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

December 5, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 15N04 - Supplement #2

Certain 2015 Model Year MKC and MKZ Vehicles Equipped with the Reserve Equipment Group, and Certain 2012-2016 Focus Electric, C-MAX Energi, and Fusion Energi Vehicles
Embedded Modem Replacement

New! REASON FOR THIS SUPPLEMENT

Claiming Instructions: Information on how to claim complimentary pickup and delivery service for Lincoln customers through May 31, 2017 have been added.

New! PROGRAM TERMS

This program provides coverage to upgrade the embedded modem to prevent the loss of MyLincoln Mobile or MyFord Mobile service. This is a one-time repair program. Coverage extends to five years of service from the warranty start date of the vehicle, regardless of mileage. If a vehicle has already exceeded the time limits, this extended coverage will last through *December 31, 2017*. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
MKC with Reserve Equipment Group	2015	Louisville	November 12, 2013 through June 15, 2015
MKZ with Reserve Equipment Group	2015	Hermosillo	February 21, 2014 through March 29, 2015
Focus Electric	2012-2016	Michigan	September 15, 2011 through November 30, 2015
C-MAX Energi	2013-2016	Michigan	April 13, 2012 through November 23, 2015
Fusion Energi	2013-2016	Hermosillo	September 4, 2012 through February 3, 2016

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

Owners of all affected vehicles received a complimentary subscription to the MyLincoln Mobile or MyFord Mobile service. This service uses an embedded modem that operates on a cellular network that is being decommissioned. As the network is decommissioned, customers who actively use the MyLincoln Mobile or MyFord Mobile service will experience a loss of wireless connectivity with their vehicles. This concern will not impact control or performance of the vehicle.

While customers who do not currently use the MyLincoln Mobile or MyFord Mobile service will not notice the effects of the cellular network shutdown, if they choose to activate their service in the future, it will not function with the existing embedded modem.

SERVICE ACTION

Dealers should ensure that customers are aware of the impending loss of MyLincoln Mobile or MyFord Mobile service.

If a customer requests the embedded modem upgrade, dealers are to replace the embedded modem with an updated part that operates on a different cellular network. This service must be performed at no charge to the vehicle owner.

NOTE FOR LINCOLN VEHICLES: If a customer would like more information about the MyLincoln Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the Lincoln Owner web site. Navigate to owner.lincoln.com then select "SYNC & Vehicle Features," then select the "Lincoln Embedded Modem" Quick Link.

NOTE FOR FORD VEHICLES: If a customer would like more information about the MyFord Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the MyFord Mobile web site. Navigate to www.myfordmobile.com.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters for Lincoln vehicles were mailed the week of February 15, 2016. A second Lincoln owner mailing will occur the week of December 5, 2016 to encourage owners to take advantage of complementary pickup and delivery service before it expires. Owner Letters for Ford vehicles began mailing in several phases beginning October 24, 2016 and will continue through June, 2017. Dealers should upgrade the embedded modem at the customer's request, whether or not the customer has received a letter.

New! 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

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And Certain 2012-2016 Focus Electric, C-MAX Energi, and Fusion Energi Vehicles
Embedded Modem Replacement

OASIS ACTIVATION

OASIS was activated for Lincoln vehicles on January 26, 2016. OASIS will be activated for Ford vehicles on October 13, 2016.

FSA VIN LISTS ACTIVATION

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

STOCK VEHICLES

Do not perform this service unless the customer requests repairs covered by this program.

SOLD VEHICLES

Owners of all affected vehicles will be directed to dealers for repairs if they wish to prevent the loss of MyLincoln Mobile or MyFord Mobile service.

VEHICLES WITH CANCELLED WARRANTIES

Vehicles with cancelled warranties are not 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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, including:

- Fuel fill
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC03578, Lincoln Loyalty Program Announcement for additional details.

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New! 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. Repairs should be claimed against Program Code 15N04.
- 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 (15N04) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Telematics Control Units (TCUs)/embedded modems will be supplied by Ford Component Sales (FCS). No parts cost will be incurred by dealers, and dealers should not include parts cost on claims.
- For Lincoln Client Special Handling, reference EFC03578, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.
- *Complimentary pickup and delivery service with a Lincoln loaner should be claimed on a separate line in OWS as shown below:*
 - *Claim Type 13 - Policy*
 - *Sub Code – PFSA*
 - *Customer Concern Code – A99*
 - *Condition Code – 82*
 - *Causal Part – DELIVERY*
 - *MISC Expense Codes:*
 - *PICDEL - \$55*
 - *VEHPIC - \$30*
 - *VEHDEL - \$25*
 - *RENTAL – up to \$90*

NOTE: *This service is only available for claims with a repair date before May 31, 2017.*

NOTE: *If the customer is provided a loaner vehicle for the repair, the miscellaneous expense RENTAL must be on the same claim as the pickup and delivery expense. Expense code RENTAL cannot be submitted as a standalone claim under PFSA.*

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
MKC and MKZ Replace Telematics Control Unit (TCU)/embedded modem	15N04B	0.5 Hours
Focus Electric Replace Telematics Control Unit (TCU)/embedded modem	15N04C	0.6 Hours
Fusion Energi Replace Telematics Control Unit (TCU)/embedded modem	15N04D	0.7 Hours
C-MAX Energi Replace Telematics Control Unit (TCU)/embedded modem	15N04E	0.8 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

The TCU/embedded modem should be ordered using the On-line 1878 form.

To order an embedded modem:

- Go to FMCDealer.com
- Go to OASIS, enter the VIN and click GO
- Scroll to the bottom and select the On-Line 1878
- Select Telematics Control Unit (TCU) from the System drop-down box
- Complete the On-line 1878 Ford order process, selecting 15N04 as the claim submission type
- *Make sure the part is installed on the VIN used when ordering.*

Part Number	Description	Order Quantity
EJ7Z-19A387-B	Telematics Control Unit (TCU)/embedded modem – MKC	1
GP5Z-19A387-B	Telematics Control Unit (TCU)/embedded modem – MKZ	1
GM5Z-14G229-AD	Telematics Control Unit (TCU)/embedded modem – Focus Electric	1
HS7Z-14G229-Q	Telematics Control Unit (TCU)/embedded modem – Fusion Energi	1
GM5Z-14G229-BD	Telematics Control Unit (TCU)/embedded modem – C-MAX Energi	1

For questions regarding parts, submit a request through the On-Line 1878 Form by clicking the Help/Feedback/Contacts link near the bottom of the page.

DEALER PRICE

Embedded modems will be supplied by Ford Component Sales (FCS), and parts costs will not be incurred by the dealer.

PARTS RETENTION AND RETURN

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

CERTAIN 2015 MODEL YEAR MKC AND MKZ VEHICLES EQUIPPED WITH THE RESERVE EQUIPMENT GROUP, AND CERTAIN 2012-2016 FOCUS ELECTRIC, C-MAX ENERGI, AND FUSION ENERGI VEHICLES — EMBEDDED MODEM REPLACEMENT

OVERVIEW

Owners of all affected vehicles received a complimentary subscription to the MyLincoln Mobile or MyFord Mobile service. This service uses an embedded modem that operates on a cellular network that is being decommissioned. As the network is decommissioned, customers who actively use the MyLincoln Mobile or MyFord Mobile service will experience a loss of wireless connectivity with their vehicles. This concern will not impact control or performance of the vehicle. If a customer requests the embedded modem upgrade, dealers are to replace the embedded modem with an updated part that operates on a different cellular network.

SERVICE PROCEDURE

MKZ, C-MAX Energi, and Fusion Energi Vehicles

NOTE: Use Integrated Diagnostic System (IDS) release 102.04 or later for Programmable Module Installation (PMI). When prompted to select automatic or manual process for As-Built data, select automatic.

1. Replace the Telematics Control Unit (TCU)/embedded modem. Please follow Workshop Manual (WSM) procedures in Section 415-00.

NOTE: If the customer has an active MyLincoln Mobile or MyFord Mobile account, a message requesting account authorization may appear in the touch screen display after the replacement TCU has been installed and configured, and the ignition key turned on. Do not select Allow or Deny. The customer should authorize the account once the vehicle has been returned. The message will appear for 10 ignition cycles before the customer is required to restart the authorization process.

NOTE FOR LINCOLN VEHICLES:

If a customer would like more information about the MyLincoln Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the Lincoln Owner web site. Navigate to owner.lincoln.com then select "SYNC & Vehicle Features," then select the "Lincoln Embedded Modem" Quick Link.

NOTE FOR FORD VEHICLES:

If a customer would like more information about the MyFord Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the MyFord Mobile web site. Navigate to www.myfordmobile.com.



MKC Vehicles

1. Using IDS release 102.04 or later, begin the PMI process for the TCU/embedded modem replacement following the on-screen instructions.
2. Remove the RH lower floor console trim panel. See Figure 1.

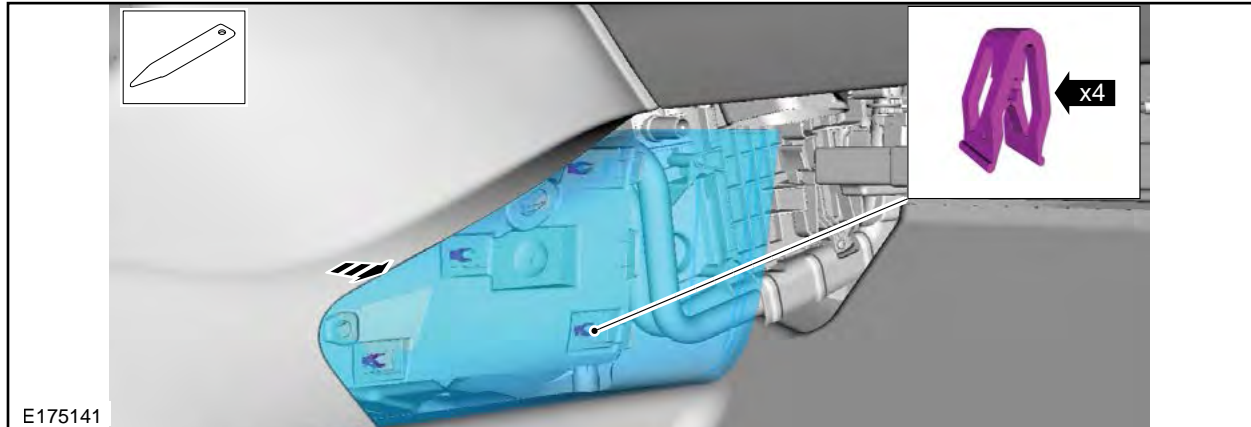


FIGURE 1

3. Remove and discard the TCU/embedded modem. See Figure 2.
 - a. Remove the two TCU bolts.
 - b. Disconnect the electrical connector and remove the TCU.

NOTE: Trim panels and carpet removed for clarity.

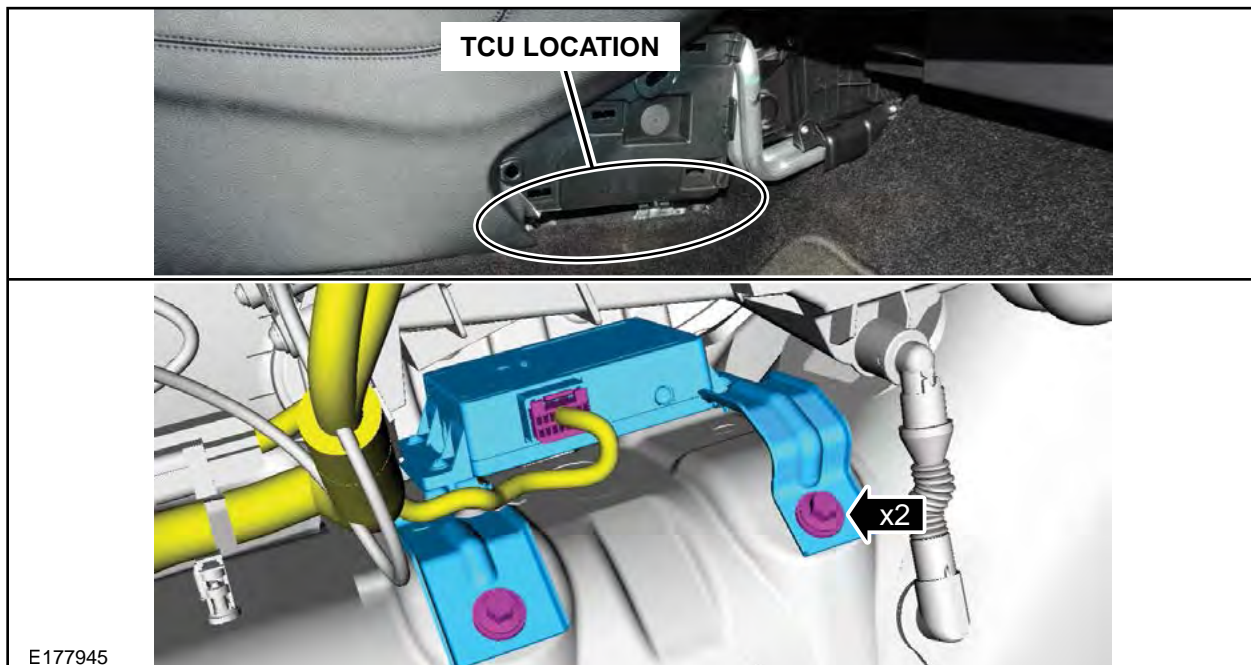


FIGURE 2



4. Install the new TCU/embedded modem by reversing the removal procedure.

- Torque the TCU bolts to 30 lb.ft (40 Nm).

5. Install the RH lower floor console trim panel. See Figure 1.

NOTE: When prompted to select automatic or manual process for As-Built data, select automatic.

6. Using the IDS, complete the PMI process for the TCU following the on-screen instructions.

NOTE: If the customer has an active MyLincoln Mobile account, a message requesting account authorization may appear in the touch screen display after the replacement TCU has been installed and configured, and the ignition key turned on. Do not select Allow or Deny. The customer should authorize the account once the vehicle has been returned. The message will appear for 10 ignition cycles before the customer is required to restart the authorization process.

NOTE FOR LINCOLN VEHICLES:

If a customer would like more information about the MyLincoln Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the Lincoln Owner web site. Navigate to owner.lincoln.com then select "SYNC & Vehicle Features," then select the "Lincoln Embedded Modem" Quick Link.



Focus Electric Vehicles

1. Using IDS release 102.04 or later, begin the PMI process for the TCU/embedded modem replacement following the on-screen instructions.
2. Replace the TCU/embedded modem.
 - Remove the C-pillar trim panel and then position aside the LH load space trim panel to access the TCU. See Figure 3. Please reference the WSM procedures in Section 415-00 and 501-05.

NOTE: When prompted to select automatic or manual process for As-Built data, select automatic.

3. Using the IDS, complete the PMI process for the TCU following the on-screen instructions.

NOTE: If the customer has an active MyFord Mobile account, a message requesting account authorization may appear in the touch screen display after the replacement TCU has been installed and configured, and the ignition key turned on. Do not select Allow or Deny. The customer should authorize the account once the vehicle has been returned. The message will appear for 10 ignition cycles before the customer is required to restart the authorization process.

NOTE FOR FORD VEHICLES:

If a customer would like more information about the MyFord Mobile service, or would like to activate their service and take advantage of this program, additional information can be found on the MyFord Mobile web site. Navigate to www.myfordmobile.com.



FIGURE 3



Lincoln wants to help make sure your driving experience is everything you'd expect. That's why we're alerting you about an important upgrade you need to schedule with your Lincoln Dealership.

In January 2017, the Lincoln embedded modem that connects your vehicle to the MyLincoln Mobile™/Lincoln Way™ app will be disabled. If you currently have this modem, you'll want to schedule the upgrade at your earliest convenience and then update your MyLincoln Mobile app to the new Lincoln Way app shown on the opposite page.



THE NEW LINCOLN WAY APP — EASY CONTROL FROM VIRTUALLY ANYWHERE.

Your Lincoln Dealer will install a new modem, which brings you the many advantages of the new Lincoln Way app,* connecting you to convenient features like finding and paying for parking in select cities, remote start, lock and unlock,** and managing your Lincoln Automotive Financial Services account — all designed to give you freedom wherever life takes you.



SERVICE ON YOUR SCHEDULE — COMPLIMENTARY PICKUP & DELIVERY.

To schedule your upgrade, visit lincolnservicevalet.com/pickup. When it's time for your appointment, we'll pick up your Lincoln and provide you with a complimentary Lincoln loaner — so your time remains distinctly yours. After the upgrade is complete, we will deliver your vehicle back to you, washed and ready for your next journey. Complimentary Pickup and Delivery is available for the modem upgrade only and cannot be used for any other repairs or warranty maintenance.†



TIME IS OF THE ESSENCE — DON'T DELAY, AND STAY CONNECTED.

Please contact your Lincoln Dealer soon or visit lincolnservicevalet.com/pickup. If you have any questions, our helpful Lincoln Concierge is available at 1-800-521-4140. Remember, your existing modem will be disabled in January 2017.

*The Lincoln Way app, compatible with select smartphone platforms, is available via a download. Message and data rates apply. **The embedded modem, an optional feature on select 2015-2017 model-year vehicles, is required for certain features. †Pickup and delivery service is valid for owners of Lincoln vehicles with valid modem upgrade offer. Mileage limitations may apply. See your dealer for details. Lincoln reserves the right to change program details at any time without obligations.



THE LINCOLN MOTOR COMPANY

LINCOLN WAY™ APP

PICKUP & DELIVERY

Arrange Pickup & Delivery service at their preferred dealer. Complimentary Pickup and Delivery is available for the modem upgrade only and cannot be used for any other repairs or warranty maintenance.

MY VEHICLE

Add Lincoln vehicles, see and manage any added Lincoln vehicles, and see vehicle status indicators such as fuel level. Available options are dependent on vehicle, model year and preferred dealer for vehicles equipped with an embedded modem only.

MY DEALER

Search for and set a preferred dealer and view dealer inventory, services and service hours. Also schedule service, get directions or call the dealer.

LINCOLN AUTOMOTIVE FINANCIAL SERVICES

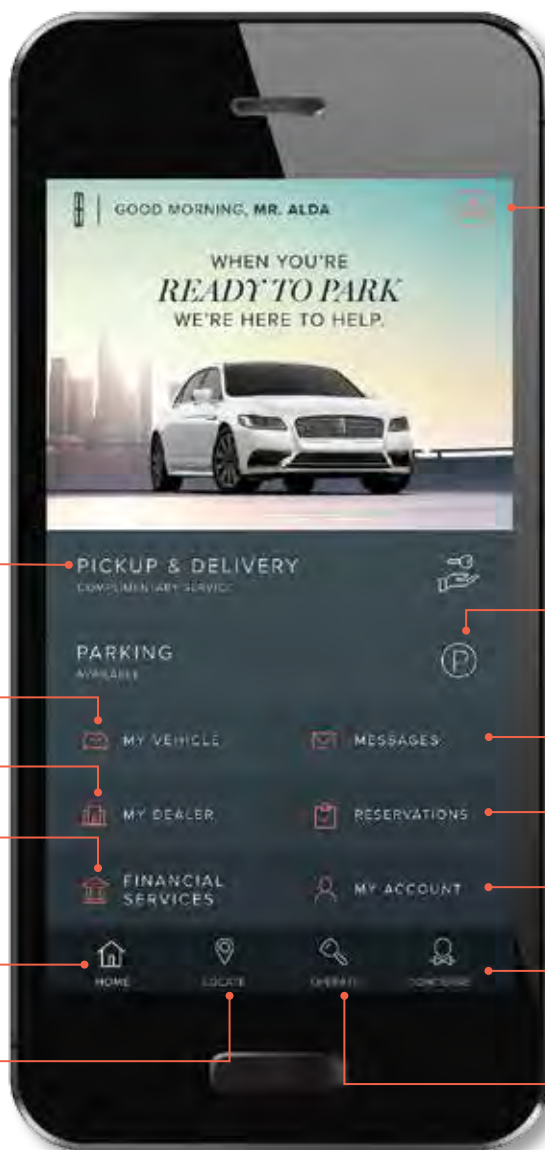
Links out to Lincoln Automotive Financial Services where clients can manage their account and make payments.

HOME

Returns user to the dashboard.

LOCATE

Drops a pin to save vehicle location. This feature also includes the ability to locate parking lots and search for dealers.



ROADSIDE ASSISTANCE

Identify available roadside services, determine vehicle coverage/eligibility, and place a call to speak to a Lincoln Roadside Assistance representative.*

PARKING

Search for available parking, sort by price and distance, and reserve and prepay at some lots.**

MESSAGES

Receive timely messages such as important notifications and service needs.

RESERVATIONS

View and manage parking reservations.

MY ACCOUNT

See and manage their profile, settings and account.

CONCIERGE

Find options to chat with or call an agent, or search helpful articles.

OPERATE

For vehicles equipped with an embedded modem only.

App screen is representative of 2017 model-year owners.

Download Lincoln Way App
on the App Store® or
Google Play™



IMPORTANT: After logging in with MyLincoln Mobile™ account information, existing users will receive the updated Lincoln Way app. Their vehicles will then be connected to the new app. All app features are ready for use after accepting the app's Terms and Conditions.

*Roadside Assistance for life only available for model-year 2013 and newer for original owner. **Available in select cities.

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Lincoln Way App — Resources

Explore support resources available at connectwithlincoln.com, including how-to videos for using the Lincoln Way app.





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