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

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

December 14, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B35 - *Supplement #2*
Certain 2016-2017 Model Year C-MAX and Fusion Energi Vehicles
Reprogram Powertrain Control Module

REF: DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B35 - Supplement #1

New! *REASON FOR THIS SUPPLEMENT*

Affected Vehicles: The population has been expanded to include an additional 144 vehicles.
Technical Instructions: It is no longer recommended to plug the vehicle in to a 110V or 220V vehicle charger during programming.

PROGRAM TERMS

This program will be in effect through August 31, 2017. There is no mileage limit for this program.

New! **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
C-MAX	2016	Michigan	April 18, 2016 through July 18, 2016
Fusion Energi	2016-2017	Hermosillo	March 11, 2016 through July 6, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, it may be possible for contactors in the high voltage battery junction box to become temporarily fused closed at ignition off, setting diagnostic trouble code (DTC) P0AA4. When the next engine start is attempted, the engine will fail to start and will generate a stop safely now message along with a service engine soon indicator illuminated in the instrument cluster.

SERVICE ACTION

Before demonstrating or delivering any of the new in-stock vehicles involved in this program, dealers are to reprogram the powertrain control module (PCM) using the Integrated Diagnostic System (IDS) software 101.02 or higher. The secondary onboard diagnostic module C (SOBDMC) will automatically update if it is not at the latest calibration level. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of September 19, 2016. *Owner letters for the additional vehicles are expected to be mailed the week of January 2, 2017.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! **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,

Michael A. Berardi

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<mark>New!</mark> OASIS ACTIVATION

OASIS will be activated on August 30, 2016. *OASIS will be activated for the additional vehicles on December 14, 2016.*

<mark>New!</mark> FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on August 30, 2016. *FSA VIN list for the additional vehicles will be available on December 14, 2016. Owner names and addresses will be available by January 19, 2017.* Owner names and addresses will be available by September 30, 2016.

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.

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.

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.

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 within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

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CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - o DWE: refer to ACESII manual for claims preparation and submission information.
  - o OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 16B35 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through August 31, 2017. There is no mileage limit for this program.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PCM and SOBDMC using IDS release 101.02 or higher	16B35B	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2016 - 2017 MODEL YEAR C-MAX AND FUSION ENERGI VEHICLES — POWERTRAIN CONTROL MODULE REPROGRAMMING

OVERVIEW

In some of the affected vehicles, it may be possible for contactors in the high voltage battery junction box to become temporarily fused closed at ignition off, setting diagnostic trouble code (DTC) P0AA4. When the next engine start is attempted, the engine will fail to start and will generate a stop safely now message along with a service engine soon indicator illuminated in the instrument cluster. Dealers are to reprogram the powertrain control module (PCM) using the Integrated Diagnostic System (IDS) software 101.02 or higher. The secondary onboard diagnostic module C (SOBDMC) will automatically update if it is not at the latest calibration level.

NEW! SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

NOTICE: The vehicle should not be connected to a 110V or 120V vehicle charger.

2. Reprogram the PCM using IDS release 101.02 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: A coordinated reflash is required when reprogramming the PCM. When PCM reprogramming is initiated, the IDS will check for software updates on certain onboard modules (anti-lock brake system (ABS) module, secondary onboard diagnostic module C (SOBDMC), etc.). The IDS will automatically install updates in these modules if they are not at the latest level. If the coordinated reflash is interrupted, undesired vehicle operation may result.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- *Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.*
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screen saver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

NOTE: If a module becomes unresponsive or does not operate properly following a module programming procedure, attempt a battery disconnect and reconnect.

Recovering a module when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION!

a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).

b. Disconnect the VCM from the data link connector (DLC) and the IDS.

c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.

d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

e. Once the session is loaded, the failed process should resume automatically.

f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.

g. Follow all on-screen prompts/instructions.

h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.