



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

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

February 14, 2019

TO: All U.S. Ford and Lincoln Dealers

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

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 04, 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 black ink, appearing to read "D. Johnson", is positioned above the printed name.

David J. Johnson

Customer Satisfaction Program 19B04

Certain 2015-2016 Model Year Edge and 2016 Model Year MKX Vehicles with Adaptive Steering
Steering Wheel Replacement

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.

Customer Satisfaction Program 19B04

Certain 2015-2016 Model Year Edge and 2016 Model Year MKX Vehicles with Adaptive Steering
Steering Wheel Replacement

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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Certain 2015-2016 Model Year Edge and 2016 Model Year MKX Vehicles with Adaptive Steering
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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 |

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 |

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 2015-2016 MODEL YEAR EDGE AND 2016 MODEL YEAR MKX VEHICLES EQUIPPED WITH ADAPTIVE STEERING — STEERING WHEEL REPLACEMENT

OVERVIEW:

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 PROCEDURE

Recommended Tool List:

| General Tools | General Equipment |
|--|--------------------------|
| 3/8" Drive Ratchet (Power and Hand Tool) | Alignment Machine System |
| 3/8" Drive T50 Socket | |
| 3/8" Drive Extension - 6" | |
| 3/8" Drive Torque Wrench | |
| 15/16" and 15mm Wrenches | |
| Hook Pick Tool | |
| Utility Knife | |
| Pliers | |
| 3mm Allen Wrench | |

1. Replace the steering wheel assembly. Please follow the Workshop Manual (WSM) procedures in Section 211-04.





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

March 2019

Customer Satisfaction Program 19B04

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, the adaptive steering feature may become disabled.

What is the effect? If the adaptive steering feature becomes disabled, a message will 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. The steering system, including the power assist, remains fully functional.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the steering wheel assembly free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until **February 29, 2020** regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is approximately 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 19B04. 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)**

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 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 an adaptive steering wheel replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **February 29, 2020**. 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).

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

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

March 2019

Customer Satisfaction Program 19B04

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? On your vehicle, the adaptive steering feature may become disabled.

What is the effect? If the adaptive steering feature becomes disabled, a message will 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. The steering system, including the power assist, remains fully functional.

What will Lincoln and your dealer do? In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to replace the steering wheel assembly free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until **February 29, 2020** regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is approximately 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 19B04. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

What should you do?
(Continued)

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.

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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.

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Thank you for your attention to this important matter.

The Lincoln Motor Company