SB-10048139-7432

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

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

August 9, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 12B41**
Certain 2012 Model Year Focus Vehicles
Active Grille Shutter Wire Harness Replacement

PROGRAM TERMS

This program will be in effect through August 31, 2013. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2012 model year Focus vehicles built at the Michigan Assembly Plant from May 22, 2012 through June 7, 2012. 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 August 9, 2012.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the Active Grille Shutter (AGS) wire harness electrical terminals may have been damaged during testing performed by the supplier. This condition could cause an open electrical circuit. If the AGS louvers are closed when the open circuit occurs, the engine temperature may rise. If the engine temperature increases sufficiently, a chime will sound, a warning light will illuminate, and the message "High engine temperature. Stop safely" will be displayed on the Instrument Cluster. If the operator continues to drive the vehicle and the engine temperature increases, the engine performance may degrade (limited RPM). Prolonged operation in this condition may result in engine damage and customer dissatisfaction.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to replace the AGS wire harness. 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 August 13, 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
Special Service Support Center (Parts Ordering) 1-800-207-2444

Sincerely,

Michael A. Berardi

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DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 12B41
Certain 2012 Model Year Focus Vehicles
Active Grille Shutter Wire Harness Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on August 9, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through https://web.fsavinlists.dealerconnection.com on August 9, 2012. Owner names and addresses will be available by August 24, 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.

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 August 31, 2013. There is no mileage limit for this program.

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DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 12B41
Certain 2012 Model Year Focus Vehicles
Active Grille Shutter Wire Harness Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the Active Grille Shutter wire harness.	12B41B	0.4 hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
BM5Z-14A411-A	Active Grille Shutter Wire Harness	1 per vehicle

To ensure an equitable distribution of service parts, there will be a one-time seed stock of part number BM5Z-14A411-A to dealers with 2 or more VINS assigned to their dealership beginning August 9, 2012. Each dealer will receive parts equal to approximately 40% of the vehicles assigned to them on their FSA VIN list. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

Dealers will need to access https://web.fsavinlists.dealerconnection.com to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

NOTE: For dealers with only 1 VIN, contact the Special Service Support Center (1-800-325-5621) if you need a part prior to it being available through open ordering. Please be prepared to provide P&A Code, owner name, and VIN.

NOTE: If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-325-5621), please be prepared to provide P&A Code, owner name, and VIN.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

The DOR/COR number for this recall is 50479.

DEALER PRICE

For latest prices, refer to DOES II.

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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CERTAIN 2012 MODEL YEAR FOCUS VEHICLES — ACTIVE GRILLE SHUTTER WIRE HARNESS REPLACEMENT

OVERVIEW

In some of the affected vehicles, the Active Grille Shutter (AGS) wire harness electrical terminals may have been damaged during testing performed by the supplier. This condition could cause an open electrical circuit. If the AGS louvers are closed when the open circuit occurs, the engine temperature may rise. If the engine temperature increases sufficiently, a chime will sound, a warning light will illuminate, and the message "High engine temperature. Stop safely" will be displayed on the Instrument Cluster. If the operator continues to drive the vehicle and the engine temperature increases, the engine performance may degrade (limited RPM). Prolonged operation in this condition may result in engine damage and customer dissatisfaction. Dealers are to replace the AGS wire harness.

SERVICE PROCEDURE

Removal

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to Workshop Manual (WSM), Section 100-02.

2. Remove the eight screw type retainers and the underbody splash shield. See Figure 1.

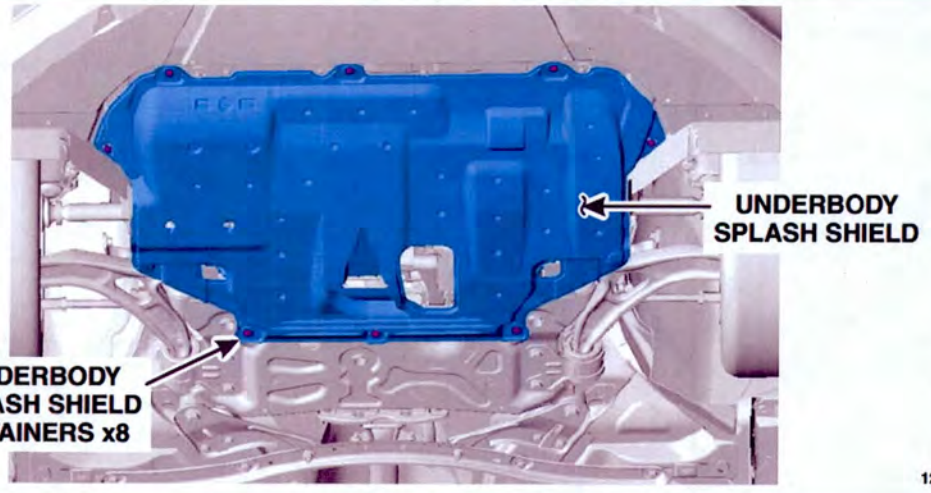

FIGURE 1

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3. Remove the seven screw type retainers, six push-pins, and the lower air deflector. See Figure 2.

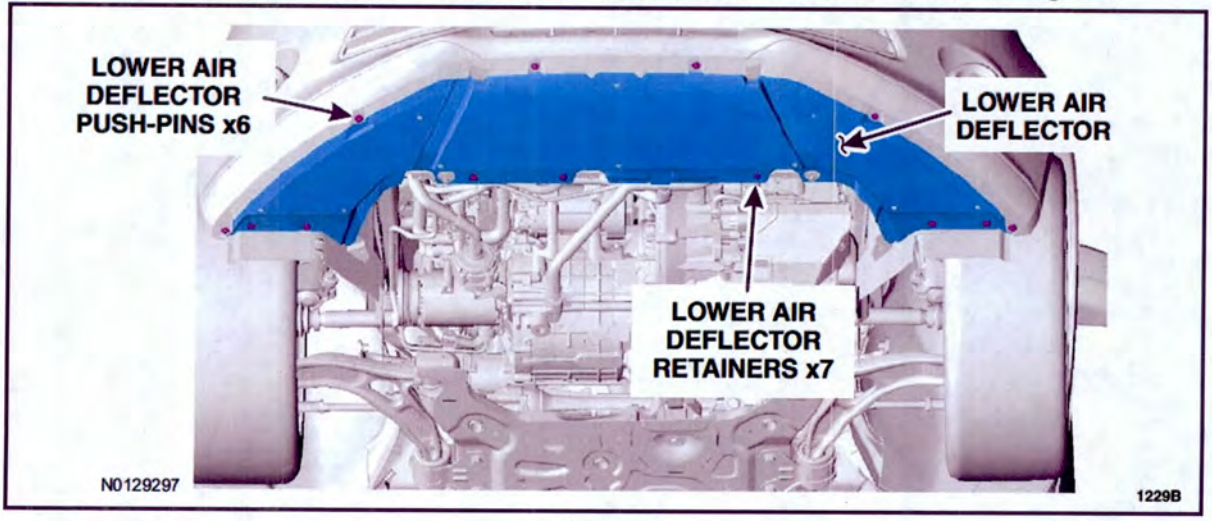

FIGURE 2

4. Disconnect the AGS wire harness to body harness connector and unclip from the radiator support. See Figure 3.

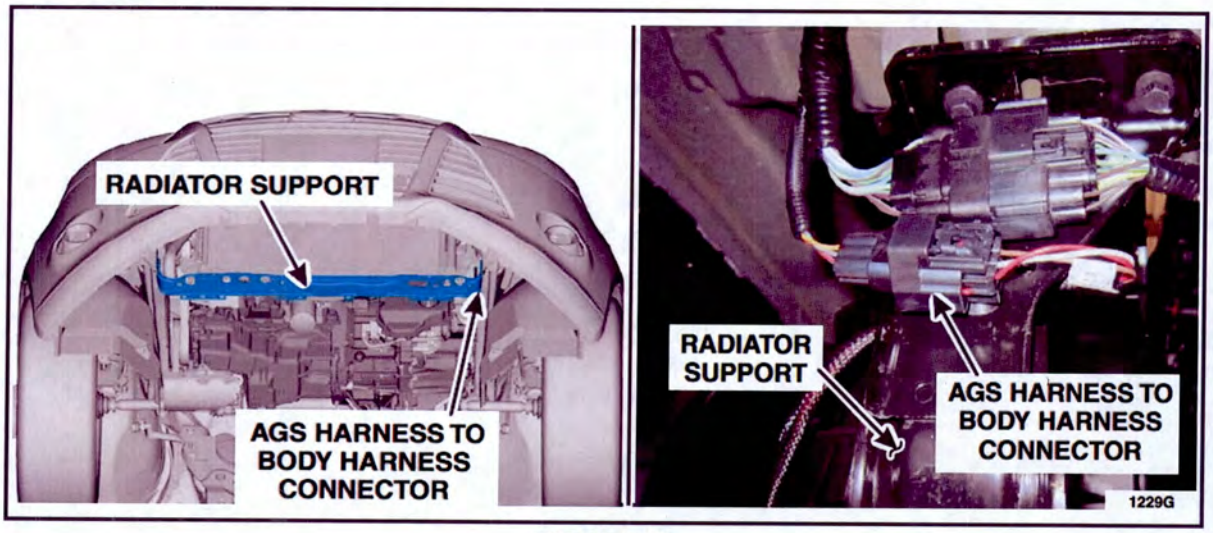

FIGURE 3

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5. Unclip the lower valence and position it aside. See Figure 4.

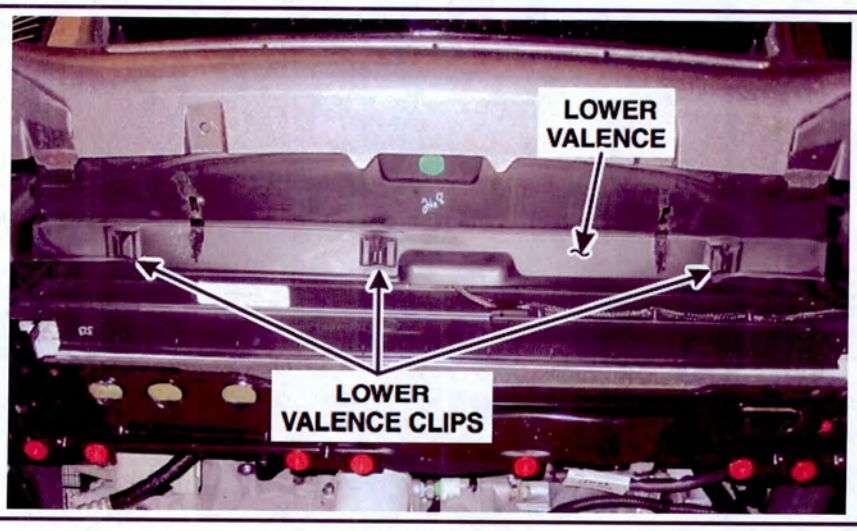

FIGURE 4

6. Remove the AGS wire harness from the molded retaining clips. See Figure 5.

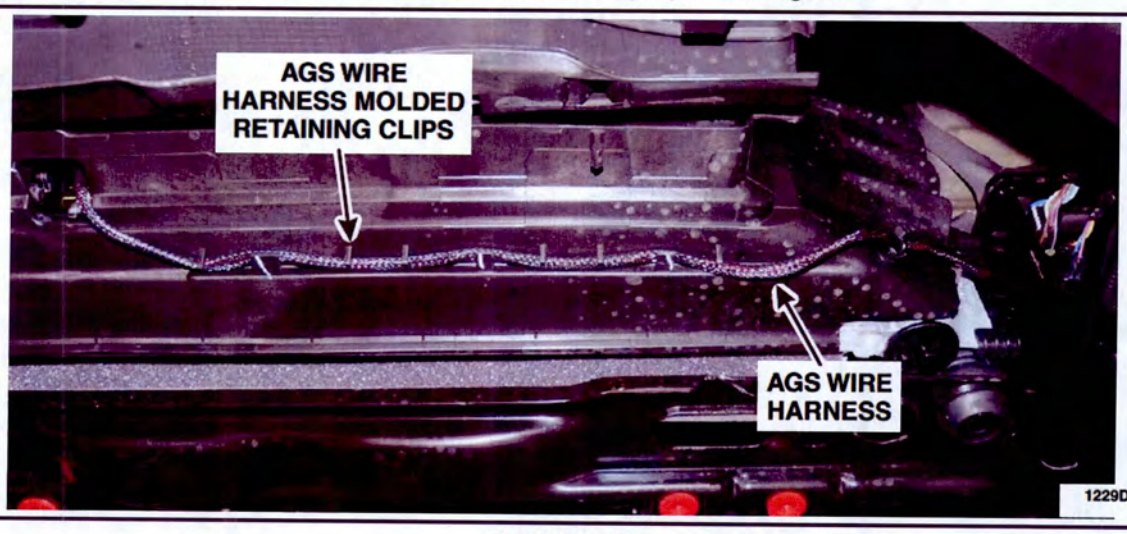

FIGURE 5

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7. Using a small flat tip screwdriver, unclip the AGS wire harness from the AGS module at the connector and discard. See Figure 6.

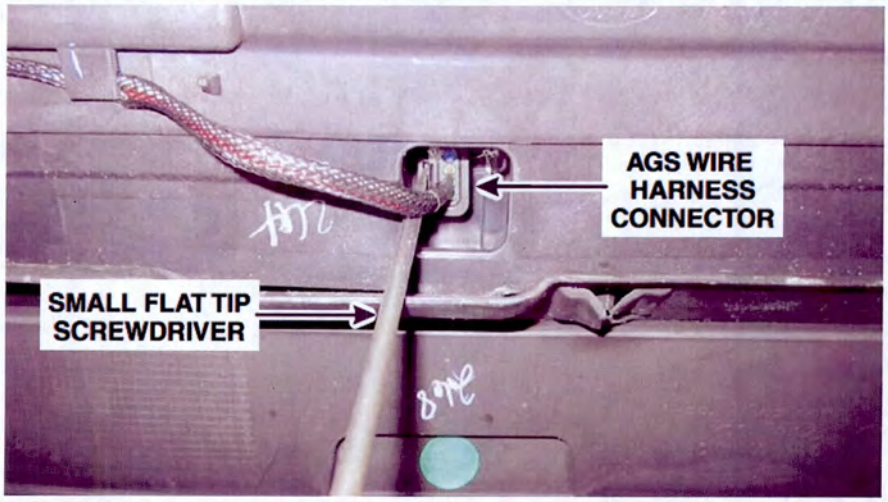

FIGURE 6

Installation

1. Connect the AGS wire harness to the AGS module at the connector. See Figure 6.
2. Route and attach the AGS wire harness using the molded retaining clips. See Figure 5.
3. Reposition the lower valence and attach using the retaining clips. See Figure 4.
4. Clip the AGS wire harness to body harness connector onto the radiator support and connect the electrical connector. See Figure 3.
5. Install the lower air deflector. See Figure 2.
6. Install the underbody splash shield. See Figure 1.
7. Return the vehicle to the customer.

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

August 2012

Customer Satisfaction Program 12B41

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 12B41) for your vehicle, with the Vehicle Identification Number shown above.

What is the issue?

On your vehicle, the Active Grille Shutter wire harness may have been damaged, which may prevent the grille shutter from opening normally. If the grille shutter remains closed, engine temperature may increase, resulting in warning lights/message, chimes, and degraded engine performance (limited RPM). If the vehicle continues to be driven, the engine temperature may continue to increase, and may eventually result in engine damage.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to remove and replace the Active Grille Shutter wire harness free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until August 31, 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 12B41. 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.

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What should you do? (Continued)

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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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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