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Ford Motor Company
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February 21, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19B04 - Supplement #1**
 Certain 2015-2016 Model Year Edge and 2016 Model Year MKX Vehicles Equipped
 with Adaptive Steering
 Steering Wheel Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Customer Satisfaction
 Program 19B04**
 Dated: February 14, 2019

New! REASON FOR THIS SUPPLEMENT

- **Parts Requirements / Ordering Information:** Parts table updated to include steering wheel attachment bolt.

PROGRAM TERMS

This program will be in effect through February 29, 2020. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of February 29, 2020 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 on March 18, 2019) to contact customers with affected vehicles. This will help minimize the number of vehicles that may exhibit an Adaptive Steering Fault, which requires a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015-2016	Oakville	June 25, 2014 through September 14, 2016
MKX	2016	Oakville	November 11, 2014 through October 19, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, wire terminal plating in a steering wheel connector may wear away and cause a poor connection between the steering wheel and the steering column control module. This condition may cause the adaptive steering feature to become disabled and a message to display in the instrument cluster that indicates “Adaptive Steering Fault – Service Required.” In some cases, the steering wheel may not appear straight while the vehicle is driving straight. If the adaptive steering becomes disabled, the steering system, including the power assist, remains fully functional.

SERVICE ACTION

Dealers are to replace the adaptive steering wheel assembly. 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 March 4, 2019. 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,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

Customer Satisfaction Program 19B04

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OASIS ACTIVATION

OASIS will be activated on February 14, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 14, 2019. Owner names and addresses will be available by March 15, 2019.

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

- 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.

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 **February 29, 2020**.
- 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. 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 diagnosing and repairing SECM DTC C1B00 when the Adaptive Steering Wheel was determined to be the causal component.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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LINCOLN PICKUP AND DELIVERY

For 2016 model year Lincoln vehicles, Lincoln pickup and delivery may be available if the vehicle is still within the 4-year / 50,000 mile warranty period, and the repair is performed within the 2019 calendar year. The Lincoln pickup and delivery program for 2016 model year vehicles does not cover the use of a Lincoln loaner. Refer to EFC07121 for details and claiming instructions.

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 – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - 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.

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 19B04 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19B04 - 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery should be submitted on a separate line from the FSA. Refer to EFC07121 for details.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace adaptive steering wheel assembly	19B04B	0.9 Hours
Check front toe (not including adjustment)	19B04C	0.4 Hours
Additional time to adjust front toe, if adjustment is necessary	19B04D	0.1 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
G2GZ-3600-*	Adaptive Steering Wheel Assembly (*part number varies by vehicle – use parts catalog to identify the specific part number by VIN)	1	1
W716575-S437	Steering Wheel Attachment Bolt	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