



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

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

November 7, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 17B16**
 Certain 2011 Model Year Fiesta Vehicles
 Battery Junction Box Clean and Seal

PROGRAM TERMS

This program will be in effect through November 30, 2018. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of November 30, 2018 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 by December 1, 2017) to contact customers with affected vehicles. This will help minimize the number of vehicles that may require Battery Junction Box (BJB) repair or replacement, which requires a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011	Cuautitlan	November 3, 2009 through July 14, 2011

Affected vehicles are identified in OASIS and FSA VIN Lists.

Vehicles were originally sold or currently registered in the following states:

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

REASON FOR THIS PROGRAM

In the affected vehicles, an opening between the BJB and its cover could allow water and debris containing road de-icing salts to enter into the BJB. This could result in corrosion inside the BJB for vehicles operated extensively in US corrosion states. Corrosion in the BJB may cause a variety of symptoms including loss of function of exterior lights, vehicle stall, vehicle no start, or loss of function of interior lights.

SERVICE ACTION

Dealers are to clean and seal the BJB, and replace any damaged fuses or terminals, as needed, following the Technical Information and Terminal Repair Information. 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 November 20, 2017. 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: Terminal Repair 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 17B16
Certain 2011 Model Year Fiesta Vehicles
Battery Junction Box Clean and Seal

OASIS ACTIVATION

OASIS will be activated on November 7, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 7, 2017. Owner names and addresses will be available by December 1, 2017.

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 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

- 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 **April 30, 2018**.
- 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 an electrical concern due to BJB corrosion.

Customer Satisfaction Program 17B16
Certain 2011 Model Year Fiesta Vehicles
Battery Junction Box Clean and Seal

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner 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 (17B16) is the sub code.
- **Provision for Motorcraft® XG-12 Electrical Grease and alcohol wipes:** One 3 oz. tube of Motorcraft® XG-12 should service approximately seven vehicles. This provision is for the amount of grease and alcohol wipes used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.
 - Program Code: 17B16 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$3.00
- 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: 17B16 - 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.
- PROGRAM TERMS: This program will be in effect through November 30, 2018. There is no mileage limit for this program.

Customer Satisfaction Program 17B16
 Certain 2011 Model Year Fiesta Vehicles
 Battery Junction Box Clean and Seal

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Clean and seal the BJB following the Technical Information	17B16B	0.5 Hours
Replace one or more BJB fuse terminals (if required) - claim as related damage on a separate repair line - see Terminal Repair Information in Attachment IV	MT17B16	Up to 3.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
BE8Z-19H471-A	BJB Foam Seal Kit	1	1
XG-12	Motorcraft® Electrical Grease (One 3 oz. tube services approximately seven vehicles)	1	Claim as Misc. OTHER
HU2Z-14474-AA	BJB Terminal Repair Kit (5 replacement terminals / kit)	As required	
HU2Z-14474-BA	BJB Terminal Repair Kit (5 replacement terminals / kit)	As required	
9L3Z-14526-	Mini-Fuses (5 per pkg.) – see Catalog Advantage for correct part number for the amperage of fuse required	As required	
6E5Z-14526-	Box Fuses (10 per pkg.) – see Catalog Advantage for correct part number for the amperage of fuse required	As required	
-14N089-	BJB Relay – refer to Catalog Advantage for the correct replacement part number	As required	

The DOR/COR number for this program is 51100.

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

Less than 5% of the affected vehicle population is expected to require the use of a BJB Terminal Repair Kit.

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.

Terminal Repair Information

Recommended Tool List:

3/8" Drive Impact Gun
3/8" Drive Ratchet
3/8" Drive 10mm Deep Impact Socket
3/8" Drive 13mm Deep Impact Socket
3/8" Drive Torque Wrench
1/4" Drive Ratchet
1/4" Drive 10mm Socket
1/4" Drive Torque Wrench
Push Pin Removal Trim Tool
Test Light
Rotunda Flex Probe Kit
Side Cutters
Wire Stripper / Crimper
Heat Gun

1. Can the electrical concern be diagnosed to a lack of power from a mini-fuse in the Battery Junction Box (BJB) and a new mini-fuse has been installed?

Yes - Proceed to Step 2.

No - If diagnosis indicates the cause of the concern is due to corrosion of a non-serviceable component in the BJB, submit an approval request via the Special Support Service Center (SSSC) Web Contact Site for harness replacement.



2. Using a test light and the appropriate Rotunda Flex Probe, verify the terminals for the affected fuse are not loose and the fuse is able to conduct current. Is a concern present with a mini-fuse terminal that can be repaired using a terminal repair kit? Refer to Figure 1.

Yes - Obtain the appropriate terminal repair kit and proceed to Step 3.

No - If an unserviceable terminal is damaged and/or wiring harness replacement is required due to BJB corrosion, submit an approval request via the SSSC Web Contact Site.

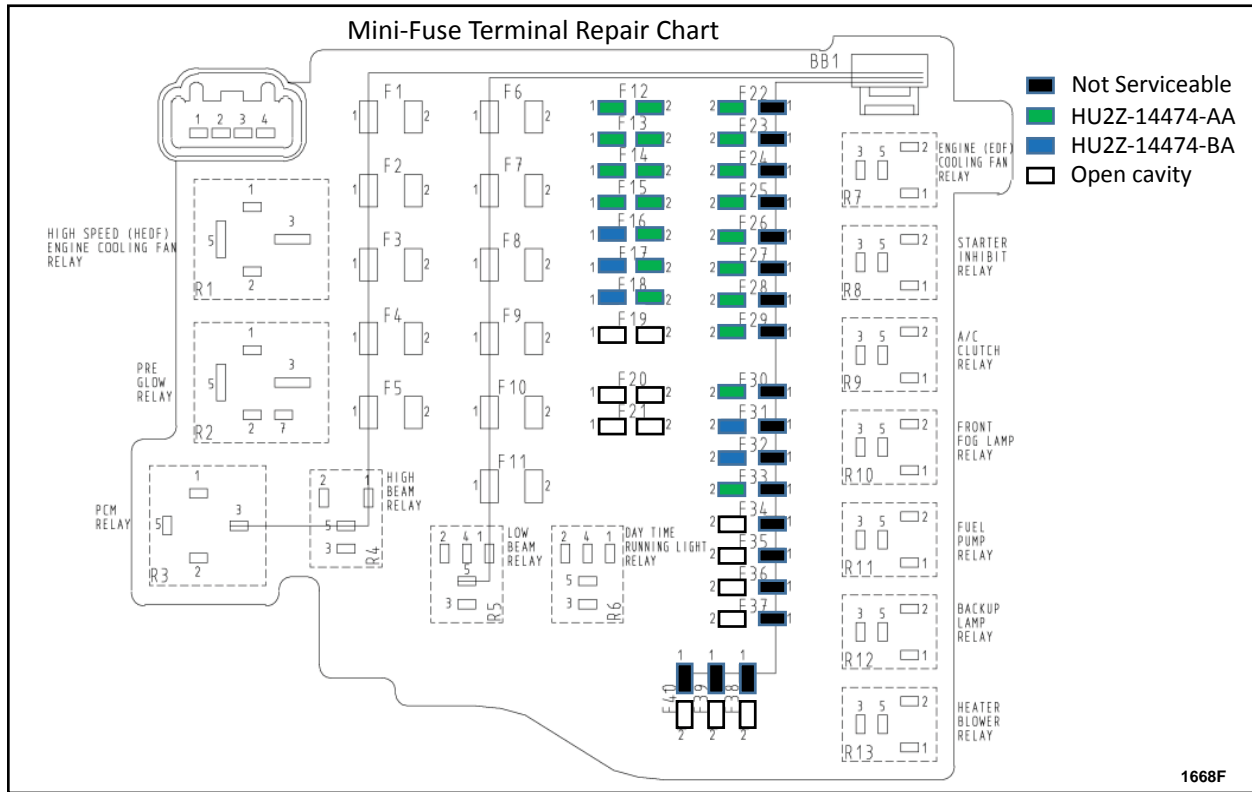


FIGURE 1



3. Remove the battery and battery tray. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
4. Remove the two nuts from the BJB. See Figure 2.

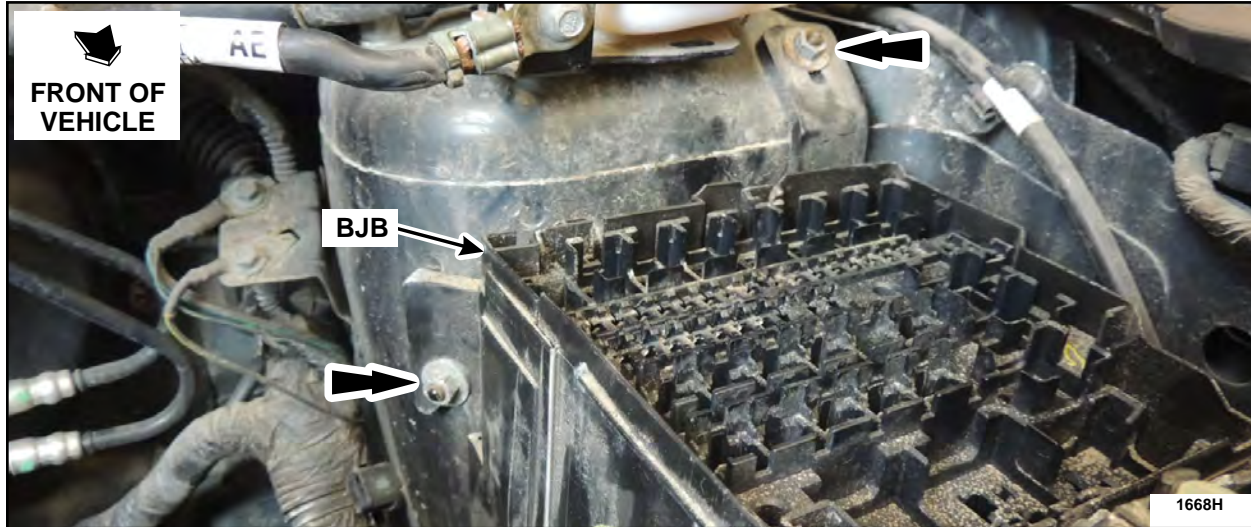


FIGURE 2

5. Disconnect the BJB harness retainers and position the BJB towards the engine to allow access to the bottom portion of the BJB for terminal replacement. See Figure 3.

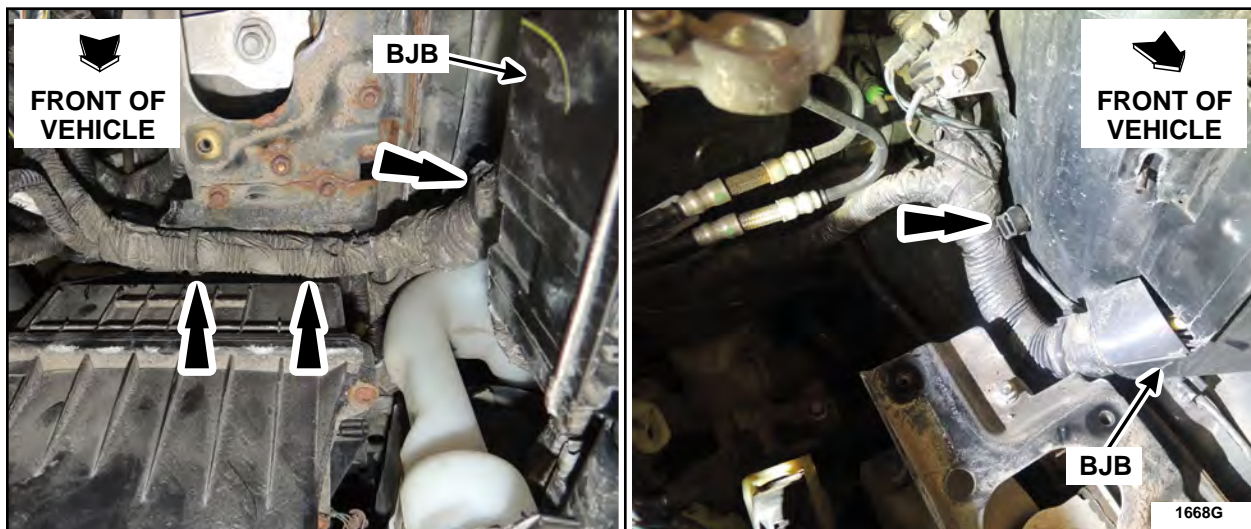


FIGURE 3



6. Refer to the installation instructions within the terminal repair kit to replace damaged terminals.
 - a. After removing the damaged terminals, cut the affected circuit below the terminal, making sure to leave enough wire to repair the circuit with a *new* length of wire.
 - b. Crimp the *new* length of wire in place and place heat shrink tubing over the crimped area.
 - c. Slide the *new* terminal into place in the BJB.
7. Reposition the BJB and connect the harness retainers. See Figure 3.
8. Install the two BJB nuts. See Figure 2.
9. Install the battery and battery tray. Please follow the WSM procedures in Section 414-01.



CERTAIN 2011 MODEL YEAR FIESTA VEHICLES — BATTERY JUNCTION BOX CLEAN AND SEAL

OVERVIEW

In the affected vehicles, an opening between the Battery Junction Box (BJB) and its cover could allow water and debris containing road de-icing salts to enter into the BJB. This could result in corrosion inside the BJB, which may cause a variety of symptoms including loss of function of exterior lights, vehicle stall, vehicle no start, or loss of function of interior lights. Dealers are to clean and seal the BJB, and replace any damaged fuses or terminals as needed, following the Service Procedure and Terminal Repair Information.

Recommended Tool List:

1/4" Drive Ratchet
1/4" Drive 10mm Socket
1/4" Drive Torque Wrench
Pneumatic Blow Gun
Needle Nose Pliers
Pick Tools

SERVICE PROCEDURE

1. Disconnect the battery. Please use the Workshop Manual Procedures (WSM) in Section 414-01.



2. Remove the BJB cover and use compressed shop air to blow out any dirt and debris from the BJB.
See Figure 1.

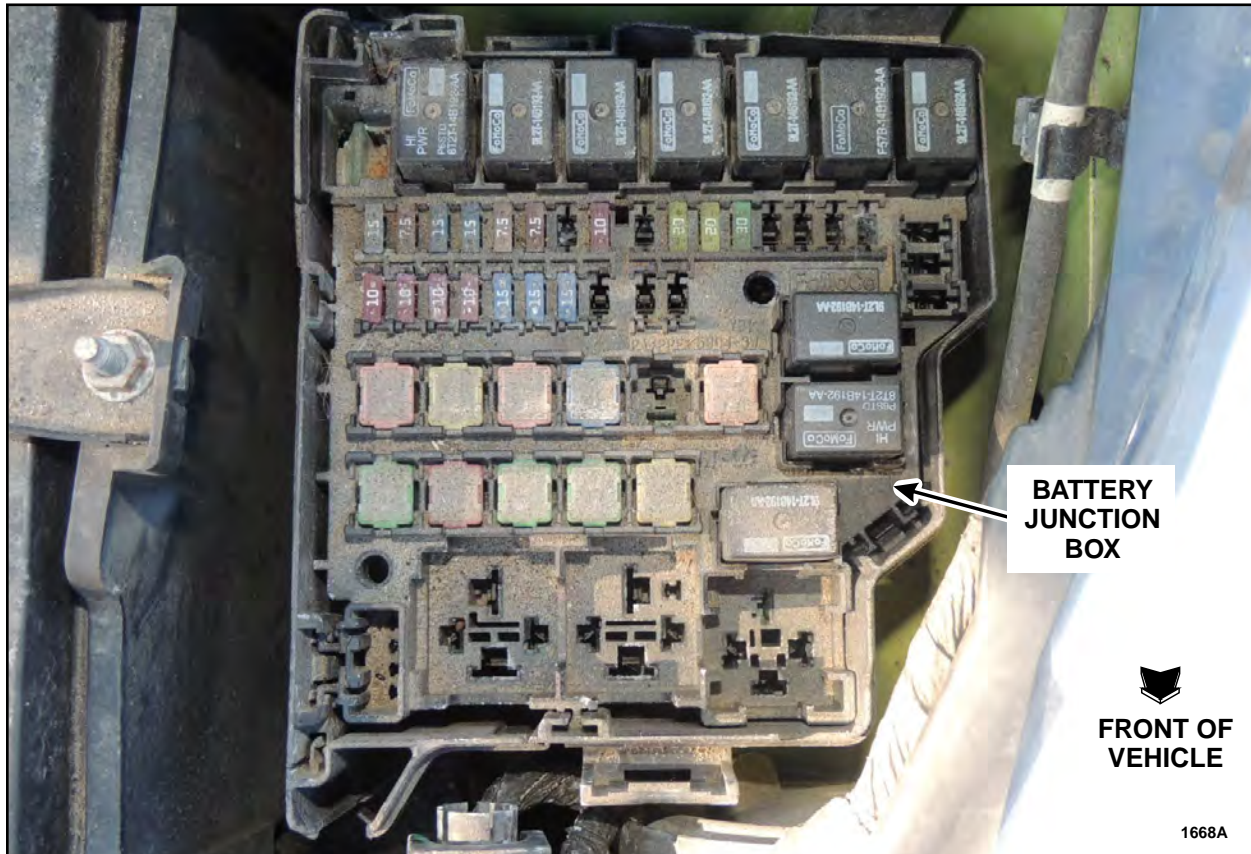


FIGURE 1



3. Remove each fuse and relay one at a time, apply Motorcraft® XG-12 to the cavity/terminal of the BJB, and re-install the fuse/relay. See Figure 2.

NOTE: Due to the metal composition of the mini-fuse, the mini-fuse acts as the sacrificial anode for corrosion, and usually results in fuse failure or separation during removal before damaging the BJB terminals.

- For mini-fuses that come apart during removal:
 - Remove any remaining fuse pieces, as necessary, from the BJB using needle nose pliers. See Figure 3.
 - Install a *new* fuse, as needed. Refer to the chart on Page 4 for mini-fuse part information.
- For box fuses or relays that become damaged during removal, replace as necessary. Refer to the chart on Page 4 for box fuse part information.

NOTE: One tube of Motorcraft® XG-12 electrical grease should service approximately seven vehicles. Do not add grease to unused or open terminals in the BJB.

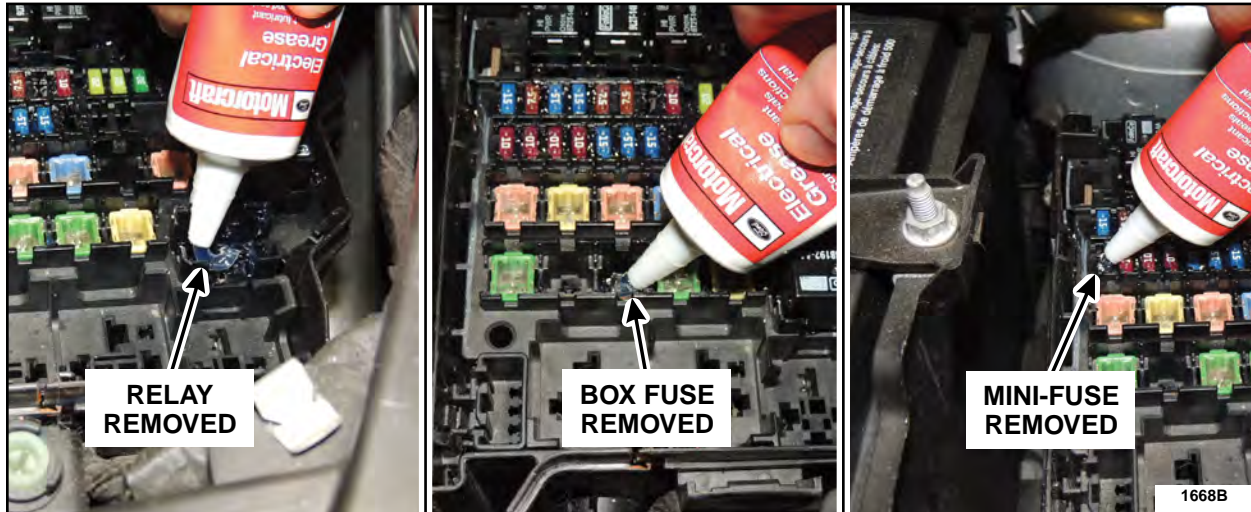


FIGURE 2



FIGURE 3



FUSE PART INFORMATION CHART			
Box Fuses (F1 - F11)		Mini-Fuses (F12 - F40)	
20 amp	6E5Z-14526-AA	2 amp	9L3Z-14526-HA
30 amp	6E5Z-14526-BA	5 amp	9L3Z-14526-AA
40 amp	6E5Z-14526-CA	7.5 amp	9L3Z-14526-BA
50 amp	6E5Z-14526-DA	10 amp	9L3Z-14526-CA
60 amp	6E5Z-14526-EA	15 amp	9L3Z-14526-DA
		20 amp	9L3Z-14526-EA
		25 amp	9L3Z-14526-FA
		30 amp	9L3Z-14526-GA

- Clean the inside cover of the BJB, as necessary, using a damp cloth or alcohol wipe to remove any dirt.
- Remove the backing and attach the individual pieces of the foam seal kit to the inside of the BJB cover in the specified locations. See Figure 4.

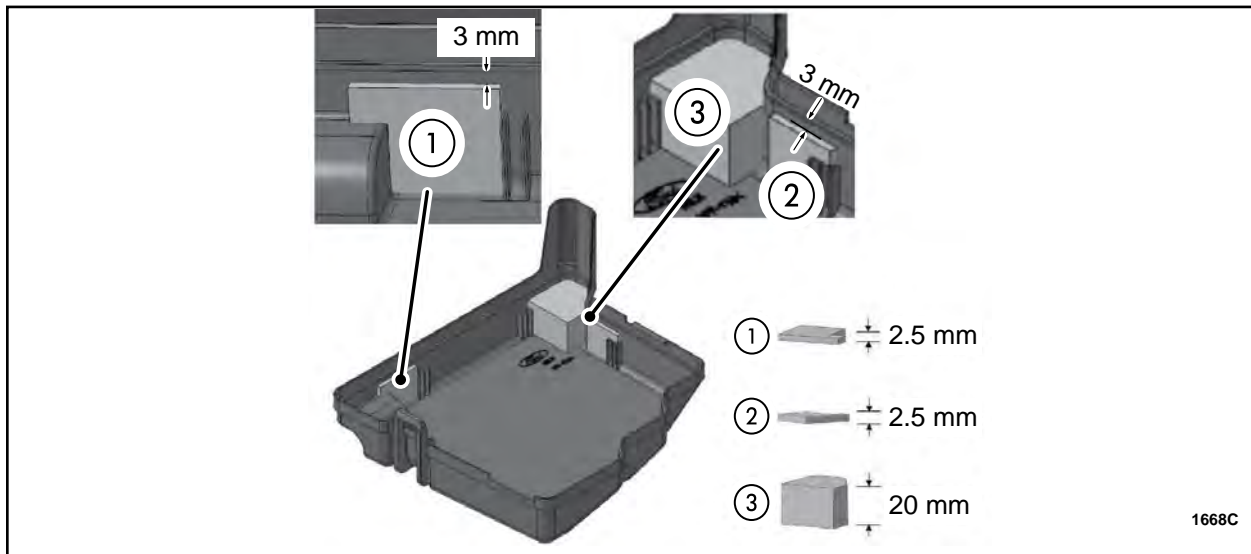


FIGURE 4

- Reinstall the BJB cover and verify the cover snaps in place.
- Connect the battery. Please use the WSM procedures in Section 414-01.

NOTE: For electrical concerns that are present after the service procedure is completed, refer to Attachment IV.





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

November 2017

Customer Satisfaction Program 17B16
Programa de satisfacción del cliente 17B16

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, it may be possible that water and debris containing road de-icing salts could enter the Battery Junction Box (BJB) causing corrosion.

What is the effect? This may result in corrosion in the BJB which can cause a variety of symptoms including loss of function of exterior lights, vehicle stall, vehicle no start, or loss of function of interior lights.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to clean and seal the BJB, and replace any damaged fuses or terminals as needed free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until November 30, 2018 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 to schedule a service appointment for Customer Satisfaction Program 17B16. Provide the dealer with your VIN, 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.

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

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.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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 BJB repair or replacement due to corrosion. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **April 30, 2018**. 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