehicles equipped with 6.7L engines may exhibit a MIL On with DTC P2002 (Particulate Filter Efficiency Below Threshold) stored in Powertrain Control Module(PCM) memory. Refer to updated Powertrain Control/Emission Diagnostic(PC/ED) PinPoint Test RB. Perform the pinpoint test, regardless of Powertrain Calibration (PCM) level.

## ONLINE AUTOMOTIVE INFORMATION SERVICE INFORMATION FOR OCTOBER 2015

45389	Some 2013-2016 Fusion/MKZ/Escape/CMAX vehicles may experience binding, grinding, squealing and/or popping noise when the power seat is moved forward or rearward. Customers may also indicate the seat track is inoperative or may move on one side or the other only, causing the seat to move on an angle. Repair using the revised seat motor/bracket kits(14547), for lower service part replacement. It is no longer necessary to replace the seat track(s)(61710/61711) for these conditions or symptoms. Follow the On-line Workshop Manual (WSM) section 501-10 for diagnosis and replacement procedures and use available service labor operations.
45390	Some 2016 MKX vehicles may have DTC B10B8:63 set in the FCIM. DTC B10B8:63 will not cause any observable customer symptoms or malfunction indicator lamps (MIL) to illuminate. Disregard DTC B10B8:63. Do not replace the FCIM for DTC B10B8:63.
45392	2015-2016 F-Super Duty Vehicles Equipped With 6.7L Diesel Engine may exhibit multiple DTCs stored in the Nitrogen Oxides (NOx) Sensor and/or Module. Prior to Workshop Manual and PC/ED diagnosis of these DTCs, if a combination group of DTCs: P2200, U0106, U029D, U029E, U02A3 and including NOx module and/or sensors DTCs, are present, check CAN2 wiring including connector C146, C110 and connectors at the modules themselves. If a combination group of DTCs: P2200, P225A and U029D, look at the wire harness connectors C146, C3619 and C1232. If all checks ok inspect for damage or pinched wiring harness (Base 14405 / 14406) between the vehicle frame and body. For connector location and repairs refer to Wiring Diagram (WD). Use available Service Labor time Standards (SLTS) Follow normal warranty policy manual for warranty coverage.
45393	Some 2016 Model Year F-Super Duty and F-650/F-750 vehicles equipped with 6.7L engine with TorqShift <sup>®</sup> 16 transmissions, may exhibit a MIL On with DTC P054F stored in memory. This may be caused by a failed torque converter outer race. Prior to performing diagnosis for DTC P054F; perform Torque Converter (TC) Stall Speed Test (SST). Refer to Workshop Manual (WSM) Section 307-01B. For this specific SST test, line pressure test is not required prior to performing the test. If engine stall speed exceeds the maximum specified rpms, recommend replacement of: TC, TC hub seal, filter, fluid and flush cooler lines. Use available Service Labor times. Submit Global Concern Reporting (GCR) VIN Information in PTS, Under contact us WEB page section, click Report a Vehicle Concern. Monitor OASIS for updates.
45394	Some 2015 F150 vehicles may exhibit an exterior door handle that does not release the door latch and/or a power door lock that is not unlocking with key fob or the interior unlock button. If any of these concerns are present and normal workshop manual diagnosis leads to a handle, latch, or cable replacement, be sure to inspect the exterior handle cable for correct routing and attachment prior to replacing any components. A properly routed cable should sit in the rearward pocket of door handle near the part tag. The cable arrow-head retainer clip should be fully seated and locked into the exterior handle bracket.
45397	Installing OEM trailer brake system components in a non-trailer brake equipped vehicle is not recommended or supported for 2009-2016 E-Series. The installation of OEM trailer brake control modules, or any other trailer brake component, will not allow trailer brake operation. Module configuration requirements are different between OEM trailer brake and non-equipped trailer brake vehicles, and should not be attempted. Currently, a dealer installed accessory kit is not available through the dealer installed accessories website.
45398	Some 2014-2015 Escape vehicles may exhibit an inoperative/missing digital speedometer if ICP module reprogramming was performed between the dates of 6/24/2015 and 9/30/2015. To correct this condition connect the Integrated Diagnostic System (IDS) and use the following procedure. Select Module Programming > Programmable Parameters > Car Configuration Parameters > Vehicle Configuration > Retrieve PTS derived ASBUILT data using an IDS at 97.04 or higher ensuring that the laptop is connected to the internet.

## ONLINE AUTOMOTIVE INFORMATION SERVICE INFORMATION FOR OCTOBER 2015

45404	Some 2011-2016 F-Super Duty vehicles equipped with a 6.7L diesel engine and TorqShift6 (6R140) transmission may exhibit a noise upon installation of a PTO. The noise (rattle, chatter, etc.) only occurs when the PTO is not engaged and goes away with increased engine speed. The noise does not indicate a problem with the PTO or the transmission. It is the result of the engine firing pulses being transferred into the PTO geartrain. The noise will vary between truck chassis-, engines, transmissions and PTO manufacturer's. This is due to the stiffness of the system as well as the variation in the components. It does not affect the performance and/or durability of the powertrain components and/or PTO. This is a normal PTO characteristic and repairs should not be attempted.
45405	Some 2013-2015 Fusion/MKZ vehicles may have a Power Steering Control Module (PSCM) that is unable to complete programmable module installation (PMI) following PSCM replacement due to the IDS not recognizing the replacement part as being valid, resulting in DTC U2100. To allow the Programmable Module Installation process to complete, make sure the IDS is at version 97.02 or higher. Make sure you are connected to the internet to obtain the latest IDS software updates.
45406	Some 2014-2016 Transit Connect Titanium vehicles built on or before 9/8/2015 may exhibit a concern in which the cornering lamps stop illuminating intermittently when using the turn signal switch. Cornering lamp illumination based on steering wheel angle input continues to work properly. Cycling the ignition Off and then On resumes cornering lamp illumination from the turn signal input, however, the concern may occur again. Reprogram the Headlamp Control Module (HCM) to the latest calibration using Integrated Diagnostic System (IDS) release 97.04 and higher. Calibration files may also be obtained at <a href="http://www.motorcraft.com">www.motorcraft.com</a> . Use applicable 12651D labor operations from Section 10 of the SLTS manual, and use causal part 13K198 for reprogram only.
45407	Some 2015 MKC and 2015-2016 MKZ vehicles built on or before 9/30/2015 may exhibit a concern with missing Artist/Title/Track information in the instrument cluster message center. Reprogram the Instrument Panel Cluster (IPC) module to the latest calibration using IDS release 96.05 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . Use causal part 10849 and use applicable 12651D labor operations in section 10 of the SLTS manual.
45409	Some 2010-2015 MKT front door(s) trim may exhibit an armrest seam that has split. The armrest (7424140/1) is now available as lower level service part repair. It is no longer necessary to replace the door trim panels (7423942/3) for this concern. The Workshop Manual, Section 501-05 has been updated with the armrest repair procedure. Use applicable 23943 labor operations from Section 12 of the SLTS Manual when replacing the armrest.
45412	Some 2011-2016 vehicles equipped with the Universal Garage Door Opener (UGDO) may have difficulty programming to certain customer devices. Prior to performing diagnostics for unable to program, refer customers to their Owner's Manual and <a href="http://www.homelink.com">www.homelink.com</a> for vehicle line and garage door opener specific step by step instructions on programming the Universal Garage Door Opener.
45413	Some 2016 MKC vehicles built on or before 7/22/2015 may exhibit inoperative Approach Detection/Welcome Mat lighting. Reprogram the Body Control Module (BCM) to the latest calibration using IDS release 97.02 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . Use causal part 15604 and use applicable 12651D labor operations in section 10 of the SLTS manual.
45414	Some 2016 vehicles equipped with a TorqShift6 transmission and built on 7/22/2015 and through 8/31/2015 may exhibit a gear whine noise in first, second and reverse gears. This noise can be heard in both drive and coast conditions and is typically worse in reverse gear. This concern may be due to the number 2 sun gear. Replace only the number 2 sun gear (BC3Z-7D063-B). Use applicable labor operations from Section 7 of the Service Labor Time Standards (SLTS) manual.

## ONLINE AUTOMOTIVE INFORMATION SERVICE INFORMATION FOR OCTOBER 2015

45417	<p>Some 2013-2015 Fusion/MKZ non-hybrid vehicles may exhibit an engine overheat condition or poor A/C cooling due to one or more of the 3 cooling fan fuses being open. An intermittent cooling fan obstruction can increase fan loads resulting in one or more fuses opening. If any one of the fuses F59, F60, or F63 are open, replace F63 from a 20 amp to a 25 amp fuse (DG9Z-14526-CA), and install new F59 and F60 fuses (DG9Z-14526-DA for 2013/2014 Fusion/MKZ, and 7T4Z-14526-C for 2015 Fusion/MKZ). The wiring diagram has been updated. Failure to replace an open F63 will cause F59 and F60 to open over time. Verify no obstruction and fans operate on low and high speed. Claim using causal part 8C607 if no other root cause is identified. Use applicable labor ops from section 10 of the SLTS manual for fuse replacement.</p>
45420	<p>Some 2015-2016 Escape and 2016 Fusion vehicles equipped with 2.0L Ecoboost engine and 6F35 transmissions may exhibit rolling reverse to drive engagement shudder on acceleration. Do not attempt to repair the vehicle. Engineering is currently investigating this concern. In the interim, customers should be advised to come to a complete stop before shifting out of reverse and into drive. Also advise the customers that the shudder event felt is not in any way harmful to their vehicle or transmission. Monitor Oasis for updates.</p>
45421	<p>Some 2015 F-150 vehicles equipped with Multi-Contoured seats may exhibit various intermittent MS-CAN network related symptoms such as Blind Spot Indicator System (BLIS), Cross Traffic Alert (CTA), Rear Park Assist (RPA) warning indicators being illuminated and/or intermittent operation of the A/C and/or Power Running Boards (PRB). Inspect the Multi-Contoured Seat Module (SCMG) wiring harness for chafes or shorts due to contact with the drivers and/or passenger seat backrest frame. Repair or replace the wiring harness as needed, following normal Wiring and Workshop Manual procedures. If needed, the wiring harness retainer clips can be relocated on the seat frame to prevent excessive wiring harness movement and chafing.</p>
45422	<p>Some 2015 F-150 vehicles equipped with a 5.0L engine and built on or before 8/22/2015 may exhibit an illuminated MIL with diagnostic trouble codes (DTC) P0315 after PCM reprogramming, replacement or PMI procedure. To erase this DTC, perform the Misfire Monitor Neutral Profile Correction procedure using the Ford Integrated Diagnostic System (IDS) scan tool or equivalent. Use applicable labor operations from Section 10 of the SLTS manual. Do not replace PCM. If build date is after 8/22/15 and vehicle exhibits DTC P0315 the PCM may have been reprogrammed with unauthorized aftermarket calibration.</p>
45423	<p>Some 2016 Lincoln MKC/MKX/MKZ customers may experience concerns with their MyLincoln Mobile Application not functioning properly. Concerns may include incorrect fuel level, false low tire pressure warning, or loss of remote functions via the Mobile Application. Engineering is aware of this concern and is investigating. Continue to monitor OASIS for future updates.</p>
45424	<p>Certain 2012MY to 2015MY Focus Electric vehicles may experience situations when the green "Ready to Drive" light on the instrument cluster is turned on and the vehicle does not move (does not produce torque). This vehicle state may occur when: 1. The vehicle is restarted within 20 seconds after being powered off. 2. Starting the car within 20 seconds of unplugging the car. 3. Starting the car 15 minutes after the car was remotely started (note: remote start feature was introduced in 2015MY in FoE Focus BEV). Engineering is working on a solution to resolve the concern. Meanwhile, the concern can be corrected by turning off the vehicle by pressing the power button, wait for the vehicle to completely power down (minimum 20 seconds or until instrument cluster has turned off), then restart the vehicle.</p>
45425	<p>Some 2015-2016 F-150, 2016 MKX and 2015 Edge vehicles equipped with a 2.7L engine may appear to have low engine oil level if the proper procedures are not followed. Refer to the Owners Guide, Maintenance, Engine oil check section. When checking the engine oil level after shutting off the engine wait at least 15 minutes prior to checking in order to allow the oil to drain back to the oil pan. The engine oil level can be checked immediately if the engine has not been started. When changing the engine oil the engine needs to be at normal operating temperature and the oil filter removed before draining the oil. Allow the oil pan to drain completely for up to 5 minutes. Check oil level after filling by following the oil level check procedure.</p>

## ONLINE AUTOMOTIVE INFORMATION SERVICE INFORMATION FOR OCTOBER 2015

45429	Some 2011-2016 F-Super Duty vehicles equipped with LT275/65R 20E A/T OWL Michelin tires may exhibit accelerated tire wear at low tire mileage under 16,090 km (10,000 miles). This may be due to higher horsepower and torque with aggressive vehicle launches or improper usage of the electronic locking differential (ELD) If equipped see the Owner's guide for additional information. Also refer to symptom chart in Workshop Manual, Section 204-00 and correct any issues identified. If no problem is found, and tires have been rotated according to maintenance schedule, replacement of tires should only be done according to Warranty and Policy manual guidelines.
45430	Some 2016 F-Super Duty vehicles equipped with SIRIUS <sup>Å</sup> 1 satellite radio and built on 6/26/2015 through 7/31/2015 may exhibit a SIRIUS <sup>Å</sup> 1 satellite radio that is inoperative and/or not responding. This may be attributed to the radio-s as-built data. To correct these conditions make sure you are connected to the internet and the IDS is at latest release 97.04 or higher. With the IDS updated, use the following steps to update the radio. Select module Programing>As Built>ACM and Select NO if IDS asks were you sent here for part numbers or from another procedure>Select Automatic>Hit tick mark and follow IDS prompts. Retest the satellite radio module operation. For warranty claiming use causal part 19C107, and applicable 18805D labor operation(s) in Section 10 of the SLTS Manual for the vehicle.
45433	Some 2016 Explorer and Lincoln MKX vehicles built on or before 8/24/2015 may exhibit an easy entry/exit feature that will not stay disabled through the instrument cluster panel. Update the driver-s seat module (DSM) to the latest level calibration using IDS release of 97.05 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . For warranty claiming, use causal part 14C708 and applicable 12651D labor operations in the SLTS Manual Section 10.
45436	Some 2016 MKX vehicles built on or before 9/17/2015 may not have the ability to enable/disable the neutral tow function in the vehicle settings menu of the instrument cluster message center. To correct the concern use IDS version 97.05, select Module Programming - Programmable Parameters - Personality - Neutral Tow - Enable. Once the neutral tow function is enabled using the IDS, the selection to enable/disable neutral tow should display in the vehicle settings menu of the instrument cluster message center. For warranty claiming, use causal part 10849 and applicable 12651D labor operations in the SLTS Manual Section 10.
45437	When replacing the BCM (Body Control Module) on 2015 and 2016 Mustang using IDS versions prior to 97.05 may encounter an error indicating PMI (Programmable Module Installation) has failed. This may also result in a -Red/Failed programming- session on the IDS. In order to correct this concern ensure that IDS version 97.05 or later is used, make sure you are connected to the internet to receive the latest IDS routine for BCM programming.