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March 7, 2016

Mr. Greg Magno, Chief
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National Highway Traffic Safety Administration
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Washington, DC 20590

Subject: 49 CFR Part 579.5 Monthly Communications – February 2016

Pursuant to the requirements set forth in Part 579 of Title 49 of the Code of Federal Regulations – Reporting of Information and Communications about Potential Defects, Ford Motor Company is submitting a Monthly Report for the period ending February 29, 2016.

The attachments contain representative copies of potentially responsive letters, notices, bulletins, and instructions that were made available to dealers in the United States via a Ford Motor Company website, or were sent to purchasers of our products in the United States, between the dates of February 1, 2016, and February 29, 2016.

Sincerely,


 Wayne E. Bahr

Attachments

March 7, 2016
Attachment

**INDEX OF SERVICE BULLETINS,
NOTICES, AND COMMUNICATIONS TO DEALERS**

<u>NO.</u>	<u>DESCRIPTION</u>	<u>DATE</u>
1	Technical Service Bulletins	February 2016
2	Full Bulletin Customer Satisfaction Program 15N04: Certain 2015 Model Year MKC and MKZ Vehicles Equipped with the Reserve Equipment Group - Embedded Modem Replacement <i>(Attaching Customer Letter which was previously unavailable)</i>	January 27, 2016
3	Full Bulletin Customer Satisfaction Program 15N05: Certain 2011-2012 Model Year F-150 Vehicles with 3.5L EcoBoost Engine -Electric Vacuum Pump Extended Coverage	February 9, 2016
4	Full Bulletin Special Field Action 16L01: Certain 2016 Model Year F-750 Vehicles	February 18, 2016
5	Electronic Service Messages	February 2016

FORD:

2015 Expedition

LINCOLN:

2015 Navigator

This article supersedes TSB **15-0184** to update the Part List.

ISSUE

Some 2015 Expedition and Navigator vehicles built on or before 7/17/2015 may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble code (DTC) P0087 and possible loss of power.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool, check for DTC P0087. Is P0087 the only DTC present?
 - a. Yes - replace the fuel injection pump. Refer to Workshop Manual (WSM), Section 303-04.
 - b. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.

PART NUMBER	PART NAME
BL3Z-9350-C	Fuel Pump Assembly
W503297-S900	Bolt (2 Req)
W520100-S437	Nut

OPERATION	DESCRIPTION	TIME
160010A	2015 Expedition And Navigator: Retrieve DTCs And Replace The Fuel Injection Pump (Do Not Use With Any Other Labor Operations)	1.4 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
9350	42

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FORD:

2015-2016 F-150

ISSUE

Some 2015-2016 F-150 vehicles equipped with a 2.7L Gasoline Turbocharged Direct Injection (GTDI) engine and built on or before 12/18/2015 may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble code (DTC) P0420 stored in continuous memory.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Connect the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool and check for DTCs. Is DTC P0420 present in continuous memory?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to Powertrain Control/Emission Diagnosis (PC/ED) for normal diagnosis.
2. Replace the right side catalytic converter. Refer to Workshop Manual (WSM), Section 309-00.
3. Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 98.04 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.

PART NUMBER	PART NAME
FL3Z-5E212-L	Catalytic Converter - Right Side - Non Green State Emissions
FL3Z-5E212-R	Catalytic Converter - Right Side - Green State Emissions
FL3Z-5C226-A	Gasket - Catalytic Converter (2 Req)
-W520514-S440	Nut - Converter - (4 req)
-W520114-S442	Nut - Crossmember (1 Package)
-W714418-S439	Bolt - 4 Crossmember (1 Package)
FL3Z-6775-C	Adhesive Heat Shield

OPERATION	DESCRIPTION	TIME
160011A	2015-2016 F-150 4X2 2.7L GTDI: Retrieve DTCs Replace The Right Hand Catalytic Converter And Reprogram The PCM (Do Not Use With Any Other labor Operations)	2.5 Hrs.
160011A	2015-2016 F-150 4X4 2.7L GTDI: Retrieve DTCs Replace The Right Hand Catalytic Converter And Reprogram The PCM (Do Not Use With Any Other labor Operations)	2.6 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
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DEALER CODING

BASIC PART NO.	CONDITION CODE
RECALEM	42

**2.7L OR 3.7L - STUCK IN PARK WITH SHIFT SYSTEM ERROR MESSAGE
DISPLAYED AND DTC P164E - BUILT ON OR BEFORE 1/21/2016****TSB 16-0012****LINCOLN:**

2016 MKX

ISSUE

Some 2016 MKX vehicles equipped with a 2.7L or 3.7L engine and built on or before 1/21/2016 may exhibit a stuck in Park condition with a shift system fault message and diagnostic trouble code (DTC) P164E in the powertrain control module (PCM). Some vehicles may also have a no crank condition. There is a new PCM calibration to correct this condition.

ACTION

Reprogram the PCM to the latest calibration using IDS release 98.05 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.

OPERATION	DESCRIPTION	TIME
160012A	2016 MKX: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.4 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
RECAL	04

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FORD:

2011-2015 F-150

2015 Expedition, Transit

LINCOLN:

2015 Navigator

This article supersedes TSB **15-0182** to update the Service Labor Time Standards.

ISSUE

Some 2011-2015 F-150 and 2015 Expedition, Navigator and Transit vehicles equipped with a 3.5L Gasoline Turbocharged Direct Injected (GTDI) engine with an engine build date on or before 2/28/2015 may exhibit diagnostic trouble codes (DTCs) P0234 and/or P0299 and/or drivability symptoms. Drivability symptoms may include surging or noises which may be described as an air rush, hiss, whoosh, whistle, grinding, growling or scraping.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the engine build date. Refer to Workshop Manual (WSM) 303-01. Was the engine built on or before 2/28/2015?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
2. Disconnect the hose at the turbocharger wastegate actuator.
3. Connect a cooling system pressure tester with a pressure gauge to the turbocharger wastegate actuator.
4. Slowly apply increasing pressure while monitoring the wastegate actuator rod. The rod should begin to extend at 21-62 kPa (3-9 PSI) and be fully extended at 83-131 kPa (12-19 PSI). The turbocharger wastegate shaft and arm should move smoothly from closed to fully open. Does the turbocharger wastegate actuator and wastegate operate smoothly through the complete range?
 - a. Yes - this article does not apply. Refer to PC/ED manual for normal diagnostics.
 - b. No - replace the affected turbocharger. Refer to WSM, Section 303-04.

PART NUMBER	PART NAME
DL3Z-6K682-E	Turbocharger - Left Hand - 2013-2015 - F-150/2015 Expedition/Navigator/Transit
DL3Z-6K682-F	Turbocharger - Right Hand - 2013-2015 - F-150/2015 Expedition/Navigator/Transit
CL3Z-6K682-C	Turbocharger - Left Hand - 2011-2012 - F-150
CL3Z-6K682-D	Turbocharger - Right Hand - 2011-2012 - F-150
BL3Z-9450-A	Gasket - F-150/Expedition/Navigator/Transit (2 Req)
W716667-S900	Exhaust Stud - F-150/Expedition/Navigator/Transit (4 Req)
W520514-S440	Exhaust Nut - F-150/Expedition/Navigator/Transit (4 Req)
CL3Z-9450-A	Gasket - Exhaust Right Hand - F-150/Expedition/Navigator/Transit (1 Req)

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PART NUMBER	PART NAME
CL3Z-9450-B	Gasket - Exhaust Left Hand - F-150/Expedition/Navigator/Transit (1 Req)
W715673-S900	Turbo Bolt - F-150/Expedition/Navigator/Transit (3 Req)
BL3Z-6N652-B	Gasket - Oil line - F-150/Expedition/Navigator/Transit (1 Req)
VC-3-B	Motorcraft® Orange Concentrated Antifreeze/Coolant
W711137-S442	Bolt - Steering Pinch - Transit (1 Req)
W500634-S442	Bolt - Bumper Bar - Transit (8 Req)
W711076-S442	Nut - Lower Ball Joint - Transit (2 Req)
W500633-S442	Bolt - Sway Bar Strap - Transit (4 Req)
W717155-S442	Bolt - Front Sub Frame - Transit (2 Req)
BK2Z-00812-A	Bolt - Steering Gear - Transit (3 Req)
BL3Z-6A968-B	Coolant Fitting
W702449-S442	Bolt - Bumper Bar - Transit (4 Req)

OPERATION	DESCRIPTION	TIME
160013A	2015 F-150 3.5L GTDI: Diagnose And Replace The Right Hand Turbocharger (Do Not Use With Any Other Labor Operations)	3.4 Hrs.
160013A	2011-2012 F-150 3.5L GTDI: Diagnose And Replace The Right Hand Turbocharger (Do Not Use With Any Other Labor Operations)	3.3 Hrs.
160013A	2013-2014 F-150 3.5L GTDI: Diagnose And Replace The Right Hand Turbocharger (Do Not Use With Any Other Labor Operations)	3.2 Hrs.
160013A	2015 Expedition/Navigator 3.5L GTDI: Diagnose And Replace The Right Hand Turbocharger (Do Not Use With Any Other Labor Operations)	4.0 Hrs.
160013A	2015 Transit 3.5L GTDI: Diagnose And Replace The Right Hand Turbocharger (Do Not Use With Any Other Labor Operations)	3.8 Hrs.
160013B	2013-2014 F-150 3.5L GTDI: Diagnose And Replace The Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	2.7 Hrs.
160013B	2011-2012 F-150 3.5L GTDI: Diagnose And Replace The Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	2.8 Hrs.
160013B	2015 F-150 3.5L GTDI: Diagnose And Replace The Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	2.8 Hrs.
160013B	2015 Expedition/Navigator 3.5L GTDI: Diagnose And Replace The Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	3.0 Hrs.
160013B	2015 Transit 3.5L GTDI: Diagnose And Replace The Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	5.9 Hrs.
160013C	2013-2014 F-150 3.5L GTDI: Diagnose And Replace Both Right And Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	4.7 Hrs.
160013C	2011-2012 F-150 3.5L GTDI: Diagnose And Replace Both Right And Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	5.1 Hrs.
160013C	2015 F-150 3.5L GTDI: Diagnose And Replace Both Right And Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	4.9 Hrs.

TSB 16-0013 (Continued)

OPERATION	DESCRIPTION	TIME
160013C	2015 Expedition/Navigator 3.5L GTDI: Diagnose And Replace Both Right And Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	5.3 Hrs.
160013C	2015 Transit 3.5L GTDI: Diagnose And Replace Both Right And Left Hand Turbocharger (Do Not Use With Any Other Labor Operations)	8.2 Hrs.
160013D	2015 Transit 3.5L GTDI: Additional Time To Check And Adjust Front Toe Includes Time To Align Camera If Equipped With Lane Departure Warning System (Can Be Claimed With Operations B Or C Transit Only)	0.7 Hr.
160013E	2015 Transit 3.5L GTDI With Lane Departure Warning System: Additional Time To Check And Adjust Front Toe (Can Be Claimed With Operations B Or C Transit Only)	0.9 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
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DEALER CODING

BASIC PART NO.	CONDITION CODE
6K682	42

FORD:

2011-2015 F-59 Commercial Stripped Chass

ISSUE

Some 2011-2015 F-59 Commercial Stripped Chassis vehicles built on or before 5/29/2015 may experience hazard lighting, turn signal operation or trailer tow (TT) lighting that is not functioning properly. Vehicle vibrations may internally damage the relays that control the lighting circuits.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Is the hazard lighting, turn signal operation or TT lighting not functioning properly?
 - a. Yes - proceed to step 2.
 - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 417-01 for normal diagnostics.
2. Locate the central junction box (CJB) in the lower left side of dash. Remove and discard the following relays: (Figure 1)

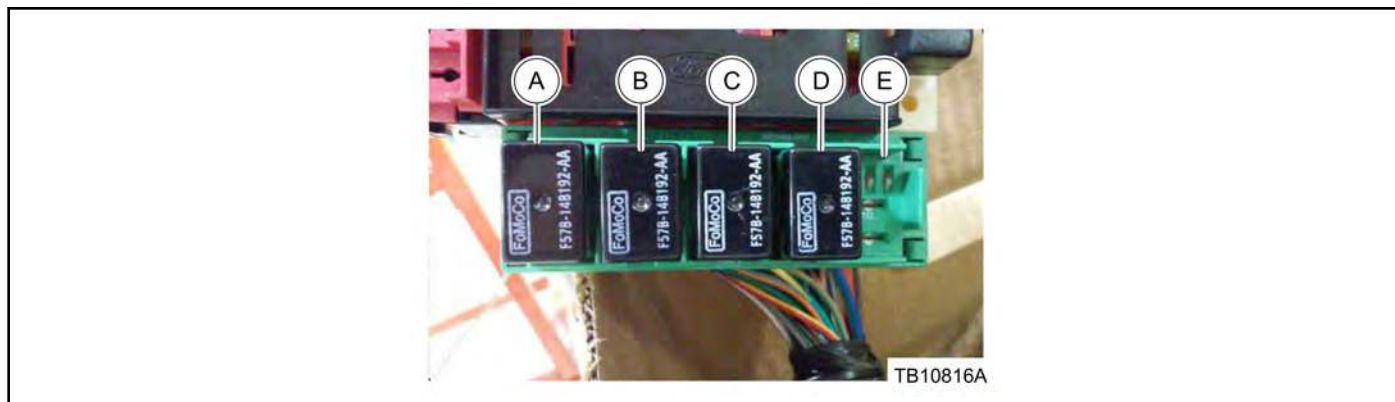


Figure 1 - Article 16-0014

- A - Trailer Tow Right Turn
 - B - Trailer Tow Left Turn
 - C - Right Turn
 - D - Left Turn
 - E - Empty
3. Install new 4-terminal relays in the CJB in positions A, B, C and D. (Figure 1)

PART NUMBER	PART NAME
9L2Z-14N089-A	Terminal Relay Assembly (4 req)

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OPERATION	DESCRIPTION	TIME
160014A	2011-2015 F-59 Commercial Stripped Chassis: Verify Operation And Replace Relays Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
14A032	42

FORD:

2015-2016 F-150

This article supersedes TSB **15-0142** to update the vehicle model years.

ISSUE

Some 2015-2016 F-150 vehicles may exhibit a harsh or firm 5-4 downshift. 5.0L, 3.5L twin independent variable cam timing (Ti-VCT), and 3.5L gas turbocharged direct injection (GTDI) vehicles built on or before 12/18/2015 and 2.7L GTDI vehicles built on or before 12/18/15 are affected. The condition usually occurs while coasting with very light pressure on the accelerator between 40-56 Km/h (25-35 MPH).

ACTION

Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 96.04 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

OPERATION	DESCRIPTION	TIME
160015A	2015-2016 F-150: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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DEALER CODING

BASIC PART NO.	CONDITION CODE
recal	04

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AM INOPERATIVE AND/OR SATELLITE RADIO DISPLAY SHOWS - NOT EQUIPPED - BUILT ON 10/26/2015 AND THROUGH 1/20/2016**TSB 16-0016****FORD:**

2016 Transit Connect

ISSUE

Some 2016 Transit Connect vehicles built on 10/26/15 and through 1/20/2016, equipped with SYNC and a 107 mm (4.2-inch) screen may exhibit a concern when selecting the AM radio function, the FM radio function appears and/or the satellite equipped radio display shows - not equipped, when selected.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. When selecting the AM radio function, does the radio change to FM and/or when selecting the satellite function, does the display show as - not equipped?
 - a. Yes - proceed to step 2.
 - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 415-00 for normal diagnosis.
2. Replace the front control/display interface module (FCDIM). Refer to WSM, Section 415-00.

PART NUMBER	PART NAME
GK4Z-10D885-A	Front Control/Display Interface Module

OPERATION	DESCRIPTION	TIME
160016A	2016 Transit Connect: Inspect And Replace The FCDIM (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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DEALER CODING

BASIC PART NO.	CONDITION CODE
10D885	04

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**2.0L AND 2.3L GTDI - ILLUMINATED MIL - DTC P0011, P0016, P0015
AND/OR P0017 - UNDER 3200 KM (2000 MILES)****TSB 16-0017****FORD:**

2016 Edge, Escape, Explorer, Fusion, Mustang, Taurus

LINCOLN:

2016 MKC, MKZ

ISSUE

Some 2016 Edge, Escape, Explorer, Fusion, MKC, MKZ, Mustang and Taurus vehicles equipped with a 2.0L or 2.3L gasoline turbocharged direct injection (GTDI) engine with less than 3200 Km (2000 miles) may exhibit a malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P0011, P0015, P0016 and/or P0017 stored in the powertrain control module (PCM).

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the vehicle mileage. Does the vehicle have less than 3200 Km (2000 miles) on the odometer?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
2. Connect the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool and check for DTCs. Does the PCM contain any of the following paired DTCs?
 - a. P0011 and P0016
 - (1) Yes - replace the intake variable cam timing (VCT) solenoid. Refer to Workshop Manual (WSM), Section 303-14.
 - (2) No - this article does not apply. Refer to PC/ED manual for normal diagnosis.
 - b. P0015 and P0017
 - (1) Yes - replace the exhaust VCT solenoid. Refer to WSM, Section 303-14.
 - (2) No - this article does not apply. Refer to PC/ED manual for normal diagnosis.

PART NUMBER	PART NAME
CJ5Z-6M280-A	Solenoid - Variable Cam Timing
BB5Z-6584-A	Gasket - Cylinder Head Cover
BR3Z-6C535-B	Seal - Solenoid Valve
ZC-31-B	Motorcraft® Metal Surface Prep Wipes
TA-30	Motorcraft® Silicone Gasket Sealant

OPERATION	DESCRIPTION	TIME
160017A	2016 Mustang 2.3L GTDI: Retrieve DTCs And Replace One Or Both VCT Solenoids (Do Not Use With Any Other Labor Operations)	1.0 Hr.

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OPERATION	DESCRIPTION	TIME
160017A	2016 Edge 2.0L GTDI: Retrieve DTCs And Replace One Or Both VCT Solenoids (Do Not Use With Any Other Labor Operations)	1.4 Hrs.
160017A	2016 MKC 2.0L GTDI, 2.3L GTDI: Retrieve DTCs And Replace One Or Both VCT Solenoids (Do Not Use With Any Other Labor Operations)	1.4 Hrs.
160017A	2016 Fusion And MKZ 2.0L GTDI: Retrieve DTCs And Replace One Or Both VCT Solenoids (Do Not Use With Any Other Labor Operations)	1.7 Hrs.
160017A	2016 Taurus 2.0L GTDI: Retrieve DTCs And Replace One Or Both VCT Solenoids (Do Not Use With Any Other Labor Operations)	1.9 Hrs.
160017A	2016 Escape 2.0L GTDI: Retrieve DTCs And Replace One Or Both VCT Solenoids (Do Not Use With Any Other Labor Operations)	2.0 Hrs.
160017A	2016 Explorer 2.3L GTDI: Retrieve DTCs And Replace One Or Both VCT Solenoids (Do Not Use With Any Other Labor Operations)	2.4 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
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DEALER CODING

BASIC PART NO.	CONDITION CODE
6M280	49

FORD:

2011-2016 Fiesta

This article supersedes TSB **15-0103** to update the vehicle model years, Service Procedure and Part List.

ISSUE

Some 2011-2016 Fiesta vehicles may exhibit a lack of heat resulting from a frozen blower motor. This may be caused by snow entering through the cowl panel grille and prior screen assemblies. Snow may melt in the heating, ventilation and air conditioning (HVAC) case allowing water to enter the blower motor and freeze during a below freezing overnight soak. The blower motor fuse at location F4 in the power distribution box may also be open and the cabin air filter may be water saturated.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Does the vehicle have an engine block heater and heated seats?
 - a. No - proceed to Step 2.
 - b. Yes - refer to Refer to Workshop Manual (WSM), Section 412-00 for normal diagnostics.
2. Replace the cabin air filter. Refer to Workshop Manual (WSM), Section 412-00.
3. Open the hood and inspect for the presence of foam deflectors on the air inlet openings of the cowl opening grille. Are deflectors present? (Figure 1).

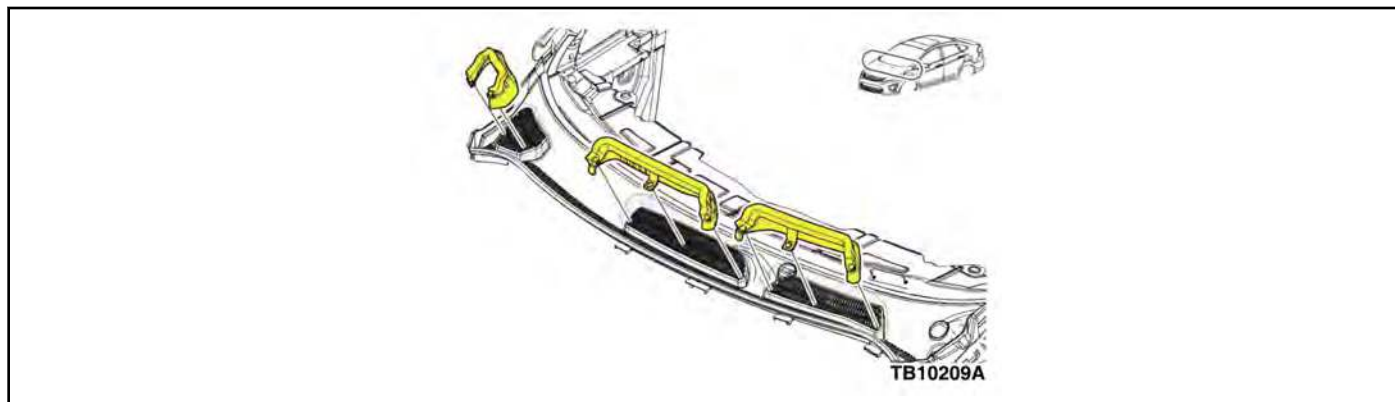


Figure 1 - Article 16-0018

- a. No - proceed to Step 4.
 - b. Yes - remove and discard the foam deflectors. Proceed to Step 4.
4. Remove the cowl panel grille. Refer to WSM, Section 501-02.
5. Remove all previous level screen assemblies from the bulkhead.
6. Install the new screen assembly. (Figure 2)

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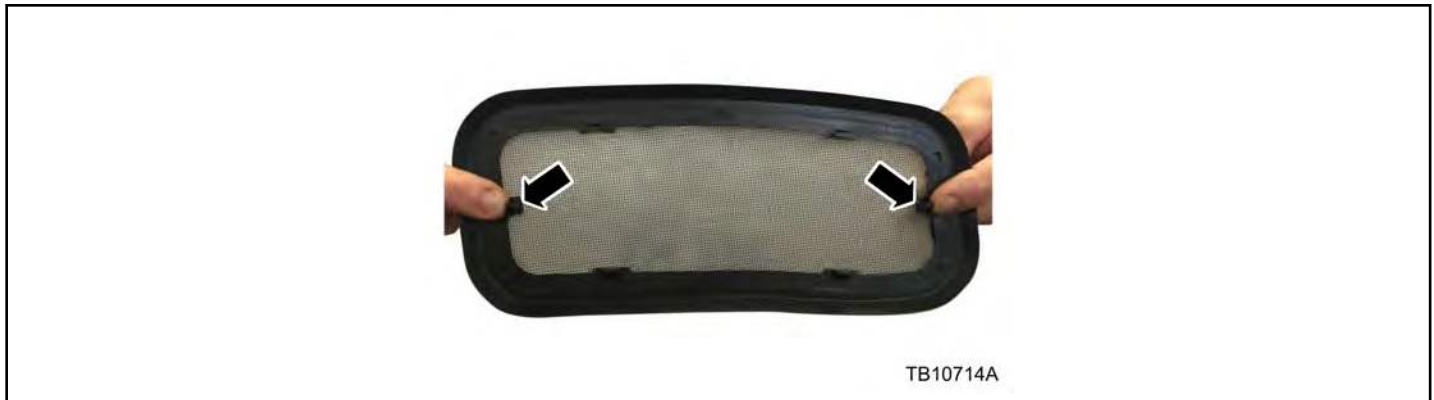


Figure 2 - Article 16-0018

- a. Position fingers at the horizontal locator tabs and place screen into position.
 - b. Feel the opening in the sheet metal with the back of your fingernails and position the screen left and right until you feel it is centered in opening.
 - c. Seat the bottom tabs first, remove your fingers and pivot the top towards the opening to seat the upper tabs. There will not be a sound to know screen is locked in position. Make sure the screen is snug.
7. Install the cowl panel grille. Refer to WSM, Section 501-02.
 - a. Position the cowl upper rubber strip below the witness line on the windshield.
 - b. Push cowl against windshield and press into windshield molding grooves, then push down to snap into position.
 - c. Install cowl panel clips.
8. Verify blower motor operation. Does the blower motor operate properly?
 - a. Yes - run the climate control system in high heat and high blower speed for 10 minutes to clear residual moisture from the blower motor cooling tube. Repair is complete.
 - b. No - proceed to Step 9.
9. Inspect fuse 4 in the power distribution box for an open circuit. Is the fuse open?
 - a. Yes - proceed to Step 10.
 - b. No - refer to WSM, Section 412-00 for normal diagnosis.
10. Replace the fuse. Does the blower motor function properly?
 - a. Yes - run the climate control system in high heat and high blower speed for 10 minutes to clear residual moisture from the blower motor cooling tube. Repair is complete.
 - b. No - refer to WSM, Section 412-00 for normal diagnosis.

PART NUMBER	PART NAME
6E5Z-14526-CA	Fuse
D2BZ-18D395-B	Screen Assembly
BE8Z-14197-A	Clip - Upper Cowl Panel To Lower Cowl Panel
BE8Z-19N619-A	Cabin Filter

TSB 16-0018 (Continued)

OPERATION	DESCRIPTION	TIME
160018A	2011-2016 Fiesta: Replace The Cabin Air Filter And Screen Assembly, Verify Blower Motor Operation Includes Time To Check And Replace Fuse And Remove Foam Deflectors, If Necessary	1.0 Hr.
MT160018	For Any Additional Blower Motor Diagnosis Or Repair Use SLTS Operations If Available Or Actual Time.	Actual Time

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
18D395	42

FORD:

2015 F-150, Mustang

The article supersedes TSB **15-0073** to update the Service Labor Time Standards.

ISSUE

Some 2015 F-150 and Mustang vehicles equipped with a 5.0L Dual Overhead Camshaft (DOHC) engine may exhibit a coolant leak caused by a heater outlet hose becoming disconnected at the heater outlet tube on the coolant pump.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the engine build date. Refer to Workshop Manual (WSM), Section 303-01. Was the engine built on 11/20/2014 and through 1/26/2015?
 - a. No - this procedure does not apply. Refer to WSM, Section 303-03 for normal diagnosis.
 - b. Yes - proceed to Step 2.
2. Is the heater outlet hose disconnected from or leaking at the heater outlet tube on the coolant pump? (Figure 1)



Figure 1 - Article 16-0019

- a. No - this procedure does not apply. Refer to WSM, Section 303-03 for normal diagnosis.
 - b. Yes - proceed to Step 3.
3. Drain the cooling system. Refer to WSM, Section 303-03.
4. Remove the air cleaner outlet pipe. Refer to WSM Section 303-12.
5. Remove the bolts and position the degas bottle aside.
6. Completely cover the accessory drive belts with waterproof plastic.
7. Disconnect the heater outlet hose from the heater outlet tube. (Figure 2A)

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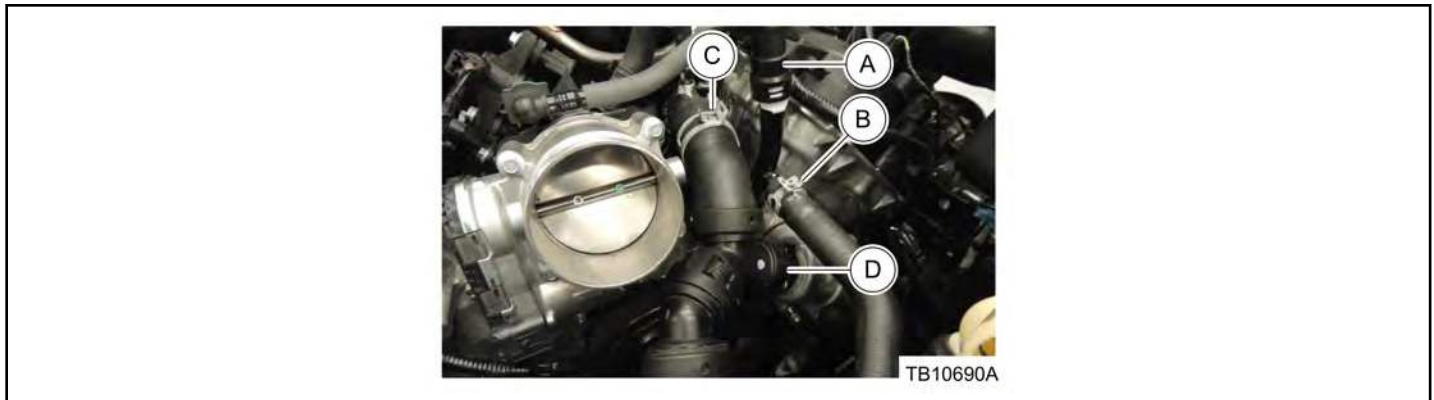


Figure 2 - Article 16-0019

8. Release the clamp and disconnect the lower degas bottle hose from the heater outlet tube. (Figure 2B)
9. Release the upper radiator hose clamp from the heater outlet water connection. (Figure 2C)
10. Pull the upper radiator hose T-connector spring clip up until the end of the clip is in the detent on the quick connect coupling and remove the upper radiator hose T-connector from the thermostat housing. (Figure 2D)
11. Remove the bolt and the heater outlet tube.
12. Install the new heater outlet tube and the bolt. Tighten to 10 Nm (89 lb-in.).
 - a. Lubricate the O-ring seal on the heater outlet tube with clean engine coolant.
13. To install the remaining components, reverse the removal procedure.

PART NUMBER	PART NAME
BR3Z-18663-A	Heater Outlet Tube
VC-3-B	Motorcraft® Orange Concentrated Antifreeze/Coolant

OPERATION	DESCRIPTION	TIME
160019A	2015 F-150 5.0L: Diagnose And Replace The Heater Outlet Tube (Do Not Use With Any Other Labor Operations)	0.9 Hr.
160019B	2015 Mustang 5.0L: Diagnose And Replace The Heater Outlet Tube (Do Not Use With Any Other Labor Operations)	1.2 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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DEALER CODING

BASIC PART NO.	CONDITION CODE
18663	42

FORD:

2015-2016 F-150

ISSUE

Some 2015-2016 F-150 vehicles may exhibit a rattle and/or squeak noise from the vista roof opening panel while the panel is closed and the vehicle is being driven.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Position the glass panel to the vent position. (Figure 1)



Figure 1 - Article 16-0020

2. Clean the rear and side rubber seals of the movable glass panel with isopropyl alcohol.
3. Clean the exposed sheet metal of the roof opening with isopropyl alcohol.
4. Position the glass panel to the fully open position. (Figure 2)

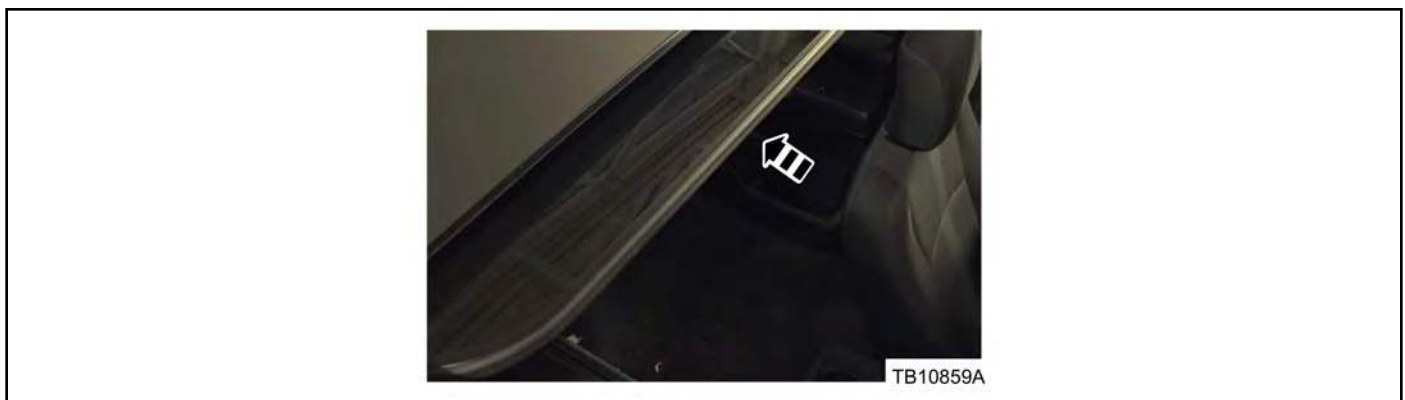


Figure 2 - Article 16-0020

5. Clean the remaining front rubber seal area of the movable glass panel with isopropyl alcohol.
6. Clean the remaining exposed sheet metal of the roof opening with isopropyl alcohol.

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7. Apply isopropyl alcohol onto a clean folded shop rag and insert it between the rear fixed glass panel seal and the roof opening sheet metal. (Figure 3)

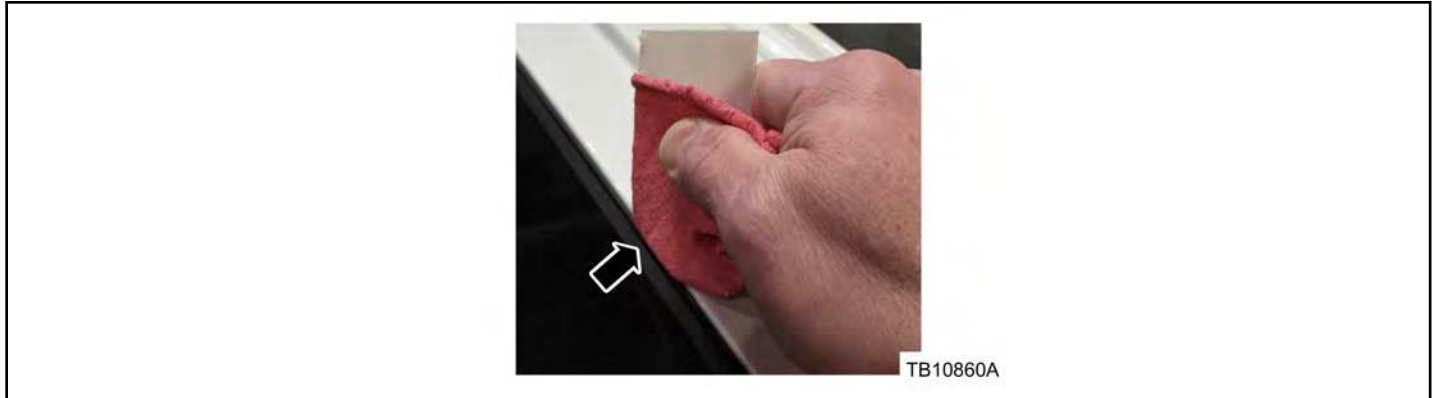


Figure 3 - Article 16-0020

- a. Folding the shop rag over a flexible piece of plastic such as an old credit card or a thin piece of plexiglass will assist in the cleaning process.
 - b. Slide the isopropyl alcohol-soaked shop rag around all sides of the fixed panel glass.
8. Apply a light film of Krytox® grease to the entire sheet metal roof opening of the movable glass panel and the front edge of the movable glass seal.
9. Hold the wind deflector down and apply Krytox® grease to both openings of the left and right front set plates. (Figure 4)

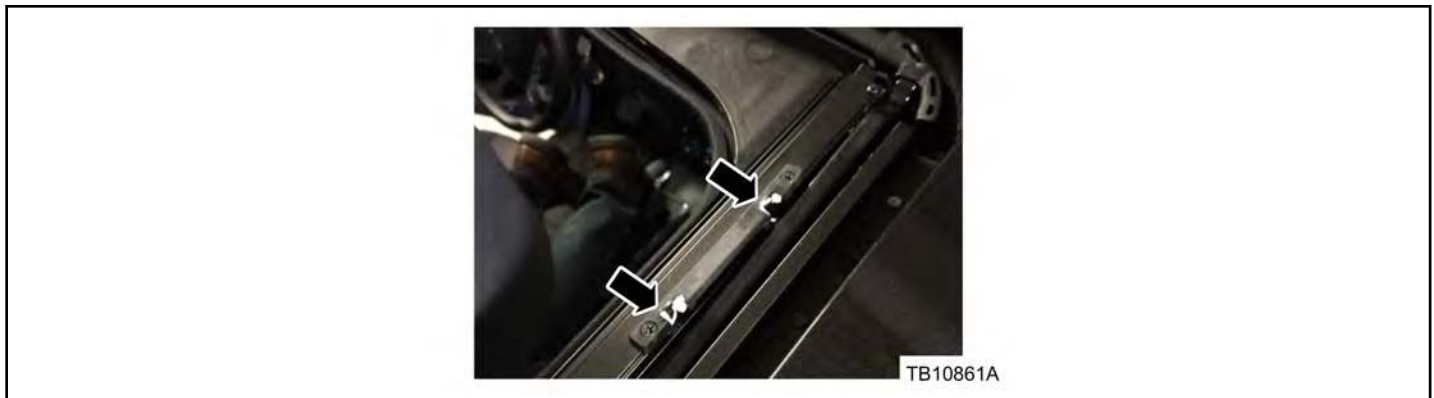


Figure 4 - Article 16-0020

10. Cycle the glass from open to closed, closed to vent, vent to closed, closed to open and open to closed.

Obtain Locally	
Part Number	Part Description
	Isopropyl Alcohol
164-R4906	Rotunda Krytox® Grease

PART NUMBER	PART NAME

OPERATION	DESCRIPTION	TIME
160020A	2015-2016 F-150: Clean And Lubricate Rubber Seals Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.4 Hr.

TSB 16-0020 (Continued)

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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DEALER CODING

BASIC PART NO.	CONDITION CODE
16500A18	07

FORD:

2016 Explorer

ISSUE

Some 2016 Explorer vehicles built on or before 1/31/2016 may exhibit a pop or creak noise from the right front mounting bolt of the front subframe. This condition may be due to a mispositioned weld between the barrel nut and the subframe mounting bracket.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

The steps below will add an additional weld to eliminate the possibility of the barrel nut creak/pop noise.

1. Attach Rotunda Wireless Chassis Ears JSP97202 or equivalent. Does diagnosis with chassis ears indicate the noise is originating from the right front mounting bolt of the front subframe?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 100-04 for normal diagnostics.
2. Disconnect the negative battery cable. Refer to WSM, Section 414-01.
3. Remove the right front wheel and tire assembly. Refer to WSM, Section 204-04.
4. Remove the right side fender splash shield. Refer to WSM, Section 501-02.
5. Locate the front subframe bolt mounting tower bracket on the right side frame member and mark 2 cut lines approximately 63 mm (2.50 in) long as shown. (Figure 1)



Figure 1 - Article 16-0021

6. Using an abrasive cut off wheel, cut the bracket sheet metal along the marked lines. (Figure 2)

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TB10863A

Figure 2 - Article 16-0021

a. Make sure to only cut through the outer layer.

7. Position the sheet metal out of the way to allow access to the barrel nut. (Figure 3)



TB10864A

Figure 3 - Article 16-0021

8. Using a MIG welder, weld the barrel nut to the bracket along the seam. The weld bead should span as far along the seam as possible. (Figure 4)



TB10865A

Figure 4 - Article 16-0021

9. Position the sheet metal back to the original location.

10. Prepare the area for welding by grinding and cleaning.

11. Using a MIG welder, weld the previously cut sheet metal to repair the bracket. (Figure 5)

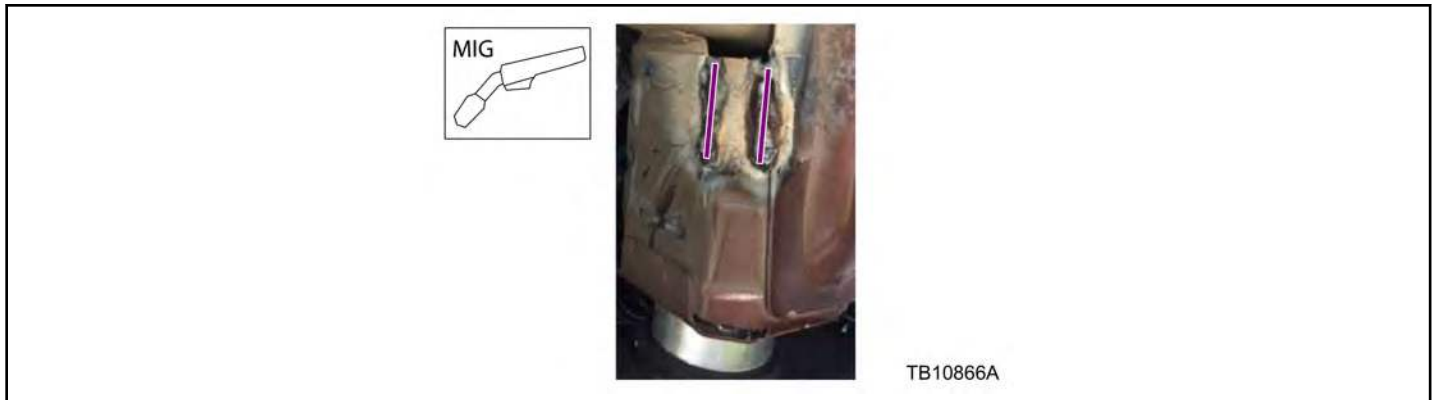


Figure 5 - Article 16-0021

12. Clean the welded area to prepare it for corrosion protection.
13. Apply ValuGard™ Premium Undercoating, or equivalent corrosion protection to the repaired cut line area. Refer to WSM, Section 501-25. (Figure 6)



Figure 6 - Article 16-0021

14. Apply ValuGard™ Rust Inhibitor, or equivalent to the welded barrel nut. Refer to WSM, Section 501-25.
 - a. Use an appropriate spray nozzle to access the cavity. (Figure 7)



Figure 7 - Article 16-0021

15. Install the right side fender splash shield. Refer to WSM, Section 501-02.
16. Install the right front wheel and tire assembly. Refer to WSM, Section 204-04.
17. Reconnect the negative battery cable. Refer to WSM, Section 414-01.

Obtain Locally	
Part Number	Part Description
VG104, VG104A	ValuGard™ Rust Inhibitor
VG101, VG101A	ValuGard™ Premium Undercoating

OPERATION	DESCRIPTION	TIME
160021A	2016 Explorer: Diagnose And Repair The Front Subframe Following The Service Procedure (Do Not Use With Any Other Labor Operations)	1.3 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

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DEALER CODING

BASIC PART NO.	CONDITION CODE
16054	01

LINCOLN:

2015-2016 MKC

2016 MKX

This article supersedes TSB **15-0159** to add a vehicle line, production fix date, update the Service Procedure and Part List.

ISSUE

Some 2015-2016 MKC and 2016 MKX vehicles built on or before 1/26/2016 may exhibit a wind or whistle noise from the exterior mirror(s) at highway speed.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

Follow the procedure for the affected side(s).

1. Position the exterior mirror glass for access. (Figure 1)

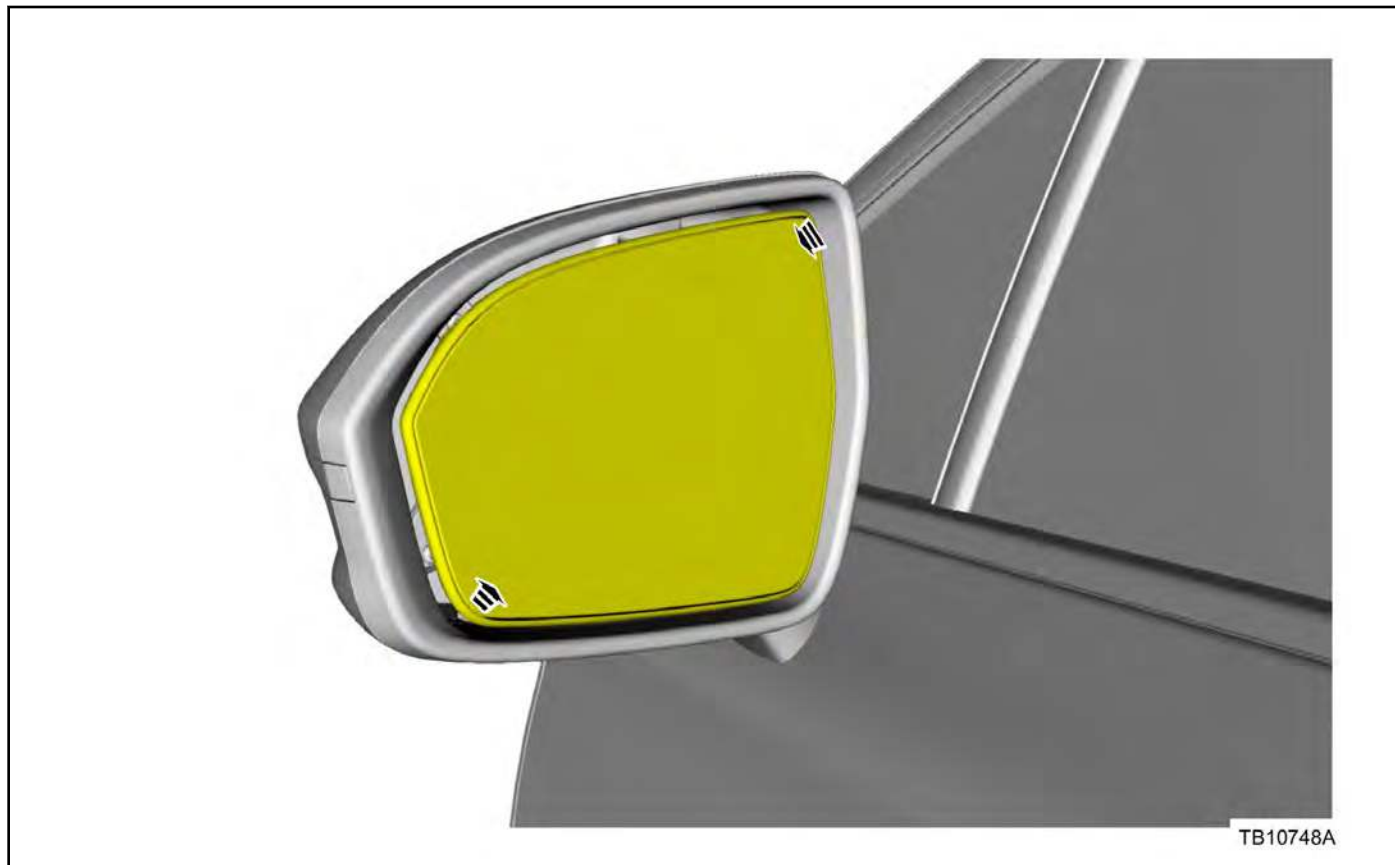


Figure 1 - Article 16-0022

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2. Release the mirror glass and disconnect the electrical connectors. Use of a non-marring plastic trim tool is recommended to release the mirror glass. (Figure 2)

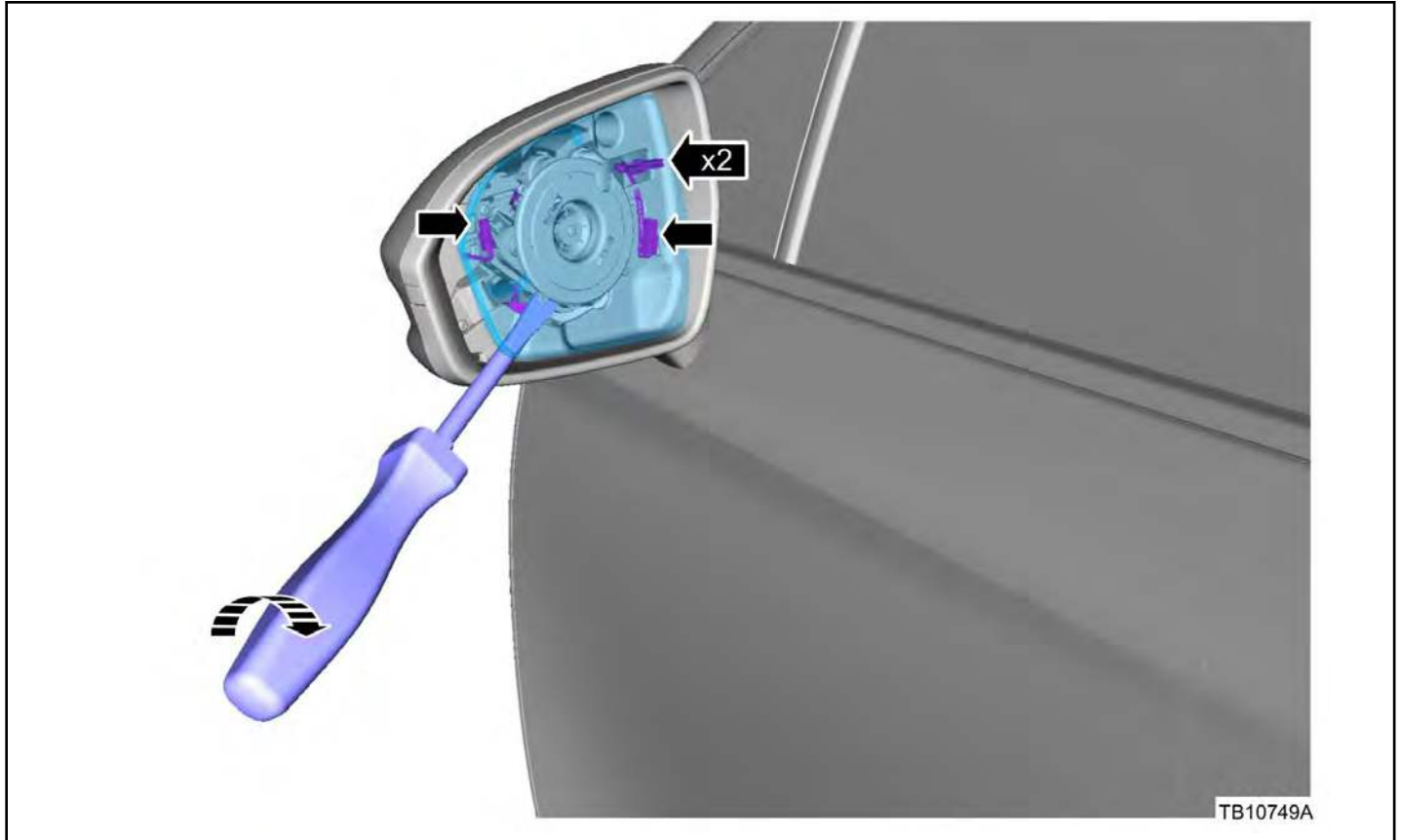


Figure 2 - Article 16-0022

3. Remove the two (2) screws and the mirror glass bezel. It is not necessary to remove the mirror motor. (Figure 3)



Figure 3 - Article 16-0022

4. Remove the screw and position the mirror cover aside. (Figure 4)

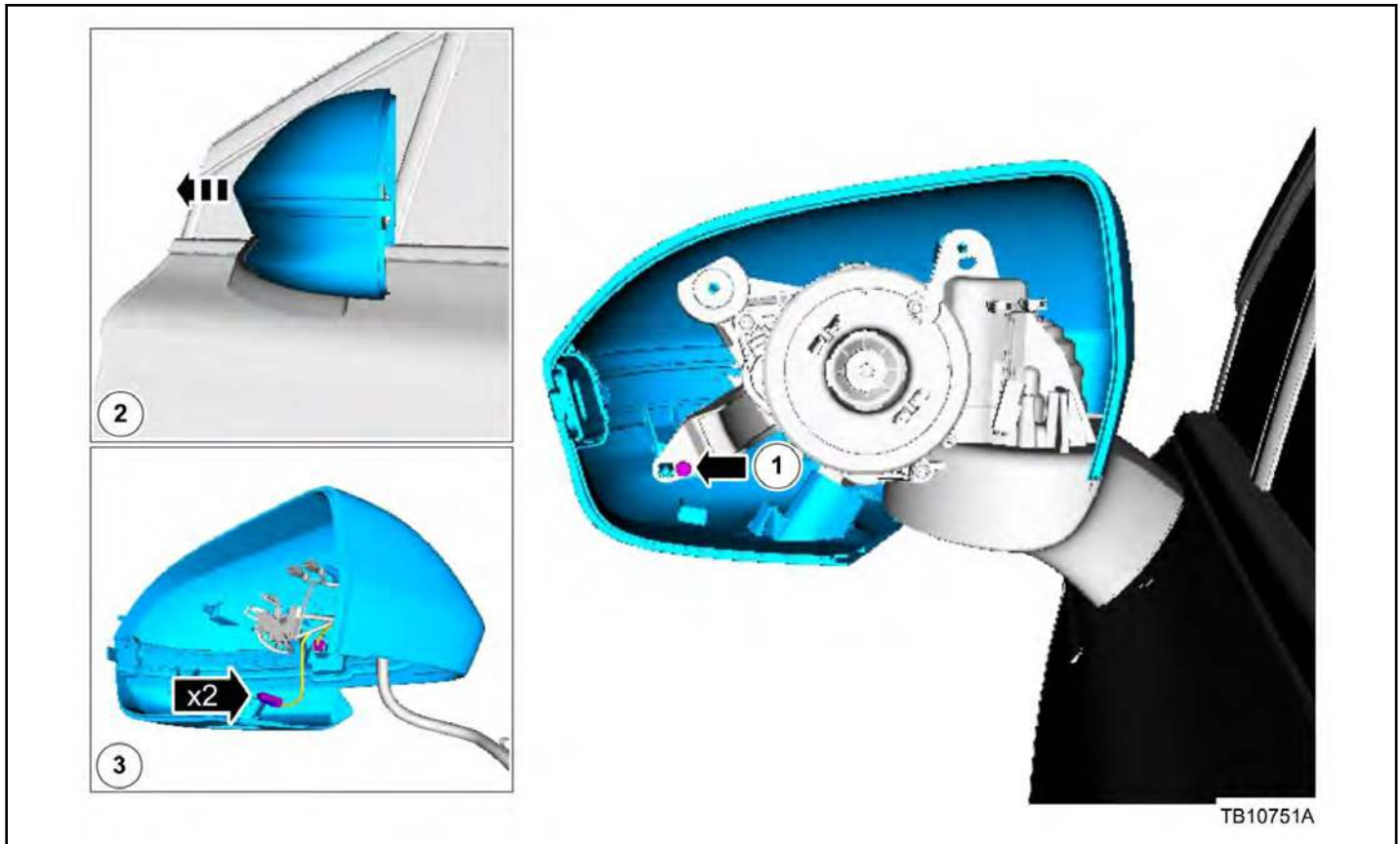


Figure 4 - Article 16-0022

5. Disconnect the two (2) electrical connectors.
6. Remove the foam seal tape if present and clean the location shown with isopropyl alcohol. (Figure 5)



Figure 5 - Article 16-0022

7. Dry the surface using a lint free cloth.
8. Cut one piece of PVC soft foam tape 164-R4901 from Rotunda Squeak and Rattle kit 164-R4900 as shown. (Figure 6)

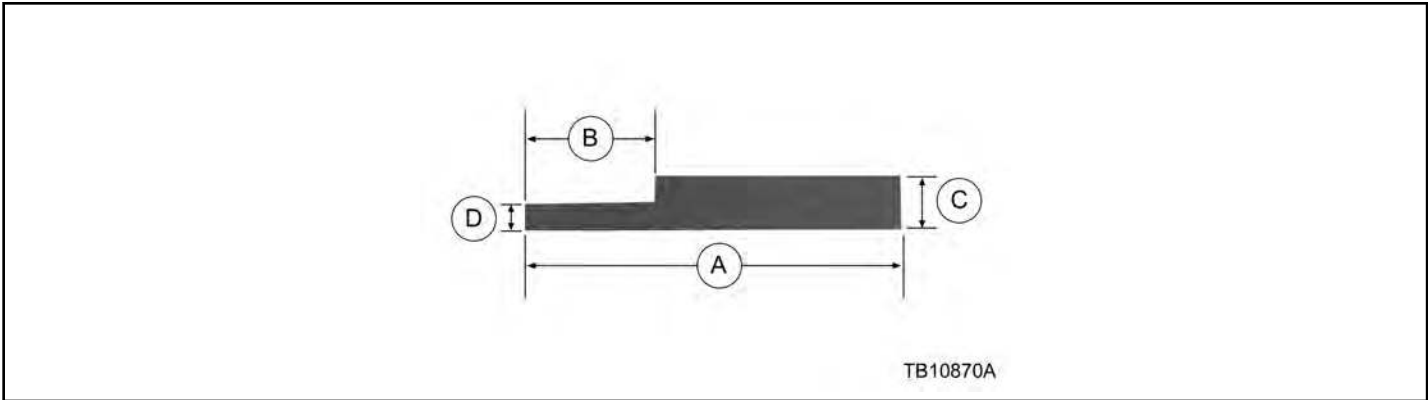


Figure 6 - Article 16-0022

- A - 155 mm (6 inches)
- B - 51 mm (2 inches)
- C - 22 mm (7/8 inch)
- D - 9 mm (3/8 inch)

9. Install the trimmed piece of PVC soft foam tape. (Figure 7)



Figure 7 - Article 16-0022

- a. Position the tape so it will not be visible after reassembly.
10. To assemble, reverse the disassembly procedure.
- a. Be careful not to damage the foam tape when installing the mirror housing.

Obtain Locally	
Part Number	Part Description
164-R4901	Rotunda PVC Tape Soft Foam - Rotunda Squeak and Rattle Kit 164-R4900
	Isopropyl Alcohol

OPERATION	DESCRIPTION	TIME
160022A	2015-2016 MKC 2016 MKX: Install Foam Tape Following The Service Procedure On One (1) Exterior Mirror. Includes Time To Road Test (Do Not Use With Any Other Labor Operations)	0.6 Hr.
160022B	2015-2016 MKC 2016 MKX: Install Foam Tape Following The Service Procedure On Both (2) Exterior Mirrors. Includes Time To Road Test (Do Not Use With Any Other Labor Operations)	0.8 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
17682	42

FORD:

2013 Fusion

This article supersedes TSB **15-0028** to update the Service Labor Time Standards and Part List.

ISSUE

Some 2013 Fusion Energi vehicles may exhibit an intermittent no start due to a discharged 12 volt battery or intermittent battery draw.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Disconnect the 12 volt battery. Refer to Workshop Manual (WSM), Section 414-01.
 - a. Do not remove the battery hold-down and breather hose to the battery at this time.
2. Connect the Rotunda Midtronics GR1-190 or GRX-3590 Diagnostic Battery Charger to the vehicle's battery terminal posts only. Battery cables must be removed and no other connections, such as body ground can be in the circuit during testing.
 - a. Select diagnostic fast charge.
 - b. On GR1-190 only - select above 400 km (250 miles) or below 400 km (250 miles) based on vehicle mileage.
 - c. Select battery type Lead Acid.
 - d. Enter cold cranking amp (CCA) rating of 390 CCA.
3. Did the battery pass the load test?
 - a. Yes - allow the battery to fully charge. After charging is complete, reconnect the 12 volt battery. Refer to WSM, Section 414-01, but do not reinstall the driver's side trunk liner around the battery at this time. Proceed to Step 4.
 - b. No - record the failure code. Replace the battery. Refer to WSM, Section 414-01 but do not reinstall the driver's side trunk liner around the battery at this time. Make sure the 12 volt battery is fully charged. Using the Integrated Diagnostic System (IDS) service tool, perform the battery monitoring system (BMS) reset after the new battery is connected. Proceed to Step 4.
4. Inspect the fan wiring from the high voltage battery pack, located at the interior left hand quarter panel, up to the fan motor(s) for damage or chafing on the metal bracket that attaches the battery cage to the vehicle body. Is chafing present? (Figure 1)

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Figure 1 - Article 16-0023

- a. Yes - repair the circuits as needed. Refer to Wiring Diagram, Section 5-1. After the repair, wrap the affected area with 3M™ Temflex™ Cotton Friction Tape or equivalent to prevent future concerns. Reinstall the driver's side trunk liner and battery access cover and proceed to Step 5.
 - b. No - wrap the affected area with 3M™ Temflex™ Cotton Friction Tape or equivalent to prevent future concerns. Reinstall the driver's side trunk liner and battery access cover, and proceed to Step 5.
5. Replace the Telematics Control Unit (TCU) module. Refer to WSM, Section 415-00.

Obtain Locally	
Part Number	Part Description
1755	3M™ Temflex™ Cotton Friction Tape

PART NUMBER	PART NAME
DS7Z-19A387-A	Telematics Control Unit Module
BXT-99RT4-A	Motorcraft® Battery
W715667-S439	D-Pillar Retention Clip (2 Req)
DS7Z-7831012-AC	C-Pillar Right Hand - Dune
DS7Z-7831013-AC	C-Pillar Left Hand - Dune
DS7Z-7831012-AD	C-Pillar Right Hand - Gray
DS7Z-7831013-AD	C-Pillar Left Hand - Gray

OPERATION	DESCRIPTION	TIME
160023A	2013 Fusion Energi: Test, Charge Battery, Inspect And Protect Wire Harness Replace The TCU (Do Not Use With Any Other Labor Operations)	1.0 Hr.
160023B	2013 Fusion Energi: Test, Charge Battery, Inspect And Repair Wire Harness Replace The TCU (Do Not Use With Any Other Labor Operations)	1.4 Hrs.
160023C	2013 Fusion Energi: Test, Replace Battery, Reset BMS, Inspect And Protect Wire Harness Replace The TCU (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
160023D	2013 Fusion Energi: Test, Replace Battery, Reset BMS, Inspect And Repair Wire Harness Replace The TCU (Do Not Use With Any Other Labor Operations)	1.6 Hrs.

TSB 16-0023 (Continued)

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
19A387	42

FORD:

2012-2015 Focus

This article supersedes TSB **15-0134** to update the Service Labor Time Standards.

ISSUE

Some 2012-2015 Focus Electric vehicles may exhibit a concern with a discharged 12 volt battery.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Disconnect the 12 volt battery. Refer to Workshop Manual (WSM), Section 414-01.
2. Connect the Rotunda Midtronics GR1-190 or GRX-3590 Diagnostic Battery Charger to the vehicle's battery terminal posts only. Battery cables must be removed and no other connections, such as body ground, can be in the circuit during testing.
 - a. Select diagnostic fast charge.
 - b. On GR1-190 only - select above 400 km (250 miles) or below 400 km (250 miles) based on vehicle mileage.
 - c. Select battery type lead acid.
 - d. Enter cold cranking amp (CCA) rating of 390 CCA.
3. Did the battery pass the diagnostic fast charge test?
 - a. Yes - allow battery to fully charge. After charging is complete, reconnect the 12 volt battery. Refer to WSM, Section 414-01. Proceed to Step 4.
 - b. No - record the failure code. Replace the battery. Refer to WSM, Section 414-01. Make sure the new 12 volt battery is fully charged. Using Integrated Diagnostic System (IDS) service tool, perform the battery monitoring system (BMS) reset after the new battery is connected. Proceed to Step 4.
4. Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 96.05 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.
 - a. When module programming is initiated for the PCM, the IDS will check for coordinated software updates for the following modules: anti-lock brake system (ABS), battery energy control module (BECM), secondary on-board diagnostic control module (SOBDM), PCM and transmission control module (TCM). Follow the scan tool instructions to reprogram all affected modules.
 - b. Inspect the vehicle communication module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
 - c. Connect the VCM to the vehicle's primary data link connector (DLC). Do not connect the VCM to the gateway module (GWM) DLC.
 - d. Turn off all accessories (radio, heated/cooled seats, headlamps, interior lamps, heating, ventilation and air conditioning (HVAC) system) and close the doors.
 - e. Disconnect any aftermarket accessories.

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- f. Disable sleep mode, screen saver and hibernation modes on the computer used for IDS.
 - g. Create all IDS vehicle sessions with key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.
 - h. Connect a battery charger to the 12 volt battery.
5. Was the vehicle built on or before 11/21/2014?
- a. No - procedure complete.
 - b. Yes - reprogram the GWM. Proceed to Step 6.
6. Was the vehicle built on or before 9/2/2013?
- a. No - procedure complete.
 - b. Yes - check the telematics control unit (TCU) build date / part number. Proceed to Step 7.
7. Is the TCU suffix part letter A or B?
- a. No - procedure complete.
 - b. Yes - replace the TCU. Refer to WSM, Section 415-00.

PART NUMBER	PART NAME
BXT-67R	12 V Battery
DM5Z-19A387-C	Telematics Control Unit

OPERATION	DESCRIPTION	TIME
160024A	2012-2015 Focus Electric: Diagnose And Charge Battery, Reprogram Modules (Do Not Use With Any Other Labor Operations)	0.7 Hr.
160024B	2012-2015 Focus Electric: Diagnose And Replace Battery, Reprogram Modules (Do Not Use With Any Other Labor Operations)	0.8 Hr.
160024C	2012-2015 Focus Electric: Diagnose And Charge Battery, Reprogram Modules, Inspect TCU (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
160024D	2012-2015 Focus Electric: Diagnose And Charge Battery, Reprogram Modules, Replace TCU (Do Not Use With Any Other Labor Operations)	1.2 Hrs.
160024E	2012-2015 Focus Electric: Diagnose And Replace Battery, Reprogram Modules, Inspect TCU (Do Not Use With Any Other Labor Operations)	1.3 Hrs.
160024F	2012-2015 Focus Electric: Diagnose And Replace Battery, Reprogram Modules, Inspect And Replace TCU (Do Not Use With Any Other Labor Operations)	1.4 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
19A387 (Vehicles Built On Or Before 9/26/2013)	04

TSB 16-0024 (Continued)

BASIC PART NO.	CONDITION CODE
14F642 (Vehicles Built On 9/27/2013 And Through 11/21/2014)	04
67R (Vehicles Built On Or After 11/22/2014)	04

2.0L GTDI - MAY EXPERIENCE IDLE SPEED DIPS - POSSIBLE MIL - DTCS P2610 AND/OR P08B9**TSB 16-0025****FORD:**

2015-2016 Focus

ISSUE

Some 2015-2016 Focus ST vehicles equipped with 2.0L Gasoline Turbocharged Direct Injection (GTDI) engine may exhibit an engine speed dip with or without an illuminated malfunction indicator lamp (MIL) and/or diagnostic trouble codes (DTCs) P2610 and/or P08B9 stored in powertrain control module (PCM) memory.

ACTION

Reprogram the PCM to the latest calibration using IDS release 99.02 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.

OPERATION	DESCRIPTION	TIME
160025A	2015-2016 Focus 2.0L GTDI: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
RECALEM	04

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

FORD:

2006-2008 Fusion

MERCURY:

2007-2008 Milan

ISSUE

Some 2006-2008 Fusion and 2007-2008 Milan vehicles may exhibit a warped or distorted instrument panel around the passenger air bag trim cover.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Is the instrument panel warped around the passenger air bag trim cover?
 - a. Yes - proceed to step 2.
 - b. No - this article does not apply. If the passenger air bag trim cover is warped or peeling, it can be serviced separately. Refer to Workshop Manual (WSM), Section 501-20.
2. Remove the passenger air bag module. Refer to WSM, Section 501-20.
3. For instrument panel surface preparation, and adhesive product preparation, refer to the kit instruction sheet included with the adhesive product.
4. Remove and discard any large pieces of loose instrument panel foam.
5. Using a 3M™ adhesive and application gun or equivalent, apply the adhesive to the underside of the warped section or sections of the instrument panel. Make sure the adhesive does not drip onto the air bag wiring.
6. Clamp the instrument panel for 30 minutes. A clean piece of wood, such as a paint stir stick, can be used for even clamping. (Figure 1)



Figure 1 - Article 16-0026

7. Remove the clamps. Trim any excess adhesive to allow the passenger air bag trim cover to fit flush.
8. If the passenger air bag trim cover is warped or peeling, it can be replaced. Refer to WSM, Section 501-20.
9. Reinstall the passenger air bag module. Refer to WSM, Section 501-20.

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Obtain Locally	
Part Number	Part Description
08107	3M™ Universal Adhesive Clear
08190	3M™ Performance Manual Applicator Gun

PART NUMBER	PART NAME
6E5Z-5404338-BB	Passenger Air Bag Trim Cover - Charcoal Black
6E5Z-5404338-BA	Passenger Air Bag Trim Cover - Camel

OPERATION	DESCRIPTION	TIME
160026A	2006-2008 Fusion, 2007-2008 Milan: Apply Adhesive To Secure Any Warped Sections Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.8 Hr.
160026B	2006-2008 Fusion, 2007-2008 Milan: Apply Adhesive To Secure Any Warped Sections Following The Service Procedure And Replace The Air Bag Trim Cover (Do Not Use With Any Other Labor Operations)	0.9 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5404320	34

**3.5L GTDI - COLD START - TICKING/TAPPING OR RATTLE TYPE NOISE
- BUILT ON OR BEFORE 5/29/2015**

TSB 16-0027

FORD:

2011-2015 F-150

This article supersedes TSB **15-0131** to update Service Labor Time Standards.

ISSUE

Some 2011-2015 F-150 vehicles equipped with a 3.5L Gasoline Turbocharged Direct Injection (GTDI) engine and built on or before 5/29/2015 may exhibit a ticking/tapping or rattle type noise from the top front cover area of the engine upon initial start-up that may last for 2-5 seconds after a cold soak of six or more hours.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the vehicle build date. Was the vehicle built on or before 5/29/2015?
 - a. Yes - proceed to Step 2.
 - b. No - this procedure does not apply. Refer to Workshop Manual (WSM), Section 303-00 for normal diagnosis.
2. Does the customer state a ticking/tapping or rattle type noise occurs from the top front cover area of the engine upon initial cold start-up that lasts for 2-5 seconds after a cold soak of six or more hours?
 - a. Yes - proceed to Step 3.
 - b. No - this procedure does not apply. Refer to WSM, Section 303-00 for normal diagnosis.
3. Replace all four variable camshaft timing (VCT) units and primary timing chain. Refer to WSM, Section 303-01.

PART NUMBER	PART NAME
AT4Z-6256-B	Intake VCT Unit (2 Req)
AT4Z-6C525-B	Exhaust VCT Unit (2 Req)
AT4Z-6279-D	Bolt - Intake VCT (2 Req)
AT4Z-6279-E	Bolt - Exhaust VCT (2 Req)
AT4Z-6268-C	Chain - Primary Timing
AA5Z-9439-A	Gasket - Intake
BL3Z-6584-A	Gasket - Camshaft Cover - Left Side
BR3Z-6584-B	Gasket - Camshaft Cover - Right Side (2011–2012)
DL3Z-6584-B	Gasket - Camshaft Cover - Right Side (2013–2015)
BL3Z-9E583-B	O-ring - High Pressure Pump
BR3Z-8507-C	Gasket - Pump
BR3Z-8527-A	O-ring - Pump
7T4Z-8590-A	Seal - Coolant inlet
XW4Z-6700-AA	Seal - Crank

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PART NUMBER	PART NAME
BR3Z-6020-A	Seal - Front Cover Radial
F5RZ-6A340-B	Bolt - Damper
TA-357	Motorcraft® High Performance Engine RTV Silicone
ZC-30-A	Motorcraft® Silicone Gasket Remover
ZC-31-B	Motorcraft® Metal Surface Prep
VC-3-B	Motorcraft® Orange Antifreeze/Coolant Concentrated
XO-5W30-QSP	Motorcraft® SAE 5W-30 Premium Synthetic Blend Motor Oil

OPERATION	DESCRIPTION	TIME
160027A	2011-2014 F-150 3.5L GTDI: Replace All Four VCT Units And The Primary Timing Chain (Do Not Use With Any Other Labor Operations)	9.2 Hrs.
160027A	2015 F-150 3.5L GTDI: Replace All Four VCT Units And The Primary Timing Chain (Do Not Use With Any Other Labor Operations)	9.0 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
6C525	42

FORD:

2000-2003 Ranger
2005-2006 Ford GT
2000-2007 Crown Victoria, Taurus
2007-2010 Explorer Sport Trac
2000-2016 Expedition
2002-2016 Explorer
2004-2016 F-150
2005-2016 Mustang
2013-2016 Fusion

LINCOLN:

2000-2006 Lincoln LS
2000-2007 Town Car
2000-2016 Navigator
2010-2016 MKT
2013-2016 MKZ
2016 MKX

MERCURY:

2003-2004 Marauder
2000-2007 Grand Marquis
2002-2007 Sable
2002-2010 Mountaineer

This article supersedes TSB **06-25-15** to update the model years and Service Procedure.

ISSUE

Some 2000 and newer Ford, Lincoln and Mercury vehicles equipped with aluminum body panels may exhibit corrosion concerns appearing as bubbled and/or peeling paint with or without accompanying white dust. Panel replacement is not required.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Remove the affected panel from the vehicle and inspect the corrosion concern areas.
2. If an over hem seam sealer is applied to the panel, remove all sealer on the panel as fully as possible.
3. Using a pressurized abrasive blaster or spot blaster, blast the immediate concern areas as required. Fine sandblasting sand may be utilized. Make sure to follow all health and safety precautions.
4. Smooth all blasted areas using a surface conditioning disc. Featheredge all repair areas.

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5. Using the Sikkens/Akzo Nobel MetaAlloy repair kit (an equivalent repair kit has not been identified at this time), prepare the concern repair areas following the Technical Data Sheet (TDS) information provided with the kit. Make sure to follow all directions exactly, as preparation, product dwell and dry times are critical to proper performance.
6. Once the MetaAlloy primer has fully cured per the TDS, apply the refinish primer system for your specific paint system. Sand the repair areas as required, following all published guidelines for your system.
7. Apply hem seam sealer to all hem areas. Use Lord Fusor® 123EZ, 3M 08329 or equivalent. Allow to flash per the sealer TDS information.
8. Mix and apply base coat and clear coat following your Ford approved paint system technical information.
9. Reinstall the panel.

Obtain Locally	
Part Number	Part Description
527924	Sikkens/Akzo Nobel MetaAlloy CI repair kit (3 Piece Box)
123EZ	Lord Fusor® Non-Sag Seam Sealer (Medium)
08329	3M™ Control-Flow Seam Sealer

WARRANTY STATUS:

Information Only

ROOF OPENING PANEL BLIND - BIND OR DETACHMENT FROM GUIDE TRACK**TSB 16-0029****FORD:**

2011-2014 Edge

LINCOLN:

2010-2014 MKT

2011-2015 MKX

ISSUE

Some 2011-2014 Edge, 2011-2015 MKX and 2010-2014 MKT vehicles equipped with a roof opening panel may exhibit a condition where the roof opening panel blind(s) are being ripped, detached or will not stay secure to the guide track.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

Replace the driver and passenger side roof opening panel blinds. Refer to Workshop Manual (WSM), Section 501-17.

PART NUMBER	PART NAME
FT4Z-78500A67-A	Blind - Driver Side Roof Opening Panel
FT4Z-78500A66-A	Blind - Passenger Side Roof Opening Panel

OPERATION	DESCRIPTION	TIME
160029A	Replace Both Roof Opening Panel Blinds (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
78500A67	01

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**TAILGATE AJAR LIGHT AND/OR WARNING MESSAGE DISPLAYED IN
THE INSTRUMENT PANEL CLUSTER (IPC) - BUILT ON OR BEFORE
10/28/2015**

TSB 16-0030

FORD:

2016 F-150

ISSUE

Some 2016 F-150 vehicles built on or before 10/28/2015 may exhibit a tailgate ajar light and/or warning message displayed in the instrument panel cluster (IPC) with the tailgate fully closed.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Inspect the left and right side tailgate latch assemblies. Is there a metal back on the inside of the latch? (Figures 1- 2)



Figure 1 - Article 16-0030



Figure 2 - Article 16-0030

- a. Yes - proceed to Step 6.
 - b. No - proceed to Step 2.
2. Replace the left and right tailgate latches and latch actuating rods. Refer to the Workshop Manual (WSM), Section 501-14.

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

- a. Make sure the left and right side actuating rods are positioned in the clips they release the latches at the same time.
 - b. Do not reinstall the tailgate access panel until Step 10 is complete.
3. Is the tailgate ajar switch wiring harness connector unplugged and secured? (Figure 3)



Figure 3 - Article 16-0030

- a. Yes - proceed to Step 6.
 - b. No - proceed to Step 4.
4. Install the delete cap onto the tailgate ajar switch wiring harness connector. (Figure 4)



Figure 4 - Article 16-0030

5. Loop a cable tie strap around the tailgate ajar switch wiring harness retainer and delete cap retainer. Tighten the cable tie strap to prevent rattle. (Figure 5)



Figure 5 - Article 16-0030

- a. Make sure the wiring harness does not rattle when closing the tailgate.

TSB 16-0030 (Continued)

6. Reprogram the body control module (BCM) using As-Built data. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.
7. Verify the tailgate ajar light and/or message is no longer displayed in the IPC when the tailgate is open.
8. Make sure the tailgate step functions correctly, if equipped.
9. Make sure the key fob and tailgate buttons function correctly.
10. Make sure the tailgate lock functions correctly.

Obtain Locally	
Part Number	Part Description
08472	Avery Dennison Cable Tie Strap 177.8 mm (7") Ladder Style - Black Heat Stabilized

PART NUMBER	PART NAME
3L3Z-9943150-AA	Latch - Right/Left Side (2 Req)
FL3Z-99431A78-B	Latch Rod - Right/Left Side wo/ Flexible Step (2 Req)
FL3Z-99431A79-A	Latch Rod - Left Side w/ Flexible Step
FL3Z-99431A78-A	Latch Rod - Right Side w/ Flexible Step
9L3Z-5421952-A	Clip - Latch Rod Retainer (2 Req)
W717588-S450	Bolt - Latch (2 Req)
2L1Z-14A666-AA	Delete Cap

OPERATION	DESCRIPTION	TIME
160030A	2016 F-150: Inspect The Tailgate Latch Assemblies And Reset The As-Built Data In The BCM (Do Not Use With Any Other Labor Operations)	0.3 Hr.
160030B	2016 F-150: Inspect The Tailgate Latch Assemblies Replace Both Tailgate Latches And Reset The As-Built Data In The BCM (Do Not Use With Any Other Labor Operations)	0.6 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
9943150	42



THE LINCOLN MOTOR COMPANY

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

February 2016

Customer Satisfaction Program 15N04
Programa de satisfacción del cliente 15N04

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 an embedded modem that, with an active MyLincoln Mobile account, provides you with access to premium services on your vehicle through an application on your smart phone. A four-year subscription was included with your vehicle at the time of purchase.

The embedded modem in your vehicle currently operates on a cellular network that is being decommissioned. If you utilize the MyLincoln Mobile service, this will result in a loss of wireless connectivity with your vehicle. To help prevent loss of service, The Lincoln Motor Company is offering to upgrade your vehicle's embedded modem. This coverage is automatically transferred to subsequent owners.

If you would like more information about the MyLincoln Mobile service, or would like to activate your service and take advantage of this program, additional information can be found on the Lincoln Owner web site. Navigate to Owner.Lincoln.com then select "SYNC & How-Tos," "Vehicle Features," then "Remote Features."

NOTE: Cellular network decommissioning will not impact control or performance of your vehicle. If you do not utilize the MyLincoln Mobile service, you will not notice the effects of the decommissioning.

What will Lincoln and your dealer do?

The Lincoln Motor Company has authorized your dealer to, at your request, replace the embedded modem free of charge (parts and labor). This is a one-time repair program, which expires five years from the warranty start date of your vehicle.

How long will it take?

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?

If you use the MyLincoln Mobile service and want to maintain connectivity

with your vehicle, please contact your dealer and request a service date for Customer Satisfaction Program 15N04. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access Owner.Lincoln.com for dealer addresses, maps, and driving instructions.

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 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 **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: Owner.Lincoln.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). If you wish to contact us through the Internet, our address is: www.Fleet.Ford.com.

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

The Lincoln Motor Company



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

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

February 9, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 15N05
Certain 2011-2012 Model Year F-150 Vehicles with 3.5L EcoBoost Engine
Electric Vacuum Pump Extended Coverage

PROGRAM TERMS

This program extends the warranty coverage of the Electric Vacuum Pump (EVP) to 10 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 extended warranty coverage will last through July 30, 2016. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2011-2012	Dearborn	July 29, 2010 through October 25, 2012
		Kansas City	August 4, 2010 through August 20, 2012

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, condensation from the charge air cooler may enter the EVP. The condensation will damage the EVP, resulting in excessive noise and eventual failure of the EVP.

SERVICE ACTION

For vehicles that exhibit a noisy or inoperative EVP, dealers are to install a new EVP and revised vacuum hose. 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 February 15, 2016. Dealers should repair any affected vehicles that exhibit a noisy or inoperative EVP, 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 black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

Customer Satisfaction Program 15N05

Certain 2011-2012 Model Year F-150 Vehicles with 3.5L EcoBoost Engine
Electric Vacuum Pump Extended Coverage

OASIS ACTIVATION

OASIS will be activated on February 9, 2016.

FSA VIN LISTS ACTIVATION

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

STOCK VEHICLES

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

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not 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

- 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 July 30, 2016.
- 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. There is no expiration date for emergency repair refunds. 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 EVP replacement.

RENTAL VEHICLES

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

Customer Satisfaction Program 15N05

Certain 2011-2012 Model Year F-150 Vehicles with 3.5L EcoBoost Engine

Electric Vacuum Pump Extended Coverage

CLAIMS PREPARATION AND SUBMISSION

- This is a one-time repair program and also applies to vehicles that are within the New Vehicle Limited Warranty coverage period. When a vehicle is determined to exhibit this concern, repairs should be claimed against Program Code 15N05.
- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15N05) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
 - Program Code: 15N05
 - 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 15N05
Certain 2011-2012 Model Year F-150 Vehicles with 3.5L EcoBoost Engine
Electric Vacuum Pump Extended Coverage

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Electric Vacuum Pump and Vacuum Hose	15N05B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
BL3Z-2A451-B	Electric Vacuum Pump Kit (Includes Vacuum Hose)	1
6E5Z-14526-CA	Fuse 40A	1 (if needed)

The DOR/COR number for this program is 51018.

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 2011-2012 MODEL YEAR F-150 VEHICLES EQUIPPED WITH 3.5L ECOBOOST ENGINE — ELECTRIC VACUUM PUMP EXTENDED COVERAGE

OVERVIEW

In some of the affected vehicles, condensation from the charge air cooler may enter the Electric Vacuum Pump (EVP). The condensation will damage the EVP, resulting in excessive noise and eventual failure of the EVP.

SERVICE PROCEDURE

1. Inspect fuse F64 in the Battery Junction Box (BJB). Is fuse F64 open? See Figure 1.

Yes - Replace the fuse and proceed to Step 3.

No - Proceed to Step 2.



FIGURE 1

2. Start the engine and press the brake pedal five times within five seconds. Is the EVP inoperative or excessively noisy?

Yes - Proceed to Step 3.

No - This program does not apply. Please follow the Workshop Manual (WSM) procedures in Section 206-00 for normal diagnosis.

3. Replace the EVP. Please follow the WSM procedures in Section 206-07. Proceed to "Vacuum Hose Installation" on Page 2 after replacement of the EVP is completed.



Vacuum Hose Installation

1. Disconnect the vacuum hose from the following locations (see Figures 2a and 2b):
 - a. Air cleaner outlet pipe - for vehicles equipped with an aspirator.
 - b. Brake booster.
 - c. Brake vacuum supply hose.
 - d. Intake manifold.
2. Disconnect the vacuum hose pin-type retainer, remove and discard the vacuum hose. See Figure 2a.

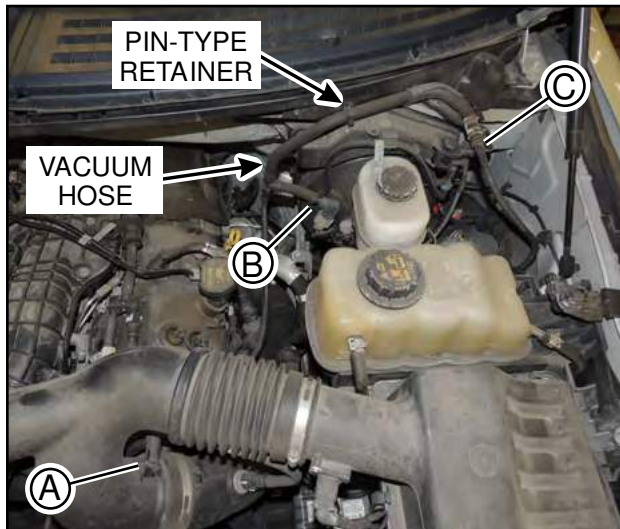


FIGURE 2a

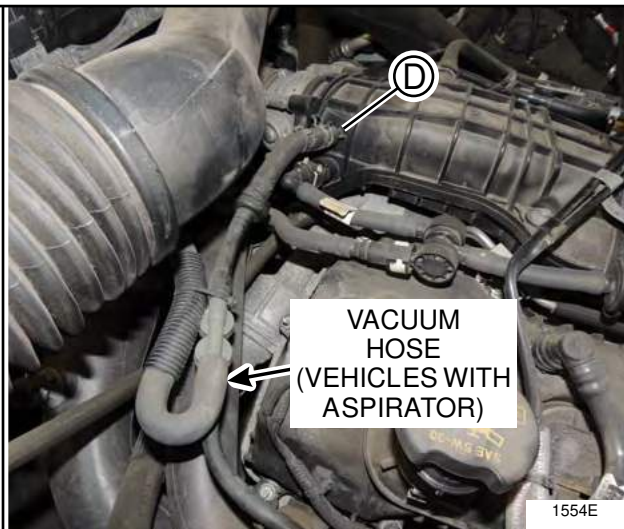


FIGURE 2b



NOTE: During installation of the *new* vacuum hose, verify the alignment mark on the vacuum hose is aligned with the barb on the intake manifold. See Figure 3b.

3. Install the *new* vacuum hose and connect the pin-type retainer. See Figure 3a.
4. Connect the vacuum hose at the following locations (see Figure 3a and 3b):
 - a. Brake booster.
 - b. Brake vacuum supply hose.
 - c. Intake manifold.

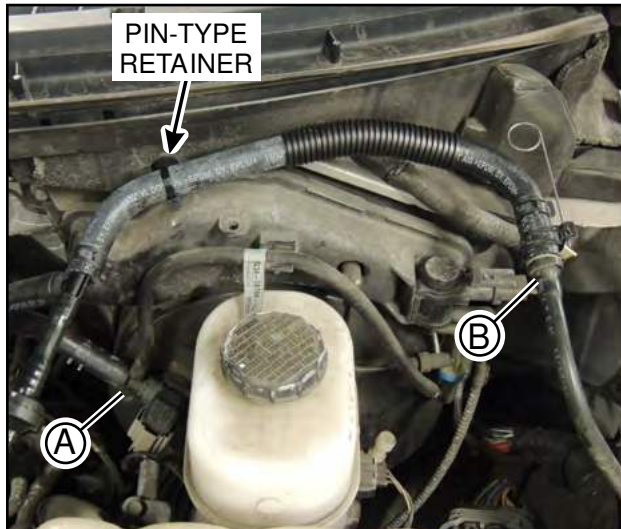


FIGURE 3a

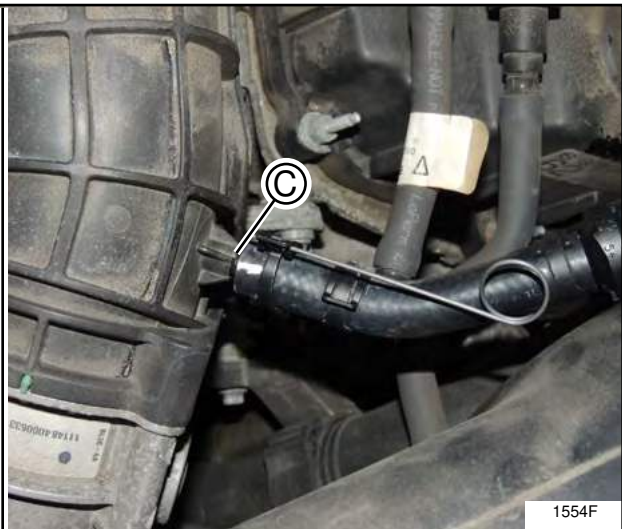


FIGURE 3b

5. If the vacuum hose removed from the vehicle is equipped with an aspirator (see Figures 2a and 2b), a pipe cap (supplied with *new* vacuum hose) will need to be installed on the air cleaner outlet pipe. See Figure 4.



FIGURE 4





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

February 2016

Customer Satisfaction Program 15N05
Programa de satisfacción del cliente 15N05

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?**

Ford Motor Company is extending the warranty coverage of your vehicle's electric vacuum pump to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded the time or mileage limits listed above, this extended warranty coverage will last through July 30, 2016. Coverage is automatically transferred to subsequent owners.

Your vehicle's electric vacuum pump may need service if you notice one or more of the following conditions:

- Excessive noise or vibration from the left front fender area while applying the brakes, particularly when the vehicle is first started.
- A change in brake pedal feel or effort when the vehicle is first started.
- Blown fuse F64 in the power distribution box.

If you experience any of these conditions you should have your vehicle serviced by your dealer.

**What will Ford and
your dealer do?**

If your vehicle's electric vacuum pump requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace it free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the electric vacuum pump requires 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 you have a noisy or inoperative electric vacuum pump. Please keep this letter in your vehicle's glove compartment as a reminder of the extended warranty coverage for your covered component. If the electric vacuum pump requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the VIN of your vehicle and request a service date for Customer Satisfaction Program 15N05. 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 www.Fordowner.com for dealer addresses, maps, and driving instructions.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to replacement of the electric vacuum pump. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 30, 2016. 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 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).
- Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.
- 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).

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

Ford Customer Service Division



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

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

February 18, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Special Field Action 16L01**
Certain 2016 Model Year F-750 Vehicles
Vehicle Certification Label Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-750	2016	Ohio Assembly Plant	April 29, 2015 through November 10, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

In all of the affected vehicles, the Vehicle Certification Label understates the intended Gross Axle Weight Rating (GAWR) capability of either the front or rear axle assemblies. The stated GAWR is inconsistent with the GAWR that customers ordered and are relying upon for their modifications.

SERVICE ACTION

Dealers are to contact the Special Service Support Center (SSSC) via the SSSC web contact site to obtain an updated Vehicle Certification Label and an Incomplete Vehicle Manual (IVM) Label. Dealers will install the revised Vehicle Certification Label on the affected vehicle. For vehicles in the possession of a final stage manufacturer, the final stage manufacturer will document the revised IVM Label and install on the affected vehicle's IVM. 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 February 29, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

EXPIRATION DATE

This program has an expiration date of February 28, 2017. We encourage dealers to complete this service as soon as possible.

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 black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

Special Field Action 16L01
Certain 2016 Model Year F-750 Vehicles
Vehicle Certification Label Replacement

OASIS ACTIVATION

OASIS will be activated on February 18, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 18, 2016. Owner names and addresses will be available by March 11, 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.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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 Field Service Action.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 16L01 is the sub code.
- EXPIRATION DATE: This program expires February 28, 2017.

Special Field Action 16L01
Certain 2016 Model Year F-750 Vehicles
Vehicle Certification Label Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the Vehicle Certification Label and Incomplete Vehicle Manual Label	16L01B	0.4 Hours

PARTS REQUIREMENTS

Description	Order Quantity
Vehicle Certification Label and Incomplete Vehicle Manual Label (VIN Specific)	1 Set

SSSC Web Part Order Tool:

Please submit a part order contact using the SSSC link at the bottom of the OASIS VIN report screen.

- Provide your name, dealership P/A code, and mailing address.
- Using the "Dealer Comments" field, request labels for program 16L01.

DEALER PRICE

Dealers will not be charged for labels ordered for this program.

NOTE: If the vehicle is no longer in the possession of a final stage manufacturer, the IVM may not be present in the vehicle. If the IVM is not present in the vehicle, no additional service is required.

NOTE: If the IVM is not present, the replacement IVM Label must be returned to Ford Motor Company.

2. Locate the IVM and replace the IVM Label with an updated label. See Figure 2.

- a. Locate and remove the original IVM Label from the IVM.
- b. Adhere all the pieces of the original label to the paper provided with the *new* labels, and return to Ford Motor Company in the envelope provided.
- c. Install the *new* label in the same location as the original.

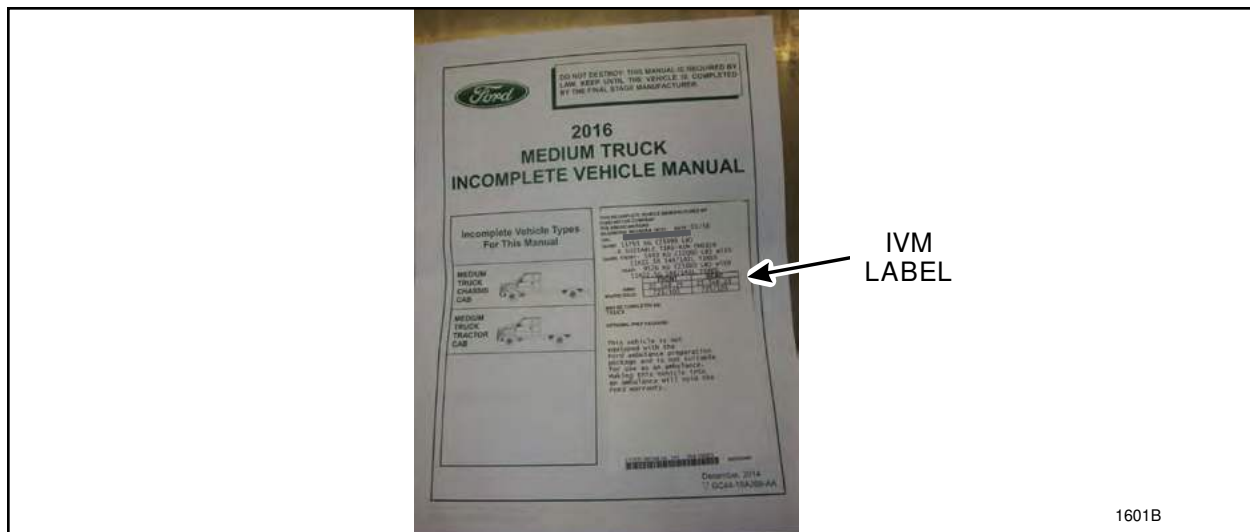


FIGURE 2





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

February 2016

Special Field Action 16L01
Aviso de Revisión de Seguridad 16L01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that the Vehicle Certification Label for your vehicle, with the VIN shown above, may be incorrect. We apologize for this inconvenience and want to correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, it may be possible the Vehicle Certification Label understates the intended Gross Axle Weight Rating (GAWR) capability of either the front or rear axle assemblies. This is inconsistent with the GAWR that your vehicle was ordered and equipped with.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to replace the Vehicle Certification Label free of charge (parts and labor).
This Special Field Action will be in effect until February 28, 2017, regardless of mileage.

How long will it take? 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? Call your dealer without delay. Provide your dealer with your VIN, which is provided above, and request that your dealer order the replacement labels for Special Field Action 16L01. Labels should arrive at your dealer within a week after ordering.

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

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.

**Can we assist you
further?
(continued)**

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).

**Para asistencia en
Español**

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/tools/account/maintenance/recalls.html>

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR FEBRUARY 2016

45633	Some 2016 F-650/750 vehicles equipped with 6.7L diesel may exhibit a engine that runs rough only during PTO operation, split-shaft mode. If one or more Cylinder Contribution/Balance DTC's are present P0263, P0266, P0269, P0272, P0275, P0278, P0281, P0284 during PTO operation it maybe due to an imbalance being introduced into the system by the upfitters equipment. If the rough engine operation is only present during PTO operation → do not perform any repairs at this time. Engineering is aware of this concern. Monitor OASIS for future updates.
45635	Some 2015 F-150 vehicles built on/or before 11/30/2015 and equipped with a universal transmitter may exhibit poor range while attempting to operate a garage door. A poor range concern may be present if the battery was weak in the original transmitter used to program the universal transmitter. If the universal transmitter is inoperative at any distance, refer to the Workshop Manual (WSM), Section 419-02 for normal diagnostics. If the universal transmitter functions properly at a very close distance, poorly at normal distances and the battery of the original transmitter was good when programming the universal transmitter, then replace the sun visor. The sun visor has been updated for this concern. Refer to the parts catalog for the appropriate part number required for each vehicle.
45638	Some 2016 F-53 Motorhome Chassis and F-59 Commercial Stripped Chassis vehicles equipped with a 6.8L engine may exhibit a Malfunction Indicator Lamp (MIL) with Diagnostic Trouble Code (DTC) P0300 (Random Misfire Detected) And/Or P0301-P0310 (Cylinder 1-10 Misfire Detected) present in Powertrain Control Module (PCM) memory with no perceived drivability symptoms present. Replacing the PCM will not resolve the customers concern. Clear any DTCs. Perform the Misfire Monitor Neutral Profile Correction procedure using the Ford Integrated Diagnostic System (IDS) scan tool or equivalent. Engineering is aware of this condition and is investigating. No other repairs should be attempted at this time. If the vehicle exhibits legitimate misfire drivability concerns refer to the Powertrain Control/Emission Diagnostic (PC/ED) for the DTC(s) retrieved. Monitor OASIS for future updates.
45639	Some 2014-2016 Transit Connect built on or before 10/25/2015 and equipped with 4.2-inch (107 mm) display screen may exhibit a concern in which the clock will not accept a time update, after a drained battery condition. This is because the BCM (Body Control Module) may have reverted back to the original manufacturing date. To update the time follow this procedure: 1) adjust the date to a future date. 2) adjust the time. 3) adjust the date back to current date. Setting the date to the future will force the BCM to update the date. Once the BCM and the FCDIM (Front Control Display/Interface Module) have the same date, the time will update correctly. This concern is under investigation.
45640	Some 2015-2016 Edge/MKX and 2013-2016 Explorer/Taurus vehicles may exhibit a condition where automatic transmission fluid (ATF) may appear to be leaking from the power transfer unit (PTU) temperature sensor. ATF in the area of the PTU temperature sensor may be the result of a leaking right hand (RH) intermediate shaft seal deflector. Replacement of the PTU temperature sensor will not resolve this condition. To correct the condition replace the RH intermediate shaft seal. Refer to Workshop Manual, Section 308-07. Use applicable labor operation listed in the Service Labor Time Standard (SLTS) manual, Section 7
45643	Some 2016 Explorer vehicles built on or before 1/26/2016 may exhibit a rear door lock rod that has limited travel or a rear door that does not open. This may be due to the door lock rod binding against the door panel lock rod insert. Do not replace the door latch for this condition. The lock rod should pass through the grommet insert with no restrictions. Remove the door panel and use a round file to remove enough material from the inside of the insert to allow the lock rod to pass through with no interference. Verify that the sound pad attached to the inside of the door trim panel is in position and not interfering with any panel attachment locators. If the condition remains after verifying the lock rod clearance, continue with normal diagnostics. Continue to monitor oasis for updates.
45646	Some 2015-2016 Edge/Focus/F150/Mustang, or 2016 Explorer/Escape vehicles equipped with a 4.2 inch display and SYNC Software version v5.5-v5.8 that were built on or before 1/24/2016 may experience concerns with unable to pair or connect a Bluetooth device to SYNC. In some cases a message stating --Initializing BT. Please try again.-- may also be displayed when attempting to pair or connect a device. If any of these concerns is present, update the Accessory Protocol Interface Module (APIM) to the latest level of SYNC software using Standard Programming found in Workshop Manual (WSM) Section 415-00. If the vehicles SYNC software is at version 5.9 or higher this message does not apply. For warranty claiming, use causal part 14D212 and applicable labor operation from Section 10 of the SLTS Manual.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR FEBRUARY 2016

45647	Some 2013-2016 Taurus Police and Explorer Police vehicles may exhibit a reduced top speed after a transmission fluid service with unapproved fluid. The use of unapproved fluid or improper transmission fluid level can lead to reduced vehicle performance and transmission damage, and is not covered under warranty. Use only Mercon LV Automatic Transmission Fluid, XT-10-QLVC (US), CXT-10-LV12 (Canada). Use only the Transmission Fluid Exchanger process when performing service intervals. Check and adjust transmission fluid level only at normal operating temperatures of 82Â°C-93Â°C (180Â°F-200Â°F). The fluid adjustment procedure requires using the appropriate service tool to verify fluid temperature. For optimum performance at high speeds, adjust fluid level to the top of the "MIN" mark on the dipstick.
45648	Some 2016 Explorer, Taurus, Flex, Edge, MKX, MKT, MKS, and MKZ vehicles equipped with 6F50/6F55 transmission may exhibit no reverse, 3rd and 5th gear along with Diagnostic Trouble Codes (DTC)P0756 and P2701. This condition may be caused by incorrect machining of the direct clutch cylinder/tone wheel (7F283) resulting in a snap ring being out of position. If the direct clutch hub (7G384)is found to be damaged, the following parts must also be replaced: direct clutch return spring 7F235, direct clutch cylinder/tone ring 7F283, direct clutch snap ring 7C122, and seal kit 7153. Follow the disassembly and assembly procedures in the Workshop Manual (WSM), Section 307-01. Claim applicable labor operations in section 7 of Service Labor Time Standards (SLTS) manual.
45655	Some 2008-2016 Ford/Mercury/Lincoln vehicles equipped with SYNC may exhibit a message indicating Vehicle Needs 200 Miles on it to perform a Vehicle Health Report (VHR). If this message is displayed, inspect for an aftermarket device that is plugged into the Data Link Connector (DLC). Refer to Workshop Manual (WSM), Section 418-00 Module Communications Network, Description and Operation. If an aftermarket device is found, do not perform a repair or attempt a module update as the device must be removed from the DLC for SYNC VHR to operate properly. After removing an aftermarket device, cycle the ignition key once and perform a short drive to update the odometer reading. If the SYNC VHR is still not operating properly, refer to the WSM, Section 415-00 Information and Entertainment System for diagnosis by DTC or symptom.
45658	Some 2016 Fiesta vehicles built on 9/15/2015 and through 12/15/2015 equipped with EATC needs to be set on high auto for the heat to operate. Reprogram the heating ventilation and air conditioning (HVAC) module to latest calibration using the Integrated Diagnostic System (IDS) release 99.02 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com . Use causal part 19980 and applicable labor operations in section 10 of the Service Labor Time Standards (SLTS) manual.
45661	2011-2016 vehicles equipped with air conditioning (A/C) may exhibit an A/C system that is inoperative due to lack of A/C compressor engagement and with/with out Powertrain Control Module (PCM) DTC P0645. PCM strategy may disable A/C compressor operation. Install Integrated Diagnostic Service (IDS) Tool and Select>PCM>PCM PID Data>OSC PID>ACC_CMD PID to verify A/C compressor clutch engagement. If the A/C compressor clutch can be commanded, using IDS PCM PIDS Active Commands, PCM replacement will not resolve the condition. Continue with normal updated diagnostics listed in Professional Technician Society (PTS) On-line Work Shop Manual (WSM) Section 412-00.
45665	All 2013-2016 Escape vehicles exhibit a frayed/cut short appearance at the front edge of the headliner near the windshield. This is a normal characteristic of the headliner and no repairs should be attempted.
45670	Some Vehicles will exhibit a no start condition after instrument cluster replacement due to proper Programmable Module Installation (PMI) not being performed. Instrument clusters with a Passive Anti-Theft System (PATS) are sent to the dealer with PATS configured to factory As Built specifications. Therefore PMI is required to properly configure the vehicle's PCM to the new instrument cluster at time of installation. Failure to perform the PMI programming can result in a no start condition after installation. Refer to Workshop Manual section 418-01 under General Procedures for proper PMI instructions.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR FEBRUARY 2016

45674	Some 2016 Escape and Focus vehicles equipped with a Front Control Display Interface Module (FCDIM) may exhibit the inability to store AM/FM presets and/or preset buttons work erratically. Engineering is currently investigating this concern through the quicker service fix (QSF) process. Until a new service procedure and/or parts are available do not attempt repair. Refer to Workshop Manual (WSM) Section, 415-00 for normal diagnostics. To assist with the investigation use the Report A Vehicle Concern link at the bottom of the Oasis report and submit a Global Concern Report (GCR). Continue to monitor OASIS for updates.
45675	Some 2012-2016 Focus, 2013-2016 Escape and 2015-2016 MKC vehicles built on or before 09/09/2015 may exhibit a crunching or creaking-type noise from the front suspension on low speed turns and over bumps. Workshop Manual (WSM), Section 204-00 Suspension system > Diagnosis and Testing > Symptom chart for NVH concerns has been updated to address this condition.
45676	Some 2013-2016 Fusion Hybrid or MKZ Hybrid vehicles may exhibit a Malfunction Indicator Lamp (MIL) illuminated and/or an Advance Trac lamp with various DTCs related to the Evaporative Emissions Leak Detection Control Module and/or a reference voltage related DTCs. DTCs P24BB, P2401, P2138, P193B, P1575, P1450, P0643, P0532, P0463, P0453, P0451, P0442, P0109, P0108 have been reported. For this condition, check C3809 at the Evaporative Emissions Leak Detection Control Module for the presence of corrosion. If corrosion is found, replace the connector using pigtail kit WPT-1349 (DU2Z-14S411-TA) and inspect the pins of the the Evaporative Emissions Leak Detection Control Module for corrosion and replace if necessary. Use applicable wire repair labor operations in Section 10 of SLTS.
45677	Some 2015-2016 F-150 vehicles may have a concern where the safety belt retractor webbing does not extract from the stowed position. This may be due to a normal condition which happens when the seatbelt retracts at a high rate of speed. To release the seat belt: 1. Slowly extract the seat belt webbing to tighten the roll on the retractor. Only a few millimeters are required to release the locked retractor. 2. Allow the extracted webbing to retract and the locked condition will release. By following these instructions the webbing will once again extract freely. If a safety belt concern still exists, refer to Workshop Manual (WSM), Section 501-20A for normal diagnostics.
45678	Some 2013-2016 Fusion/Escape/MKT/Flex/MKS/Taurus, 2015 MKZ/MKC/Edge and 2016 MKX vehicles may exhibit various radio concerns including: speaker static with key-off, no audio after vehicle is first started with Diagnostic Trouble Code (DTC) U0184, no volume control, or a stuck CD with no slot blockage. Prior to starting normal diagnosis for any of these conditions, verify the ACM is at the latest calibration using IDS version 99.02 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com . Use the applicable labor operation in section 11 of the SLTS manual and causal part 18C869 when claiming this repair.