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Ford Customer Service Division

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

November 9, 2016

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

**SUBJECT:** **Customer Satisfaction Program 16B43**  
Certain 2016-2017 Model Year Focus RS Vehicles  
Powertrain Control Module Reprogramming

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Focus RS	2016-2017	Saarlouis	August 3, 2015 through September 26, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, when subjected to high performance driving conditions (this includes extended time at higher engine speeds, high loads, engine braking, hard cornering maneuvers, and track use), it is possible the engine may experience a low oil level condition due to increased oil consumption. Continued high performance driving with low engine oil level may lead to internal engine damage or catastrophic engine failure.

**SERVICE ACTION**

Dealers are to reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 102.02 or higher. The new PCM program will more accurately predict oil change intervals under performance driving conditions as outlined above. This service must be performed on all affected vehicles at no charge to the vehicle owner. Additionally, an addendum to the owner's manual supplement, recommending the owner conduct more frequent engine oil level checks, will be included with the owner letter mailing. The addendum is to be inserted in the owner's manual.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of November 14, 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  
Attachment IV: Owner's Manual Supplement Addendum  
Owner Notification Letter

## **QUESTIONS & ASSISTANCE**

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

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

**Customer Satisfaction Program 16B43**  
Certain 2016-2017 Model Year Focus RS Vehicles  
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**OASIS ACTIVATION**

OASIS will be activated on November 9, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by November 9, 2016. Owner names and addresses will be available by November 30, 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.

**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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**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.

**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
- 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.

**Customer Satisfaction Program 16B43**  
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**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 16B43 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through November 30, 2017. There is no mileage limit for this program.

**Customer Satisfaction Program 16B43**  
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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reprogram PCM using IDS release 102.02 or higher	16B43B	0.3 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.



## About This Addendum

The information in this addendum supplements the information contained in the Focus RS Owner's Manual Supplement (201603)

The information contained in this publication was correct at the time of going to print. In the interest of continuous development, we reserve the right to change specifications, design or equipment at any time without notice or obligation. No part of this publication may be reproduced, transmitted, stored in a retrieval system or translated into any language in any form by any means without our written permission. Errors and omissions excepted.

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Part Number: CG3632en 20160720160909110152

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## GENERAL MAINTENANCE INFORMATION


### Protecting Your Investment

Your vehicle is equipped with an intelligent oil-life monitor. Under normal operating conditions, a message appears in the information display to indicate the regular oil change interval. High performance vehicles tend to be driven in such a way that the engine experiences high speed and high load. As a result, some oil consumption could occur and the message appears earlier than the regular oil change interval. If you drive your vehicle this way, we recommend that you check the engine oil level every 3,000 km (2,000 mi) and fill the engine to the maximum mark on the engine oil dipstick.

**Note:** *Do not add oil further than the maximum mark.*

Focus (CEW) Vehicles Built From: 05-09-2016, CG3632en enGBR, Edition date: 201607, First Printing

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## CERTAIN 2016-2017 MODEL YEAR FOCUS RS VEHICLES — POWERTRAIN CONTROL MODULE REPROGRAMMING

### OVERVIEW

In some of the affected vehicles, when subjected to high performance driving conditions (this includes extended time at higher engine speeds, high loads, engine braking, hard cornering maneuvers, and track use), it is possible the engine may experience a low oil level condition due to increased oil consumption. Continued high performance driving with low engine oil level may lead to internal engine damage or catastrophic engine failure. Dealers are to reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 102.02 or higher. The new PCM program will more accurately predict oil change intervals under performance driving conditions as outlined above. Additionally, an addendum to the owner's manual supplement, recommending the owner conduct more frequent engine oil level checks, will be included with the owner letter mailing. The addendum is to be inserted in the owner's manual, page 336.

### SERVICE PROCEDURE

#### Module 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](http://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.
4. Add Owner's Manual Supplement Addendum to Owner's Manual, at page 336, Protecting Your Investment.

**NOTE:** For stock units, print the addendum from PTS.



## 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

November 2016

Customer Satisfaction Program 16B43  
Programa de satisfacción del cliente 16B43

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?**

High performance vehicles can be driven in such a way that may lead to higher engine oil consumption (this includes extended time at higher engine speeds, high loads, engine braking, hard cornering maneuvers, and track use). On your vehicle, when subjected to these driving styles, it is possible to experience a low engine oil level condition. Continued high performance driving with low engine oil level may lead to internal engine damage or catastrophic engine failure.

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

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the powertrain control module (PCM) free of charge (parts and labor) under the terms of this program. The new PCM program will more accurately predict oil change intervals under performance driving conditions as outlined above. Additionally, Ford has included an addendum to the owner's manual supplement with this letter, recommending that you conduct more frequent engine oil level checks. This Customer Satisfaction Program will be in effect until November 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 16B43. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter. In addition, please insert the included addendum into your owner's manual, page 336. Owners should check engine oil level to ensure minimum level is maintained. Oil level should be checked every 2,000 miles (3,000 kilometers), and filled to the maximum mark on the engine dipstick.

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

Please follow recommendations from your Intelligent Oil-Life monitor system for changing your oil. Per page 336 in your owner's manual, the interval may be up to one year or 10,000 miles (16,000 kilometers) for normal driving conditions. Expect a reduction in this interval during performance driving conditions.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

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

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.

**What if you no longer own this vehicle?**

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

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

**Can we assist you further?**

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

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

**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