Wayne E. Bahr, Global Director
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December 7, 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 – November 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 November 30, 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 November 1, 2015, and November 30, 2015.

Sincerely,

for Wayne E. Bahr

Attachments

December 7, 2015
Attachment

INDEX OF SERVICE BULLETINS,
NOTICES, AND COMMUNICATIONS TO DEALERS

NO.	DESCRIPTION	DATE
1	Technical Service Bulletins	November 2015
2	Customer Satisfaction Program 14B07: Certain 2013 through 2014 Model Year C-Max Hybrid and Fusion Hybrid Vehicles - Transmission Inspection and Repair	November 9, 2015
3	Customer Satisfaction Program 15N03: Certain 2012-2014 Model Year Focus Electric Vehicles - High Voltage Wire Harness Extended Coverage	November 18, 2015
4	Electronic Service Messages	November 2015

HEADLAMP BULB FLICKERING OR IS INOPERATIVE - BUILT ON OR BEFORE 1/11/2015	TSB 15-0168

LINCOLN:
2013-2015 MKS

This article supersedes TSB **15-0049** to update the production fix date.

ISSUE
Some 2013-2015 MKS vehicles built on or before 1/11/2015 may exhibit a headlamp bulb flickering or is inoperative.

ACTION
Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Remove the headlamp assembly. Refer to Workshop Manual (WSM), Section 417-01.
2. Remove the headlamp bulb access cover. Refer to WSM, Section 417-01.
3. Disconnect the headlamp bulb electrical connector.
4. Remove the headlamp ballast and disconnect the electrical connector. Refer to WSM, Section 417-01.
5. Remove the headlamp wire assembly through the ballast opening.
6. Install a new headlamp wire assembly and route the headlamp wire assembly through the ballast opening to the headlamp bulb and connect it to the bulb and ballast.
7. Reinstall the headlamp ballast to the headlamp assembly. Refer to WSM, Section 417-01.
8. Reinstall the headlamp bulb access cover. Refer to WSM, Section 417-01.
9. Reinstall headlamp assembly. Refer to WSM, Section 417-01.

PART NUMBER	PART NAME
DG1Z-13A006-A	Headlamp Wire Assembly

OPERATION	DESCRIPTION	TIME
150168A	2013-2015 MKS: Replace The Wire Assembly One (1) Headlamp Assembly Includes Time To Remove And Install Headlamp (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
150168B	2013-2015 MKS: Replace The Wire Assembly Both (2) Headlamp Assemblies Includes Time To Remove And Install Headlamps (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
13A006	30

FRONT SEAT CUSHION COVER LOOSE	TSB 15-0169

FORD:
2016 Explorer

ISSUE
Some 2016 Explorer vehicles may have a front seat cushion cover that appears loose near the front edge of the seat. This may be caused by the seat cushion cover J-retainer becoming disengaged from the seat cushion pan flange.

ACTION
Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

Install two (2) retention clips on the seat cushion cover J-retainer.

The following procedure and part are applicable to all 2016 Explorer front seat configurations, trim levels, right and/or left side.

1. Position the affected seat rearward.
2. Completely disengage the J-retainer from the seat cushion pan flange.
3. Install one (1) clip on each side of the J-retainer, approximately 5-25 mm (1/4" - 1.0") from the outboard edge. Right hand seat shown. (Figure 1)

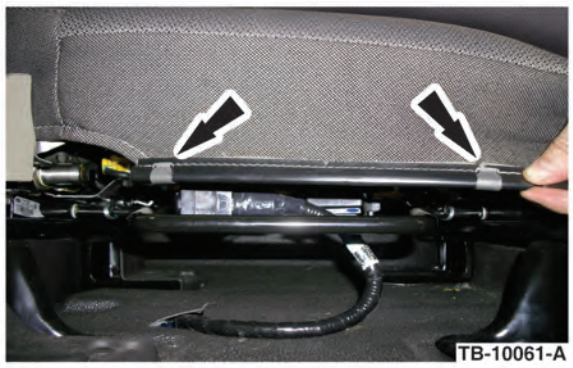


Figure 1 - Article 15-0169

4. Secure the J-retainer to the seat cushion pan flange. To aid in assembly, begin at the inboard edge of the flange, working outboard.

PART NUMBER	PART NAME
W-715386-S424	Seat Clip (2 Req)

OPERATION	DESCRIPTION	TIME
150169A	2016 Explorer: Install Retention Clip(s), One Or Both Front Seats (Do Not Use With Any Other Labor Operations)	0.2 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
7062900	33

3.5L GTDI - MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODES (DTC) P0012 AND/OR P0022 - BUILT ON 9/22/2015 AND THROUGH 10/21/2015	TSB 15-0170

FORD:

2015 Taurus

LINCOLN:

2015 MKS

ISSUE

Some 2015 Taurus and MKS vehicles equipped with a 3.5L Gasoline Turbocharged Direct Injection (GTDI) engine and built on 9/22/2015 and through 10/21/2015 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 97.05 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 www.motorcraftservice.com.

OPERATION	DESCRIPTION	TIME
150170A	2015 Taurus And MKS 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

BASIC PART NO.	CONDITION CODE
RECALEM	04

 Online Publication Date November 4, 2015

2.7L GTDI - MIL ILLUMINATED WITH DTC P2450 - BUILT ON OR BEFORE 10/5/2015	TSB 15-0171

FORD:

2015 F-150

ISSUE

Some 2015 F-150 vehicles equipped with a 2.7L gasoline turbocharged direct injected (GTDI) engine and built on or before 10/5/2015 may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble code (DTC) P2450.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Connect the Ford Integrated Diagnostic System (IDS) service tool or equivalent to the data link connector (DLC). Is DTC P2450 the only DTC stored in powertrain control module (PCM)?
   a. Yes - proceed to Step 2.
   b. No - this article does not apply. Refer to Powertrain Control/Emission Diagnosis (PC/ED) manual for normal diagnosis.
2. Replace the fuel tank mounted evaporative emission blocking valve. Refer to Workshop Manual (WSM), Section 303-13.
   a. The evaporative emission blocking valve is serviced with the fuel tank pressure sensor and tube.

PART NUMBER	PART NAME
FL3Z-9D683-F	Fuel Tank Pressure Sensor And Tube (23 Gallon Fuel Tank Excludes 122" Wheel Base)
FL3Z-9D683-D	Fuel Tank Pressure Sensor And Tube (36 Gallon Fuel Tank)
FL3Z-9D683-B	Fuel Tank Pressure Sensor And Tube (23 Gallon Fuel Tank 122" Wheel Base)
N800594-S100	Bolt - Pinion Flange/Transmission Flange
W715579-S439	Bolt - Driveshaft Center Bearing
W717158-S441	Nut - Driveshaft Center Bearing

OPERATION	DESCRIPTION	TIME
150171A	2015 F150 2.7L GTDI One Piece Driveshaft: Retrieve DTCs Replace The Evaporative Emission Blocking Valve Includes Time To Remove And Install Fuel Tank (Do Not Use With Any Other Labor Operations)	1.6 Hrs.
150171B	2015 F150 2.7L GTDI Two Piece Driveshaft: Retrieve DTCs Replace The Evaporative Emission Blocking Valve Includes Time To Remove And Install Fuel Tank (Do Not Use With Any Other Labor Operations)	1.8 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
9G712	42

1.5L GTDI - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED WITH DTCS P0036, P0137, P0138 AND/OR P0141 - BUILT ON OR BEFORE 8/22/2015	TSB 15-0172

FORD:

2016 Fusion

ISSUE

Some 2016 Fusion vehicles equipped with a 1.5L gasoline turbocharged direct injected (GTDI) engine and built on or before 8/22/2015 may exhibit an illuminated MIL with one or more of the following diagnostic trouble codes (DTCs): P0036, P0137, P0138 and/or P0141.

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. Is DTC P0036, P0137, P0138 and/or P0141 present in powertrain control module (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. Reprogram the 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.
3. Replace the bank 1, sensor 2 catalyst monitor sensor (CMS). Refer to Workshop Manual (WSM), Section 303-14.

PART NUMBER	PART NAME
DS7Z-9G444-A	Catalyst Monitor Sensor

OPERATION	DESCRIPTION	TIME
150172A	2016 Fusion 1.5L GTDI: Retrieve DTCs, Reprogram The PCM And Replace The CMS (Do Not Use With Any Other Labor Operations)	0.8 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
9G444	01

Online Publication Date November 5, 2015

FRONT SEAT BACKREST COVER ZIPPER SEPARATED, SPLIT OR BROKEN - BUILT ON OR BEFORE 7/24/2015	TSB 15-0173

LINCOLN:

2015-2016 MKC

ISSUE

Some 2015-2016 MKC vehicles built on or before 7/24/2015 may exhibit a front seat backrest cover zipper separated, split or broken due to excessive trim cover tension.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Inspect the front seat backrest cover zippers. Are any of the the zippers separated, split or broken? (Figure 1)

Figure 1 - Article 15-0173

   a. Yes - proceed to Step 2.
   b. No - the article does not apply. Refer to Workshop Manual (WSM), Section 501-10.

2. Check the vehicle build date. Was the vehicle built on or before 7/24/2015?
   a. Yes - proceed to Step 3.
   b. No - the article does not apply. Refer to WSM, Section 501-10.
3. Using a small screwdriver or equivalent tool, insert it into the zipper head while holding the zipper tab with pliers. Pull it taut and move the zipper head to the top of the seat cover on both sides of the map pocket.
4. Inspect the zipper teeth for any damage. Are the teeth damaged?
   a. Yes - replace the front seat backrest cover. Proceed to Step 5.
   b. No - the front seat backrest cover can be reused. Proceed to Step 5.
5. Remove the front seat backrest cover. Refer to WSM, Section 501-10.
6. Remove the front seat backrest frame trim panel. Refer to WSM, Section 501-10.
7. Modify the front seat backrest frame trim panel using a box cutter.

a. Trim 10 mm (3/8") off each rib in the four highlighted areas. (Figure 2)

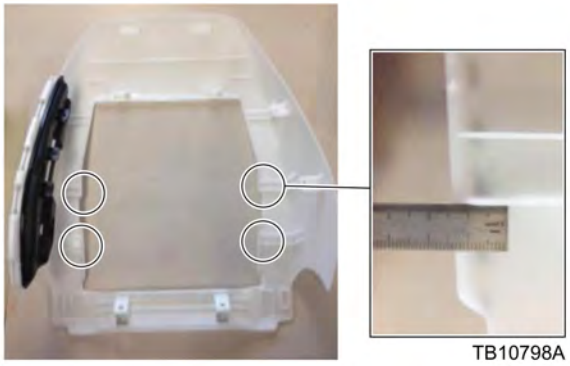


Figure 2 - Article 15-0173

b. Trim 7 mm (9/32") off the panel edges in the highlighted areas to make it even with the panel notches. (Figure 3)

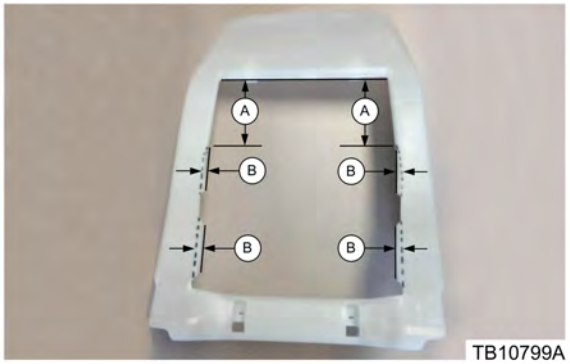


Figure 3 - Article 15-0173

(1) Dimension A is 135 mm (5 5/16"). (Figure 3)

(2) Dimension B is 7 mm (9/32"). (Figure 3)

c. Sand or file the outer edges to remove any burrs or sharp edges.

8. Install the front seat backrest frame trim panel. Refer to WSM, Section 501-10.

9. Install the front seat backrest cover. Refer to WSM, Section 501-10. Make sure the zipper heads are unzipped to the top of the cover on both sides before installing. Close the zipper trim cover in the following sequence without any horizontal loading.

a. Zip the outboard zipper halfway.

b. Zip the inboard zipper all the way.

c. Zip the outboard zipper all the way.

PART NUMBER	PART NAME
7864416	Passenger Seat Back Cover - See Parts Catalog
7864417	Driver Seat Back Cover - See Parts Catalog

OPERATION	DESCRIPTION	TIME
150173A	2015-2016 MKC: Inspect And Modify The Front Seat Backrest Frame Includes Time To Remove And Install Or Replace One (1) Front Seat Backrest Cover (Do Not Use With Any Other Labor Operations)	1.2 Hrs.
150173B	2015-2016 MKC: Inspect And Modify The Front Seat Backrest Frames Includes Time To Remove And Install Or Replace Both (2) Front Seat Backrest Covers (Do Not Use With Any Other Labor Operations)	2.2 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
5460762	07

HF-35 TRANSMISSION FLUID LEAK AT DAMPER HOUSING TO TRANSMISSION CASE JOINT - RTV SEALANT FAILURE - BUILT ON OR BEFORE 12/1/2013	TSB 15-0174

FORD:

2013 C-MAX

2013-2014 Fusion

LINCOLN:

2013-2014 MKZ

This article supersedes TSB **14-0085** to update the Service Procedure, Part List and Service Labor Time Standards.

ISSUE

Some 2013 C-Max, 2013-2014 Fusion, MKZ Hybrid and Energi vehicles equipped with a HF-35 automatic transmission and built on or before 12/1/2013 may exhibit a transmission fluid leak at the damper housing to transmission case joint. This condition may be due to an adherence failure of the RTV.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Remove the transmission from the vehicle and separate the damper housing from the transmission case. Refer to the Workshop Manual (WSM), Section 307-01.
2. Use Motorcraft® Silicone Gasket Remover to remove old RTV from the housing and case mating surfaces. Allow to dry.
3. Use Motorcraft® Metal Surface Prep Wipes to clean and etch the mating surfaces. Allow to dry.
4. Apply a bead of Motorcraft® Ultra Silicone Sealant and reassemble the transmission. Refer to WSM, Section 307-01.
5. Install the transmission. Refer to WSM, Section 307-01.

PART NUMBER	PART NAME
ZC-31-B	Motorcraft® Metal Surface Prep Wipes
TA-29	Motorcraft® Ultra Silicone Sealant
ZC-30-A	Motorcraft® Silicone Gasket Remover
XT-10-QLVC	Motorcraft® MERCON® LV Automatic Transmission Fluid
PM-4-A	Motorcraft® Metal Brake Parts Cleaner
W520102-S442	Nut - Right Side Axle Bearing Strap - All Vehicles - (2 Req)
BB5Z-1S177-C	Seal Kit – Right Side Axle - All Vehicles - (1 Req)
9L8Z-1177-A	Seal Kit – Left Side Axle - All Vehicles - (1 Req)
DG9Z-7048-A	Seal - Input Shaft - All Vehicles - (1 Req)
W714878-S439	Bolt - Steering Shaft - Fusion/MKZ Hybrid/Energi (1 Req)
W520215-S440	Nut - Tie Rod - Fusion/MKZ Hybrid/Energi (2 Req)
W500545-S439	Bolt - Lower Ball Joint - Fusion/MKZ Hybrid/Energi (2 Req)
W520214-S442	Nut - Lower Ball Joint - Fusion/MKZ Hybrid/Energi (2 Req)

 Online Publication Date November 10, 2015

PART NUMBER	PART NAME
W716457-S439	Bolt - Frame - Fusion/MKZ Hybrid/Energi (4 Req)
BB5Z-4B422-B	Circlip - Inner - Fusion/MKZ Hybrid/Energi (2 Req)
4S4Z-3N324-AA	Clamp - Center Shaft - Fusion/MKZ Hybrid/Energi (1 Req)
W705606-S440	Nut - Lower Stabilizer - Fusion/MKZ Hybrid/Energi (2 Req)
TA-26	Motorcraft® Threadlock 262 - Fusion/MKZ Hybrid/Energi
AE5Z-4B422-A	Circlip - Inner - C-Max (1 Req)
CV6Z-3B477-A	Nut - Axle - C-Max (2 Req)
W715491-S442	Bolt - Lower Ball Joint - C-Max (2 Req)
W520415-S442	Nut - Lower Ball Joint - C-Max (2 Req)
YS4Z-3N324-AA	Clamp - Center Shaft - C-Max (1 Req)
W713095-S437	Nut - Exhaust Manifold - C-Max (7 Req)
W704474-S437	Stud - Exhaust Manifold - C-Max (7 Req)
W520103-S442	Nut - Exhaust Manifold To Pipe - C-Max (2 Req)
CV6Z-9450-B	Gasket - Exhaust Flange - C-Max (1 Req)
CV6Z-9448-A	Gasket - Exhaust Manifold - C-Max (1 Req)

OPERATION	DESCRIPTION	TIME
150174A	2013 C-MAX FHEV: Reseal The Damper Housing Following The Service Procedure (Do Not Use With Any Other Labor Operations)	10.3 Hrs.
150174A	2013 C-MAX PHEV: Reseal The Damper Housing Following The Service Procedure (Do Not Use With Any Other Labor Operations)	11.0 Hrs.
150174B	2013-2014 Fusion Hybrid FHEV An PHEV: Reseal The Damper Housing Following The Service Procedure (Do Not Use With Any Other Labor Operations Except C Or D)	8.5 Hrs.
150174B	2013-2014 MKZ Hybrid: Reseal The Damper Housing Following The Service Procedure (Do Not Use With Any Other Labor Operations Except C Or D)	8.9 Hrs.
150174C	2013-2014 Fusion/MKZ Hybrid And Energi: Additional Time To Check And Correct Front Toe (Can Be Claimed With Operation B)	0.6 Hr.
150174D	2013-2014 Fusion/MKZ Hybrid And Energi Vehicles With Lane Departure: Additional Time To Check And Correct Front Toe (Can Be Claimed With Operation B)	0.8 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
7005	d8

WIND OR WHISTLE-TYPE NOISE AT HIGHWAY SPEEDS - A-PILLAR WINDOW MOULDING	TSB 15-0175

FORD:

2013-2015 Flex

This article supersedes TSB **14-0133** to update the vehicle model years, Issue Statement and Service Procedure.

ISSUE

Some 2013-2015 Flex vehicles may exhibit a wind or whistle-type noise from the left and/or right A-pillar area at highway speeds in crosswind conditions. This may be due to the exterior A-pillar window moulding rocking or not being fully seated.

ACTION

Follow the steps in the Service Procedure below to correct this condition.

SERVICE PROCEDURE

1. Remove and discard the exterior A-pillar window moulding(s). Refer to the Workshop Manual (WSM), Section 501-08.
2. Apply strips of 3M Strip-Calk or equivalent along the outside edge of the windshield on the affected side(s). (Figure 1)

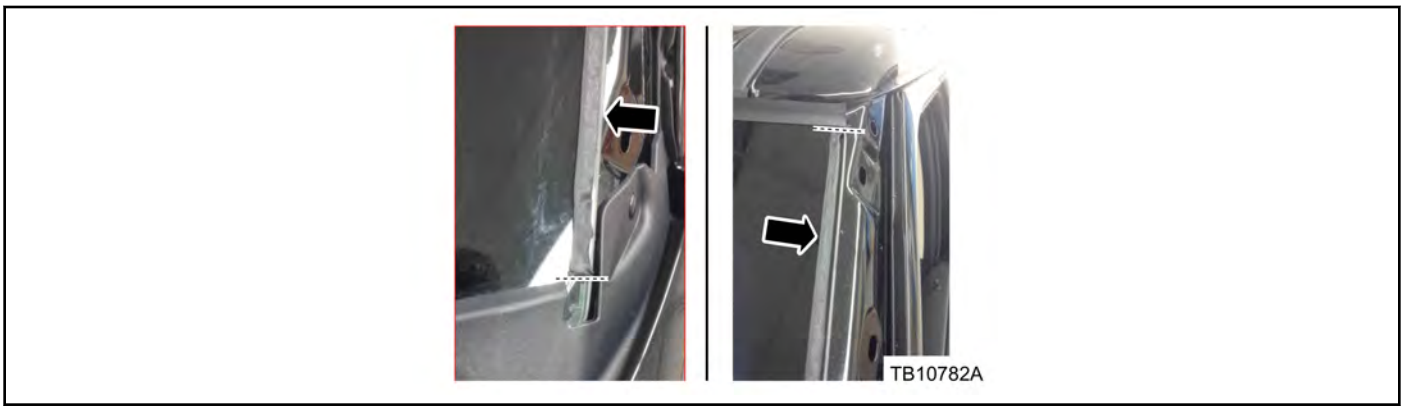


Figure 1 - Article 15-0175

3. Install a new exterior A-pillar window moulding(s). Refer to WSM, Section 501-08.

 Online Publication Date November 11, 2015

a. Make sure when installing new A-pillar moulding a click or snap-type noise is heard at each attachment point when pushing on moulding. (Figure 2)

Figure 2 - Article 15-0175

Obtain Locally	
Part Number	Part Description
08578	3M Strip-Calk (Black)

PART NUMBER	PART NAME
BA8Z-7403136-A	A-pillar Window Moulding - Passenger Side
BA8Z-7403137-A	A-pillar Window Moulding - Driver Side

OPERATION	DESCRIPTION	TIME
150175A	2013-2015 Flex: Replace The Exterior A-Pillar Moulding On One (1) Side Of The Vehicle Includes Time To Apply Strip-Calk (Do Not Use With Any Other Labor Operations)	0.2
150175B	2013-2015 Flex: Replace The Exterior A-Pillar Moulding On Both (2) Sides Of The Vehicle Includes Time To Apply Strip-Calk (Do Not Use With Any Other Labor Operations)	0.3

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
7403136	01

ELECTRONIC MANUAL TEMPERATURE CONTROL (EMTC) - NO AIRFLOW FROM PANEL VENTS WHEN PANEL/FLOOR MODE SELECTED - BUILT ON OR BEFORE 7/24/2015	TSB 15-0176

FORD:

2015 Focus

ISSUE

Some 2015 Focus vehicles equipped with EMTC and built on or before 7/24/2015 may exhibit no airflow through the panel vents when panel/floor mode is selected.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the vehicle build date. Was the vehicle built on or before 7/24/2015 and equipped with a 1.0L gasoline turbocharged direct injected (GTDI) engine?
   a. Yes - reprogram the heating ventilation air conditioning (HVAC) module 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 www.motorcraftservice.com.
   b. No - proceed to Step 2.
2. Was the vehicle built on or before 7/24/2015 and equipped with a 2.0L gasoline direct injected (GDI) engine or 2.0L GTDI engine?
   a. Yes - replace the HVAC control module. Refer to Workshop Manual (WSM), Section 412-00.
   b. No - this article does not apply. Refer to WSM, Section 412-00.

PART NUMBER	PART NAME
F1EZ-19980-T	HVAC Control Module - Without Heated Seats
F1EZ-19980-U	HVAC Control Module - With Heated Seats

OPERATION	DESCRIPTION	TIME
150176A	2015 Focus 1.0L GTDI: Reprogram The HVAC Module (Do Not Use With Any Other Labor Operations)	0.3 Hr.
150176A	2015 Focus 2.0L: Replace The HVAC Module (Do Not Use With Any Other Labor Operations)	0.5 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
19980	42

 Online Publication Date November 17, 2015

MUSTY ODOR FROM A/C VENT ON INITIAL START UP - BUILT ON OR BEFORE 2/24/2014	TSB 15-0177

FORD:

2013-2014 Fusion

LINCOLN:

2013-2014 MKZ

This article supersedes TSB **14-0099** to update the Part List, Service Procedure and Service Labor Time Standards.

ISSUE

Some 2013-2014 Fusion and MKZ vehicles built on or before 2/24/2014 may exhibit a musty or organic-type odor from the front vents when air conditioning (A/C) is activated.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Replace the Climate Control Housing which includes a revised evaporator core coating. Refer to Workshop Manual (WSM), Section 412-00.
   a. Transfer the components from the old housing to the new housing as needed.

PART NUMBER	PART NAME
EG9Z-19B555-C	Climate Control Housing - Manual Air Conditioning
EG9Z-19B555-D	Climate Control Housing - Dual Zone Auto Temp Control
W714878-S439	Bolt - Steering Column Shaft-To-Steering Column
W716505-S422	Bolt - Steering Column (1 Pkg)
W715667-S439	Clip - A-Pillar 2-Stage (1 Pkg)

OPERATION	DESCRIPTION	TIME
150177A	2013-2014 Fusion: Replace The Climate Control Housing (Do Not Use With Any Other Labor Operations)	6.4 Hrs.
150177A	2013-2014 Fusion Hybrid: Replace The Climate Control Housing (Do Not Use With Any Other Labor Operations)	6.8 Hrs.
150177A	2013-2014 Fusion Hybrid Plug In: Replace The Climate Control Housing (Do Not Use With Any Other Labor Operations)	7.0 Hrs.
150177A	2013-2014 MKZ: Replace The Climate Control Housing (Do Not Use With Any Other Labor Operations)	7.4 Hrs.
150177A	2013-2014 MKZ Hybrid: Replace The Climate Control Housing (Do Not Use With Any Other Labor Operations)	7.8 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
19B555	42

2.0L GTDI ENGINE - DRIVABILITY CONCERNS - DTCS P0106/P0128 AND/OR P0236	TSB 15-0178

FORD:

2012-2014 Edge, Explorer

2013-2014 Taurus

LINCOLN:

2013-2014 MKT

This article supersedes TSB **13-9-8** to update the Service Procedure and Parts List.

ISSUE

Some 2012-2014 Edge, Explorer and 2013-2014 MKT and Taurus vehicles equipped with a 2.0L Gasoline Turbocharged Direct Injection (GTDI) engine may exhibit difficult to start, runs rough, crank-no start, lack of power, loss of idle RPM or hesitation concerns with diagnostic trouble codes (DTCs) P0106, P0236 or a repeat P0128. These conditions may be caused by a wiring concern in the signal return splice.

ACTION

Follow the Service Procedure Steps to correct the condition.

SERVICE PROCEDURE

1. Using Integrated Diagnostic System (IDS) service tool or equivalent scan tool, check for DTCs.
2. Does the powertrain control module (PCM) only have P0128 DTC stored?
   a. No - proceed to Step 4.
   b. Yes - proceed to Step 3.
3. Is the coolant level full?
   a. No - fill the cooling system using the vacuum cooling system filler procedure. Refer to WSM, Section 303-03. Proceed to Step 4.
   b. Yes - proceed to Step 4.
4. Replace the signal return splices using the wire, lead-free solder, heat shrink tubing and instructions supplied in the wire splice solder repair kit.
   a. Edge - S176 (YE/GN) and S119 (YE/VT)
   b. Explorer - S176 (YE/GN) and S143 (YE/VT)
   c. MKT - S112 (YE/GN) and S124 (YE/VT)
   d. Taurus - S113 (YE/GN) and S125 (YE/VT)

PART NUMBER	PART NAME
CU5Z-14A411-A	Wire Splice Solder Repair Kit
VC-3DIL-B	Motorcraft® Orange Antifreeze/Coolant Prediluted

OPERATION	DESCRIPTION	TIME
MT150178	Use SLTS Operations If Available; Claim Additional Diagnosis Or Labor Performed As Actual Time	Actual Time

Online Publication Date November 20, 2015

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
12A581	28

4R75E TRANSMISSION - GRINDING/WHINE/VIBRATION/GEAR SLIPPAGE - SERVICE KIT AVAILABLE	TSB 15-0179

FORD:

2008-2010 E-150, E-250, E-350, F-150

2008-2011 Crown Victoria

2013-2014 E-150, E-250, E-350

LINCOLN:

2008 Mark LT

2008-2011 Town Car

MERCURY:

2008-2011 Grand Marquis

This article supersedes TSB **14-0153** to update the vehicle model years and Part List.

ISSUE

A service kit has been released to assist with proper repair of the 4R75E transmission in 2008 Mark LT, 2008-2010 F-150, 2008-2010 / 2013-2014 E-Series, 2008-2011 Crown Victoria, Grand Marquis and Town Car vehicles that exhibit a grinding, whine-type noise, vibration and/or gear slippage while driving, or a loss of reverse resulting from a planetary gear assembly failure.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Connect the Ford Integrated Diagnostic System (IDS) or equivalent service tool to the data link connector (DLC). Retrieve all diagnostic trouble codes (DTCs) and record.
   a. The following DTCs may be present: P0733, P0720, P0722, P0731, P1783, P0732, P0734, P0721, P0297, P0781, P0782, P1728, P1715, P1744, P1783, P0741, P1741, P1742 and/or P1743.
2. Remove the transmission fluid pan. Refer to Workshop Manual (WSM), Section 307-01.
3. Inspect the transmission fluid pan magnet for debris.
   a. If metallic debris is present, proceed to Step 4.
   b. If little or no metallic debris is present or if blackened friction material is present, this article does not apply. Refer to WSM, Section 307-01 for normal diagnosis.
4. Install transmission fluid pan, remove transmission and disassemble. Refer to WSM, Section 307-01.
   a. If cost cap directs transmission repair, proceed to Step 5.
   b. If cost cap directs transmission replacement, proceed to Step 10.
5. Clean all internal components thoroughly. Replace any friction material which have metal pieces embedded.
6. Disassemble and clean the main control valve body. Refer to WSM, Section 307-01.
7. Assemble the transmission using the parts provided in the service kit. Be certain to perform steps to determine number 1 thrust washer thickness. Refer to WSM, Section 307-01.
   a. Service kit contains seals and gaskets for all 4R75 models. Match up all removed seals and gaskets. Some seals and gaskets in the kit will not be required for certain models. Discard any unused components.

8. Were any of the following DTCs present in Step 1: P0741, P1741, P1742, P1743?
   a. No - proceed to Step 9.
   b. Yes - replace the torque convertor and proceed to Step 10.
9. Place the torque converter assembly on the bench and drain the old fluid. Refill with fresh transmission fluid and drain again. Repeat until clean oil is present when draining.
10. Perform transmission fluid cooler back flushing and cleaning. Refer to WSM, Section 307-01.
    a. The transmission fluid cooler on Crown Victoria, Grand Marquis and Town Car vehicles cannot be flushed due to an internal thermostatic bypass valve. These vehicles require replacement of the transmission fluid cooler (A/C condenser assembly). Refer to WSM, Section 307-02.
11. Install the transmission. Refer to WSM, Section 307-01.

PART NUMBER	PART NAME
AL3Z-7A398-C	Planetary Upgrade Kit
378941-441	Nut - Converter (4 req.)
56142-S439	Exhaust Bolts - Crown Vic / Grand Mar / Town Car (4 req.)
391188-S441	Exhaust Flange Nuts - Crown Vic / Grand Mar / Town Car (4 req.)
N800594-S100	Driveshaft Fasteners - Except Econoline
N811880-100	Driveshaft Fasteners - Econoline
XL-5	Motorcraft® Multi-Purpose Grease Spray
XG-1-E1	Motorcraft® Premium Long-Life Grease
XT-10-QLVC	Motorcraft® MERCON® LV Automatic Transmission Fluid (2009-2012 MY)
XT-5-QM	Motorcraft® MERCON® V Automatic Transmission And Power Steering Fluid (2008 MY)
TA-25-B	Motorcraft® Threadlock and Sealer
XL-12	Motorcraft® Transfer Case Fluid
56761-S439	Bolt - Two Piece Driveshaft - Econoline Center Bearing
W711116-S439	Bolt - 2008 F-150 Multi-piece Driveshaft Center Bearing
7L1Z-4B496-C	Front Driveshaft Fasteners - 2009-2010 F-150 4X4 (2 req.)
7L1Z-4B496-D	Front Driveshaft Fasteners - 2009-2010 F-150 4X4 (3 req.)
W716375-S900	Transfer Case Bolts - 2009-2010 F-150 4X4 (9 req)
E7TZ-7086-A	Gasket - Transfer Case
BW7Z-19712-A	A/C Condenser-Cooler - Crown Victoria/Grand Marquis/Town Car
7902	Torque Converter Assembly - See The Dealer Catalog For Proper Replacement Part
7000	Transmission Assembly - See The Dealer Catalog For Proper Replacement Part

OPERATION	DESCRIPTION	TIME
150179A	2008-2011 Crown Victoria, Grand Marquis And Town Car: Check DTCs, Inspect Fluid Pan, Replace Transmission, Flush Cooler Lines, Replace The Transmission Fluid Cooler Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations Except C When Required)	5.0 Hrs.

OPERATION	DESCRIPTION	TIME
150179A	2008-2010 / 2013-2014 Econoline 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Replace Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations Except C When Required)	4.3 Hrs.
150179A	2008 F-150 4X2 4.2L 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Replace Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations Except C When Required)	3.8 Hrs.
150179A	2008 F-150, Mark LT 4X2 4.6L/5.4L 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Replace Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations Except C When Required)	4.0 Hrs.
150179A	2009-2010 F-150 4X2 4.6L SOHC 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Replace Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations Except C When Required)	5.0 Hrs.
150179A	2008 F-150, Mark LT 4X4 4.6L/5.4L 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Replace Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations Except C When Required)	5.4 Hrs.
150179A	2009-2010 F-150 4X4, 4.6L SOHC 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Replace Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations Except C When Required)	6.4 Hrs.
150179B	2009-2010 F-150 4X2 4.6L SOHC 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Repair Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations)	9.8 Hrs.
150179B	2008 F-150, Mark LT 4X4 4.6L/5.4L 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Repair Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations)	10.2 Hrs.
150179B	2009-2010 F-150 4X4, 4.6L SOHC 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Repair Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations)	11.1 Hrs.
150179B	2008-2011 Crown Victoria, Grand Marquis And Town Car: Check DTCs, Inspect Fluid Pan, Repair Transmission, Flush Cooler Lines, Replace The Transmission Fluid Cooler Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations)	9.8 Hrs.
150179B	2008-2010 / 2013-2014 Econoline 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Repair Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations)	9.1 Hrs.

OPERATION	DESCRIPTION	TIME
150179B	2008 F-150 4X2 4.2L 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Repair Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations)	8.6 Hrs.
150179B	2008 F-150, Mark LT 4X2 4.6L/5.4L 4R75E Transmission: Check DTCs, Inspect Fluid Pan, Repair Transmission, Flush Cooler/Cooler Lines, Includes Time To Remove And Install Transmission And Post Road Test (Do Not Use With Any Other Labor Operations)	8.9 Hrs.
150179C	Additional Time When Prior Approval Is Required (Can Be Claimed With Operation A)	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

BASIC PART NO.	CONDITION CODE
7A399	14

6.8L – STATIONARY SECONDARY ELEVATED IDLE CONTROL (SEIC) POWER TAKE OFF (PTO) INOPERATIVE - BUILT ON OR BEFORE 10/22/2015	TSB 15-0180

FORD:

2016 F-650, F-750

ISSUE

Some 2016 F-Super Duty 650/750 vehicles equipped with a 6.8L engine may exhibit an inoperative PTO due to wiring circuit CE326 being installed in the incorrect powertrain control module (PCM) connector cavity of C175B.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the vehicle build date. Was the vehicle built on or before 10/22/2015?
   a. Yes - proceed to Step 2.
   b. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for PTO Controls Diagnostics or the Truck Body Builders Advisory Service website, the Body Builders Layout Book or the Special Vehicle Engineering Quality Bulletin Index for the latest information on Stationary SEIC operation.
2. Locate PCM connector C175B. Refer to Wiring Diagram, Electronic Engine Controls. Disconnect C175B from the PCM. Refer to WSM, Section 303-14. (Figure 1)

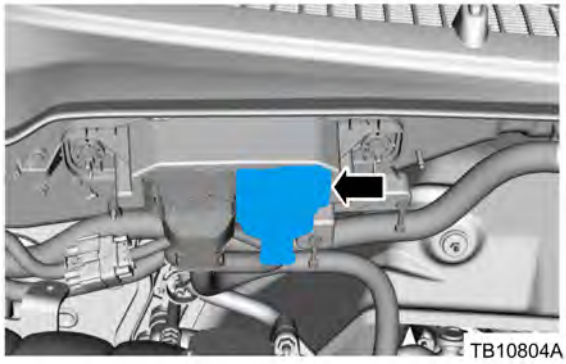


Figure 1 - Article 15-0180

3. Cut the tie strap securing the wire dress cover to the bundle and remove the wire dress cover. (Figure 2)

 Online Publication Date November 25, 2015

Figure 2 - Article 15-0180

4. Is circuit CE326 (BU-WH) located in connector C175B cavity 96? (Figure 3)

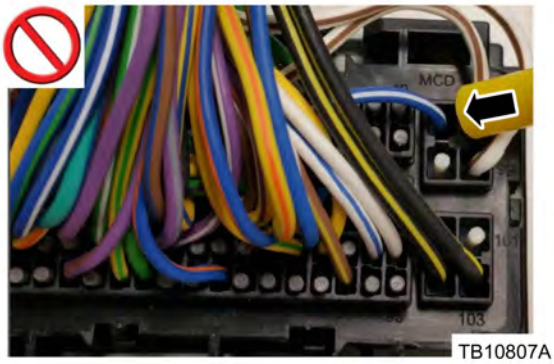


Figure 3 - Article 15-0180

   a. Yes - proceed to Step 5.
   b. No - this article does not apply. Refer to PC/ED manual for normal diagnosis.

5. Remove the grey terminal lock insert from the front of connector C175B. (Figure 4)

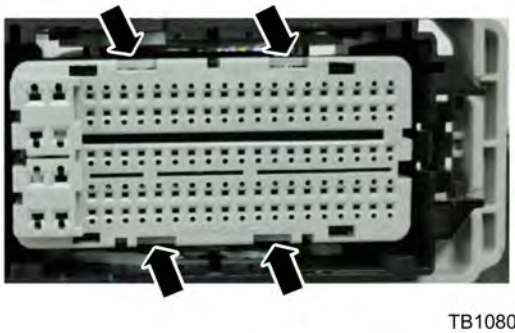


Figure 4 - Article 15-0180

6. Using wire terminal release tool NUD 900-001 or equivalent, remove the plug from cavity 98.
7. Remove circuit CE326 (BU/WH) from cavity 96 and insert it in cavity 98 using the wire terminal release tool. (Figure 5)
8. Install the plug removed from cavity 98 into cavity 96.

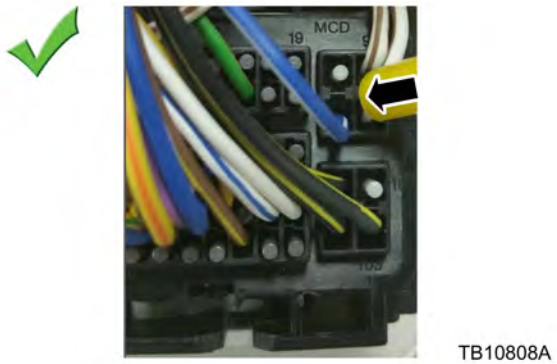


Figure 5 - Article 15-0180

9. Reinstall the grey terminal lock insert in the front of the connector until fully seated.
10. Reinstall the wire dress cover and secure it to the bundle using a tie strap.
11. Connect C175B to the PCM. Refer to WSM Section, 303-14.

Obtain Locally
Part Description
Tie Strap

OPERATION	DESCRIPTION	TIME
150180A	2016 F-Super Duty 650/750: Correct Wire Terminal Location Following The Service Procedure (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

BASIC PART NO.	CONDITION CODE
12A581	x7

LUGGAGE COMPARTMENT LID WILL NOT STAY OPEN	TSB 15-0181

FORD:

2013-2016 Fusion

This article supersedes TSB **13-5-18** to remove the production fix date, model line versions, update the vehicle model years, Service Procedure and Part List.

ISSUE

Some 2013-2016 Fusion vehicles may exhibit a concern with the luggage compartment lid not staying open.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Paint to match the replacement upper and lower torsion bars based on vehicle configuration. Refer to Workshop Manual (WSM), Section 100-01 for exterior color paint code.
2. Remove the two (2) push pin fasteners securing the luggage compartment lid striker trim cover and remove the cover.
3. Remove the spare tire cover.
4. Remove the four (4) cargo net fasteners and the two (2) push pin fasteners securing the luggage compartment trim. Position the right and left side trim aside.
5. Support the luggage compartment lid in the full open position.
6. Remove the nylon tie strap holding the torsion bars.
7. Release the clip securing the luggage compartment lid torsion bar. (Figure 1)

Figure 1 - Article 15-0181

8. Hold the torsion bar using large tongue and groove pliers or equivalent. (Figure 2)

 Online Publication Date November 25, 2015

Figure 2 - Article 15-0181

9. Lift up and push forward to remove the torsion bar from the bracket.
    a. Release the tension by allowing the tongue and groove pliers to slowly rotate forward.
10. Remove the torsion bar from the opposite side hinge assembly.
11. Repeat Steps 4 through 9 to remove the 2nd torsion bar.
12. To install, reverse the removal procedure.
    a. Make sure the torsion bars are installed in the lower notch and not placed in the slot. (Figure 3)

Figure 3 - Article 15-0181

13. Install a nylon tie strap in the same orientation as removed.
14. Reposition the luggage compartment trim and install the fasteners.
15. Install the spare tire cover.
16. Install the luggage compartment lid striker trim cover and fasteners.

Obtain Locally
Part Description
Nylon Tie Strap
Paint

PART NUMBER	PART NAME
DS7Z-5444890-F	Torsion Bar - Lower - Spoiler Equipped
DS7Z-5444891-F	Torsion Bar - Upper - Spoiler Equipped

PART NUMBER	PART NAME
DS7Z-5444890-H	Torsion Bar - Lower - Without Spoiler
DS7Z-5444891-H	Torsion Bar - Upper - Without Spoiler

OPERATION	DESCRIPTION	TIME
150181A	2013-2016 Fusion: Replace Both Torsion Bars Following The Service Procedure (Can Be Used With Operation B) (Do Not Use With Any Labor Operations Outside Of this Article)	0.5 Hr.
150181B	2013-2016 Fusion: Additional Time To Paint The Replacement Torsion Bars (Can Be Used With Operation A) (Do Not Use With Any Labor Operations Outside Of this Article)	1.0 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
5444890	42

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

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

November 9, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14B07**
Certain 2013 through 2014 Model Year C-Max Hybrid and Fusion Hybrid Vehicles
Transmission Inspection and Repair

REF : **TSB 14-0214** - HF35 Transmission - Thumping/Rubbing Or Grinding Noise
Dated November 13, 2014

PROGRAM TERMS

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

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of May 31, 2016 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available on December 4, 2015) to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit transfer shaft gear assembly-to-damper housing contact, which requires a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion Hybrid	2013-2014	Hermosillo	November 30, 2012 through January 21, 2014
C-Max Hybrid	2013-2014	Michigan	August 8, 2012 through June 17, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Under certain driving conditions, the transfer shaft gear assembly bearing may fail prematurely. This can result in thumping, rubbing, or grinding noises from the transmission, and may be accompanied by the illumination of the powertrain fault indicator (wrench light) in the instrument cluster.

SERVICE ACTION

Dealers are to disassemble and inspect the transmission for damage or excessive wear, then either repair or replace the transmission as needed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Technical Assistance Center prior approval is not required if the transmission requires replacement under this program.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of November 16, 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,

Michael A. Berardi

Customer Satisfaction Program 14B07
Certain 2013 through 2014 Model Year C-Max Hybrid and Fusion Hybrid Vehicles
Transmission Inspection and Repair

OASIS ACTIVATION

OASIS will be activated on November 9, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on November 9, 2015. Owner names and addresses will be available by December 4, 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

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

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

ADDITIONAL LABOR TIME AND/OR PARTS

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).

Customer Satisfaction Program 14B07
Certain 2013 through 2014 Model Year C-Max Hybrid and Fusion Hybrid Vehicles
Transmission Inspection and Repair

OWNER REFUNDS

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

RENTAL VEHICLES

If you have a unique circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

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 (14B07) 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.
- Submit refunds on a separate repair line.
  - Program Code: 14B07
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- PROGRAM TERMS: This program will be in effect through May 31, 2016. There is no mileage limit for this program.

Customer Satisfaction Program 14B07
Certain 2013 through 2014 Model Year C-Max Hybrid and Fusion Hybrid Vehicles
Transmission Inspection and Repair

LABOR ALLOWANCES

Description	Vehicle Type	Labor Operation	Labor Time
Inspect and repair transmission (passes inspection)	C-Max Hybrid	14B07B	11.6 Hours
	Fusion Hybrid		9.9 Hours
Inspect and replace transmission (fails inspection)	C-Max Hybrid	14B07C	10.0 Hours
	Fusion Hybrid		8.3 Hours
Set front end toe – vehicles without Lane Departure Warning System (use with either 14B07B or 14B07C)	Fusion Hybrid	14B07D	0.6 Hours
Set front end toe – vehicles with Lane Departure Warning System (use with either 14B07B or 14B07C)	Fusion Hybrid	14B07F	0.8 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

For simplicity, parts requirements for Fusion Hybrid vehicles and C-Max Hybrid vehicles have been separated into different tables. Each table contains three sections as follows:

- Parts that are common to both repair options (transmission repair and transmission replacement)
- Additional parts that are to be used only for transmission repair (transmission passed inspection)
- Additional parts that are to be used only for transmission replacement (transmission failed inspection)

See Page 2 for Fusion Hybrid parts and Page 3 for C-Max Hybrid parts.

Customer Satisfaction Program 14B07
Certain 2013 through 2014 Model Year C-Max Hybrid and Fusion Hybrid Vehicles
Transmission Inspection and Repair

Part Number	**Description – *Fusion Vehicles Only***	**Order Quantity**
Use the parts below for both transmission repair <u>and</u> transmission replacement		
W714878-S439	Steering shaft bolt (4/package, 1 needed)	1
W520215-S440	Outer tie rod end nut (4/package, 2 needed)	1
W705606-S440	Lower stabilizer bar link nut (2/package, 2 needed)	1
W500545-S439	Lower ball joint bolt (4/package, 2 needed)	1
W520214-S442	Lower ball joint nut (1/package, 2 needed)	2
W716457-S439	Subframe bolts (4/package, 4 needed)	1
BB5Z-4B422-B	LH halfshaft circlip	1
W520102-S442	RH halfshaft bearing support nuts (4/package, 2 needed)	1
Use the *additional* parts below for <u>transmission repair only</u> (passed inspection)		
FG9Z-7000-C	Transmission end cover service kit	1
DG9Z-7048-A	Input shaft seal	1
BB5Z-1S177-C	RH output seal	1
9L8Z-1177-G	LH output seal	1
ZC-30-A	Motorcraft silicone gasket remover	1
TA-29	Motorcraft ultra silicone sealant	1
ZC-31-B	Motorcraft metal surface prep wipes (25 per package, 2 needed)	1
XT-10-QLVC	Motorcraft automatic transmission fluid (1 quart bottles – 6 quarts needed for flushing the transmission cooler and lines and 5 quarts needed for refilling the transmission after repairs)	11
Use the *additional* parts below for <u>transmission replacement only</u> (failed inspection)		
DM5Z-7000-K	Automatic transmission assembly	1
XT-10-QLVC	Motorcraft automatic transmission fluid (1 quart bottles – 6 quarts needed for flushing the transmission cooler, 3 quarts allowed for topping off the transmission)	9

Customer Satisfaction Program 14B07
Certain 2013 through 2014 Model Year C-Max Hybrid and Fusion Hybrid Vehicles
Transmission Inspection and Repair

Part Number	Description – *C-Max Vehicles Only*	Order Quantity
Use the parts below for both transmission repair <u>and</u> transmission replacement		
CV6Z-9448-A	Exhaust manifold gasket	1
W704474-S437	Exhaust manifold stud (4/package, 7 needed)	2
W713095-S437	Exhaust manifold nut (4/package, 7 needed)	2
CV6Z-9450-B	Exhaust flange gasket	1
W520103-S442	Exhaust flange nuts (4/package, 2 needed)	1
DS7Z-19B596-A	Refrigerant hose seal kit	1
AE5Z-4B422-A	LH halfshaft circlip	1
CV6Z-3B477-A	Halfshaft nut and washer (1/package, 2 needed)	2
W520102-S442	RH halfshaft bearing support nuts (4/package, 2 needed)	1
W715491-S442	Lower ball joint bolt (4/package, 2 needed)	1
W520415-S442	Lower ball joint nut (4/package, 2 needed)	1
VC-3DIL-B	Motorcraft® orange antifreeze/coolant (1 gallon pre-diluted)	2
Use the *additional* parts below for <u>transmission repair only</u> (passed inspection)		
FG9Z-7000-C	Transmission end cover service kit	1
DG9Z-7048-A	Input shaft seal	1
BB5Z-1S177-C	RH output seal	1
9L8Z-1177-G	LH output seal	1
ZC-30-A	Motorcraft silicone gasket remover	1
TA-29	Motorcraft ultra silicone sealant	1
ZC-31-B	Motorcraft metal surface prep wipes (25 per package, 2 needed)	1
XT-10-QLVC	Motorcraft automatic transmission fluid (1 quart bottles – 6 quarts needed for flushing the transmission cooler and lines and 5 quarts needed for refilling the transmission after repairs)	11
Use the *additional* parts below for <u>transmission replacement only</u> (failed inspection)		
DM5Z-7000-K	Automatic transmission assembly	1
XT-10-QLVC	Motorcraft automatic transmission fluid (1 quart bottles – 6 quarts needed for flushing the transmission cooler, 3 quarts allowed for topping off the transmission)	9

Customer Satisfaction Program 14B07
Certain 2013 through 2014 Model Year C-Max Hybrid and Fusion Hybrid Vehicles
Transmission Inspection and Repair

PARTS REQUIREMENTS / ORDERING INFORMATION, Continued

The DOR/COR number for this program is 51012.

Order your parts requirements through normal order processing channels.

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330 per repair is being provided in lieu of part mark-up for transmission assemblies if the transmission fails the inspection and must be replaced.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2013 - 2014 MODEL YEAR C-MAX HYBRID AND FUSION HYBRID VEHICLES — TRANSMISSION INSPECTION AND REPAIR

OVERVIEW

Under certain driving conditions, the transfer shaft gear assembly bearing may fail prematurely. This can result in thumping, rubbing, or grinding noises from the transmission, and may be accompanied by the illumination of the powertrain fault indicator (wrench light) in the instrument cluster. Dealers are to disassemble and inspect the transmission for damage or excessive wear, then either repair or replace the transmission as needed.

SERVICE PROCEDURE

1. Remove the transmission assembly. Please follow the Workshop Manual (WSM) procedures in Section 307-01.

2. Flush transmission fluid cooling system. Please follow the WSM procedures in Section 307-02.

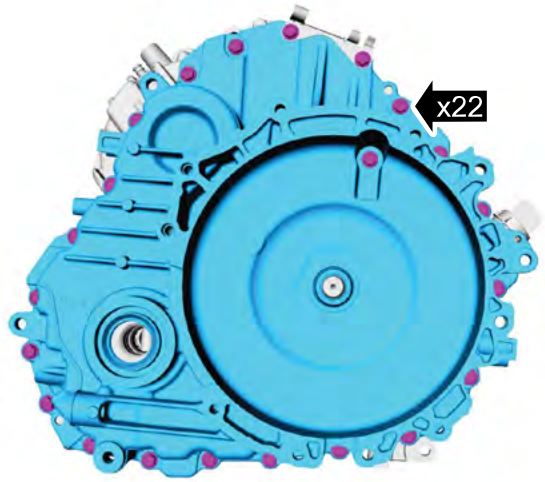
3. Follow the Transmission - Disassembly and Inspection Procedure starting on Page 2.

    - Is contact or wear present on damper housing or any of the gears or bearings?

        - No - Proceed to Transmission - Repair and Assembly Procedure starting on Page 4.
        - Yes - Install a *new* transmission assembly. Please follow the WSM procedures in Section 307-01.

Transmission - Disassembly and Inspection Procedure

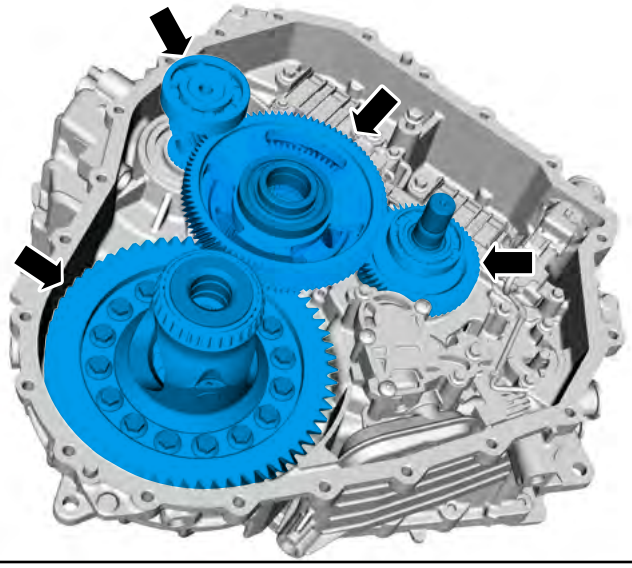
1. Remove the bolts and the damper housing. See Figure 1.



E151264

FIGURE 1

2. Remove the transfer shaft gear assembly, traction motor drive gear assembly, final drive input gear assembly, and the differential carrier gear assembly. See Figure 2.



1452A

FIGURE 2

3. Inspect the damper housing for contact or wear from the transfer shaft gear assembly. See Figure 3. Also inspect all gears and bearings (removed in Step 2) for damage or excessive wear. Are any concerns present?

   - No - Proceed to Transmission - Repair and Assembly Procedure starting on Page 4.
   - Yes - Install a *new* transmission assembly. Please follow the WSM procedures in Section 307-01.

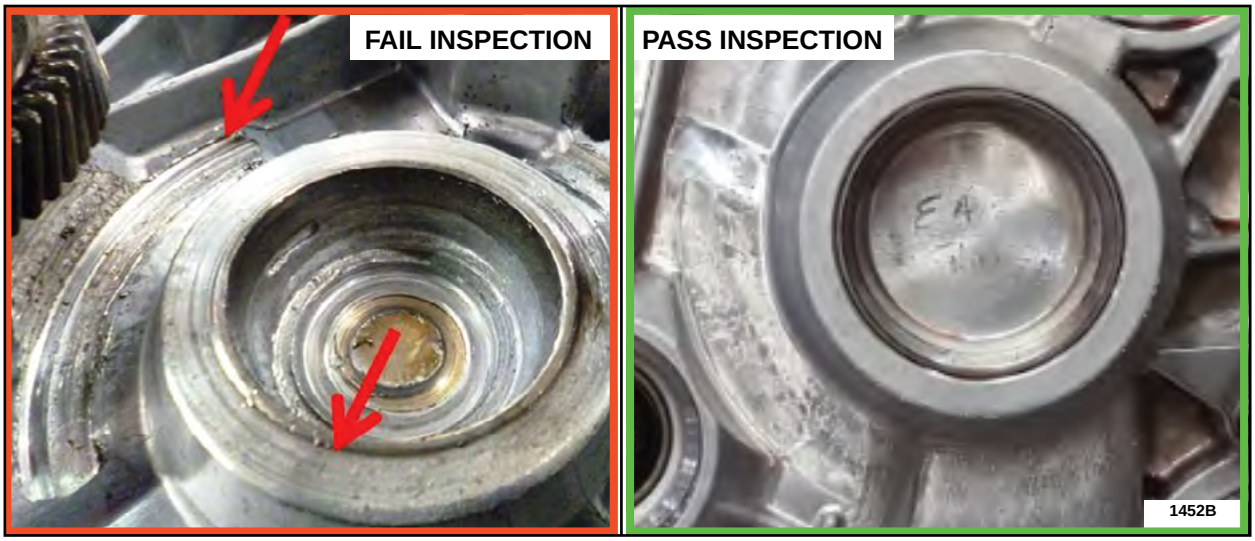
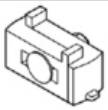


FIGURE 3

Transmission - Repair and Assembly Procedure

Special Tool(s) / General Equipment

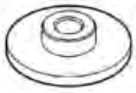
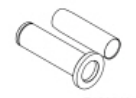
Disassembly

 307-163	307-163 (T86P-70043-A) Remover, Stator Case Bearing TKIT-1986-F TKIT-1986-LM
	307-586 Remover, Differential Bearing Cup TKIT-2006UF-FLM TKIT-2006UF-ROW
 E135106	308-001 (T58L-101-B) Remover, Pilot Bearing
Hydraulic Press	
Puller	
Punch	

Differential - Disassembly and Assembly

 E216590	204-069 (T81P-1104-C) Remover/Installer, Front Wheel Hub
	307-587 Installer and Guide, Differential Bearing TKIT-2006UF-FLM TKIT-2006UF-ROW
Hydraulic Press	
Puller	

Assembly

 E142000	204-029 Drawbar
 E133913	205-153 (T80T-4000-W) Handle
	307-541 Installer, Transfer Gear Bearing TKIT-2005D1-F
	307-576 Installer, Bearing Cup TKIT-2006UF-FLM TKIT-2006UF-ROW
	307-591 Shim Gauge, Differential/Transfer Gear Bearing TKIT-2006UF-FLM TKIT-2006UF-ROW
 E216426	307-626 Installer, Differential Seal TKIT-2008ET-FLM TKIT-2008ET-ROW
 E129543	307-672 Installer, Input Guide and Seal TKIT-2010D-FLM TKIT-2010D-ROW
 E152368	307-692 Tool, Transfer Gear Preload TKIT-2012C-FL TKIT-2012C-ROW TKIT-2012C-ROW2
 E152369	307-693 Installer, Transfer Gear Bearing Cup TKIT-2012C-FL TKIT-2012C-ROW TKIT-2012C-ROW2
Feeler Gauge	
Hydraulic Press	

1. Using the special tools, remove and discard the transmission side transfer gear bearing cup. See Figure 4.

    - Use Special Service Tools: 308-001 Remover, Pilot Bearing and 307-163 Remover, Stator Case Bearing.

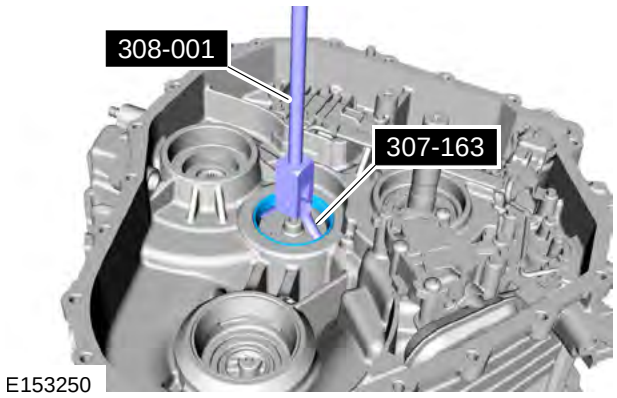


FIGURE 4

2. Remove and discard the LH halfshaft seal. See Figure 5.

    - Use the General Equipment: Punch.

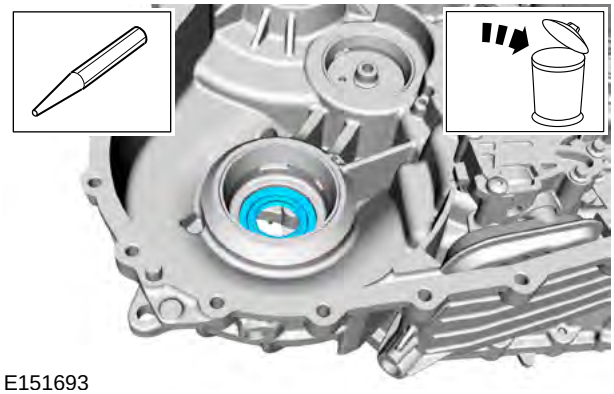
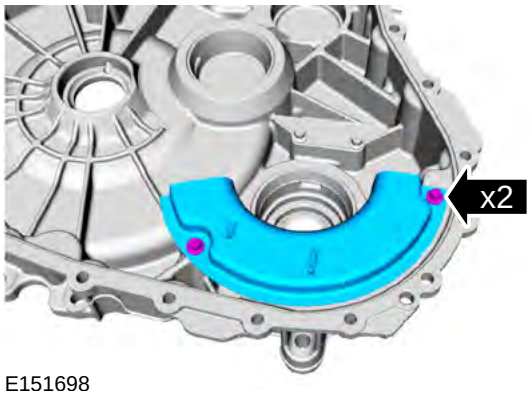


FIGURE 5

3. Remove the retainers and the transmission fluid oil sump baffle. See Figure 6.

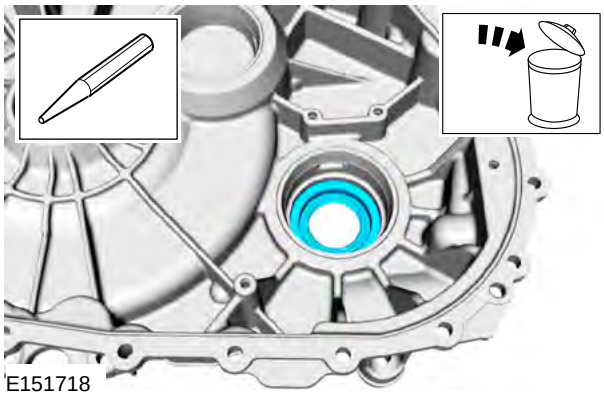


E151698

FIGURE 6

4. Remove and discard the RH halfshaft seal. See Figure 7.

- Use the General Equipment: Punch.

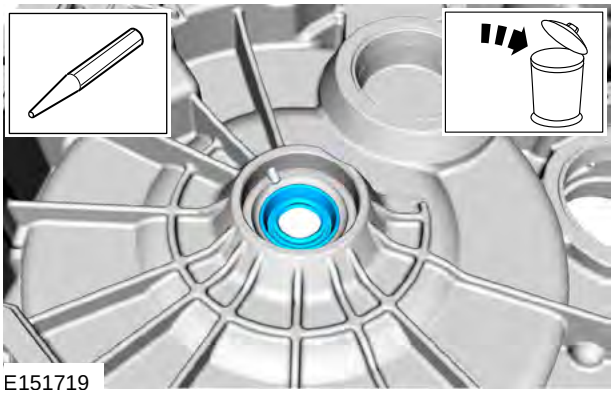


E151718

FIGURE 7

5. Remove and discard the input shaft oil seal. See Figure 8.

- Use the General Equipment: Punch.



E151719

FIGURE 8

6. Remove and discard the damper housing side transfer gear bearing cup. See Figure 9.

    - Use Special Service Tool: 308-001 Remover, Pilot Bearing and 307-163 Remover, Stator Case Bearing.

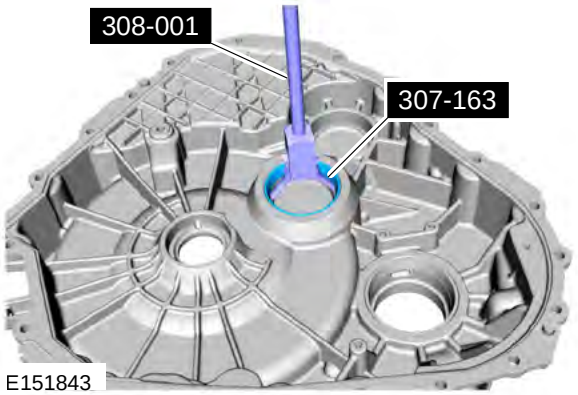


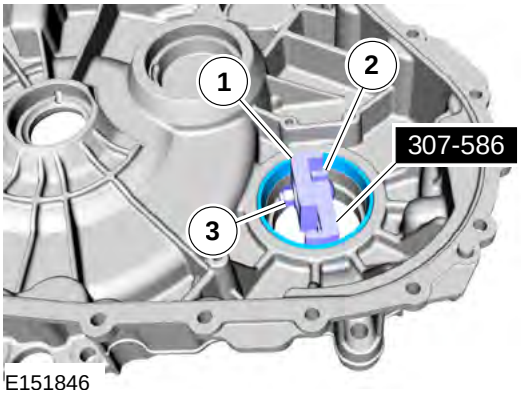
FIGURE 9

7. Remove and discard the transfer shaft preload shim. See Figure 10.

FIGURE 10

8. Install 307-586 Remover, Differential Bearing Cup onto the damper housing bearing cup. See Figure 11.

    1. Position the 307-586 Remover, Differential Bearing Cup in the damper housing with the tabs on the 307-586 Remover, Differential Bearing Cup aligned with the slots in the damper housing.
        - Use Special Service Tool: 307-586 Remover, Differential Bearing Cup.
    2. Expand the 307-586 Remover, Differential Bearing Cup by hand.
    3. While holding the 307-586 Remover, Differential Bearing Cup in the expanded position with the tabs in the slots of the damper housing, tighten the nut.



E151846

FIGURE 11

9. Remove and discard the damper housing side differential bearing cup. See Figure 12.

    - Use Special Service Tool: 307-586 Remover, Differential Bearing Cup.
    - Use the General Equipment: Hydraulic Press.

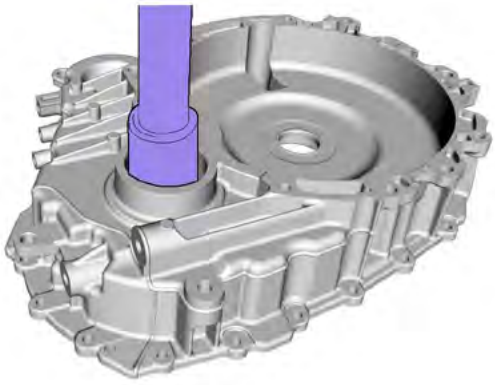

E151856

FIGURE 12

10. Remove and discard the differential preload shim. See Figure 13.

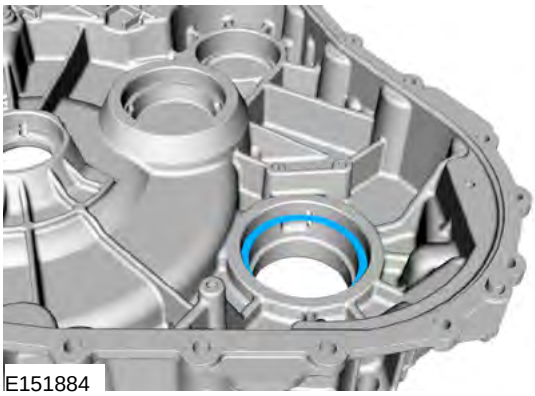


FIGURE 13

11. Remove and discard the upper differential bearing using a Bearing Puller and Step Plate. See Figure 14.

    - Use Special Service Tool: 204-069 Remover/Installer, Front Wheel Hub.
    - Use the General Equipment: Puller.

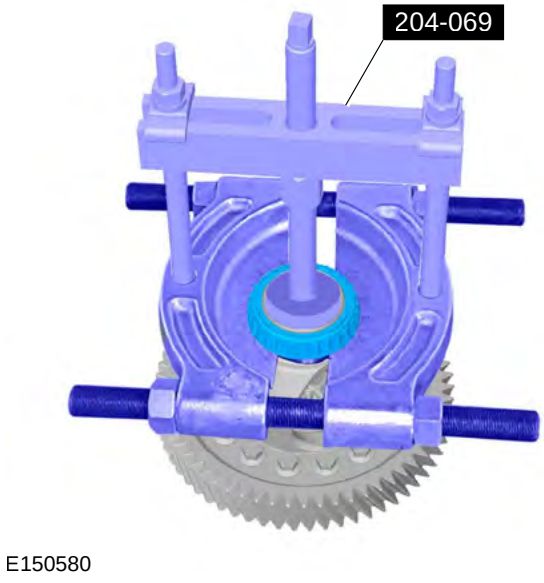


FIGURE 14

12. Install the *new* upper differential bearing. See Figure 15.

- Use Special Service Tool: 307-587 Installer and Guide, Differential Bearing.
- Use the General Equipment: Hydraulic Press.

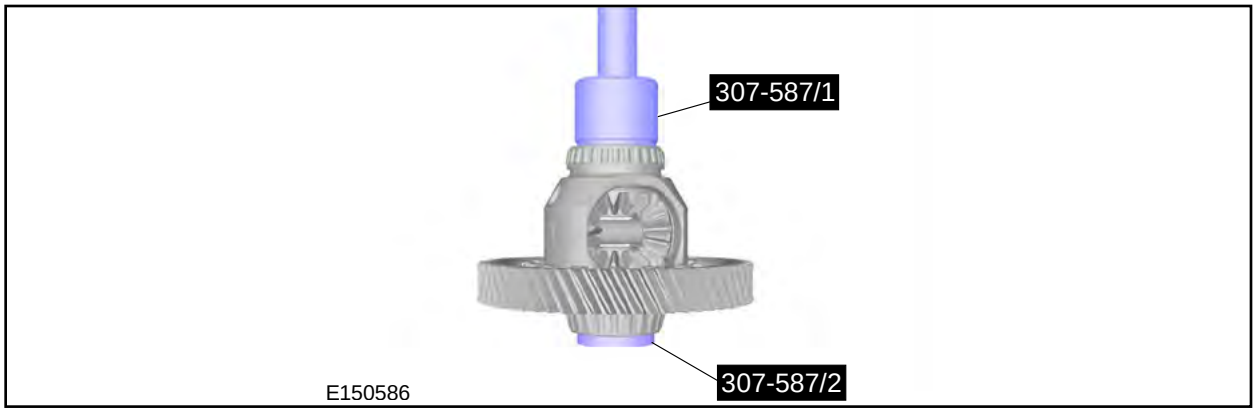


FIGURE 15

13. **NOTICE: Do not use metal scrapers, wire brushes, power abrasive discs, or other abrasive means to clean sealing surfaces. These tools cause scratches and gouges which make leak paths.**

Make sure that the transmission mating faces are clean and free of foreign material. Please follow RTV Sealing Surface Cleaning and Preparation in WSM Section 303-00 - Engine System - General Information, General Procedures. See Figures 16 and 17.

NOTE: Do not apply metal surface prep at this time. This should be applied just before the silicone sealant is applied, during assembly.

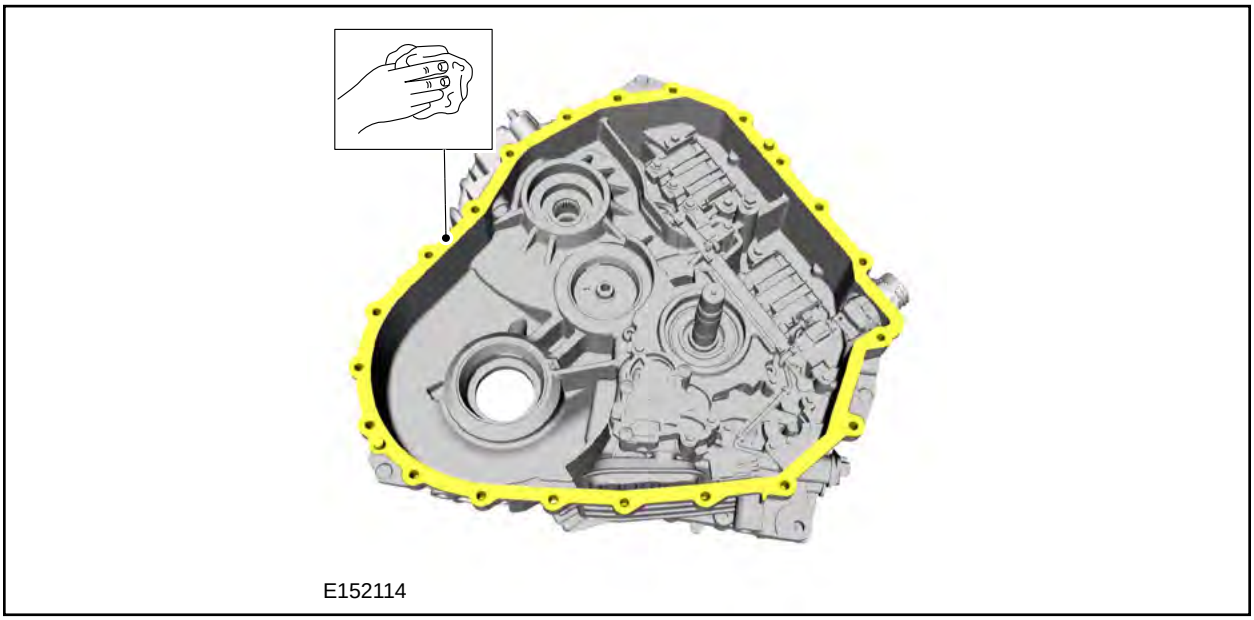


FIGURE 16

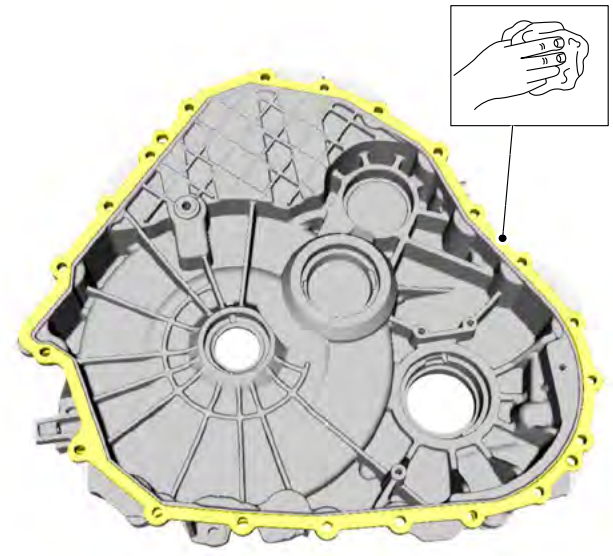
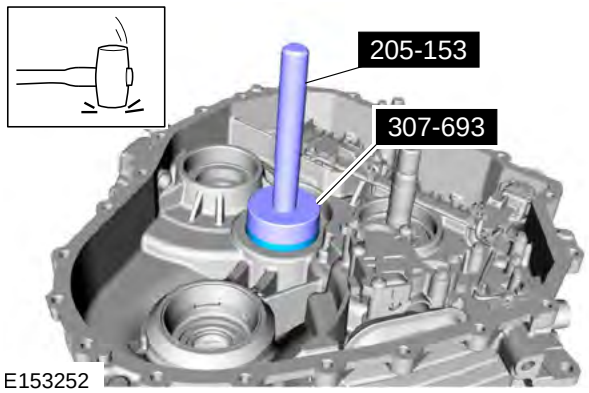

E152113

FIGURE 17

14. Install the *new* transmission case side transfer shaft bearing cup. See Figure 18.

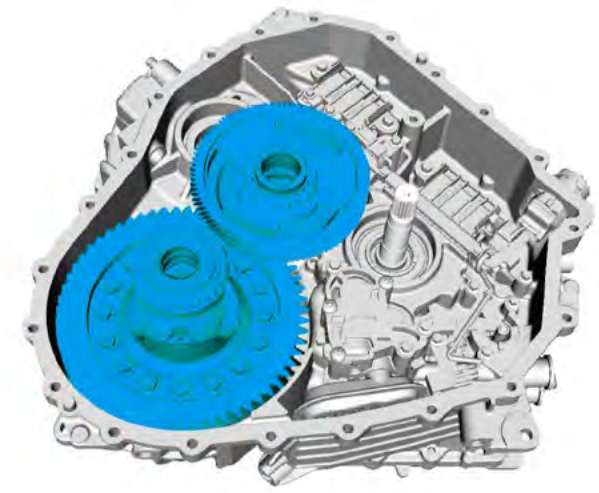
- Use Special Service Tool: 205-153 Handle and 307-693 Installer, Transfer Gear Bearing Cup.



E153252

FIGURE 18

15. Install the *new* transfer shaft gear assembly and the differential carrier gear assembly. See Figure 19.



E152160

FIGURE 19

16. Place the *new* differential bearing cup and the *new* transfer shaft bearing cup on the bearings. See Figure 20.

E151960

FIGURE 20

17. Install the special tools on top of the bearing cups. See Figure 21.

    - Use Special Service Tool: 307-591 Shim Gauge, Differential/Transfer Gear Bearing and 307-692 Tool, Transfer Gear Preload.

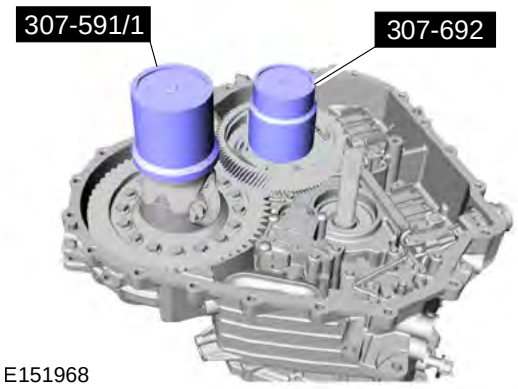


FIGURE 21

NOTE: Make sure that the silicone has been cleaned off the machined surface of the transmission case and the damper housing before installing the 307-591/3 Shim Gauge, Differential/Transfer Gear Bearing (4 spacers) or the preload measurement may be inaccurate.

18. Install the special tools, placing the spacers on the studs. See Figures 22 and 23.

    - Use Special Service Tool: 307-591 Shim Gauge, Differential/Transfer Gear Bearing.

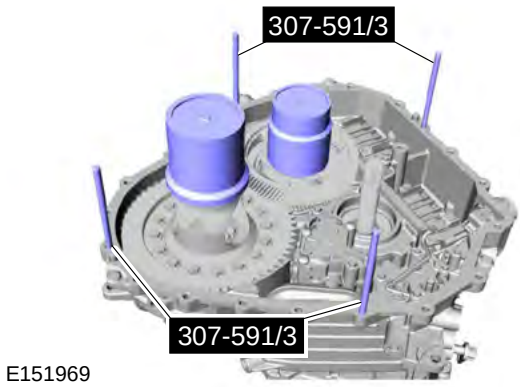


FIGURE 22

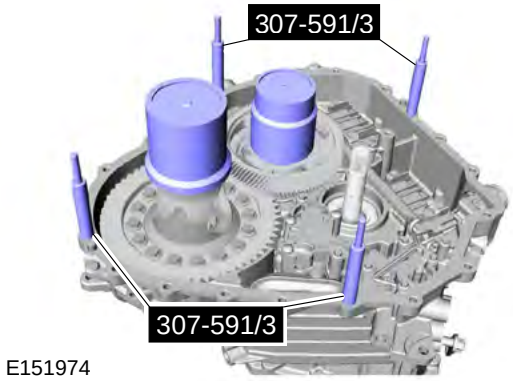


FIGURE 23

19. Install the damper housing on the special tools. See Figure 24.

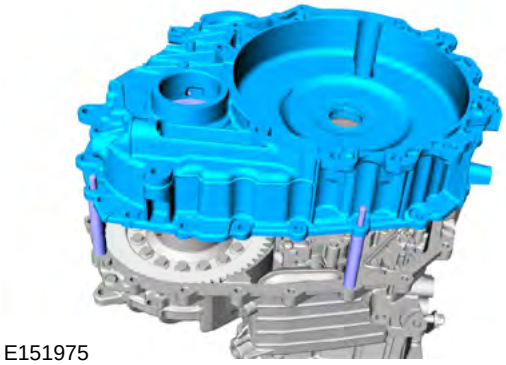


FIGURE 24

20. Install the nuts on the studs. See Figure 25.

- Use Special Service Tool: 307-591 Shim Gauge, Differential/Transfer Gear Bearing.
- Tighten to 18 lb.ft (24 Nm).

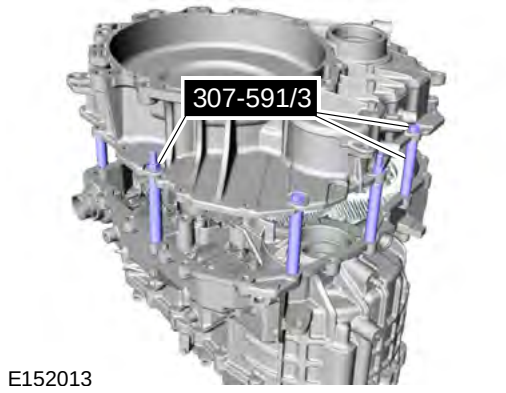


FIGURE 25

21. Rotate the transfer shaft and the differential several times to seat the bearing cups. See Figure 26.

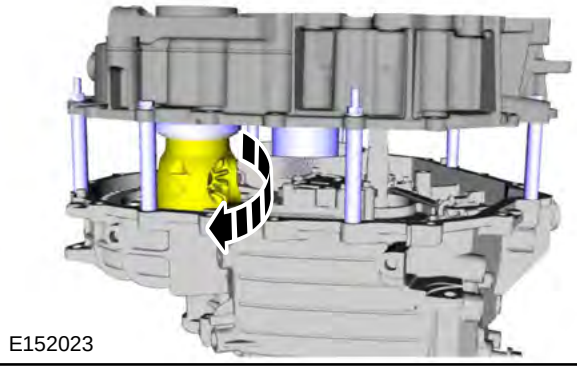


FIGURE 26

22. Using a feeler gauge, measure and record the smallest and largest preload gap on the 307-591/1 Shim Gauge, Differential/Transfer Gear Bearing. Average the two measurements to get the measurement needed when referring to the shim chart for proper shim selection. See Figure 27.

    - Refer to the WSM Specifications chart for proper shim selection/part number, (307-01 Automatic Transmission - Automatic Transmission - HF35, Specifications).

NOTE: Measurements and shim thicknesses are not the same.

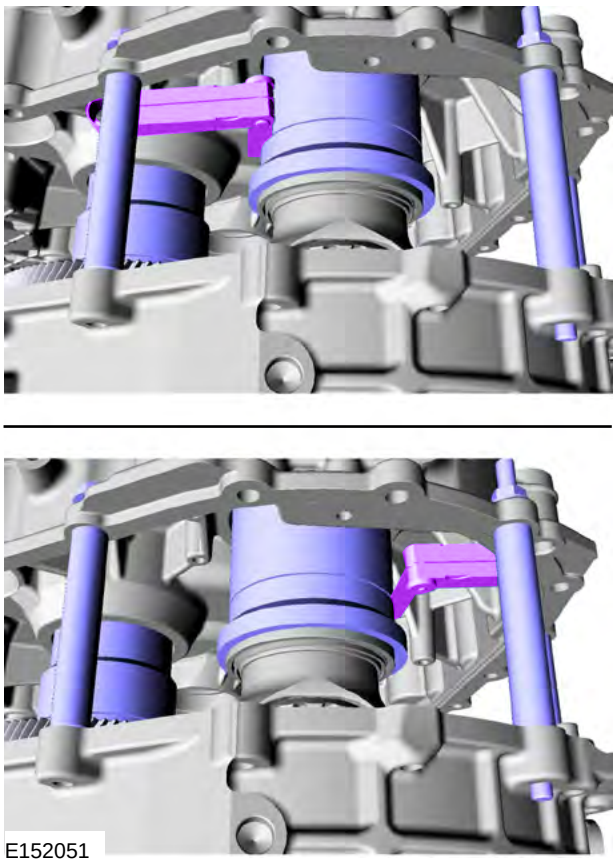


FIGURE 27

23. Using a feeler gauge measure and record the smallest and largest preload gap on the 307-692 Tool, Transfer Gear Preload. Average the two measurements to get the measurement needed when referring to the shim chart for proper shim selection. See Figure 28.

    - Refer to the WSM Specifications chart for proper shim selection/part number, (307-01 Automatic Transmission - Automatic Transmission - HF35, Specifications).

NOTE: Measurements and shim thicknesses are not the same.

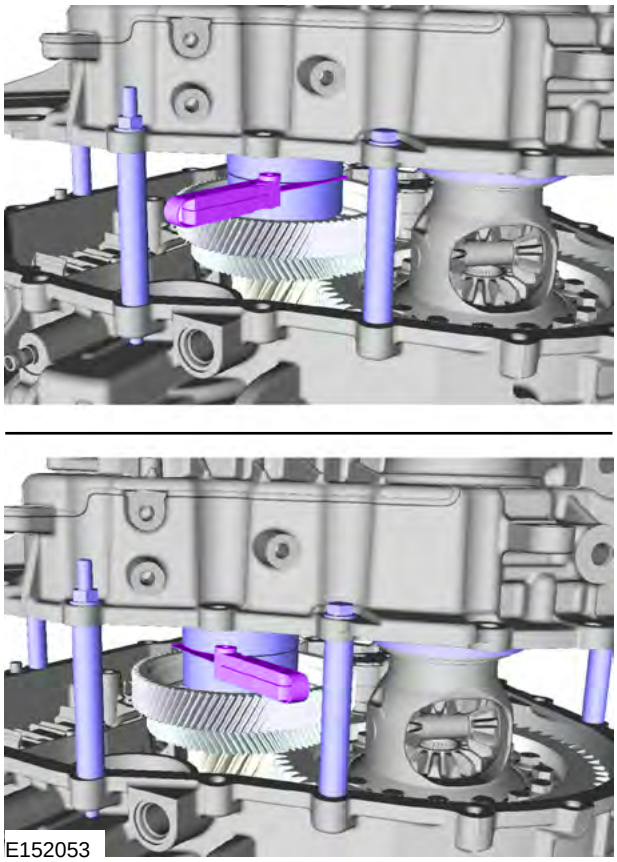


FIGURE 28

24. Install the *new* transfer shaft preload shim. See Figure 29.

FIGURE 29

25. Using the special tools, install the *new* damper housing side transfer gear bearing cup. See Figure 30.

    - Use Special Service Tool: 205-153 Handle and 307-693 Installer, Transfer Gear Bearing Cup.

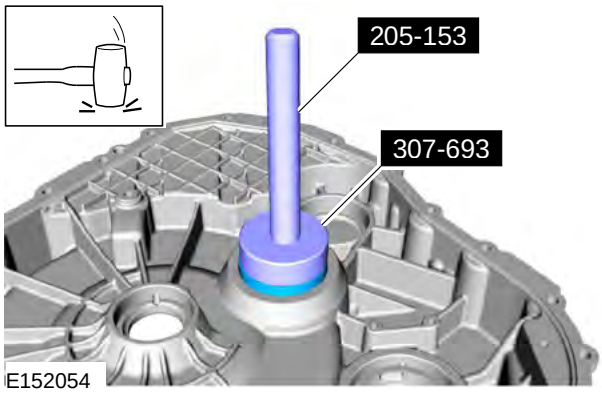


FIGURE 30

26. Install the *new* differential preload shim. See Figure 31.

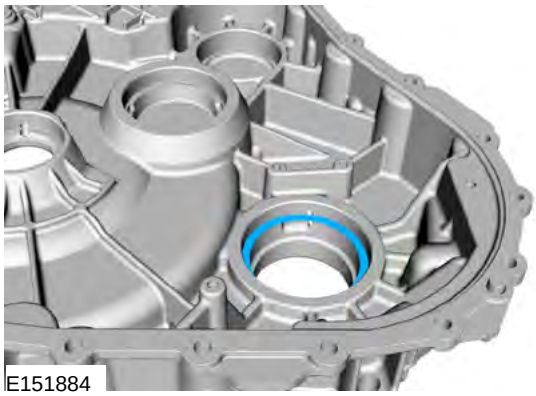


FIGURE 31

27. Using the special tools, install the *new* damper housing side differential bearing cup. See Figure 32.

    - Use Special Service Tool: 204-029 Drawbar, 307-541 Installer, Transfer Gear Bearing and 307-576 Installer, Bearing Cup.

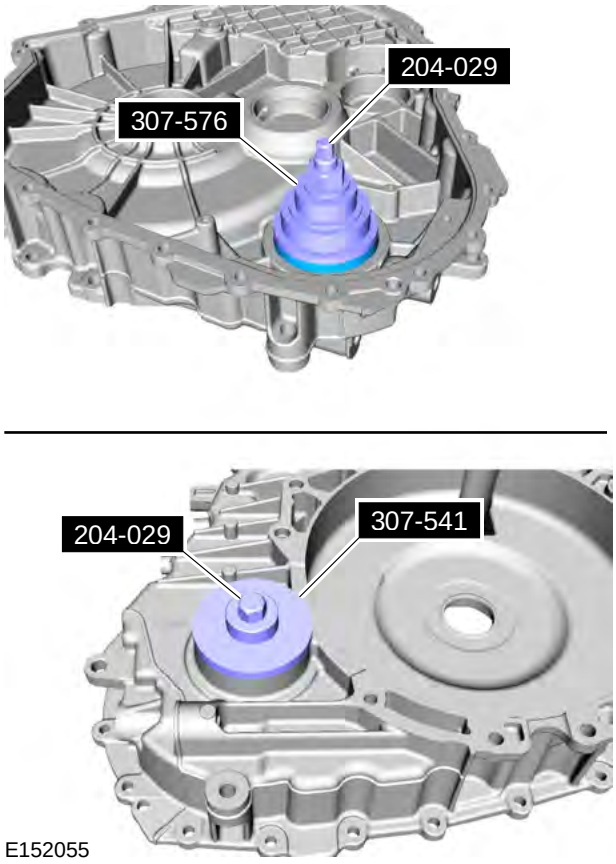


FIGURE 32

28. Using the special tool, install the *new* input shaft oil seal. See Figure 33.

- Use Special Service Tool: 307-672 Installer, Input Guide and Seal.

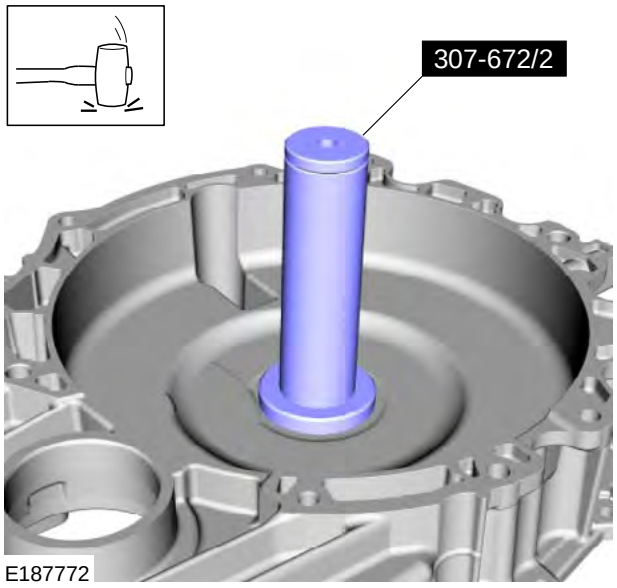


FIGURE 33

29. Using the special tool, install the *new* RH halfshaft seal. See Figure 34.

- Use Special Service Tool: 205-153 Handle and 307-626 Installer, Differential Seal.

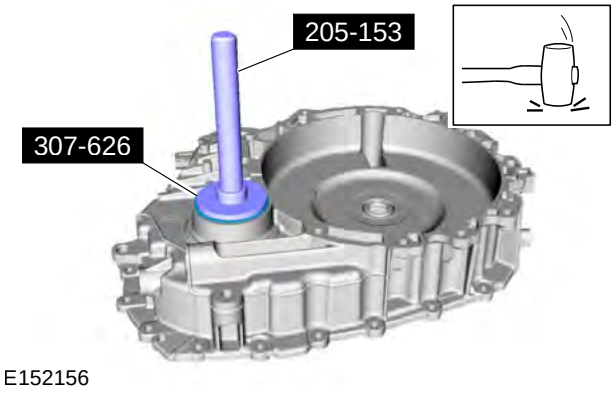
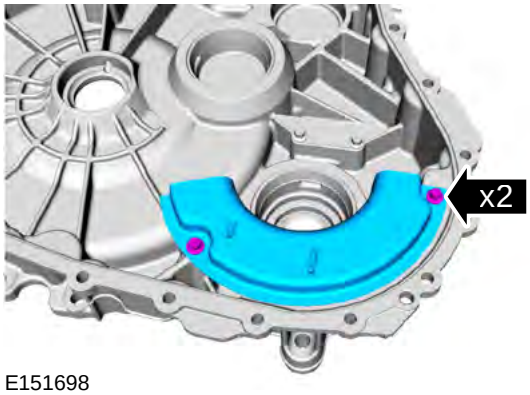


FIGURE 34

30. Install the transmission fluid oil sump baffle and the retainers. See Figure 35.

- Tighten to 97 lb.in (11 Nm).

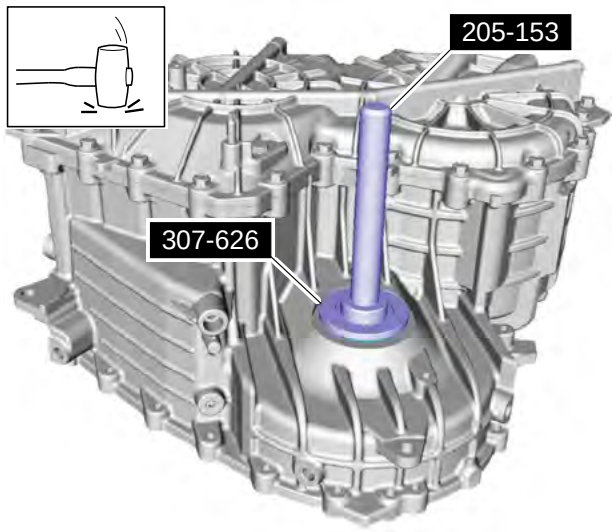


E151698

FIGURE 35

31. Using the special tool, install the *new* LH halfshaft seal. See Figure 36.

- Use Special Service Tool: 205-153 Handle and 307-626 Installer, Differential Seal.



E152157

FIGURE 36

32. Install the differential carrier gear assembly. See Figure 37.

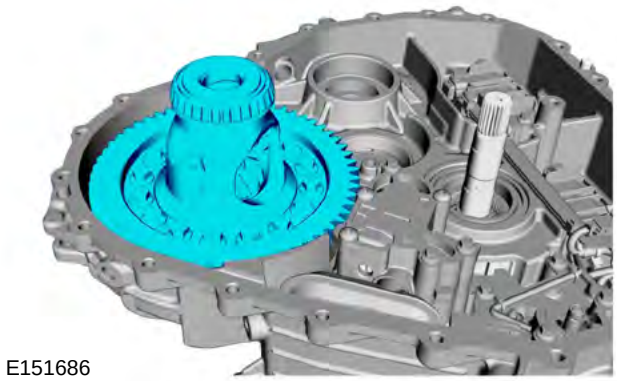


FIGURE 37

33. Install the final drive input gear assembly. See Figure 38.

FIGURE 38

34. Install the *new* transfer shaft gear assembly and the traction motor drive gear assembly. See Figure 39.

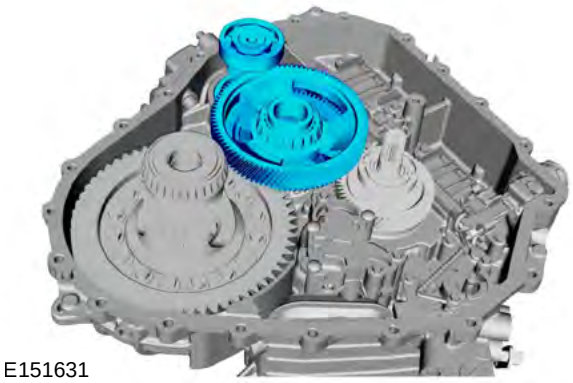
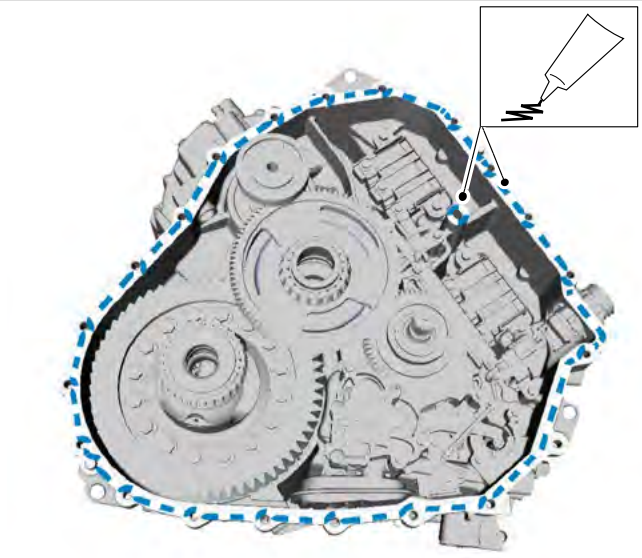


FIGURE 39

NOTE: Before applying silicone sealant, finish cleaning the transmission case mating surfaces and apply the metal surface prep. Follow the RTV Sealing Surface Cleaning and Preparation procedures in WSM Section 303-00 - Engine System - General Information, General Procedures.

35. **NOTE:** Make sure silicone is applied to the shoulder on the inner bolt hole.

Apply Ultra Silicone Sealant / TA-29 to the transmission case assembly. See Figure 40.



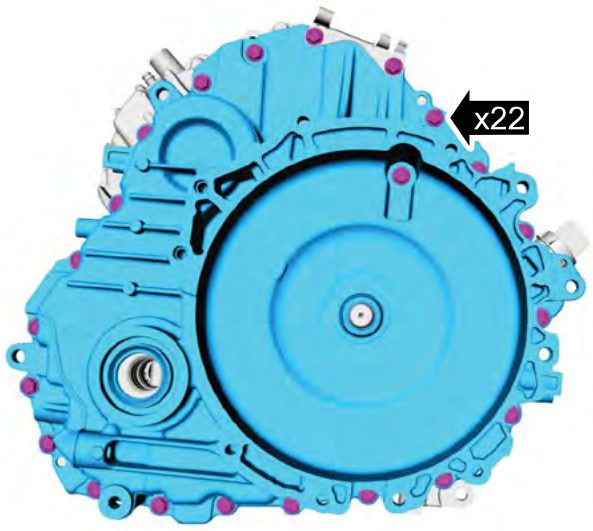
E152154

FIGURE 40

36. **NOTE:** Tighten in a crisscross pattern.

Install the damper housing and the bolts. See Figure 41.

- Tighten to 18 lb.ft (25 Nm).



E151264

FIGURE 41

37. Place tape over transmission mount boss holes to prevent any debris lodged in the holes from falling into transmission during removal. See Figure 42.

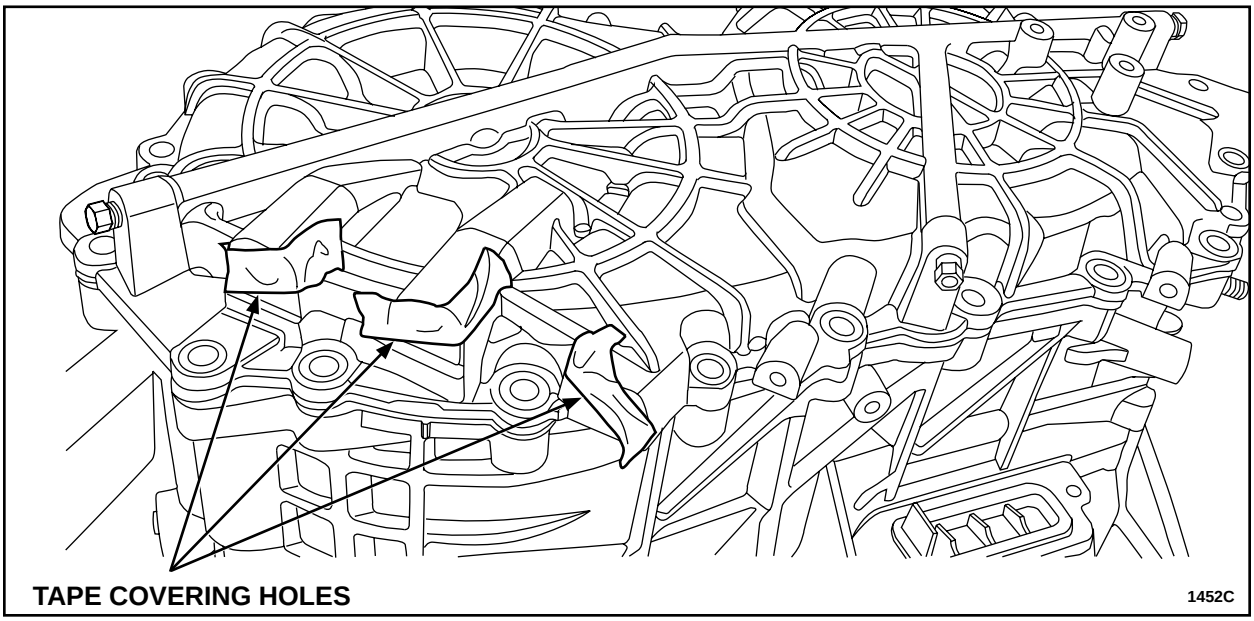


FIGURE 42

38. Remove the transmission case end cover bolts. Remove and discard the transmission case end cover assembly. See Figure 43.

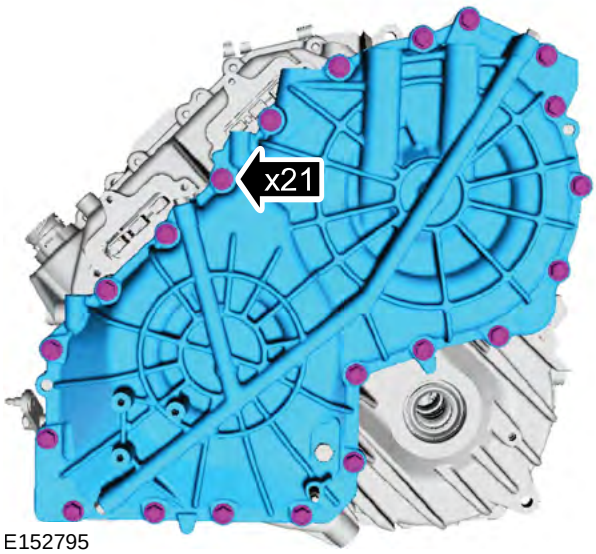
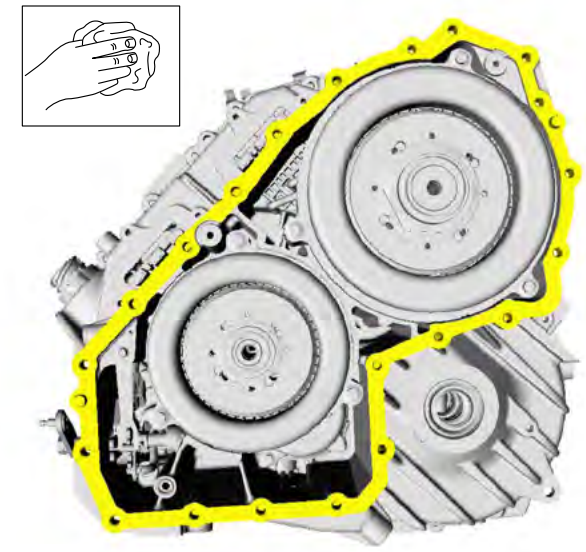


FIGURE 43

39. **NOTICE: Do not use metal scrapers, wire brushes, power abrasive discs, or other abrasive means to clean sealing surfaces. These tools cause scratches and gouges which make leak paths.**

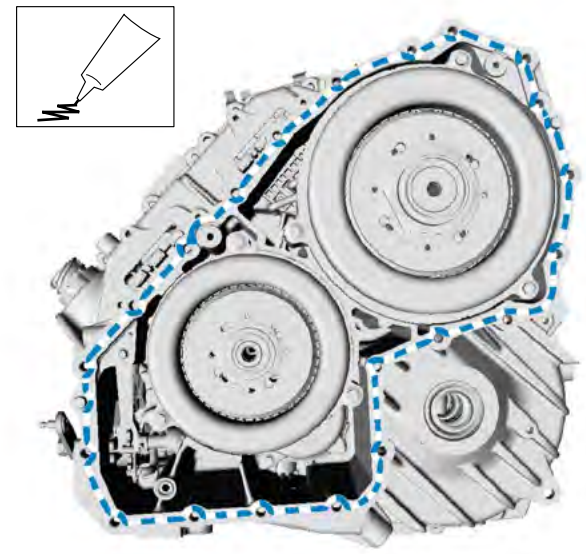
Make sure that the transmission mating faces are clean and free of foreign material. Please follow RTV Sealing Surface Cleaning and Preparation in WSM Section 303-00 - Engine System - General Information, General Procedures. See Figure 44.



E152800

FIGURE 44

40. Apply Ultra Silicone Sealant / TA-29 to the transmission case assembly. See Figure 45.



E152801

FIGURE 45

41. Install the *new* transmission case end cover assembly and the bolts. See Figure 46.

    - Tighten to 18 lb.ft (25 Nm).

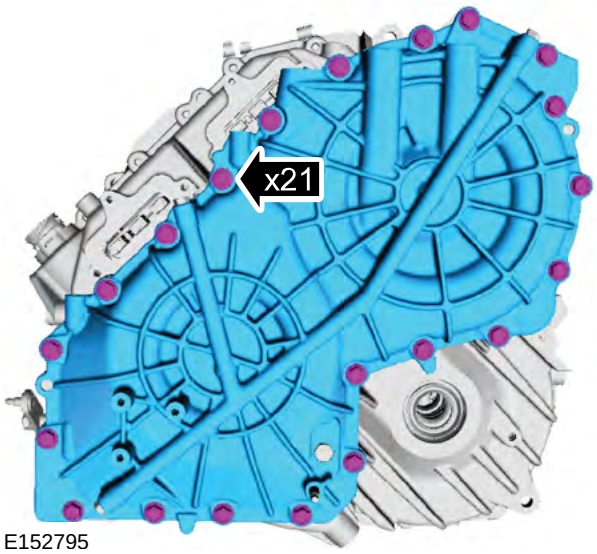


FIGURE 46

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

November 2015

Customer Satisfaction Program 14B07
Programa de satisfacción del cliente 14B07

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?

Under certain driving conditions, the transfer shaft gear assembly bearing on your vehicle may fail prematurely. This can result in thumping, rubbing, or grinding noises from the transmission, and may be accompanied by the illumination of the powertrain fault indicator in the instrument cluster (shown above to the right).

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect your vehicle's transmission and either repair or replace it free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until May 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 two days. 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 14B07. 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.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts and procedures were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to transmission repairs related to transfer shaft gear assembly bearing failure. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before January 31, 2016. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

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

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

Can we assist you further?

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

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

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

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

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

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

Thank you for your attention to this important matter.

Ford Customer Service Division

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

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

November 18, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 15N03**
Certain 2012-2014 Model Year Focus Electric Vehicles
High Voltage Wire Harness Extended Coverage

PROGRAM TERMS

This program provides extended coverage of the High Voltage Wire Harness under certain conditions for 8 years or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair customer satisfaction program. If a vehicle has already exceeded either the time or mileage limits, this extended coverage will last through June 30, 2016. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Focus Electric	2012-2014	Michigan	September 15, 2011 through May 2, 2014

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED COVERAGE

In some of the affected vehicles, a “Stop Safely Now” message with a red triangle indicator may display in the instrument panel cluster. This condition may result from a shield circuit making contact with a power circuit within the High Voltage Wire Harness. When this condition occurs, Diagnostic Trouble Code (DTC) P0AA6:00 will be stored in the Battery Energy Control Module (BECM). Vehicles exhibiting this condition will continue to operate normally, but may fail to restart after the driver shuts the vehicle off.

Note: It is possible for other vehicle components to cause DTC P0AA6:00 to be set in the BECM. Additional hybrid electric unique components not covered by this program already have 8 year / 100,000 mile coverage. Use the Part Coverage tool in OASIS to determine warranty eligibility of the causal part determined to be the root cause.

SERVICE ACTION

If BECM DTC P0AA6:00 is present, Dealers are to perform the Service Procedure in Attachment III to determine if the High Voltage Wire Harness is the cause of the concern. If the High Voltage Wire Harness is found to be the cause of the concern, the extended coverage under this program applies. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed during the first quarter of 2016.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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

Customer Satisfaction Program 15N03
Certain 2012-2014 Model Year Focus Electric Vehicles
High Voltage Wire Harness Extended Coverage

OASIS ACTIVATION

OASIS will be activated on November 18, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not 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. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

Customer Satisfaction Program 15N03
Certain 2012-2014 Model Year Focus Electric Vehicles
High Voltage Wire Harness Extended Coverage

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires June 30, 2016.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with performing diagnostics and replacement of the High Voltage Wire Harness when BECM DTC P0AA6:00 was present and the root cause component was determined to be the High Voltage Wire Harness.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the High Voltage Wire Harness under this program, Ford Motor Company will pay for up to 2 days of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental days is required from the SSSC via the SSSC Web Contact Site. To guarantee the shortest delivery time, an emergency order for parts must be placed.

CLAIMS PREPARATION AND SUBMISSION

- This is a one-time repair program and also applies to vehicles that are within the New Vehicle Limited Warranty coverage period. When a vehicle is determined to exhibit this concern, repairs should be claimed against Program Code 15N03.
- 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 (15N03) 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.
- Submit refunds on a separate repair line.
  - Program Code: 15N03
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

Customer Satisfaction Program 15N03
Certain 2012-2014 Model Year Focus Electric Vehicles
High Voltage Wire Harness Extended Coverage

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Perform Service Procedure Diagnostics and Replace the High Voltage Wire Harness	15N03B	4.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
CM5Z-14A318-D	High Voltage Wire Harness	1
CV6Z-00812-A	Bolt – Cross Member Reinforcement Bracket	1

Note: To guarantee the shortest delivery time, an emergency order for parts must be placed.

The DOR/COR number for this program is 51011.

Order your parts requirements through normal order processing channels.

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

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 2012 - 2014 MODEL YEAR FOCUS ELECTRIC VEHICLES — HIGH VOLTAGE WIRE HARNESS EXTENDED COVERAGE

OVERVIEW

In some of the affected vehicles, a “Stop Safely Now” message with a red triangle indicator may display in the instrument panel cluster. This condition may result from a shield circuit making contact with a power circuit within the High Voltage Wire Harness. When this condition occurs, Diagnostic Trouble Code (DTC) P0AA6:00 will be stored in the Battery Energy Control Module (BECM). Vehicles exhibiting this condition will continue to operate normally, but may fail to restart after the driver shuts the vehicle off. Dealers are to perform the following Service Procedure to determine if the High Voltage Wire Harness is the cause of the concern.

NOTE: It is possible for other vehicle components to cause DTC P0AA6:00 to be set in the BECM. Additional hybrid electric unique components not covered by this program already have 8 year / 100,000 mile coverage. Use the Part Coverage tool in OASIS to determine warranty eligibility of the causal part determined to be the root cause.

SERVICE PROCEDURE

1. Retrieve all DTCs. Is DTC P0AA6:00 present in the BECM?

   Yes - Proceed to Step 2.
   No - This program does not apply. Continue with normal diagnostic and repair procedures.

2. Disconnect the High Voltage Battery Service Disconnect. Please follow the Workshop Manual (WSM) procedures in Section 414-03A.

WARNING: Service of the high voltage system on this vehicle is restricted to qualified personnel. The required qualifications vary by region. Always observe local laws and legislative directives regarding electric vehicle service. Failure to follow this instruction may result in serious personal injury or death.

WARNING: To prevent the risk of high-voltage shock, always follow precisely all warnings and service instructions, including instructions to depower the system. The high-voltage system utilizes approximately 300 volts DC, provided through high-voltage cables to its components and modules. The high-voltage cables and wiring are identified by orange harness tape or orange wire covering. All high-voltage components are marked with high-voltage warning labels with a high-voltage symbol. Failure to follow these instructions may result in serious personal injury or death.

WARNING: Never install the service disconnect plug when a high-voltage service cover is removed. Always install the cover prior to connecting the service disconnect plug. The cover prevents inadvertent contact with the high voltage which is present at several points under the cover. Failure to follow these instructions may result in serious personal injury or death.

WARNING: Disconnect the 12 volt battery before servicing the direct current to alternating current (DC-AC) inverter or alternating current (AC) powerpoint to prevent the risk of high voltage shock. Failure to follow this instruction may result in serious personal injury.

3. Position the vehicle on a hoist. Please follow the WSM procedures in Section 100-02.

4. With the help of an assistant, remove the lower high voltage battery pack underbody cover. See Figure 1.

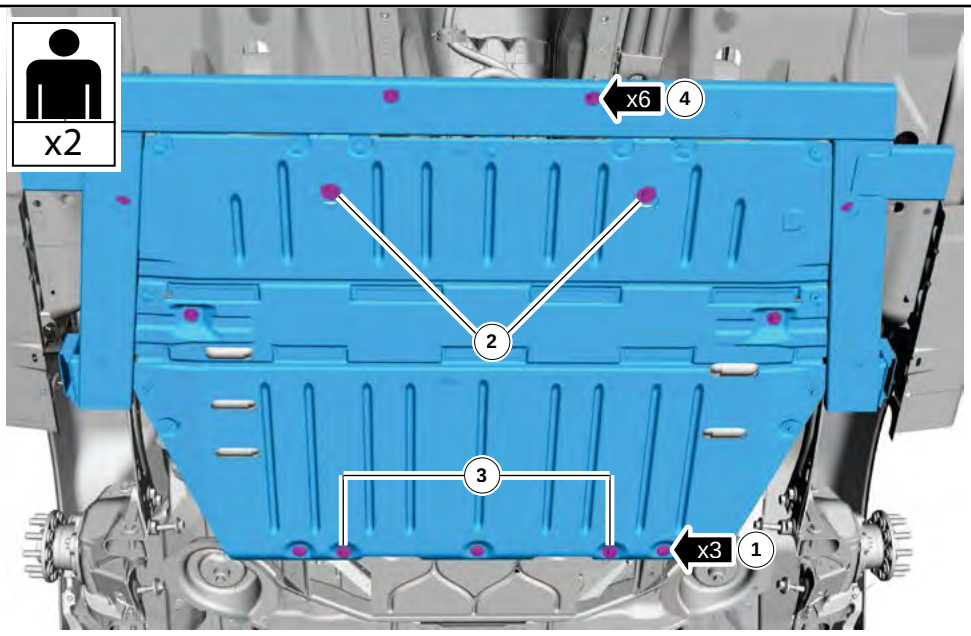


FIGURE 1

5. Disconnect the lower high voltage battery pack connectors C4804A, C4804B, C4804C and C4804D. See Figures 2 and 3.

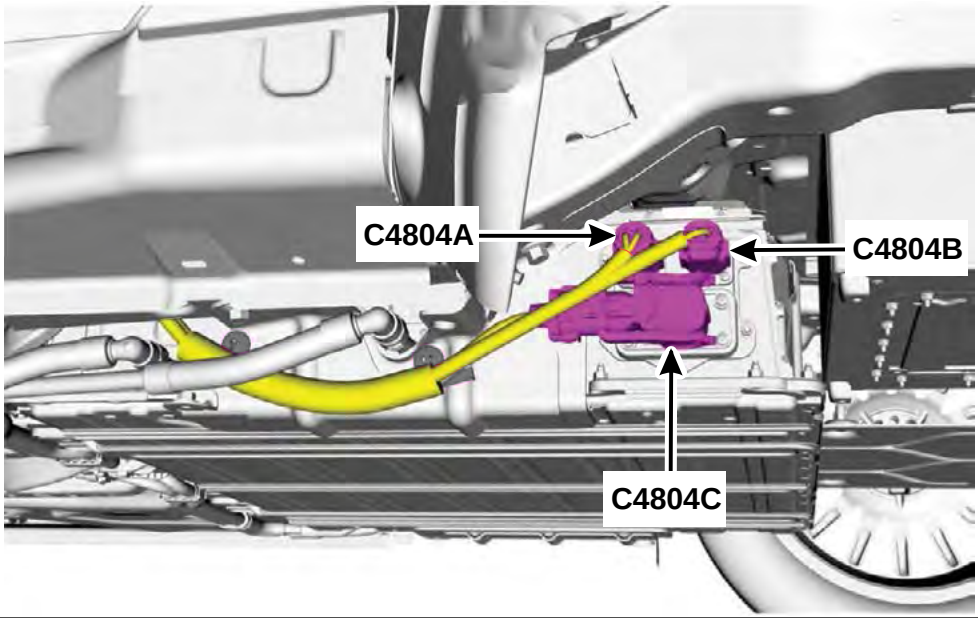


FIGURE 2

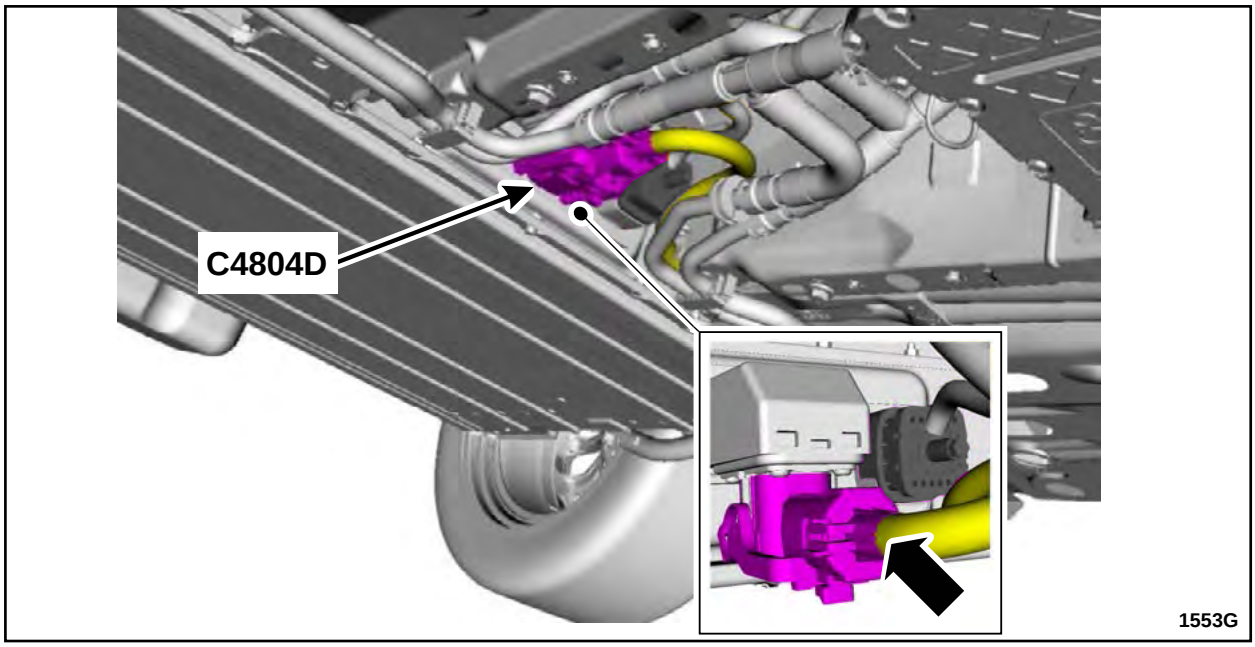


FIGURE 3

6. Remove the crossbrace and connector cover as an assembly. See Figure 4.

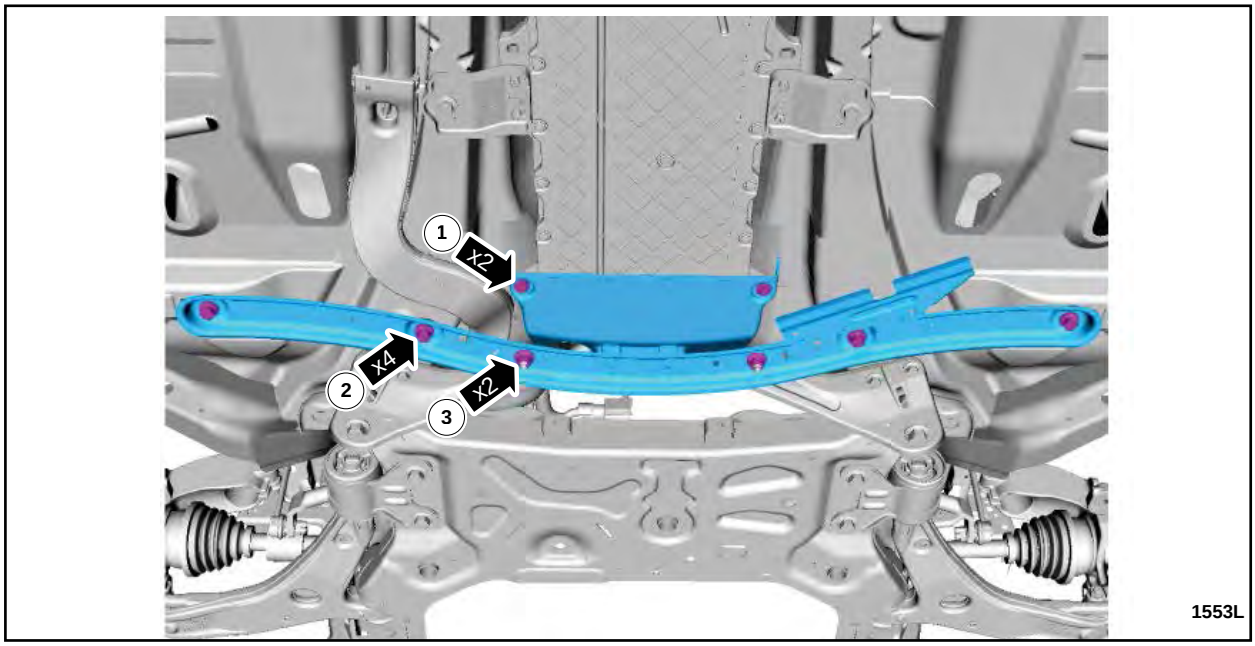


FIGURE 4

7. Disconnect the Battery Charging Control Module (BCCM) connector C1821B. See Figure 5.

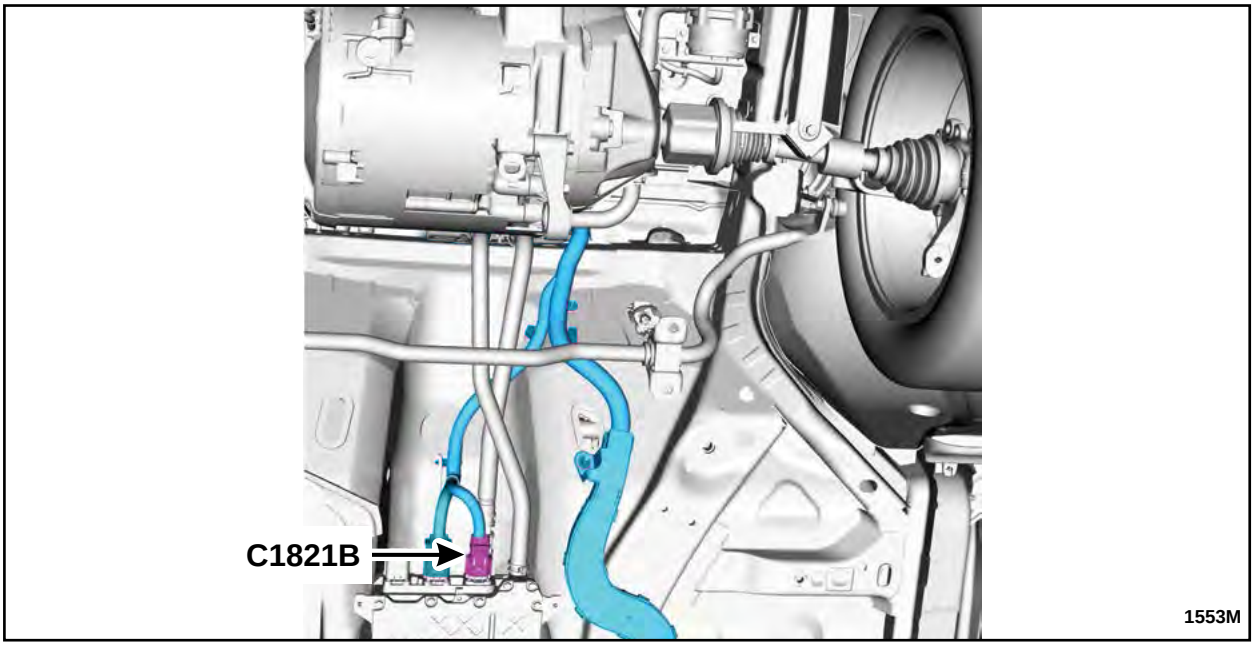


FIGURE 5

8. Position the RH rear seat backrest down. Remove the upper high voltage battery pack cover. See Figure 6.

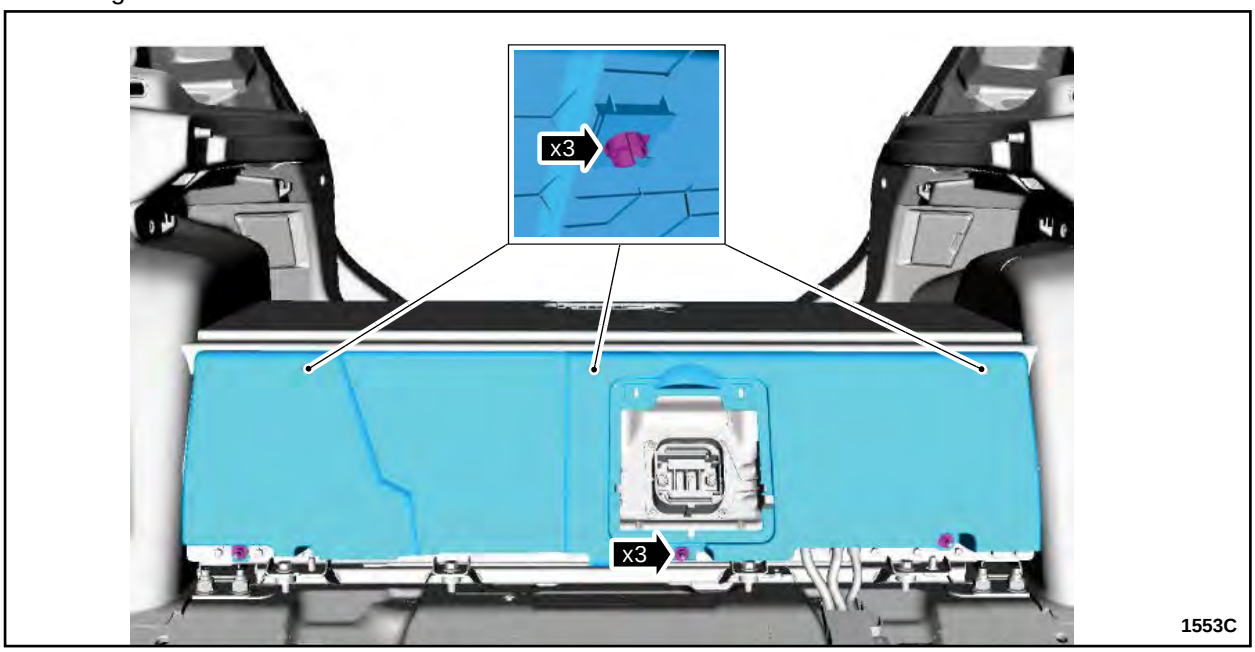


FIGURE 6

9. Remove the upper high voltage battery pack connector cover. See Figure 7.

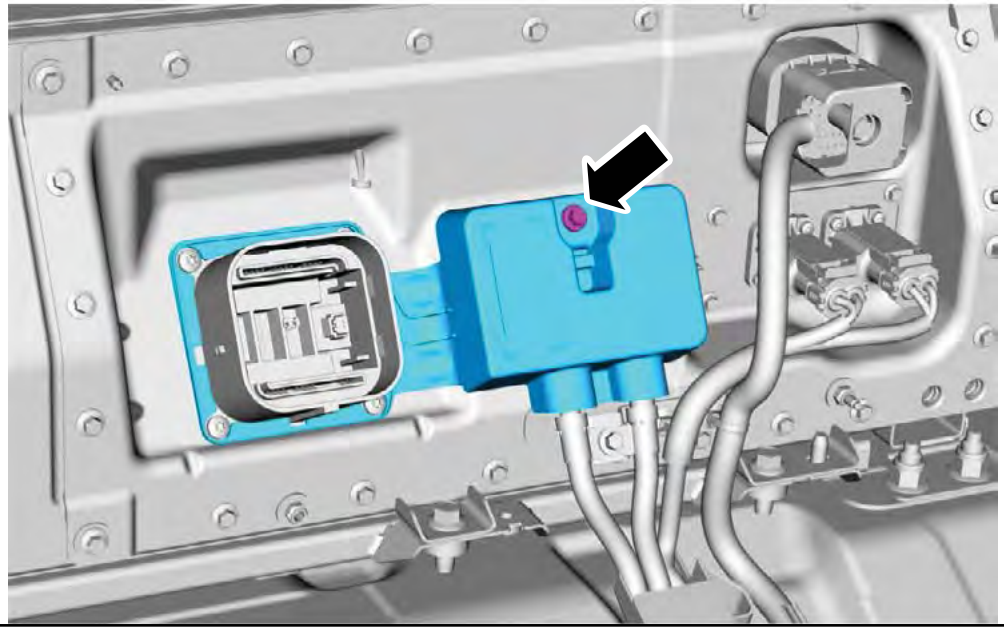


FIGURE 7

10. Disconnect the upper high voltage battery pack connectors C4805A, C4805B, C4805C, and C4805D. See Figure 8.

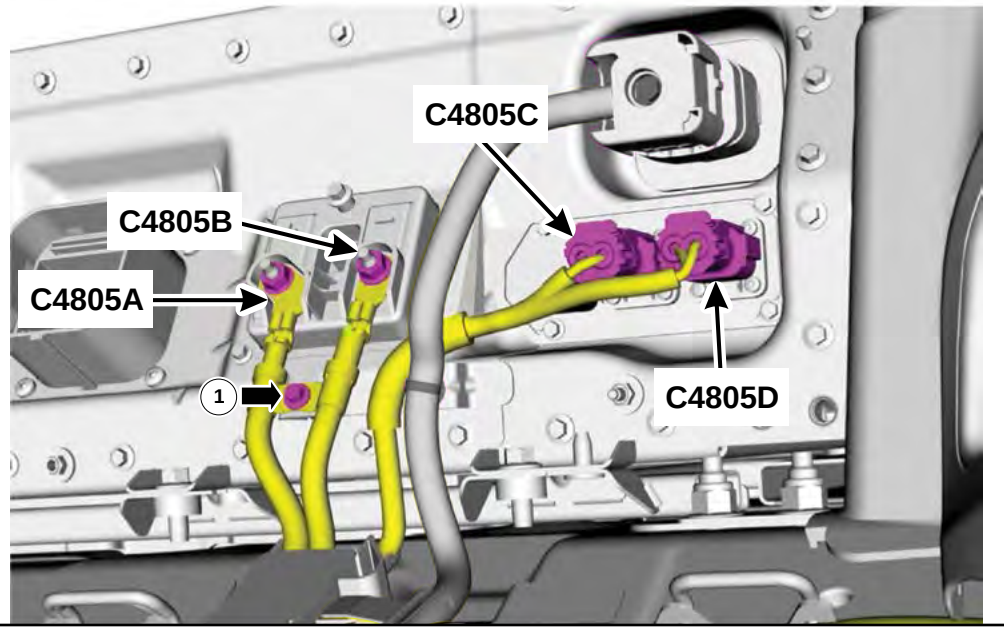


FIGURE 8

11. Remove the engine cover. See Figure 9.

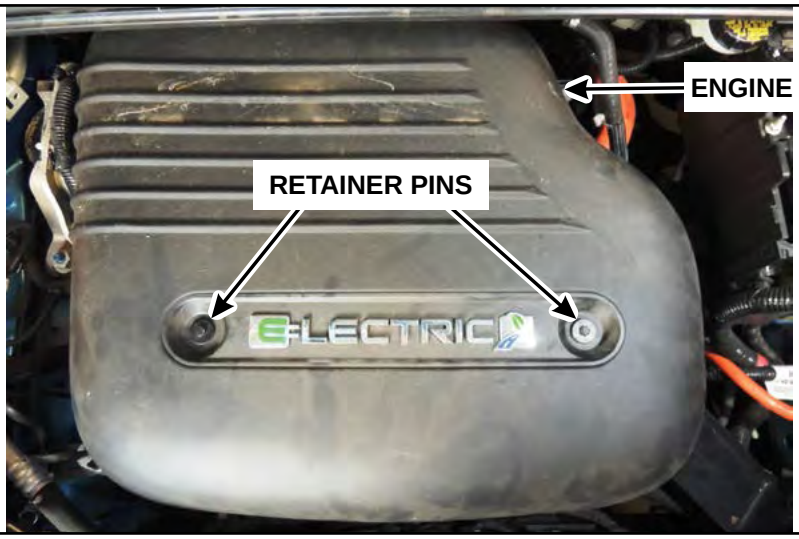


FIGURE 9

12. Disconnect the Transmission Control Module (TCM) connector. See Figure 10.

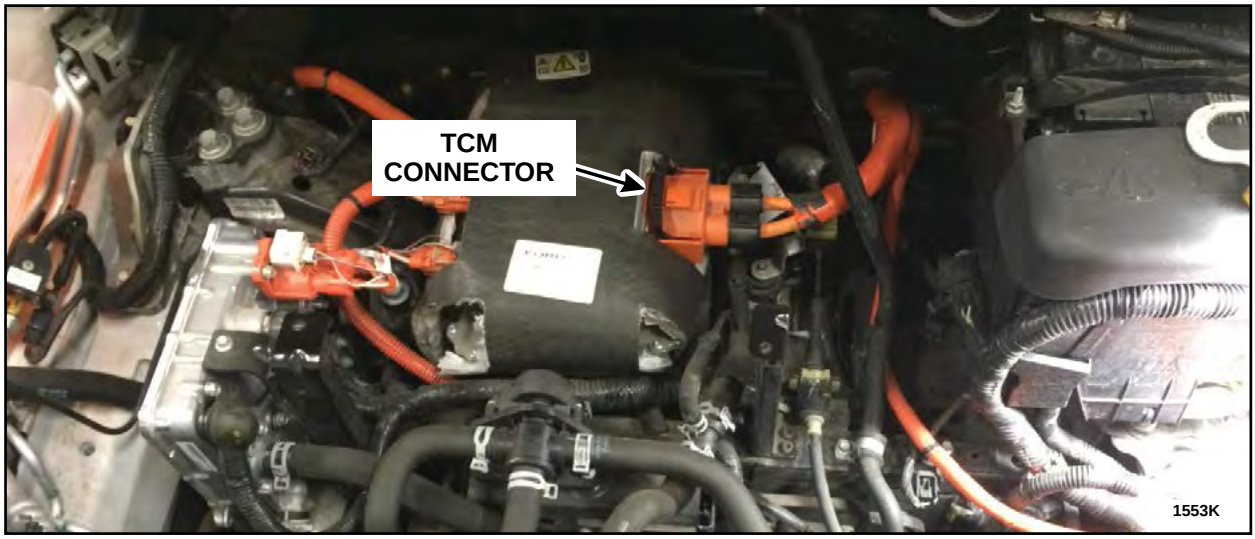


FIGURE 10

13. Measure electrical resistance (ohms) at the following TCM connector locations while wiggle testing the high voltage wire harness at each connector that was previously disconnected in this procedure.

    a. TCM C1822B Pin 1 to C1822 Pin 1 shield. See Figure 11.
    b. TCM C1822B Pin 2 to C1822 Pin 2 shield. See Figure 12.

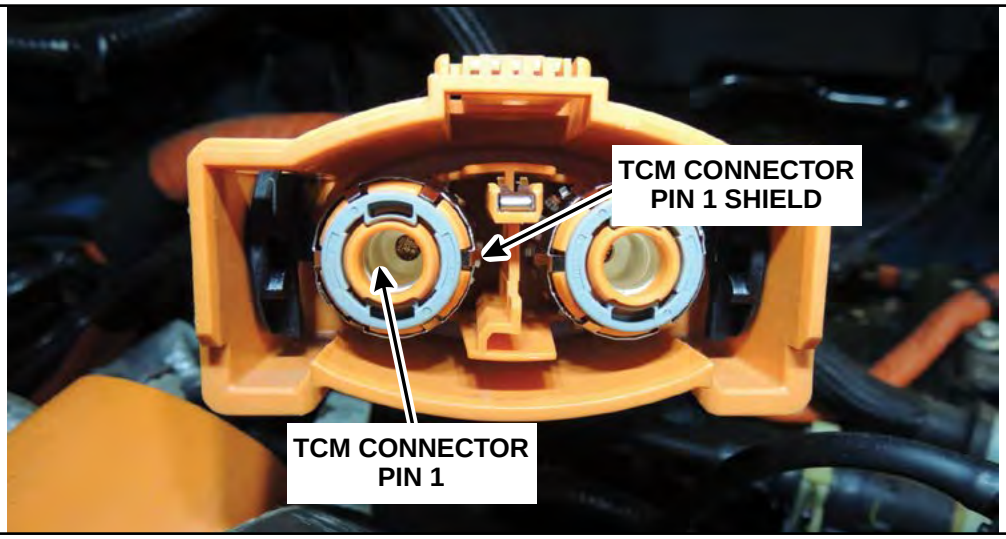


FIGURE 11

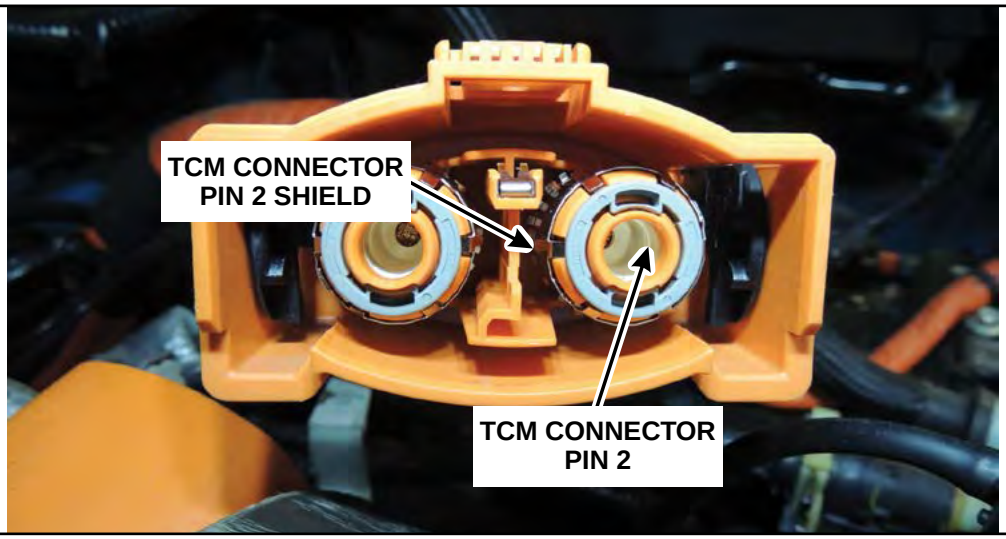


FIGURE 12

14. Are the measured resistances greater than 173,000 ohms?

    Yes - This concern is not caused by the high voltage wire harness and therefore this program does not apply. Continue with normal diagnostic and repair procedures.
    No - Replace the high voltage wire harness. Please follow the WSM procedures in Section 414-03A.

ONLINE AUTOMOTIVE INFORMATION SERVICE INFORMATION FOR NOVEMBER 2015

Message Number	Text
45438	Some 2016 F-650/750 vehicles that have been upfitted with Light Emitting Diode (LED) tail lamps or turn signals may exhibit a fast flash turn signal indication. The Body Control Module (BCM) is configured to provide bulb outage detection and the use of LED based lamps causes the BCM to believe a lamp has failed due to a low current draw. Engineering is aware of this concern. No repairs should be attempted at this time. Monitor OASIS for
45439	Some 2016 Escape/MKC/Fiesta/F150/Expedition/Navigator/Mustang/Transit/Focus and C-Max vehicles equipped with SYNC might exhibit a blank screen or other various SYNC symptoms only when the vehicle is in Transport mode. Engineering is aware of this possibility and it is considered normal due to the power saving features enabled while in transportation mode. It is beneficial to extended battery life to keep the vehicle in Transport Mode until the vehicle is prepped for sale. If the vehicle should exhibit a blank screen or other SYNC symptoms after it has been taken out of Transport mode, refer to Workshop Manual, Section 415-00 for normal diagnosis.
45440	2016 F-53 Motorhome Chassis and F-59 Commercial Stripped Chassis utilize a new foot actuated park brake system design. When brake cables in the foot actuated system need to be disconnected or serviced, the park brake control must have the cable tension released. The following symptoms may occur if the Workshop Manual (WSM) Parking Brake Cable Tension Release procedure is not followed: The park brake may not fully apply with the park brake pedal fully depressed, the park brake may not release completely, or the red brake warning indicator maybe illuminated with the park brake not applied. Refer to WSM, Section 206-05 for the Parking Brake Diagnosis and Testing and for the Parking Brake Cable Tension Release procedure.
45441	Some 2014-2015 Transit Connect vehicles built on or before 02/09/2015 may exhibit a transmission fluid leak from the left halfshaft axle seal. The cause maybe the surface finish of the halfshaft journal in the area where the seal rides. Replace inner CV joint on the left half shaft, Part number DV6Z-3B436-H. Refer to Workshop Manual, Section 205-04. Use applicable labor operation from section 3 of the SLTS manual, and use 3B436 as the causal part.
45448	2016 Focus the following was added to the 2nd Printing of the Owners Guide. "When wiping on dry glass, the wipers may switch to the next lower operating mode (low-speed or intermittent). The previous operation mode may resume after the windshield becomes wet again. The wiper system for Focus has thermal protection built into the wiper motors, which prevents them from overheating. If the customer has the wipers turned on and continues to leave them running after the glass is dry, the wiper system will begin to slow down as the motors heat up, eventually resulting in an Intermittent cycling. The wipers will automatically speed back up when the glass is wet again. No repairs should be attempted to change this design characteristic.
45450	Some 2016 F650/750 vehicles equipped with PTO may experience the PTO feature becoming disabled due to vehicle rocking motion experienced during stationary PTO operation. The following Stationary Elevated Idle Control (SEIC) enabler conditions must be met to enable PTO operation: Parking brake applied, foot off of service brake, vehicle in park or neutral, foot off of accelerator pedal, vehicle speed is 0 Km/h (0 MPH), engine at a stable base idle speed, and engine coolant temp at 4 degrees Celsius (40 degrees Fahrenheit) minimum. If the SEIC enabler conditions are met and PTO engages and then disengages during stationary operation no repairs should be attempted at this time. Engineering is investigating this concern. Monitor OASIS for future updates.

ONLINE AUTOMOTIVE INFORMATION SERVICE INFORMATION FOR NOVEMBER 2015

45451	Some 2016 E-Series E450 Cutaways and Stripped Chassis stretched vehicles equipped with a 6.8L engine and 6R140 transmission may exhibit a vibration and moan at 55 MPH to 65 MPH under load. Engineering is currently investigating this condition and is developing a service repair procedure to be available shortly. Do not attempt repair or replacement of components at this time. Monitor QVM and OASIS bulletins for updates.
45452	Some 2015 F-150 XL and or XLT vehicles equipped with an ESOF transfer case, built on or before 6/16/2015, may exhibit a rotational noise from the transfer case while in 2-wheel high (2H) that does not change significantly when shifted to 4-wheel high (4H). The noise can be described as ticking, scraping or rubbing noise that occurs between 32 Km/h (20 MPH) to 80 Km/h (50 MPH). The noise is most noticeable at lower speeds and will increase frequency with speed. To eliminate this concern, replace the Front Planet Carrier (7A398) and Ring Rear (7A153). Refer to WSM, Section 308-07. Use applicable labor operations from Section 7 of the SLTS manual.
45455	Some 2013-2016 MKZs may exhibit a chuckle or knocking noise on one or both sides in the rear of the vehicle while traveling over bumps. To correct the concern, replace both rear upper shock mounts (HG9Z-18A161-A). Refer to the Rear Shock Absorber removal and installation procedure in the Workshop Manual (WSM), Section 204-02. While removing the shocks, inpsect for fluid leakage and replace the rear shock absorber(s) if abnormal fluid leakage beyond normal seepage is present (visible drip/run). Use the applicable 18125AT labor operation from section 5 of the SLTS manual.
45456	Some 2010-2012 Fusion and 2010-2011 Milan vehicles equipped with manual temperature control may experience the climate control system intermittently blowing warm air when cold air is selected or the a/c is turned on. This may be due to the blend door defaulting to a position of 65-70% that mixes warm air and cold air. To correct the concern, reprogram the HVAC module using IDS version 98.01 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Use applicable 12651D labor operations in section 10 of the SLTS manual and causal part 19980 for reflash only. 2010-2011 Fusion/Milan would only be affected if the HVAC module has been replaced in service history. The scan tool will then identify the HVAC as having a later
45457	Some 2016 Focus vehicles built on or before 9/23/15, may exhibit an incorrect average fuel economy reading. Focus clusters have two trip computers (trip 1 and trip 2). If the customer is using one for short trips (reset at every refill) and the other for long trips (no reset since he/she owns the vehicle) the issue may be present after either trip computer reads greater than 2000 miles. Reprogram the instrument panel cluster (IPC) to resolve the concern, using IDS version 98.01 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. Use applicable 12651D labor operations in section 10 of the SLTS manual, use causal part 10849 for reprogram only.
45458	Some 2016 MKX vehicles equipped with a Harman Revel or Harman Revel Ultima audio system built on or before 11/3/2015, may exhibit a 12-volt battery that is unable to maintain a charge or becomes discharged. To correct the concern, reprogram the Audio Digital Signal Processing (DSP) module to the latest calibration using IDS version 98.01 and higher. Make sure you are connected to the internet when entering module programming to obtain the latest calibration. Calibration files may also be obtained at www.motorcraftservice.com. For warranty claiming, use causal part 18B849 and applicable 12651D labor operations in the Service Labor Time Standards Manual, Section 10.

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45459	Some 2015-2016 Transit vehicles may exhibit front seat safety belts that do not extend or retract properly or may exhibit an abnormal noise. Verify if the vehicle has been modified, in particular if a bulkhead partition between the front seats and cargo area has been added to the vehicle. Fasteners or holes in the lower b-pillar are indicators that the seat belt retractor mechanism could have been compromised. If diagnostics lead to retractor replacement, inspect for drill or screw holes in the retractor housing. Damage to the seat belt retractor caused by a vehicle modifier is not warrantable.
45461	Some 2015 and 2016 Transit High Roof Wagons built on or after 6/2/2015 may have been shipped with a headliner panel that was not properly seated, causing a gap at the C and/or C 1/2 pillar(s). In most cases the condition can be resolved by removing the associated pillar trim panel, carefully seating the headliner pillar tab to the pillar block, and while holding the headliner in place, reinstalling the pillar trim panel. Headliner pillar tab damage can be repaired with service kit EK4Z-6151916-A. Note: Headliner retention in these areas is intentionally delicate to allow for proper air curtain deployment. Visual inspection is adequate for this condition, while physical tugging or prying may damage an otherwise acceptable connection.
45462	Some 2015-2016 F-Super Duty pickups equipped with a 6.7L diesel engines may exhibit a runs rough condition during exhaust regeneration. This condition may occur when the vehicle is idled for prolonged periods of time or when frequently driven short distances that don→t allow the regeneration cycle to complete. A calibration to address this concern is expected to be available in late March 2016. It is allowable to perform TSB 15-0124 until the calibration becomes available. To avoid a repeat occurrence customers need to be reminded to follow the drive cycle recommendations in the Customer Information Sheet
45463	2013-2016 MKX/Escape/MKC/Fusion/MKZ/Flex/MKT and 2013-2015 Edge all wheel drive (AWD) vehicles may now be serviced with a new rear drive unit (RDU) service kit. For vehicles with symptoms including shudder, chatter, grinding, banging, popping, clicking or binding from the RDU at any time, or inadequate torque at the rear wheels, service the RDU using service kit CV6Z-4A232-A. Workshop Manual (WSM) diagnostics are in the process of being updated. A repair procedure for the ATC clutch is published. Refer to WSM, Section 205-02. Use applicable 7453D labor operation(s) in the Service Labor Time Standards (SLTS) manual, Section 7.
45474	Some 2013-2014 Fusion, MKZ, and Escape vehicles built on or before 1/31/2014 and equipped with a 6F35 may exhibit a harsh forward engagement. If no DTCs are present and the fluid level is correct, this may be due to a worn forward clutch piston seal. The surface finish on the bore of the center support could cause the forward clutch piston to wear prematurely. To correct the concern, perform a transmission overhaul and install a new center support. Refer to section 7 of the SLTS manual for appropriate labor times.
45480	Some 2011-2016 F-Super Duty vehicles equipped with Snow Prep Package option (Order Guide option 473) may exhibit an erratic operation of the radio, climate Control and Instrument Panel Cluster(IPC) during High Use Of Snow Plow. This is due to excessive electrical voltage spikes caused when the snow plow motor stalls. To avoid snow plow motor stall the operator should avoid continued pressing of the snow plow adjustment switch. These vehicles are equipped with a New Body Control Module (BCM) and its function is to provide protection against excessive voltage spikes, by shutting down circuit(s) operation. The BCM strategy may interpret the excessive voltage or snowplow operation, as an over voltage condition, causing the BCM to load shed (short term momentarily turn off) the interior lamps/components. These conditions are considered normal vehicle function an no repairs should be attempted.

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45481	Some 2016 F-650/F-750 and/or 2013-2016 F-Super Duty vehicles equipped with One Touch auto up / down power windows may exhibit erratic operation with possibility of a different window(s) being inoperative after each key cycle. Check for possible aftermarket equipment added to the accessory delay circuits of the body control module (BCM). Splicing into the accessory delay circuits can cause voltage to drop, when the ignition key is turned on resulting in power window motor(s) to be inoperative for a key cycle. Refer to Warranty and policy manual for Aftermarket accessories policies. If no aftermarket accessories are present and/or a functional operation is suspect, refer to Workshop Manual (WSM), Section 501-11 for diagnostics and repairs. Follow Warranty Policy Manual for vehicle coverage.
45482	After installing a replacement HVAC module on a 2010-2012 Fusion or 2010-2011 Milan with manual temperature control, verify that the replacement module is at the latest calibration using IDS version 98.01 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. Use applicable 12651D labor operations in section 10 of the SLTS manual.
45485	Some 2015-2016 Focus vehicles built on or before 9/23/2015 may exhibit an incorrect average fuel economy reading. Focus clusters have two trip computers (trip 1 and trip 2). If the customer is using one for short trips (reset at every refill) and the other for long trips (no reset since he/she owns the vehicle) the issue may be present after either trip computer reads greater than 3219 Km (2000 miles). Reprogram the instrument panel cluster (IPC) to resolve the concern, using IDS version 98.01 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. Use applicable 12651D labor operations in section 10 of the SLTS manual, use causal part 10849 for reprogram.