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August 23, 2016

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 16C12**  
Certain 2017 Model Year Escape Titanium and SE Vehicles Equipped with Technology Package  
Power Window Configuration

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2017	Louisville	October 5, 2015 through May 12, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 118: Power-Operated Window, Partition, and Roof Panel Systems. The power window configuration may exceed the regulatory requirement for closing force, increasing the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any of the new in-stock vehicles involved in this recall, dealers are to reprogram the Car Configuration Parameters with revised As-Built data following the Technical Information in Attachment III. 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 September 5, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**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". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

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**OASIS ACTIVATION**

OASIS will be activated on August 23, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 23, 2016. Owner names and addresses will be available by September 16, 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 recall 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 recall.

**STOCK VEHICLES**

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

**SOLD VEHICLES**

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

**DEALER-OPERATED RENTAL VEHICLES**

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

**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 (16C12) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Reprogram the Car Configuration Parameters with revised As-Built data	16C12B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2017 MODEL YEAR ESCAPE TITANIUM AND SE VEHICLES EQUIPPED WITH TECHNOLOGY PACKAGE — POWER WINDOW CONFIGURATION

### OVERVIEW

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 118: Power-Operated Window, Partition, and Roof Panel Systems. The power window configuration may exceed the regulatory requirement for closing force, increasing the risk of injury. Dealers are to reprogram the Car Configuration Parameters with revised As-Built data.

### SERVICE PROCEDURE

#### Reprogramming the Car Configuration Parameters

1. Record the customer radio station presets.
2. Connect a battery charger to the 12V battery.
3. Connect the IDS to the vehicle. Select Start New Session and then select All other. Continue until the new session is complete.
4. Select the Tool Box tab, and then select Module Programming. Click the tick mark.
5. Select Programmable Parameters, then Car Configuration Parameter(s). Click the tick mark.

**NOTE:** If a diagnostic scan tool is connected to the internet, it automatically obtains As-Built. If a diagnostic scan tool is not connected to the internet, obtain the As-Built data from PTS OASIS. Download the As-Built data to the scan tool or other storage device, such as a flash drive, following the on-screen instructions.

6. Select Vehicle Configuration, then select Retrieve PTS derived As-Built data. Click the tick mark.
7. Retrieve and clear all CMDTCs.
8. Disconnect the battery charger from the 12V battery once the reprogramming has completed.
9. Program the customer radio presets and clock.
10. Perform the Power Door Window Initialization procedure on both front windows to return one-touch operation. Please follow the Workshop Manual procedures in Section 501-11, General Procedures.



## Important Information for Module Programming

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

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

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

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

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

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

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

