

2016 Ford Mustang V8-5.0L

Vehicle > Technical Service Bulletins

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - CUSTOMER SATISFACTION PROGRAM 16B32 - ELECTRONIC THROTTLE BODY REPLACEMENT



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

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

October 27, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32 -
Supplement #1

Certain 2015 Model Year Edge, 2015-2016 Model Year F-150, MKT, and Police Interceptor Sedan, and 2016 Model Year Escape, Explorer, Flex, Fusion, MKX, Mustang, Police Interceptor Utility, Taurus, and Transit Vehicles

Electronic Throttle Body Replacement

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32

Dated: September 14, 2016

New! REASON FOR THIS SUPPLEMENT

Service Action Update: All vehicles in this program are to receive an Electronic Throttle Body (ETB) replacement. Powertrain Control Module (PCM) reprogramming is no longer required. Vehicles that previously received a PCM reprogram are now eligible for ETB replacement under this program and are identified in OASIS.

PROGRAM TERMS

This program will be in effect through September 30, 2017. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of September 30, 2017 to encourage dealers and customers to have this service performed as soon as possible.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015	Oakville	September 1, 2015 through December 21, 2015
F-150	2015-2016	Dearborn	August 1, 2015 through May 17, 2016
		Kansas City	August 31, 2015 through April 27, 2016
MKT		Oakville	September 1, 2015 through May 10, 2016
Police Interceptor Sedan		Chicago	September 1, 2015 through March 19, 2016

Escape	2016	Louisville	September 1, 2015 through March 14, 2016
Explorer		Chicago	August 4, 2015 through May 25, 2016
Flex		Oakville	September 22, 2015 through April 14, 2016
Fusion		Flat Rock	September 1, 2015 through February 29, 2016
		Hermosillo	September 1, 2015 through April 4, 2016
MKX		Oakville	September 1, 2015 through May 16, 2016

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AFFECTED VEHICLES (Continued)

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2016	Flat Rock	September 1, 2015 through April 26, 2016
Police Interceptor Utility		Chicago	September 1, 2015 through May 26, 2016
Taurus		Chicago	September 28, 2015 through May 2, 2016
Transit		Kansas City	September 1, 2015 through May 21, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the electronic throttle body internal motor contacts may develop contamination resulting in increased electrical resistance. If this condition is present, the malfunction indicator lamp will illuminate diagnostic trouble codes P2111 and P2112 will set, and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the ETB. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Vehicles that previously received a PCM reprogram are now eligible for ETB replacement under this program and are identified in OASIS.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letter mailing began the week of October 10, 2016, and is expected to be completed the week of October 31, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

*Attachment I: Administrative
Information
Labor Allowances and*

*Attachment II: Parts Ordering
Information*

Attachment III: Technical Information

Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely



Michael A. Berard

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ATTACHMENT

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DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32- *Supplement #1*

Certain 2015 Model Year Edge, 2015-2016 Model Year F-150, MKT, and Police Interceptor Sedan, and 2016 Model Year Escape, Explorer, Flex, Fusion, MKX, Mustang, Police Interceptor Utility, Taurus, and Transit Vehicles
Electronic Throttle Body Replacement

OASIS ACTIVATION

OASIS will be activated on September 14, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 14, 2016. Owner names and addresses will be available by November 10, 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.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

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
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32- Supplement #1

Certain 2015 Model Year Edge, 2015-2016 Model Year F-150, MKT, and Police Interceptor Sedan, and 2016 Model Year Escape, Explorer, Flex, Fusion, MKX, Mustang, Police Interceptor Utility, Taurus, and Transit Vehicles
Electronic Throttle Body Replacement

New! 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 **March 14, 2017**.
- 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 electronic throttle body replacement.*

RENTAL VEHICLES

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

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC04453, Lincoln Loyalty Program Announcement for additional details.

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DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32- Supplement #1

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Electronic Throttle Body Replacement

New! 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 (16B32) 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: 16B32
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - 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.
- PROGRAM TERMS: This program will be in effect through September 30, 2017. There is no mileage limit for this program.
- For Lincoln Client Special Handling, reference EFC04453, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.
- *Claims for PCM reprogramming under labor operation code 16B32D must have a repair date on or before November 4, 2016 to be eligible for payment.*

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DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 16B32- Supplement #1

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Electronic Throttle Body Replacement

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace ETB - Escape, F-150, Fusion, Mustang, and Transit	16B32B	0.5 Hours
Replace ETB - Edge, Explorer, Flex, MKT, MKX, Police Interceptor Sedan, Police Interceptor Utility, and Taurus	16B32C	0.6 Hours

NOTE: *Claims for PCM reprogramming under labor operation code 16B32D must have a repair date on or before November 4, 2016 to be eligible for payment.*

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
AT4Z-9E926-B	Electronic throttle body <i>Edge, Explorer, F-150, Flex, MKT, MKX, Mustang, Police Interceptor Sedan, Police Interceptor Utility, Taurus, and Transit vehicles</i>	1
DS7Z-9E926-D	<i>Electronic throttle body - Escape and Fusion vehicles</i>	1

The DOR/COR number for this program is 51054.

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.

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CUSTOMER SATISFACTION PROGRAM 16B32-S7

CERTAIN 2015 MODEL YEAR EDGE, 2015-2016 MODEL YEAR F-150, MKT, AND POLICE INTERCEPTOR SEDAN, AND 2016 MODEL YEAR ESCAPE, EXPLORER, FLEX, FUSION, MKX, MUSTANG, POLICE INTERCEPTOR UTILITY, TAURUS, AND TRANIST VEHICLES- ***ELECTRONIC THROTTLE BODY REPLACEMENT***

New! OVERVIEW

In all of the affected vehicles, the electronic throttle body (ETB) internal motor contacts may develop contamination resulting in increased electrical resistance. If this condition is present, the malfunction indicator lamp will illuminate diagnostic trouble codes (DTCs) P2111 and P2112 will set, and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional. *Dealers are to replace the ETB.*

New! SERVICE PROCEDURE***Electronic Throttle Body Replacement***

1. *Replace the electronic throttle body. Please follow the Workshop Manual (WSM) procedure in Section 303-04.*

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DEARBORN, MICHIGAN 48121

10/2016



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

September, 2016

Customer Satisfaction Program 16B32
 Programa de satisfacción del cliente 16B32

Mr. John Sample
 123 Main Street
 Anywhere, USA 12345
 Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? On your vehicle, the electronic throttle body may develop contamination and result in the vehicle entering a protective low-speed mode accompanied by illumination of the service engine soon indicator (shown to the left). In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional.



What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the electronic throttle body free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until September 30, 2017, regardless of mileage. Coverage is automatically transferred to subsequent owners.

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? What should you do? Please call your dealer without delay and request a service date for Customer Satisfaction Program 16B32. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

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

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What should you do? (continued) Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.

Have you previously paid for this repair? If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to electronic throttle body replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **March 14, 2017**. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle? If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further? If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

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

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Para asistencia en Español Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

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.

Ford Customer Service Division

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THE LINCOLN MOTOR COM
PANY

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

November, 2016

Customer Satisfaction Program 16B32
Programa de satisfacción del cliente 16B32

Mr. John Sample
123 Main Street

Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At The Lincoln Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? On your vehicle, the electronic throttle body may develop contamination and result in the vehicle entering a protective low-speed mode accompanied by illumination of the service engine soon indicator (shown to the left). In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional.



What will Lincoln and your dealer do? In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to replace the electronic throttle body free of charge (parts and labor) under the terms of this program.

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What should you do? (continued) The Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.lincoln.com/vehicle-health> for more information.

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<https://es.owner.lincoln.com/recall>.

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Thank you for your attention to this important matter.

The Lincoln Motor Company

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DEALER EXECUTIVE SUMMARY

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 16B32-*Supplement #1*

Certain 2015 Model Year Edge, 2015-2016 Model Year F-150, MKT, and Police Interceptor Sedan, and 2016 Model Year Escape, Explorer, Flex, Fusion, MKX, Mustang, Police Interceptor Utility, Taurus, and Transit Vehicles
Electronic Throttle Body Replacement

PROGRAM

Program Type	Customer Satisfaction
Stop Sale	No
New Vehicle Demonstration Hold	Yes
New Vehicle Delivery Hold	Yes
Program Expiration	September 30, 2017

New!PARTS & SERVICE

Parts Required	Yes
Parts Available	Yes, (open ordering)
IDS Software Update Required	No
Interim Repair	Not applicable
Repair Universe/Percentage of vehicles expected to require a repair	100%
New FSA Special Service Tools Needed	No

Additional Repair Provision	Yes, limits established
Labor Time	<i>0.5 – 0.6 hours</i>

CUSTOMER HANDLING

Towing Reimbursement	Follow Warranty & Policy Manual guidelines
Rental Assistance	No
Refunds Authorized	Yes
Special Handling	Lincoln Client Special Handling only

New!ADMINISTRATION

OASIS On	September 14, 2016
Owner Notification	<i>October 10, 2016 through the week of October 31, 2016</i>

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