



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

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

September 29, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 16B23

Certain 2011-2012 Model Year Edge and MKX Vehicles Equipped with 3.5L or 3.7L Engines, and 2011-2012 Model Year Mustang Vehicles Equipped with 3.7L Engines Electronic Throttle Body Replacement

PROGRAM TERMS

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

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2011-2012	Oakville	July 1, 2010 through October 29, 2010
MKX			
Mustang		Flat Rock	March 22, 2010 through November 30, 2010

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some 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 wrench light or malfunction indicator lamp will illuminate 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 are maintained.

SERVICE ACTION

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of October 10, 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

Customer Satisfaction Program 16B23

Certain 2011-2012 Model Year Edge and MKX Vehicles Equipped with 3.5L or 3.7L Engines,
and 2011-2012 Model Year Mustang Vehicles Equipped with 3.7L Engines
Electronic Throttle Body Replacement

OASIS ACTIVATION

OASIS will be activated on September 29, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 29, 2016. Owner names and addresses will be available by October 21, 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

- 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.

Customer Satisfaction Program 16B23

Certain 2011-2012 Model Year Edge and MKX Vehicles Equipped with 3.5L or 3.7L Engines,
and 2011-2012 Model Year Mustang Vehicles Equipped with 3.7L Engines
Electronic Throttle Body Replacement

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 29, 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 ETB replacement.

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 (16B23) 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: 16B23
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- PROGRAM TERMS: This program will be in effect through September 30, 2017. There is no mileage limit for this program.

Customer Satisfaction Program 16B23

Certain 2011-2012 Model Year Edge and MKX Vehicles Equipped with 3.5L or 3.7L Engines,
and 2011-2012 Model Year Mustang Vehicles Equipped with 3.7L Engines
Electronic Throttle Body Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace ETB - Edge and MKX	16B23B	0.5 Hours
Replace ETB - Mustang	16B23C	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
AT4Z-9E926-B	Electronic throttle body	1
AT4Z-9E936-A	Gasket	1

The DOR/COR number for this program is 51058.

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 2011-2012 MODEL YEAR EDGE AND MKX VEHICLES EQUIPPED WITH 3.5L OR 3.7L ENGINES, AND 2011-2012 MODEL YEAR MUSTANG VEHICLES EQUIPPED WITH 3.7L ENGINES — ELECTRONIC THROTTLE BODY REPLACEMENT

OVERVIEW

In some 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 wrench light or malfunction indicator lamp will illuminate and the vehicle may enter a Failure Mode Effects Management (FME) 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 are maintained. Dealers are to replace the ETB.

SERVICE PROCEDURE

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





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

October 2016

Customer Satisfaction Program 16B23
Programa de satisfacción del cliente 16B23

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

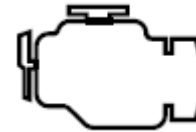
At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

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 wrench or service engine soon indicators (shown below). In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional.



Wrench Indicator



Service Engine Soon

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 16B23. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

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

If you do not already have a servicing dealer, you can access www.Fordowner.com 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.

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 29, 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

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

October 2016

Customer Satisfaction Program 16B23
Programa de satisfacción del cliente 16B23

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Why are you receiving this notice?

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



Wrench Indicator



Service Engine Soon

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?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 16B23. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

- What should you do? (Continued)** If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions. The Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. 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. 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 29, 2017**. To avoid delays, do not send receipts to the Lincoln 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 **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Lincolnowner.com. 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.lincoln.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.

The Lincoln Motor Company