SB-10045021-6816

Michael A. Berardi
Director
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Ford Customer Service Division

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

April 2, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DELIVERY HOLD - Customer Satisfaction Program 12B32**
Certain 2011-2012 Model Year Lincoln MKT and 2011 Model Year F250/350 Super Duty Vehicles built with a New Generation Navigation Radio
APIM Reprogram

PROGRAM TERMS

This program will be in effect through April 30, 2013. There is no mileage limit for this program.

AFFECTED VEHICLES

- Certain 2011-2012 model year Lincoln MKT vehicles equipped with a New Generation Navigation Radio (without optional Navigation) built at the Oakville Assembly Plant from January 5, 2011 through October 3, 2011.
- Certain 2011 model year F-250/350 Super Duty vehicles equipped with a New Generation Navigation Radio (with optional Navigation) built at the Kentucky Truck Plant from June 21, 2010 through October 19, 2010.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit https://web.fsavinlists.dealerconnection.com. This information will be available on April 2, 2012.

REASON FOR THIS PROGRAM

The SYNC® *"911 Assist"* and *"Vehicle Health Report"* features, which are specified as standard features in the U.S. market, are not present on the affected vehicles. These features were not properly configured, and as a result, cannot be activated through the customer interface.

SERVICE ACTION

Before delivering any of the vehicles involved in this program, dealers are to reprogram the Accessory Protocol Interface Module (APIM) to activate the *"911 Assist"* and *"Vehicle Health Report"* features using the IDS. 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 April 2, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621

Sincerely,

Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on April 2, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through https://web.fsavinlists.dealerconnection.com on April 2, 2012. Owner names and addresses will be available by April 16, 2012.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

STOCK VEHICLES

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

SOLD VEHICLES

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

TITLE BRANDED / SALVAGED VEHICLES

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

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis.

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ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- PROGRAM TERMS: This program will be in effect through April 30, 2013. There is no mileage limit for this program.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the APIM using IDS	12B32B	0.4 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

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CERTAIN 2011-2012 MODEL YEAR LINCOLN MKT AND 2011 MODEL YEAR F250/ 350 SUPER DUTY VEHICLES BUILT WITH A NEW GENERATION NAVIGATION RADIO — APIM REPROGRAM

OVERVIEW

The SYNC® *"911 Assist"* and *"Vehicle Health Report"* features, which are specified as standard features in the U.S. market, are not present on the affected vehicles. These features were not properly configured, and as a result, cannot be activated through the customer interface. Before delivering any of the vehicles involved in this program, dealers are to reprogram the Accessory Protocol Interface Module (APIM) to activate the *"911 Assist"* and *"Vehicle Health Report"* features using the IDS.

SERVICE PROCEDURE

Accessory Protocol Interface Module (APIM) Reprogramming

Programming Notes:

- When carrying out the reprogramming procedures, follow the scan tool on-screen directions.
- Make sure the battery is fully charged before carrying out the programming steps.
- A hardwired internet connection is strongly recommended when programming.
- If unable to complete reprogramming because operation stops or errors are received, internet browser settings may need to be configured. From the on-line OASIS tab, select the "Service Tips" tab, then select "SYNC® Software Programming v1.1" under "Job Aids".
- The scan tool and a USB male A to male A cable (CCMUSB2-AM-AM-10 or equivalent) are required.
- The flash procedure deletes any paired phones that were in the SYNC® system.
- The file for the flash needs to be downloaded from the online database. Allow for extra time for the file to download. The file is approximately 80 megabytes.

1. Connect a battery charger to the vehicle.

    - When connecting the charger, the negative battery charger lead must be connected to a clean chassis ground, not the negative battery post.

2. Place the ignition in the "RUN" position, "ON" for Intelligent Access (IA) vehicles.

3. Connect the scan tool and Vehicle Communication Module (VCM) to the vehicle.

4. **NOTE:** The IDS program must be closed before attempting to program the APIM.

   Open Internet Explorer on the scan tool and go to the technician service publication web site. On the vehicle ID tab, select "Read VIN & DTCs", and select "Go".

    - If there are any DTCs, record them and select "Cancel".

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5. From the OASIS tab, select the "SYNC" button.

6. Select the "Standard" option for reprogramming, click the "Read SYNC" button to verify the current APIM, Vehicle Interface Processor (VIP) and Consumer Interface Processor (CIP) software levels.

    - The versions are compared to a online database. After the comparison, the available software is displayed.

7. **NOTE:** Do not disconnect the Vehicle Communication Module (VCM) or the USB cable during APIM programming.

   NOTE: When carrying out the programming procedures, follow the scan tool on-screen directions.

   NOTE: If unable to complete programming because operation stops or errors are received, internet browser settings may need to be configured. From the on-line OASIS tab, select the "Service Tips" tab, then select "SYNC Software Programming" under "Job Aids".

   Select the "Program SYNC" button to begin the APIM programming process.

8. Follow the scan tool on-screen directions for APIM programming.

    - After programming is complete, the scan tool displays "Programming has been completed successfully."

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Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
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April 2012

Customer Satisfaction Program 12B32

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 12B32) for your vehicle, with the Vehicle Identification Number shown above.

What is the issue?

On your vehicle, it may be possible that the standard SYNC® *"911 Assist"* and *"Vehicle Health Report"* features are not present. Once this service is performed, refer to your SYNC® Supplement for more information on how to enable and use these features.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Accessory Protocol Interface Module (APIM) to install these features free of charge (parts and labor) under the terms of this program. Please note that you will need to re-pair your phone after this service has been performed. For step-by-step instructions on re-pairing your phone, refer to your SYNC® Supplement.

This Customer Satisfaction Program will be in effect until April 30, 2013 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?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 12B32. Provide the dealer with the Vehicle Identification Number (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.

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.

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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 still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

FLEET OWNERS: If you still have concerns, please contact the 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 - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division

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