



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

October 4, 2018

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION/DELIVERY HOLD
Customer Satisfaction Program 18B24**

Certain 2018 Model Year MKZ Hybrid Vehicles Equipped with the Magnetic Appearance Package
Accelerator Pedal and Brake Pedal Cover Replacement

PROGRAM TERMS

This program will be in effect through October 31, 2019. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
MKZ (HEV)	2018	Hermosillo	September 6, 2017 through July 18, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the incorrect accelerator and brake pedal covers have been installed which do not include the aluminum pedal accents as part of the Magnetic Appearance Package. This does not affect vehicle operation.

SERVICE ACTION

For in-stock units, dealers are to replace the accelerator pedal and brake pedal cover with pedals that have aluminum accents. For sold units, dealers are to use one of following options, as selected by the customer, to complete this program.

Note: This program is only for original titled owner of vehicle.

Option 1: At customer's request, replace the accelerator pedal and brake pedal cover with correct pedals that have aluminum accents.

Option 2: At customer's request, refund \$100 (plus applicable sales tax) to the original titled owner, using the following steps:

1. Submit a claim for the refund amount to close the program (see "Claims Preparation and Submission" in Attachment I).
2. Provide the refund plus tax to the original titled owner by mail or in person.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of October 15, 2018. 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 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 cursive script that reads "D. Johnson". The signature is written in black ink and is positioned above the printed name.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on October 2, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 2, 2018. Owner names and addresses will be available by October 29, 2018.

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

- Original owners of affected vehicles will be directed to dealers for repairs or refund.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are not eligible for this service action.

OWNER REFUNDS

- Refunds will only be provided to the original Owner for the amount of \$100 plus applicable tax, in lieu of having a new accelerator pedal and brake pedal cover installed.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner, from their dealership. For details, reference EFC06121 2018 Lincoln Pickup & Delivery Updates.

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, such as:

Fuel fill

Gift Card for the client's favorite restaurant

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The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC06196, Lincoln Loyalty Program Announcement for additional details.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - 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.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 18B24 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Lincoln Client Special Handling:** For Lincoln Client Special Handling, reference EFC06196, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.
- **Refunds: For original title owners who choose a refund instead of replacing pedals.**
 - Claim Labor Operation **MTREFUND** – 0.1 Hours (**closes program, covers mailing refund**)
 - Submit refund amount of \$100 plus applicable sales tax on the same repair line (reimbursement in lieu of replacing pedals).
 - Program Code: 18B24
 - Misc. Expense: REFUND
 - Not to be claimed with Labor Operation 18B24B
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the accelerator pedal and brake pedal cover	18B24B	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
DG9Z- 9F836-F	Accelerator Pedal Assembly	1	1
DG9Z-2454-C	Brake Pedal Cover	1	1

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 2018 MODEL YEAR MKZ HYBRID VEHICLES WITH THE MAGNETIC APPEARANCE PACKAGE – ACCELERATOR PEDAL AND BRAKE PEDAL COVER REPLACEMENT

OVERVIEW

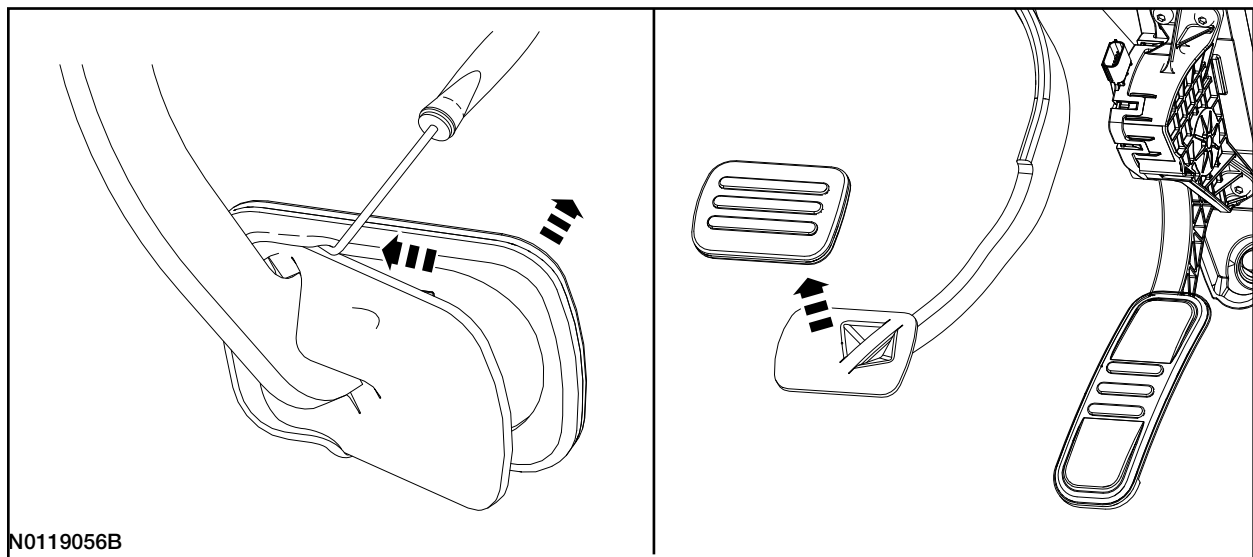
In all of the affected vehicles, the incorrect accelerator and brake pedal covers have been installed which do not include the aluminum pedal accents as part of the Magnetic Appearance Package. This does not affect vehicle operation.

SERVICE PROCEDURE

Recommended tools:

General Tools	
1/4" Drive Ratchet	
1/4" Drive Torque Wrench	
1/4" Drive 10 inch extension	
1/4" Drive 27 mm Torx	

1. Replace the accelerator pedal. Please follow the Workshop Manual (WSM) procedures in Section 310-02.
2. Use a pic tool to remove and discard the brake pedal pad. See Figure 1.



N0119056B

FIGURE 1

3. Install the new brake pedal pad by reversing the removal procedure. Use a pic tool to work the back lip of the pedal pad onto the metal lip of the brake pedal. See Figure 1.

- Use caution not to damage the brake pedal pad during installation.





THE LINCOLN MOTOR COMPANY

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

October 2018

Customer Satisfaction Program 18B24

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?** Your vehicle is equipped with the Magnetic Appearance Package, which should include aluminum accent accelerator and brake pedal covers, but it was built with black pedal covers instead.
- What is the effect?** There is no effect on performance of the vehicle.
- What will Lincoln and your dealer do?** In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to install for the original vehicle owner the correct pedal covers free of charge (parts and labor), or alternatively, to provide a refund of \$100 plus any applicable sales tax under the terms of this program. This Customer Satisfaction Program will be in effect until October 31, 2019 regardless of mileage. Coverage does not apply to subsequent owners.
- How long will it take?** If you choose to have the accelerator pedal and brake pedal cover replaced, 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 inform the Service Department that you are calling in regards to Customer Satisfaction Program 18B24. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter. Advise the dealership of your choice of installing the correct accelerator pedal and brake pedal cover or a refund.
- If you choose to have the repair performed, your dealer will need to order the parts and schedule a service appointment.
 - If you choose a refund, your dealer can mail you a refund check or you may pick it up at the dealership.

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

Lincoln owners affected by this program have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership if you would like to take advantage of this option.

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.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner 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.

What if you no longer own this vehicle?

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

This offer does not apply to subsequent owners.

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).

Thank you for your attention to this important matter.

The Lincoln Motor Company