



Stacy L. Balzer
 Operating Director
 Service Engineering Operations
 Ford Customer Service Division

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

January 13, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N11**
 Certain 2011-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States
 Battery Junction Box Clean and Seal

REF : **Customer Satisfaction Program 19B22**
 Certain 2012-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States
 Battery Junction Box Clean and Seal
Customer Satisfaction Program 17B16
 Certain 2011 Model Year Fiesta Vehicles
 Battery Junction Box Clean and Seal

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the battery junction box for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through July 31, 2023.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2013	Cuautitlan	November 3, 2009 through April 27, 2013

Affected vehicles are identified in OASIS.

Vehicles originally sold in, or currently registered in the high corrosion states listed below are covered under program 22N11. Vehicles currently located in the high corrosion states listed below, while not originally sold in or currently registered in a high corrosion state, are covered under this program.

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

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, the position of the Battery Junction Box (BJB) in the engine compartment is subject to unanticipated direct road water splash while driving. When vehicles are operated in high contamination/corrosion environments associated with road salt use, moisture and debris can enter through the BJB cover and base, potentially leading to corrosion of the relay and fuse terminals, especially at the front of the box. Corrosion in the battery junction box may result in a variety of symptoms, including a loss of certain vehicle functions, such as the loss of low beam headlamps, loss of high beam headlamps, or vehicle no start.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to clean the BJB, install foam sealing to the cover, and replace any corroded fuses, terminals or relays, following the dealer bulletin technical instructions. Service kits are unique for 2011MY and 2012/2013MY based on BJB cover design. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 30, 2023. Dealers should repair any affected vehicles that experience issues with the BJB corrosion concerns covered in this bulletin, 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 for Model Year 2011
Attachment IV: Terminal Repair Information for Model Year 2011
Attachment V: Technical Information for Model Year 2012-2013
Attachment VI: Terminal Repair Information for Model Year 2012-2013
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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

Customer Satisfaction Program 22N11
Certain 2011-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States
Battery Junction Box Clean and Seal

OASIS ACTIVATION

OASIS will be activated on January 13, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not 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 February 17, 2023. This refund offer expires July 31, 2023.
- 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 the corrosion of the BJB.

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.

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.
- 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.

Customer Satisfaction Program 22N11

Certain 2011-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States
Battery Junction Box Clean and Seal

CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22N11 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 22N11
 - Customer Concern Code (CCC): C31 - 12V Battery Troubles
 - Condition Code (CC): X4 - Damaged Terminal
 - Causal Part Number: 14N089, Quantity 0
 - 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.
- **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: 22N11
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$3.00
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22N11
 - 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.

Customer Satisfaction Program 22N11

Certain 2011-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States
Battery Junction Box Clean and Seal

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2011 Fiesta - Clean and seal the BJB following the Technical Information	22N11B	0.5 Hours
2012-2013 Fiesta - Clean and seal the BJB following the Technical Information	22N11C	0.7 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 & VI	MT22N11D	Up to 3.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

For MY2012-2013 Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
KU5Z-99044E84-C	BJB Foam Seal Kit	1	1
DU2Z-14474-GA KU2Z-14421-BA	BJB Terminal Repair Kit (5 replacement terminals/kit)	As Required	
XG-12	Motorcraft® Electrical Grease (One 3 oz. tube services approximately seven vehicles)	1	Claim as Misc. OTHER
KU2Z-14421-AA DU2Z-14474-EA KU2Z-14474-EA KU2Z-14474-FA	BJB Terminal Repair Kit (5 replacement terminals/kit)	As Required	
F2UZ-14526- F58Z-14526- F5OZ-14526-	Mini-Fuses (5 per pkg.) – see Catalog Advantage for correct part number for the amperage of fuse required		
6E5Z-14526-	Box Fuses (10 per pkg.) – see Catalog Advantage for correct part number for the amperage of fuse required		
-14N089-	BJB Relay – refer to Catalog Advantage for the correct replacement part number		

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Requirements / Ordering Information Continued On The Next Page

Customer Satisfaction Program 22N11
 Certain 2011-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States
 Battery Junction Box Clean and Seal

For MY2011 Order the parts below through normal order processing channels:

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	

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, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Customer Satisfaction Program 22N11

Certain 2011-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States
Battery Junction Box Clean and Seal

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.



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

Customer Satisfaction Program 22N11

Mr. John Sample
123 Main Street
Anywhere, USA 12345

January 2023

Your Vehicle Identification Number (VIN): 123456789012345678

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, moisture and debris containing road de-icing salts may enter the Battery Junction Box (BJB) through the cover and base. This could result in corrosion inside the BJB for vehicles operated extensively in certain states that typically use more road de-icing salts.

Although your vehicle's BJB is likely functioning fine, we are pleased to let you know that Ford Motor Company is providing a one-time repair on the BJB.

What is the effect?

Corrosion in the battery junction box may result in a variety of symptoms, including a loss of certain vehicle functions, such as the loss of low beam headlamps, loss of high beam headlamps, or vehicle no start.

What will Ford and your dealer do?

If your vehicle's BJB components require repair or replacement due to corrosion and your vehicle is within the indicated time/mileage limitations, in the interest of customer satisfaction, Ford Motor Company has authorized your dealer to clean and seal the battery junction box and replace any damaged fuses, relays or terminals, as needed, free of charge (parts and labor) under the terms of this program. This is a one-time repair program.

This Customer Satisfaction Program will be in effect for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through July 31, 2023. Coverage is automatically transferred to subsequent owners.

How long will it take? If the components mentioned above require replacement, 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? You do not need to return to your dealer for this repair unless your vehicle is experiencing symptoms associated with BJB corrosion. Please keep this letter as a reminder of the one-time repair offer for your BJB. If the BJB components require replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 22N11. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

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

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 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 February 17, 2023, you may be eligible for a refund. Refunds will only be provided for service related to battery junction box repair or replacement due to corrosion. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 31, 2023. 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: ford.com/support.

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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

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.

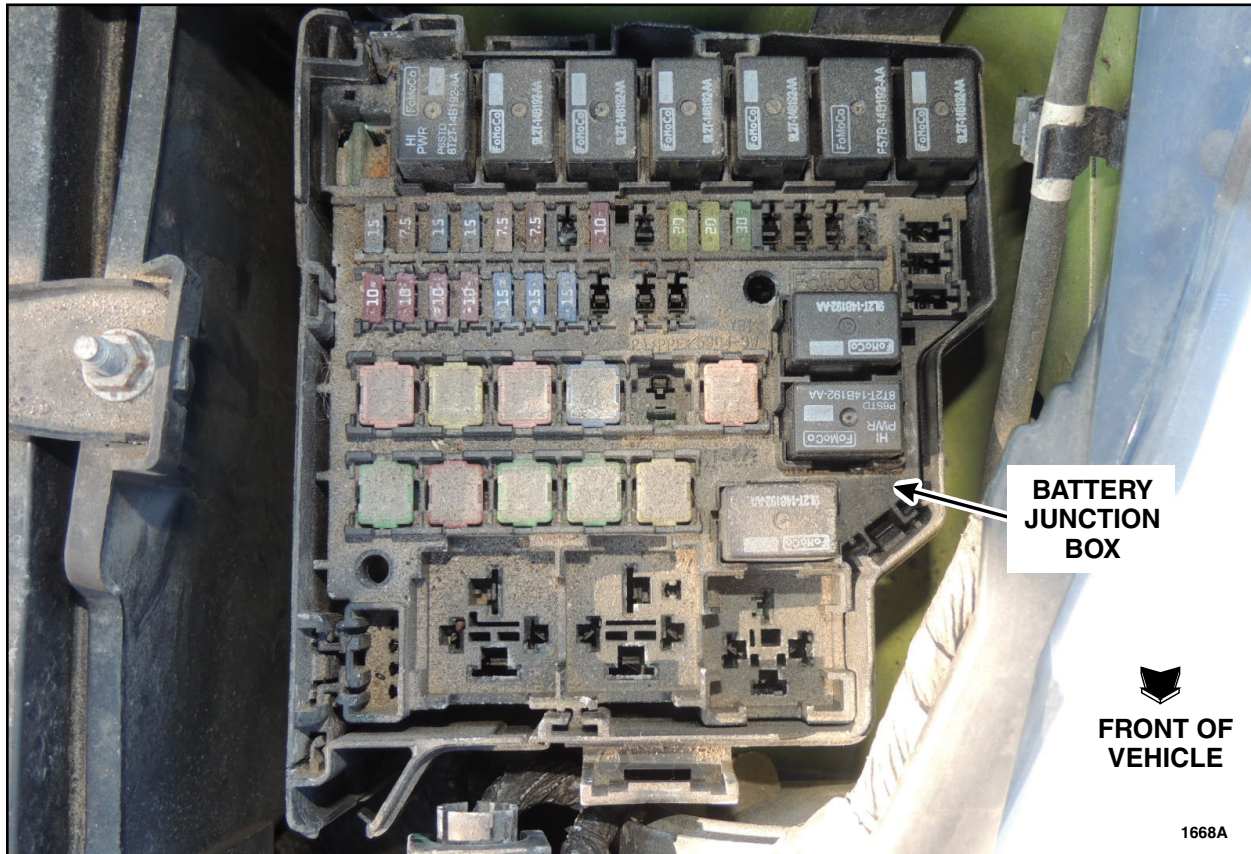


FIGURE 1



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.

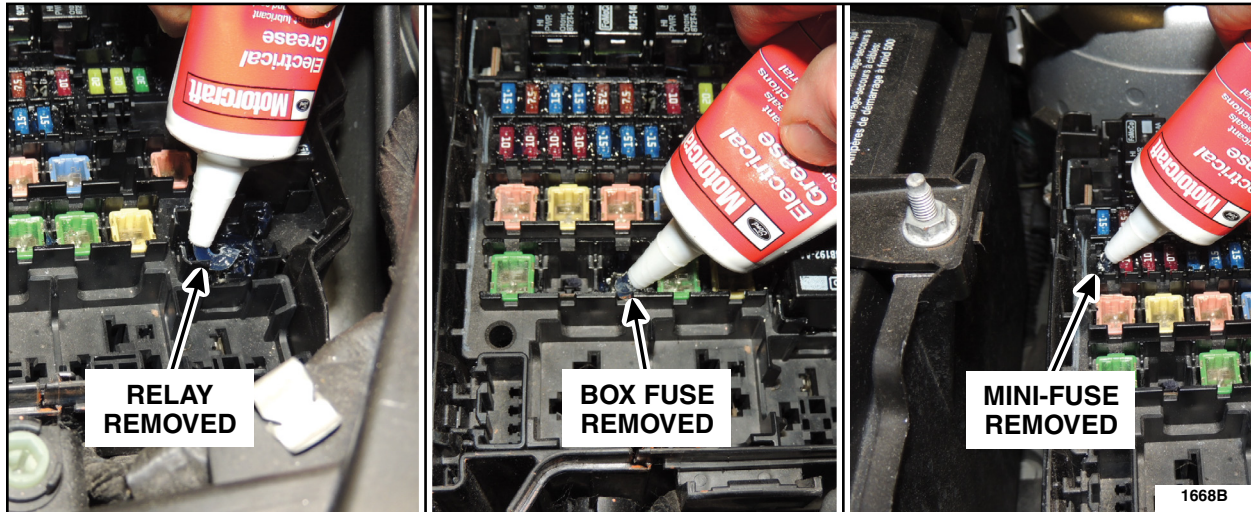


FIGURE 2

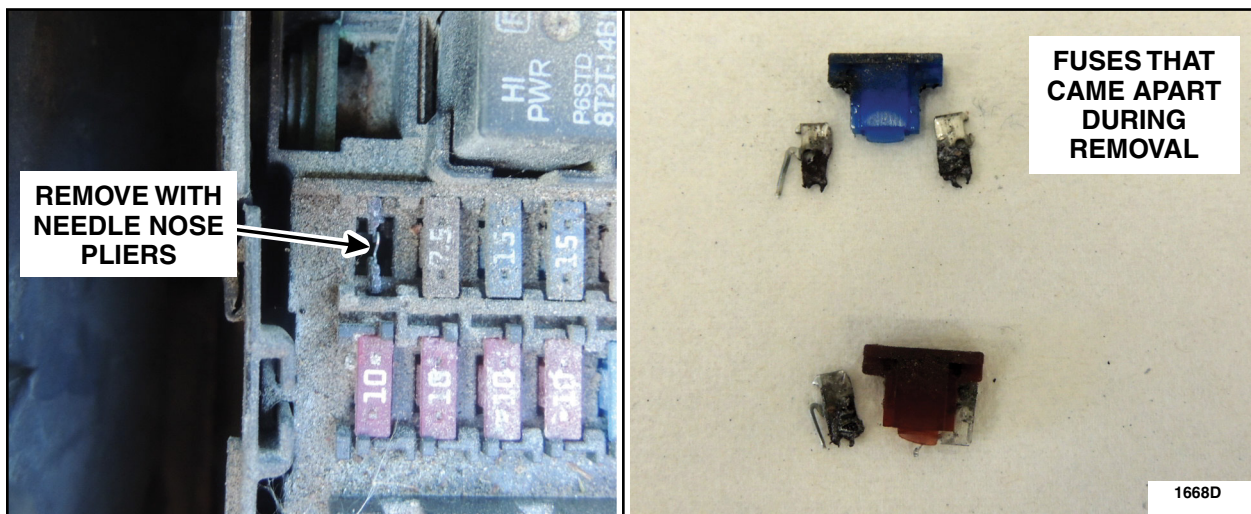


FIGURE 3



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.

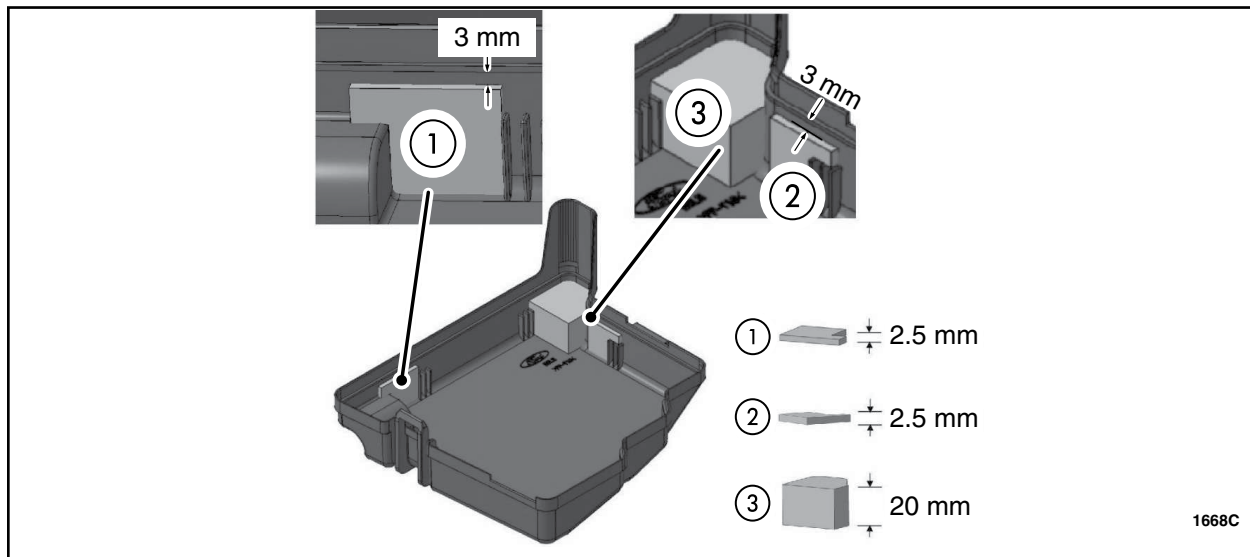


FIGURE 4

- 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.



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

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 Service Support Center (SSSC) Web Contact Site for harness replacement.



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

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.

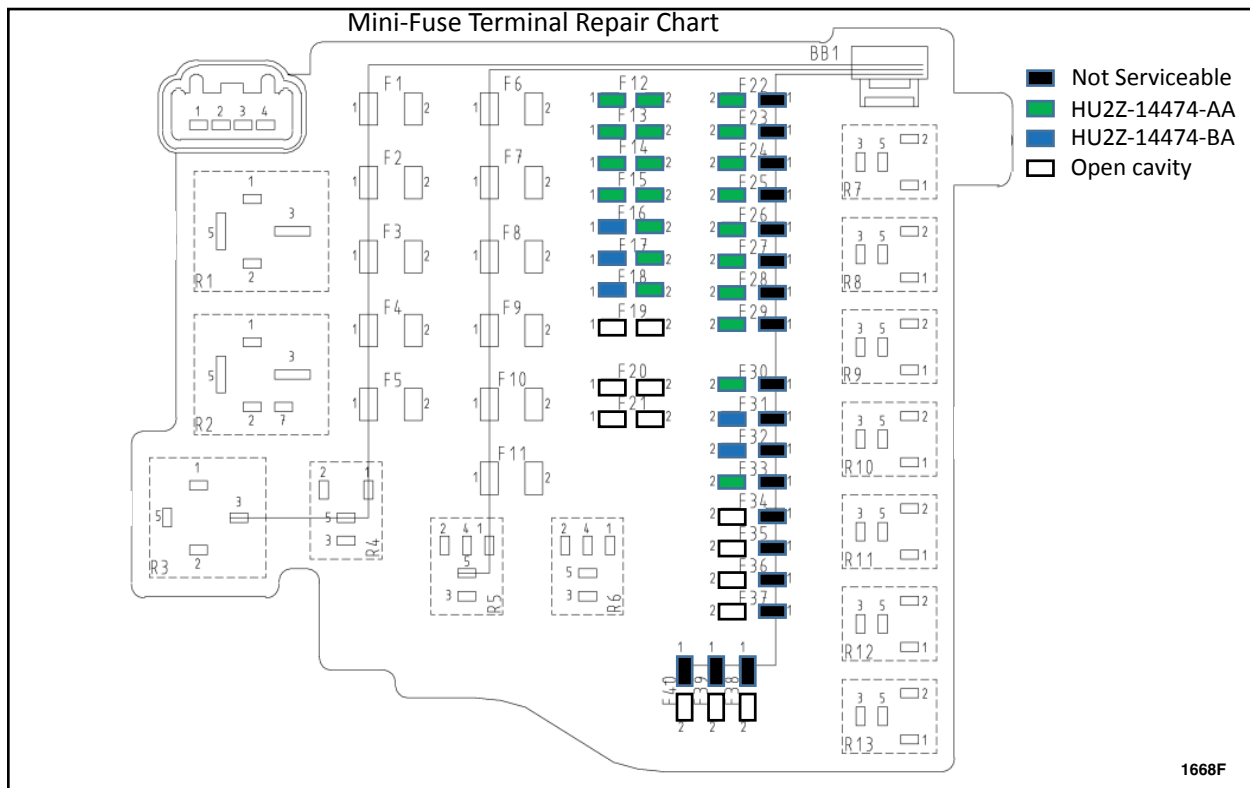


FIGURE 1



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

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.

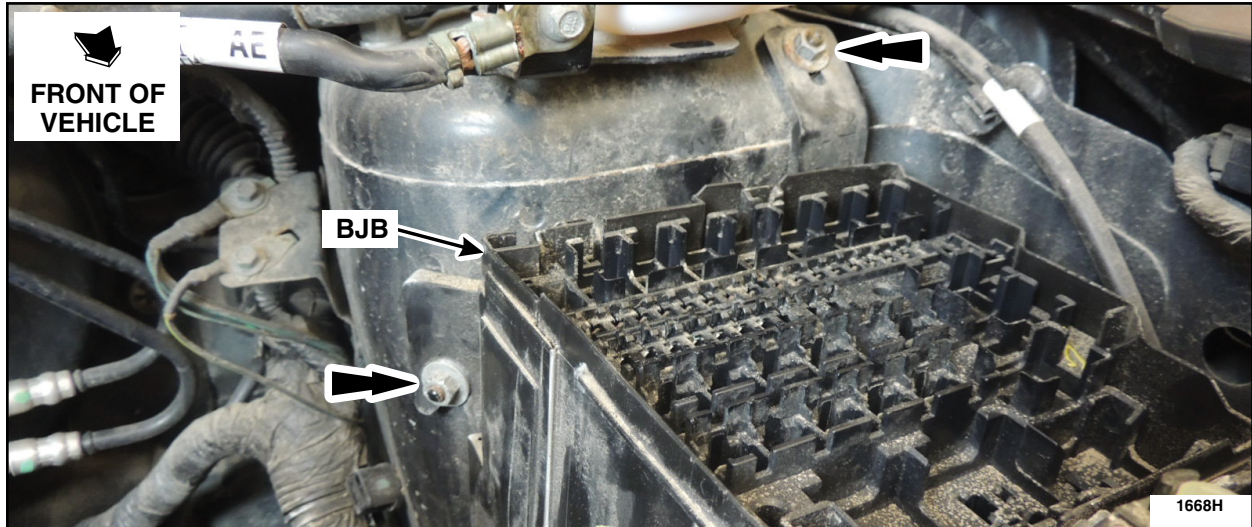


FIGURE 2

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.

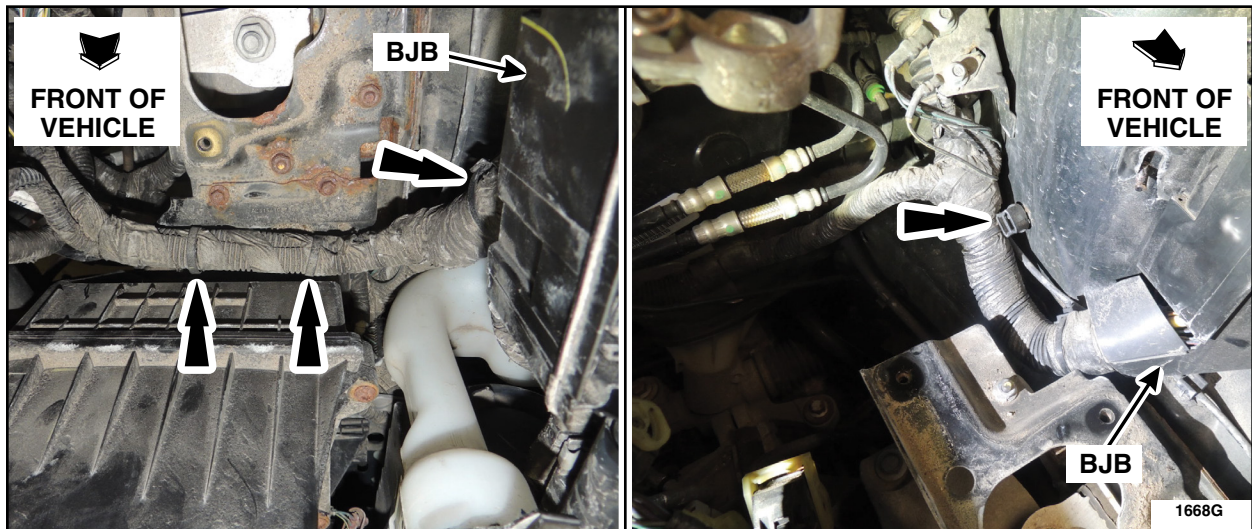


FIGURE 3



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

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.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



3. Starting with the box fuses then the relays, remove each fuse and relay one at a time and apply Motorcraft® XG-12 to the cavity/terminal of the BJB, and re-install the fuse/relay. See Figure 2.

- As each fuse and relay are removed check the BJB terminals for greening or corrosion. If greening or corrosion is present note which terminals are affected and refer to ATTACHMENT IV for further direction.

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 3 for mini-fuse part information.
- For box fuses or relays that become damaged during removal, replace as necessary. Refer to the chart on Page 3 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.

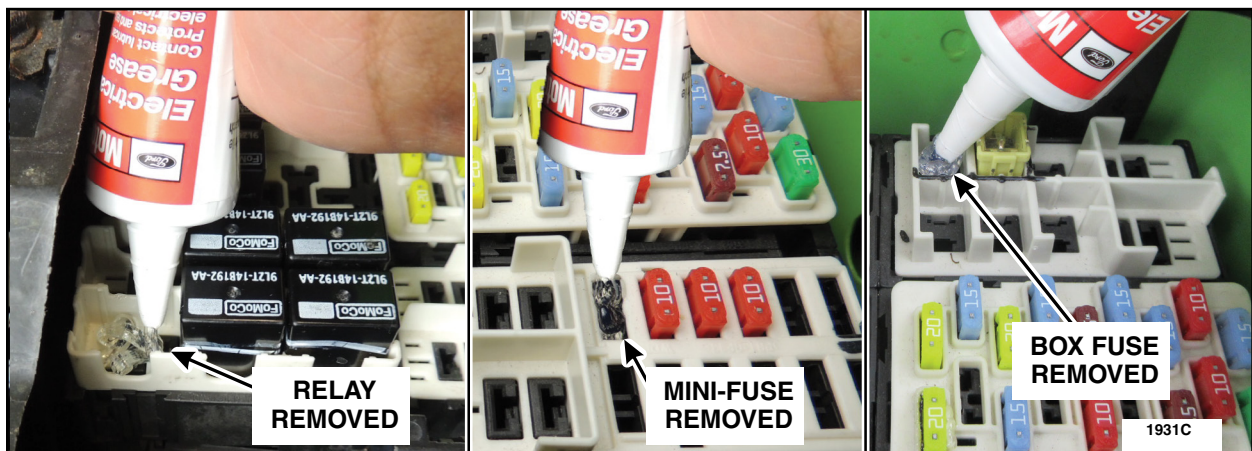


FIGURE 2

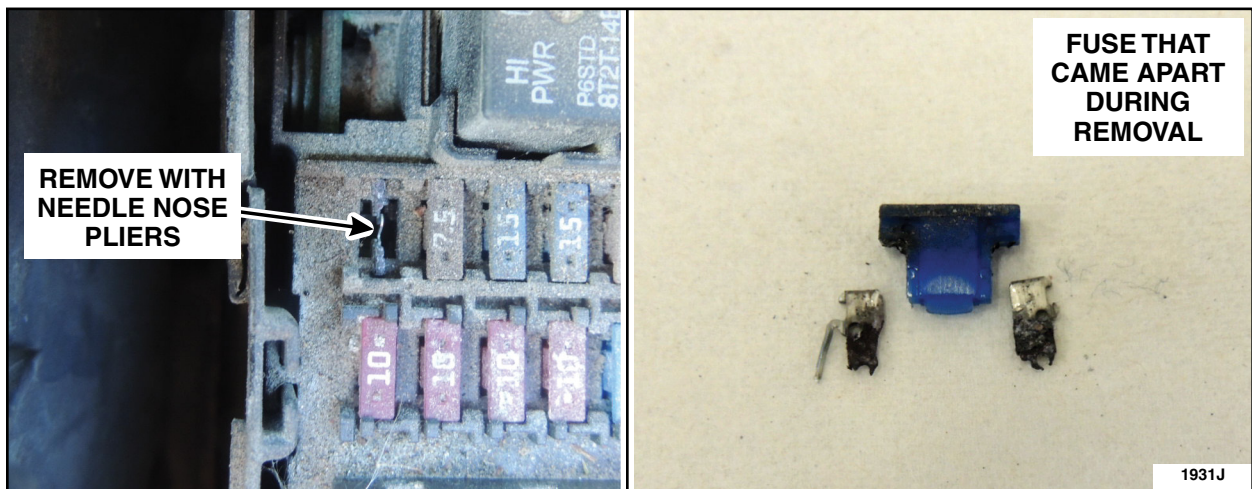


FIGURE 3



FUSE PART INFORMATION CHART			
Box Fuses		Mini-Fuses	
20 amp	6E5Z-14526-AA	2 amp	F2UZ-14526-H
30 amp	6E5Z-14526-BA	7.5 amp	F5OZ-14526-AB
40 amp	6E5Z-14526-CA	10 amp	F2UZ-14526-M
50 amp	6E5Z-14526-DA	15 amp	F2UZ-14526-N
60 amp	6E5Z-14526-EA	20 amp	F2UZ-14526-P
		30 amp	F58Z-14526-A

4. Thoroughly clean the inside cover of the BJB using a damp cloth or alcohol wipe to remove any dirt or debris.
5. Using compressed air, dry the inside cover of the BJB.
6. Follow the order in the layout shown below. See Figure 4.

CAUTION: If the foam pieces are attached together by the backing, cut them apart using a suitable tool being careful not to damage the edge of the foam.

NOTE: Make sure that all the foam pieces are making contact in all of the BJB cover corners to properly seal the box

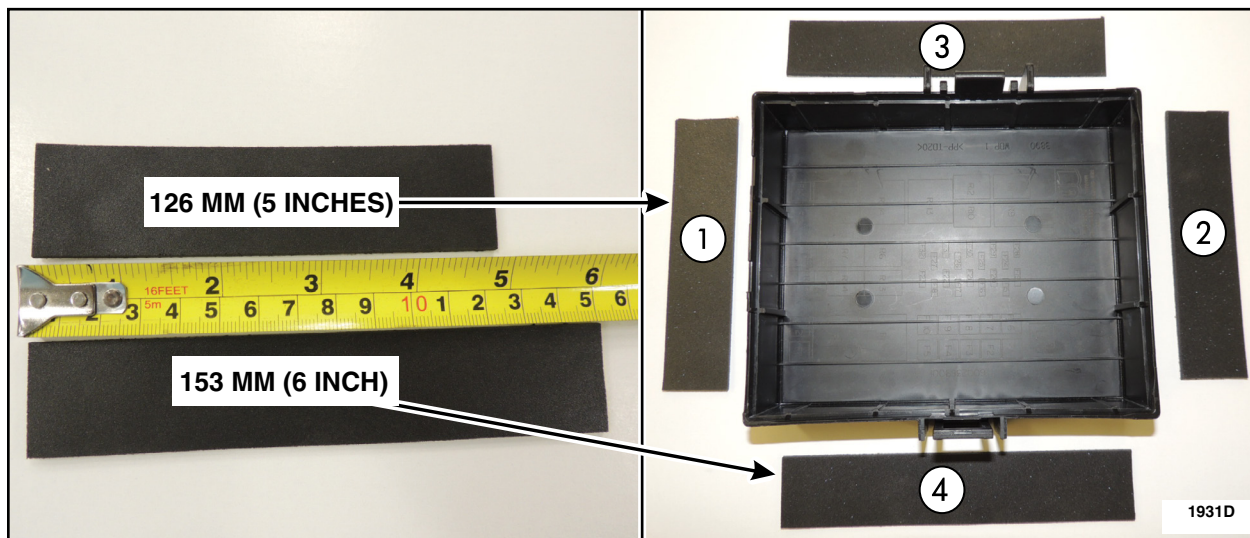


FIGURE 4



NOTE: Do not peel the entire backing off the foam piece all at once.

7. Peel back two inches of the foam backing off of the first piece of foam. Place the foam piece exposed end in the appropriate inside corner of the BJB cover making sure to keep it even with the inside lip of the cover. Stick the foam and press downward. See Figure 5.

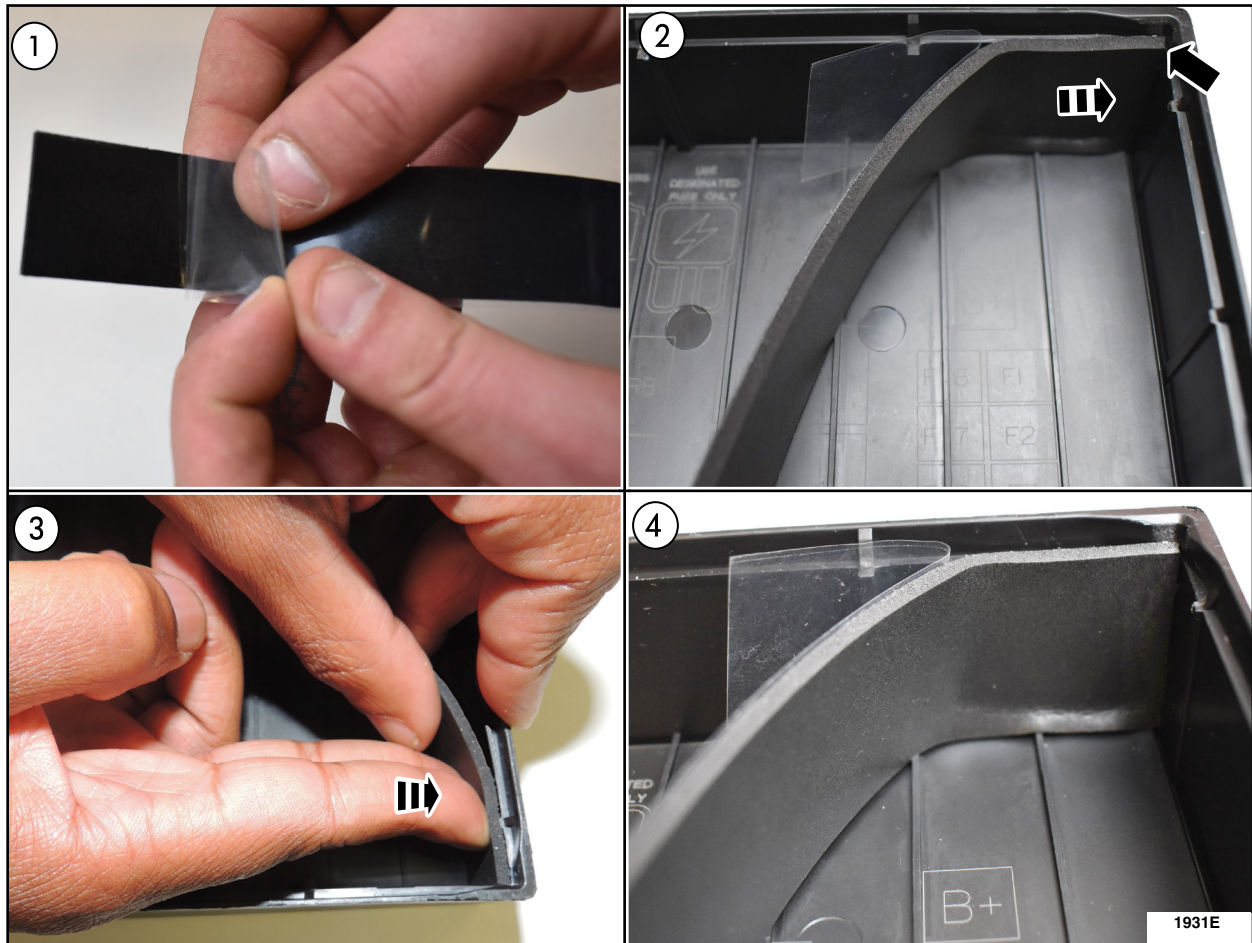


FIGURE 5



8. Completely remove the backing off the foam piece, place the other end of the foam into the opposite corner of the cover making sure to keep it even with the inside lip of the cover. Stick the foam and press downward. Then starting from both ends work your way to the center of the cover applying pressure to properly adhere the foam in place. See Figure 6.

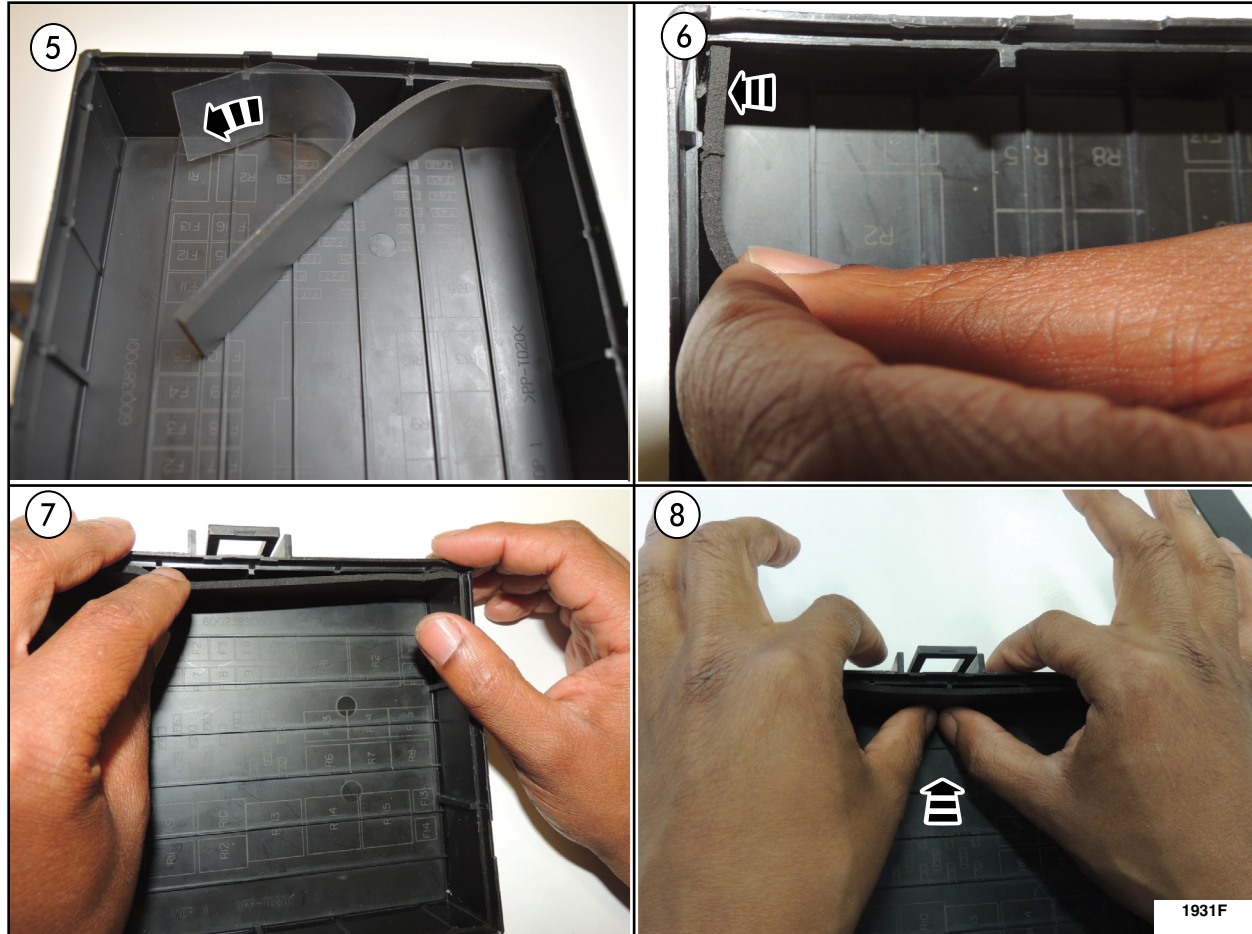


FIGURE 6

9. Following the order layout in Figure 4, repeat Steps 7 and 8 for the remaining three pieces of foam.



Completed foam seal kit installation



FIGURE 7

10. Reinstall the BJB cover and verify the cover snaps in place.
11. 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 VI.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2012-2013 MODEL YEAR FIESTA VEHICLES — BATTERY JUNCTION BOX CLEAN AND SEAL

Terminal Repair Information

NOTE: Greening or corrosion on any Battery Junction Box (BJB) component will require the affected component(s) to be replaced.

1. Can the electrical concern be diagnosed to relay or a lack of power from a boxed fuse or mini-fuse in the BJB and a *new* component 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 terminal in the BJB, submit an approval request via the Special Service Support Center (SSSC) Web Contact Site for wiring harness replacement. See Figure 1.

2. Using a test light and the appropriate Rotunda Flex Probe, verify the terminals for the affected relay, boxed fuse, or mini-fuse are not loose or corroded and the relay, boxed fuse, or mini-fuse is able to conduct current. Is a concern present with a terminal that can be repaired using a terminal repair kit? See Figure 2 for examples of terminal greening or corrosion.

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

No - If the wiring harness replacement is required due to BJB corrosion damage, submit an approval request via the SSSC Web Contact Site.

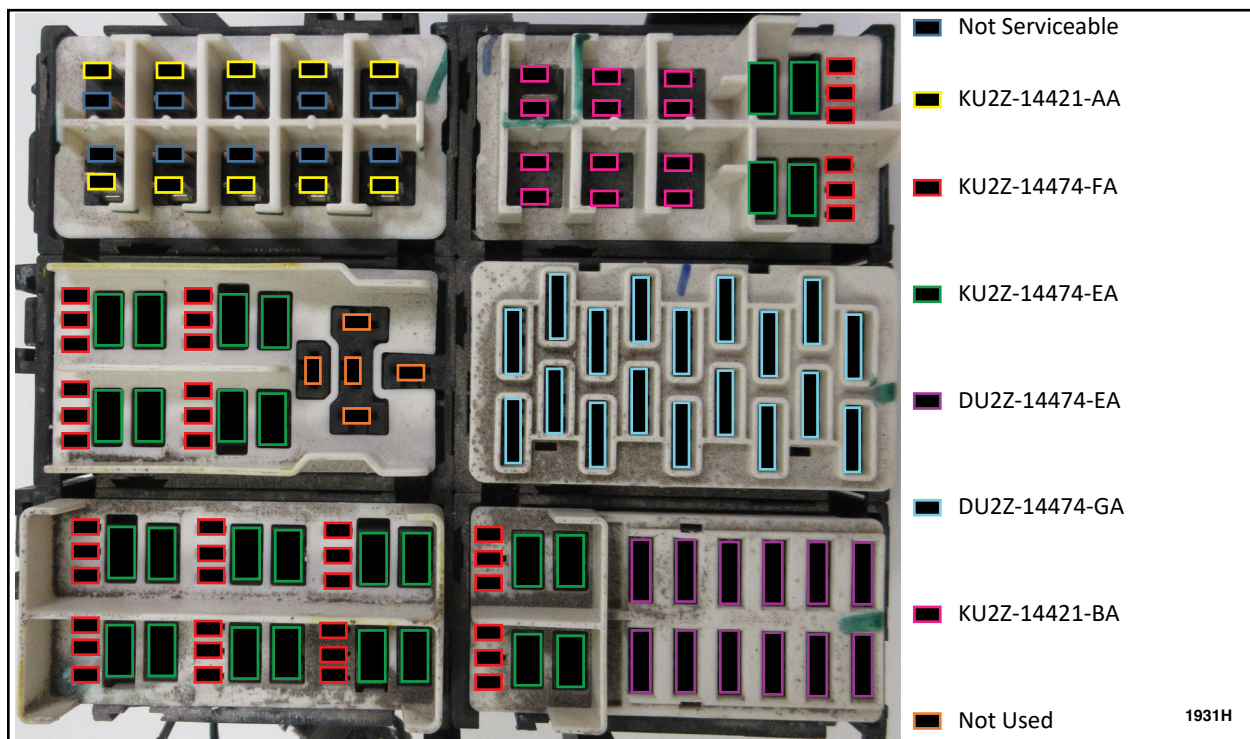


FIGURE 1



**CERTAIN 2012-2013 MODEL YEAR FIESTA VEHICLES — BATTERY JUNCTION BOX
CLEAN AND SEAL**

Corrosion / Greening require component replacement

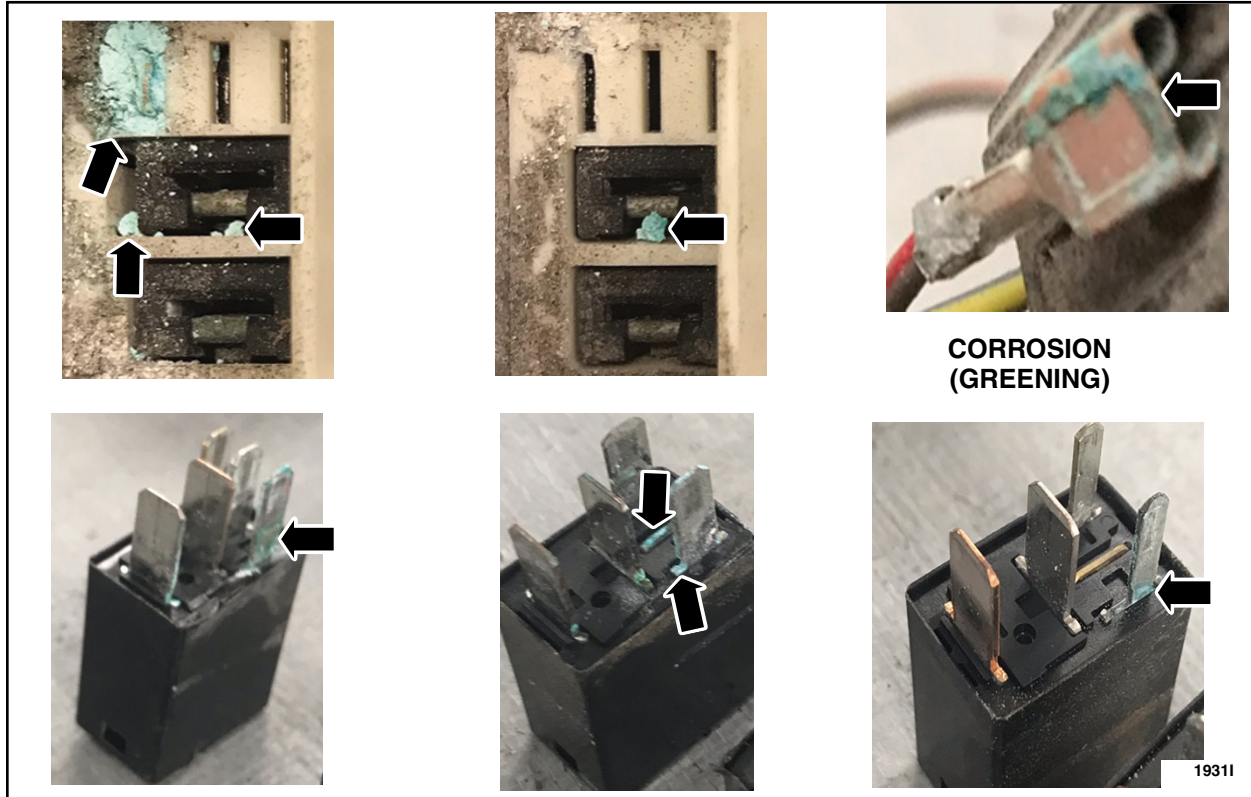


FIGURE 2



CERTAIN 2012-2013 MODEL YEAR FIESTA VEHICLES — BATTERY JUNCTION BOX CLEAN AND SEAL

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 3.

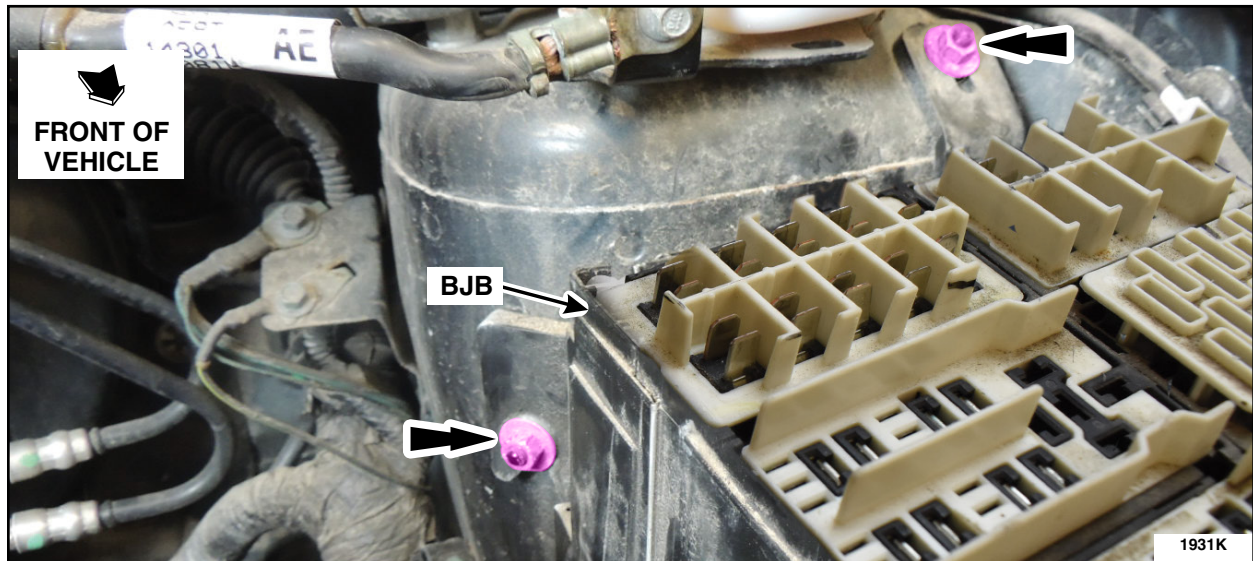


FIGURE 3



CERTAIN 2012-2013 MODEL YEAR FIESTA VEHICLES — BATTERY JUNCTION BOX CLEAN AND SEAL

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 4.

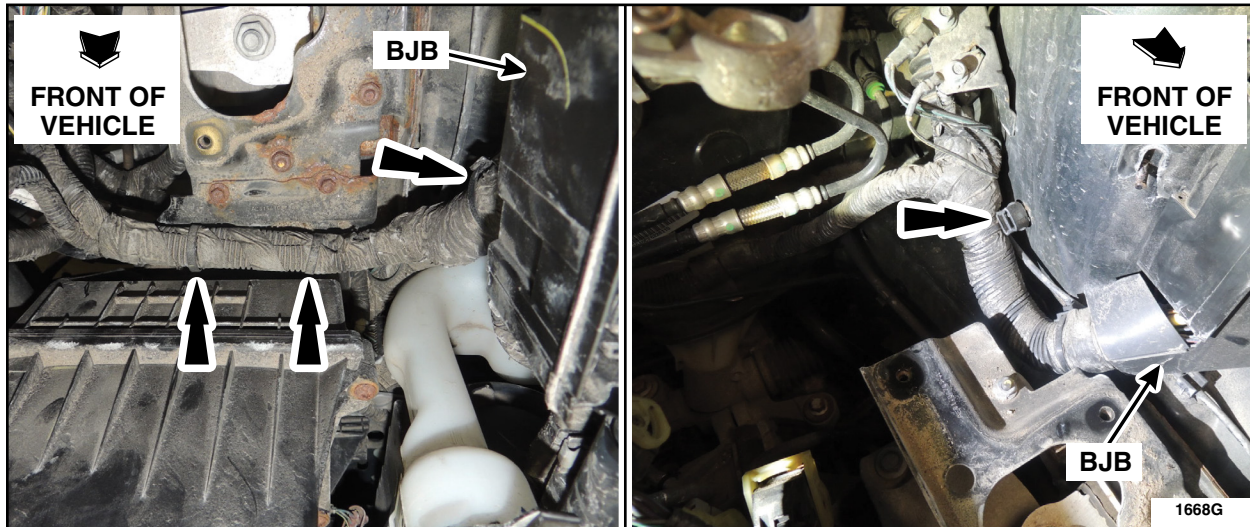


FIGURE 4

6. Refer to the installation instructions within the terminal repair kit to replace damaged terminals.
- 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.
 - Crimp the *new* length of wire in place and install a piece of heat shrink tube over the crimped area.
 - Slide the *new* terminal into place in the BJB.
7. Reposition the BJB and connect the harness retainers. See Figure 4.
8. Install the two BJB nuts. See Figure 3.
9. Install the battery and battery tray. Please follow the WSM procedures in Section 414-01.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

