



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

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

September 14, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32
 Certain 2015 Model Year Edge, 2015-2016 Model Year F-150, MKT, and Police
 Interceptor Sedan, and 2016 Model Year Escape, Explorer, Flex, Fusion, MKX,
 Mustang, Police Interceptor Utility, Taurus, and Transit Vehicles
 Electronic Throttle Body Repair

PROGRAM TERMS

This program will be in effect through September 30, 2017. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of September 30, 2017 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 to contact customers with affected vehicles. This program will improve vehicle drivability in the event of electronic throttle body contamination.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015	Oakville	September 1, 2015 through December 21, 2015
F-150	2015-2016	Dearborn	August 1, 2015 through May 17, 2016
MKT		Kansas City	August 31, 2015 through April 27, 2016
Police Interceptor Sedan		Oakville	September 1, 2015 through May 10, 2016
		Chicago	September 1, 2015 through March 19, 2016
Escape	2016	Louisville	September 1, 2015 through March 14, 2016
Explorer		Chicago	August 4, 2015 through May 25, 2016
Flex		Oakville	September 22, 2015 through April 14, 2016
Fusion		Flat Rock	September 1, 2015 through February 29, 2016
		Hermosillo	September 1, 2015 through April 4, 2016
MKX		Oakville	September 1, 2015 through May 16, 2016
Mustang		Flat Rock	September 1, 2015 through April 26, 2016
Police Interceptor Utility		Chicago	September 1, 2015 through May 26, 2016
Taurus		Chicago	September 28, 2015 through May 2, 2016
Transit		Kansas City	September 1, 2015 through May 21, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the electronic throttle body (ETB) internal motor contacts may develop contamination resulting in increased electrical resistance. If this condition is present, the malfunction indicator lamp will illuminate, diagnostic trouble codes P2111 and P2112 will set, and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to utilize the ETB Repair Action Table included in Attachment III to determine the appropriate repair. Depending on the vehicle, dealers are to replace the ETB or reprogram the powertrain control module (PCM) software using Integrated Diagnostic Software (IDS) release 102.02 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 26, 2016. 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 Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32

Certain 2015 Model Year Edge, 2015-2016 Model Year F-150, MKT, and Police Interceptor Sedan, and 2016 Model Year Escape, Explorer, Flex, Fusion, MKX, Mustang, Police Interceptor Utility, Taurus, and Transit Vehicles
Electronic Throttle Body Repair

OASIS ACTIVATION

OASIS will be activated on September 14, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 14, 2016. Owner names and addresses will be available by October 7, 2016.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- 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 REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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Electronic Throttle Body 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 **March 14, 2017**.
- 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 electronic throttle body replacement on 2015-2016 MKT and Police Interceptor Sedan, and 2016 F-150, Police Interceptor Utility, and Transit.

RENTAL VEHICLES

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

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 (16B32) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
 - Program Code: 16B32
 - 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.
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace ETB - 2016 F-150	16B32B	0.5 Hours
Replace ETB - 2016 Transit		
Replace ETB - 2015-2016 MKT	16B32C	0.6 Hours
Replace ETB - 2015-2016 Police Interceptor Sedan		
Replace ETB - 2016 Police Interceptor Utility		
Reprogram PCM using IDS release 102.02 or higher - 2015 Edge and F-150, and 2016 Escape, Explorer, Flex, Fusion, MKX, Mustang, Taurus	16B32D	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
AT4Z-9E926-B	Electronic throttle body	1

The DOR/COR number for this program is 51054.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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 2015 MODEL YEAR EDGE, 2015-2016 MODEL YEAR F-150, MKT, AND POLICE INTERCEPTOR SEDAN, AND 2016 MODEL YEAR ESCAPE, EXPLORER, FLEX, FUSION, MKX, MUSTANG, POLICE INTERCEPTOR UTILITY, TAURUS, AND TRANSIT VEHICLES — ELECTRONIC THROTTLE BODY REPAIR

OVERVIEW

In all of the affected vehicles, the electronic throttle body (ETB) internal motor contacts may develop contamination resulting in increased electrical resistance. If this condition is present, the malfunction indicator lamp will illuminate, diagnostic trouble codes (DTCs) P2111 and P2112 will set, and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional. Dealers are to utilize the ETB Repair Action Table included in the Service Procedure section to determine the appropriate repair. Depending on the vehicle, dealers are to replace the ETB or reprogram the powertrain control module (PCM) using Integrated Diagnostic Software (IDS) release 102.02 or higher.

SERVICE PROCEDURE

ETB REPAIR ACTION TABLE

Electronic Throttle Body Replacement	PCM Reprogramming
<ul style="list-style-type: none"> • 2015-2016 MKT • 2015-2016 Police Interceptor Sedan • 2016 F-150 • 2016 Police Interceptor Utility • 2016 Transit 	<ul style="list-style-type: none"> • 2015 Edge • 2015 F-150 • 2016 Escape • 2016 Explorer • 2016 Flex • 2016 Fusion • 2016 MKX • 2016 Mustang • 2016 Taurus

1649A3

Electronic Throttle Body Replacement

1. Replace the electronic throttle body. Please follow the Workshop Manual (WSM) procedure in Section 303-04.



PCM Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.
2. Reprogram the PCM using IDS release 102.02 or higher.

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

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

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

Important Information for Module Programming

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

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.



NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





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

September 2016

Customer Satisfaction Program 16B32
Programa de satisfacción del cliente 16B32

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Why are you receiving this notice?



On your vehicle, the electronic throttle body may develop contamination and result in the vehicle entering a protective low-speed mode accompanied by illumination of the service engine soon indicator (shown to the left). In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the electronic throttle body free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until September 30, 2017, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 16B32. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

- What should you do? (continued)** 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.
- Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.
- 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 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 electronic throttle body replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **March 14, 2017**. 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 have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.
- For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).
- FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.
- Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- Para asistencia en Español** Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.
- 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.

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

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P. O. Box 1904
Dearborn, Michigan 48121

September 2016

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What will Lincoln and your dealer do?

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

This Customer Satisfaction Program will be in effect until September 30, 2017, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

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If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

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

The Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.lincoln.com/vehicle-health> for more information.

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 were used.

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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.

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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.

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FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

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Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.lincoln.com/recall>.

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Thank you for your attention to this important matter.

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What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram your powertrain control module with updated software that will improve vehicle performance if electronic throttle body contamination occurs. This service will be performed free of charge (parts and labor) under the terms of this program.

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- What should you do?
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