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Ford Motor Company  
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April 10, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD**  
**Application Performance Upgrade 11A02 – Supplement #1**  
Certain 2011-2012 Model Year Explorer, Edge, MKX, and 2012 Model Year Focus Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™ Performance Upgrade

REF: **DEMONSTRATION / DELIVERY HOLD – Application Performance Upgrade 11A02**  
Dated March 5, 2012

**REASON FOR THIS SUPPLEMENT**

- Inform dealers that both 2.0L and 3.5L Explorer vehicles built after May 1, 2011 have been moved from FSA 11A03 into 11A02 due to a potential concern with cooling fan operation.
- Owner Packages (including Navigation Map SD cards for Navigation equipped vehicles) for the population of vehicles that have been moved to 11A02, were mailed to owners beginning the week of March 12, 2012.
- Revise the repair procedure to eliminate the requirement for Engine Coolant Temperature (ECT) monitoring on 3.5L Explorer vehicles (instead, FSA 12B36 must be performed prior to performing this FSA). The ECT monitoring requirement remains in effect on 2.0L EcoBoost™ Explorer vehicles.
- Revise Labor Operations and Claiming Instructions for all affected vehicles.
- Inform dealers that Prior Approval from the Special Service Support Center (SSSC) is required for claiming a Navigation SD Card on an Explorer built after May 1, 2011 (these vehicle owners received SD cards from Ford via mail under the 11A03 program).

**New! IMPORTANT INFORMATION REGARDING THE MY FORD/MY LINCOLN TOUCH PERFORMANCE UPGRADE FIELD SERVICE ACTIONS**

Ford is introducing a new Field Service Action program type "A", which covers system application software upgrades and may include a customer option for self-repair.

This Performance Upgrade requires reprogramming of the Accessory Protocol Interface Module (APIM), and the installation of an upgraded Navigation Map SD card for Navigation equipped vehicles. To simplify repair and claiming instructions, the vehicles have been assigned to the following separate FSA programs:

- 11A01 Contains early VIP software level vehicles that require the full APIM image reprogramming using IDS. For Navigation equipped vehicles, dealers are authorized to claim a Navigation Map SD Card against the FSA.

- 11A02 Contains stock and certain sold fleet and retail vehicles that will be upgraded by the dealer through the use of a USB flash drive. For most Navigation equipped vehicles, dealers are authorized to claim a Navigation Map SD Card against the FSA. **Exception: Prior Approval is required for claiming an SD card on an Explorer vehicle built after May 1, 2011.**

- 11A03 Contains sold vehicles for which the vehicle owner will soon be provided the option to perform a self-installation of the system upgrade by using a USB flash drive, or have the upgrade performed by their dealer.

### **PROGRAM TERMS**

This program will be in effect through May 1, 2013. There is no mileage limit for this program.

### **New! AFFECTED VEHICLES**

Certain 2011-2012 model year Explorer, Edge, MKX, and 2012 model year Focus vehicles equipped with My Ford/My Lincoln Touch.

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 March 5, 2012.

***NOTE: All Explorer vehicles have been transferred from FSA 11A03 to FSA 11A02. These owners were already mailed their Update Packages in March 2012.***

### **REASON FOR THIS PROGRAM**

The My Ford Touch/My Lincoln Touch software has been upgraded to improve overall system functionality, voice recognition, screen refresh rates, response to touch, and to simplify screens for ease of use.

### **New! SERVICE ACTION**

#### **Stock Vehicles**

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to reprogram the APIM using a supplied USB Flash Drive, and insert a new User Guide and Navigation Map Card Licensing Agreement (for Navigation equipped vehicles) into the vehicle glove box.

#### **Sold Vehicles**

Dealers are to reprogram the APIM using a supplied USB Flash Drive (User Guides and Licensing Agreements are being mailed to vehicle owners).

This Application Upgrade was specifically designed to be performed with a simple procedure that requires no tools or specific technical training and can be completed virtually anywhere the vehicle can be running safely. The software download will take approximately 45-60 minutes to complete. In the event that the upgrade is unsuccessful, the vehicle should be diagnosed and repaired by a technician using normal diagnostics and claimed as related damage.

***EXCEPTIONS:*** *Explorer vehicles may be susceptible to engine cooling issues during periods of extended idle due to a cooling fan concern. FSA 12B36 introduces a PCM strategy that exercises the cooling fans by regularly cycling them at high speeds to eliminate contamination build-up on the internal contacts. This updated PCM strategy is currently available only for the 3.5L application. The updated PCM strategy for the 2.0L application is expected to be available in the near future. As such, dealers are to inspect the software level of the APIM and, if necessary, reprogram the APIM using a supplied USB Flash Drive in the following manner:*

#### ***- 3.5L Explorer***

*Ensure that FSA 12B36 is performed prior to performing this FSA.*

#### ***- 2.0L EcoBoost™ Explorer***

*Cooling system performance on these vehicles must be monitored using IDS throughout the USB software update. If symptoms of overheating occur, please contact the Special Service Support Center for direction.*

USB Flash Drives were shipped to dealers the week of February 27<sup>th</sup>, to the attention of the Service Manager. The quantity shipped was based upon the number of assigned VINs. The Flash Drives are

reusable on any affected Ford or Lincoln vehicle and can be duplicated by dealers through the use of a computer with multiple USB ports. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

*Owner Letters for the original 11A02 population were mailed beginning the week of March 5, 2012. Owner Packages (including Navigation Map SD cards for Navigation equipped vehicles) for the population of vehicles that have been moved to 11A02, were mailed to owners beginning the week of March 12, 2012.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. The owner mailing will include a Customer Letter, updated User Guide, and Navigation Map Licensing Agreement for vehicles equipped with Navigation.

**New! ATTACHMENTS**

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information*
- Attachment IV: Dealer Q & A  
Owner Notification Letters

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621  
Navigation Map SD Card Questions (Ford Component Sales) .....1-313-390-3635

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD****Application Performance Upgrade 11A02 – Supplement #1**

Certain 2011-2012 Model Year Explorer, Edge, MKX, and 2012 Model Year Focus Vehicles Equipped with SYNC® with MyFord/MyLincoln Touch™ Performance Upgrade

**New! OASIS ACTIVATED?**

*Yes, OASIS was activated on March 5, 2012 for the original population. OASIS was updated to reflect the movement of Explorer vehicles from 11A03 to 11A02 on April 10, 2012.*

**New! FSA VIN LIST ACTIVATED?****Original Population**

FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on March 5, 2012. Owner names and addresses were made available the week of March 12, 2012.

**Supplement #1 Population**

*FSA VIN list will be updated to include new vehicles and will be available through <https://web.fsavinlists.dealerconnection.com> on April 10, 2012. Owner names and addresses will be available the week of 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.
- 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.

**DEMONSTRATION / DELIVERY HOLD**  
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Certain 2011-2012 Model Year Explorer, Edge, MKX, and 2012 Model Year  
Focus Vehicles Equipped with SYNC® with MyFord/MyLincoln Touch™  
Performance Upgrade

**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 under this FSA.

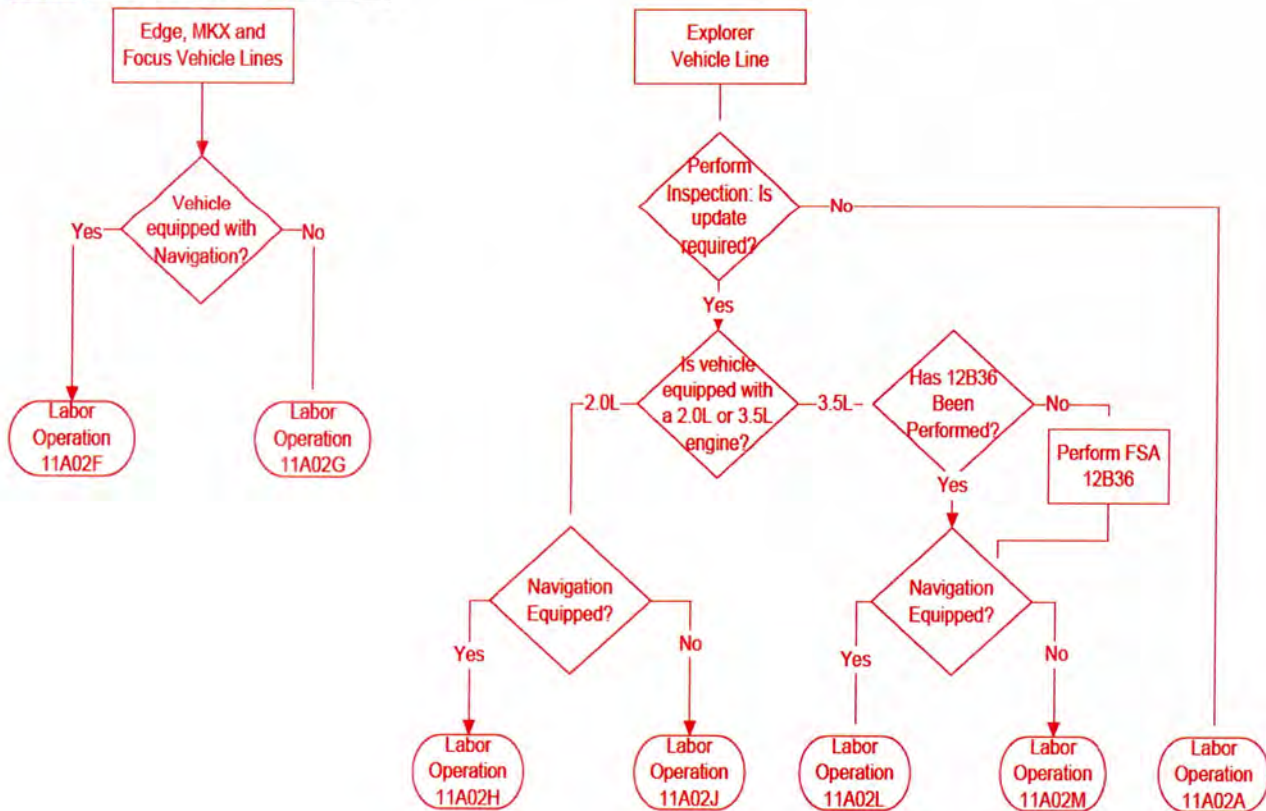
**NOTE:** Customers are eligible for one (1) day of rental coverage while having the upgrade performed. Dealers may claim one (1) Transportation Assistance Program (TAP) day using program code TAP5 for Ford rental vehicles and TAP6 for Lincoln vehicles. These claims will be funded by Ford and will not affect your TAP budget or utilization. For questions regarding TAP allowance, call Warranty Assistance Team at 800-423-8851.

**New! CLAIMS PREPARATION AND SUBMISSION**

- *Navigation Map SD Cards can be claimed for a vehicle equipped with Navigation. **Exception: Prior Approval from the SSSC is required for claiming Navigation Map SD Cards for Explorer vehicles built after May 1, 2011.***
- For Navigation Map SD Cards claiming, use service part number CT4Z-19H449-AA.
- 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 May 1, 2013. There is no mileage limit for this program.

**DEMONSTRATION / DELIVERY HOLD**  
**Application Performance Upgrade 11A02 – Supplement #1**  
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 Performance Upgrade

**New! LABOR ALLOWANCES**



Description	Labor Operation	Labor Time
<b>Edge, MKX, and Focus Vehicles</b>		
<b><u>All affected Edge, MKX and Focus vehicles equipped with Navigation:</u></b> - Perform reprogramming of the APIM using the USB Flash Drive - Insert new Navigation Map SD Card - Insert new User Guide and Navigation Map Card Licensing Agreement into glove box (stock vehicles only).	11A02F	0.3 Hour
<b><u>All affected Edge, MKX, and Focus vehicles without Navigation:</u></b> - Perform reprogramming of the APIM using the USB Flash Drive - Insert new User Guide into glove box (stock vehicles only).	11A02G	0.3 Hour

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 Performance Upgrade

**Explorer Vehicles**

<u>All Explorer vehicles</u> <u>Inspect APIM software level – update not required</u>	11A02A	0.2 Hour
<u>All affected 2.0L Explorer vehicles equipped with Navigation:</u> - Using IDS, command the engine cooling fan on, and monitor the ECT PID throughout the APIM reprogramming process - Perform reprogramming of the APIM using the USB Flash Drive - Insert new Navigation Map SD Card - Insert new User Guide and Navigation Map Card Licensing Agreement into glove box (stock vehicles only).	11A02H	1.3 Hours
<u>All affected 2.0L Explorer vehicles without Navigation:</u> - Using IDS, command the engine cooling fan on, and monitor the ECT PID throughout the APIM reprogramming process - Perform reprogramming of the APIM using the USB Flash Drive - Insert new User Guide into glove box (stock vehicles only).	11A02J	1.3 Hours
<u>All affected 3.5L Explorer vehicles equipped with Navigation:</u> - Ensure that FSA 12B36 has been performed before performing this FSA. - Perform reprogramming of the APIM using the USB Flash Drive - Insert new Navigation Map SD Card - Insert new User Guide and Navigation Map Card Licensing Agreement into glove box (stock vehicles only).	11A02L	0.3 Hour
<u>All affected 3.5L Explorer vehicles without Navigation:</u> - Ensure that FSA 12B36 has been performed before performing this FSA. - Perform reprogramming of the APIM using the USB Flash Drive - Insert new User Guide into glove box (stock vehicles only).	11A02M	0.3 Hour

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Navigation Map SD Cards

Navigation Map SD Cards for Explorer vehicles built after May 1, 2011 were supplied to vehicle owners the week of March 12, 2012. Those customers should be advised to bring their SD cards at the time of service. Prior approval from the SSSC is required for claiming an SD card on this population of vehicles.

To order Navigation Map SD Cards for all other Navigation equipped vehicles:

- Go to [FMCDealer.com](http://FMCDealer.com)
- Select the Parts & Service tab
- Select Parts Department Tools
- Select Parts Inquiries & Forms
- Select Navigation Maps Update Order Form
- Select MyFord/MyLincoln Touch Performance Upgrade Map Upgrade
- Follow the on-screen instructions

**DEMONSTRATION / DELIVERY HOLD**  
**Application Performance Upgrade 11A02 – Supplement #1**  
Certain 2011-2012 Model Year Explorer, Edge, MKX, and 2012 Model Year  
Focus Vehicles Equipped with SYNC® with MyFord/MyLincoln Touch™  
Performance Upgrade

Part Number	Description	Quantity
CT4T-19H449-AB (Use for <u>ordering</u> )	Navigation Map SD Card (if equipped with Navigation)	1
CT4Z-19H449-AA (Use for <u>claiming</u> )		

Questions regarding Navigation Map SD Card availability should be directed to 313-390-3635 or [fesg@ford.com](mailto:fesg@ford.com). *This number is used for ordering only, not for prior approval.*

USB Flash Drives

USB Flash Drives were shipped to dealers the week of February 27<sup>th</sup>, to the attention of the Service Manager. The quantity shipped was based upon the number of assigned VINs.

The Flash Drives are reusable on any affected Ford or Lincoln vehicle, and can be duplicated by dealers through the use of a computer with multiple USB ports. Successful duplication of the Flash Drives is subject to the use of reliable high-quality drives comparable to the original drives provided by Ford. Low-quality drives may not be readable by SYNC or may cause installation failures. The following specific best practices apply to Flash Drive duplication:

- Use a 2 GB Flash Drive which is USB 2.0-certified.
- The Flash Drive should be COMPLETELY empty.
- Do NOT use a Flash Drive which requires a password, is biometrically protected, or is locked.
- Do NOT use a Flash Drive with special software on it, such as a U3 USB drive.

User Guides

User Guides for stock vehicles were shipped to dealers in the same package as the USB Flash Drives. If additional User Guides are required, contact the Special Service Support Center at 1-800-325-5621.

Navigation Map SD Card Licensing Agreements

Licensing agreements for stock vehicles equipped with Navigation were shipped to dealers in the same package as the USB Flash Drives. If additional licensing agreements are required, contact the Special Service Support Center at 1-800-325-5621.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess Navigation Map SD Cards to be returned for credit must have been purchased from Ford Customer Service Division/Ford Component Sales. Only new, unopened (still in shrink wrap) product will be eligible for return. Return policies and instructions will be posted to the Navigation Map SD Card ordering site during the second quarter of 2012.



## CERTAIN 2011-2012 MODEL YEAR EXPLORER, EDGE, MKX, AND 2012 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH SYNC® AND MYFORD/MYLINCOLN TOUCH™ — PERFORMANCE UPGRADE

### **NEW !** OVERVIEW

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to reprogram the APIM using a supplied USB Flash Drive (and install a new Navigation Map SD Card for Navigation equipped vehicles), and insert a new User Guide (and Navigation Map Card Licensing Agreement for Navigation equipped vehicles) into the vehicle glove box for stock vehicles only. USB Flash Drives were shipped to dealers the week of February 27<sup>th</sup>, to the attention of the Service Manager. The Flash Drives are reusable on multiple vehicles and can be duplicated by dealers through the use of a computer with multiple USB ports.

**NOTE:** *Explorer vehicles equipped with a 2.0L engine* may be susceptible to cooling issues during periods of extended idle as described in TSB 11-7-21. As such, cooling system performance on these vehicles must be monitored using IDS throughout the USB software update. If symptoms of overheating occur, please contact the Special Service Support Center for direction.

**NOTE:** *For 3.5L Explorer vehicles, ensure that FSA 12B36 is performed prior to performing this FSA.*



**NEW** SERVICE PROCEDURE

**Explorer Vehicles**

**Verify The Vehicles APIM Software Level**

1. Determine the vehicle's current Accessory Protocol Interface Module (APIM) software level (CCPU/CIP level). See Figure 1.
  - a. On the Front Display Interface Module (FDIM), select "Menu" then select "Help".
  - b. Select "System Information".
  - c. Note the last five digits of the CCPU/CIP#. See Figure 1.
- If the last five digits **are "12023"** or higher, the APIM is at the latest level. Return the system to the home screen, and release the vehicle to the customer.
- If the last five digits **are less than "12023"** (e.g. 11134), proceed with the Service Procedure.

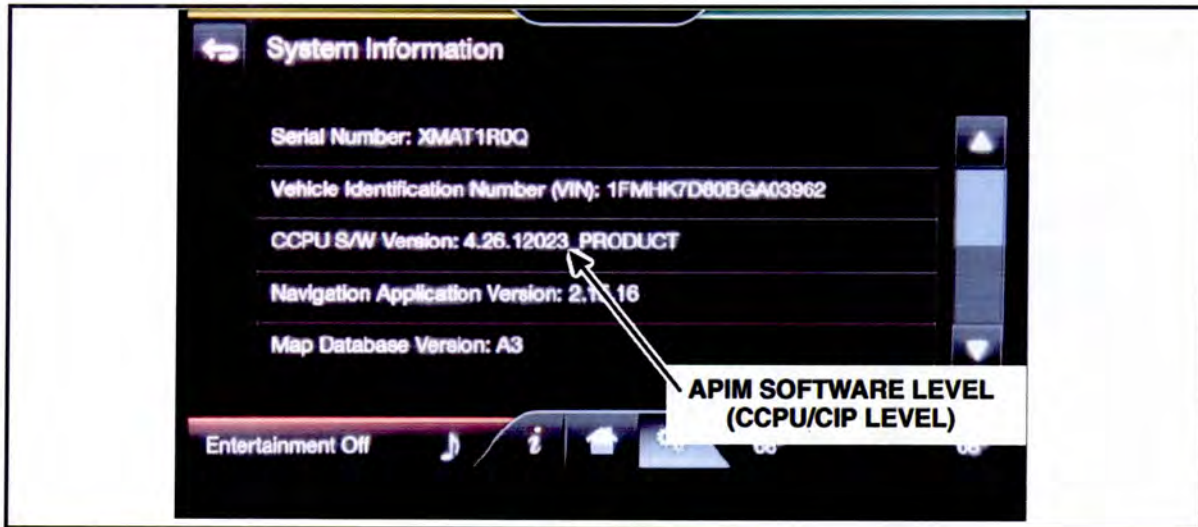


FIGURE 1

**Explorer Vehicles Equipped With A 2.0L Engine**

2. Using IDS, start a new session and select Data Logger. Adjust the Cooling Fan Speed Desired (FAN\_DSD#) PID and monitor the Engine Coolant Temperature (ECT) PID, throughout the USB software update.
  - Using Output State Control, command the FAN\_DSD# to High for the duration of the re-programming process.
  - If the ECT exceeds 105° C (221° F), turn the engine off and call the Special Service Support Center at 1-800-325-5621.



## All Vehicles

### SYNC/MyTouch Master Reset Procedure

**NOTE:** Before proceeding with the "USB Reflash Procedure", you will need to perform the "SYNC/MyTouch Master Reset Procedure".

3. Perform the SYNC/MyTouch Master Reset.

- a. Select the "Menu" button.
- b. Select "Settings".
- c. Select "System".
- d. Select "Master Reset" and then "Yes" then "Yes" to start the reset procedure.

**NOTE:** You must scroll down on Select System screen to see the Master Reset option.

### USB Reflash Procedure

#### Reprogramming Notes

- The installation may take up to 60 minutes.
- The vehicle must be running and in "Park" with the park brake applied, when you begin the installation process.
- Do not remove the flash drive or turn off the vehicle until the installation process has completed.
- During the reflash process, the system may verbally notify you that portions of the reflash process are complete.
- The reflash process is completed after the "Installation Complete!" message appears and "OK" is pressed on the center screen.

**NOTE:** The reprogramming procedure can take up to 60 minutes. Do not remove the USB drive or turn the vehicle off, until the "Installation Complete!" screen appears.

4. Start the vehicle so that the battery saver mode will not activate while performing the reprogramming procedure.
5. Remove any connected devices and wait for the system to boot up and for the home screen to appear on the Front Display Interface Module (FDIM).



6. Install the USB drive into one of the vehicle's USB ports. The reprogramming procedure will start automatically. See Figure 2.

- The USB ports are either located in the center console (Edge and Focus) or behind an access door in the front of the center console (Explorer and MKX).

**NOTE:** This installation procedure may cause the system to reboot several times and/or cause the screen to go dark/blank for a period of time, this is normal. The USB drive needs to remain installed during this time and should not be removed until the "Installation Complete!" screen appears.



FIGURE 2

7. After the installation starts, a verbal and onscreen message will confirm that the installation is about to start, tap "OK". See Figure 3.

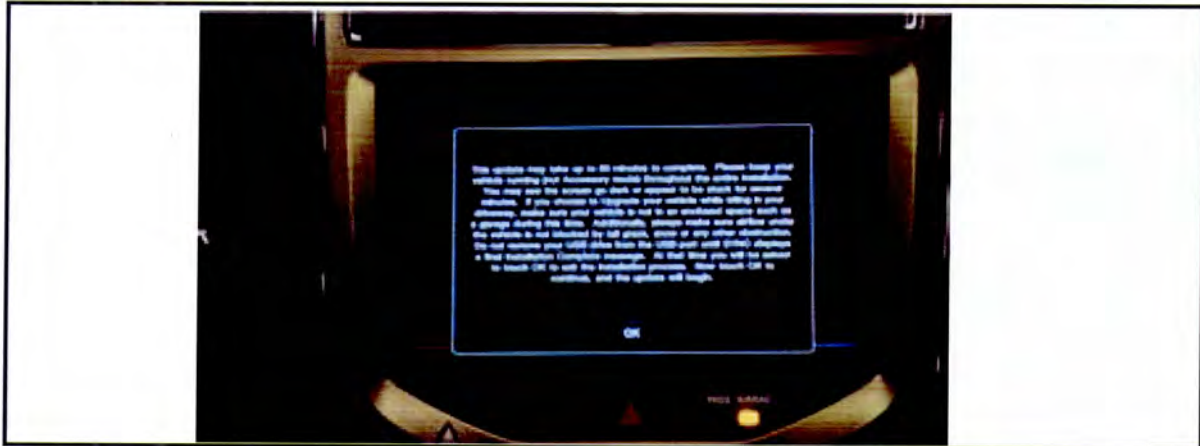


FIGURE 3



8. During the reprogramming process a series of screens may appear and/or the system will reboot with a blank screen. See Figures 4, 5, and 6.



FIGURE 4



FIGURE 5



FIGURE 6



9. When the programming is completed, a screen stating the software update was successful will appear, tap "OK". See Figure 7.

- **DO NOT** remove the USB flash drive.

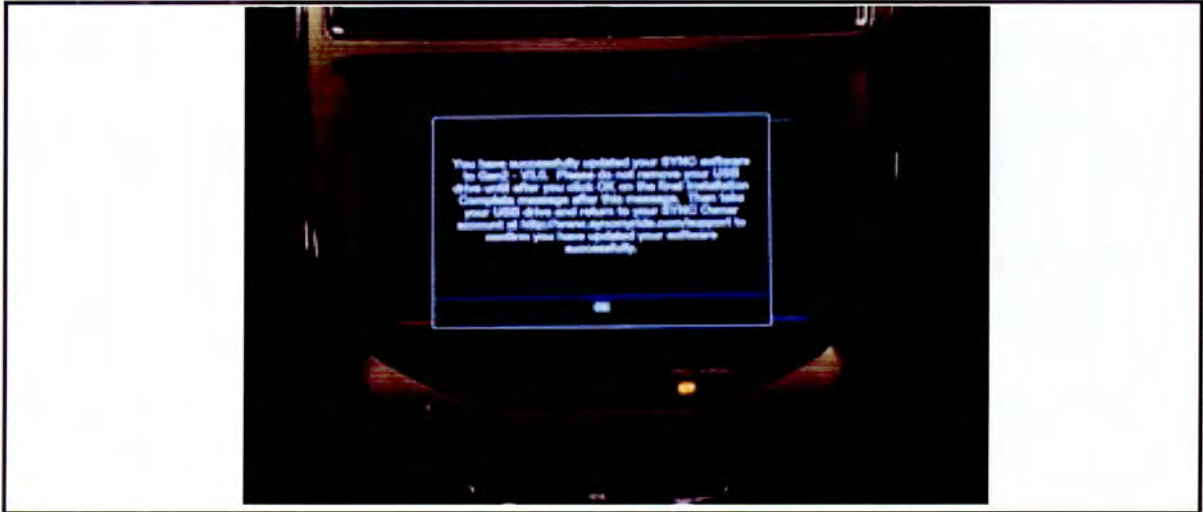


FIGURE 7

10. When the "Installation Complete!" screen appears, tap "OK". See Figure 8.



FIGURE 8

**NOTE:** The entire upgrade is complete when you see an "Installation Complete!" message and you press "OK" on the center screen or when the home screen appears.

11. Remove the USB drive from the vehicle's USB port.



**NOTE:** For vehicles not equipped with navigation, proceed to step 15.

### Vehicles Equipped With Navigation

**NOTE:** After the reprogramming procedure has completed, an SD card fault will appear on the screen. This is normal.

12. Remove the Navigation Map SD Card from the vehicle's map card slot.
13. Tap "SD Nav" on the FDIM to clear the SD card fault.
14. Install the *new* Navigation Map SD Card into the vehicle's map card slot. See Figure 9. Wait for the *new* Navigation Map SD Card to be recognized and tap "OK" when the "SD Card Detected" screen appears on the FDIM.

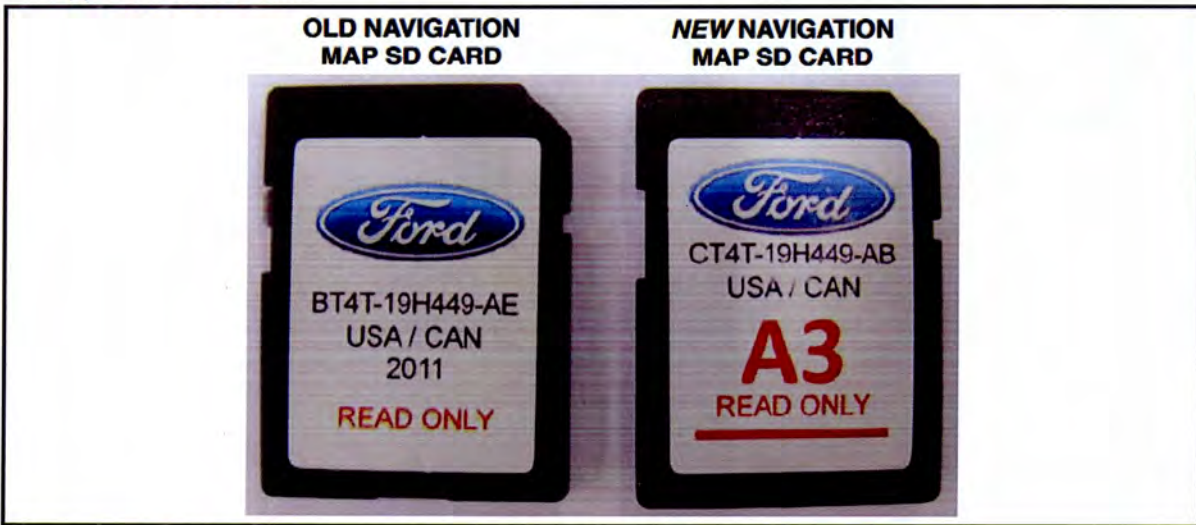


FIGURE 9

### All Vehicles

15. Install User Guides and Navigation Map SD Card Licensing Agreements (if equipped with navigation) for stock vehicles.

**NOTE:** User Guides and Navigation Map SD Card Licensing Agreements were shipped to dealers in the same package as the USB Flash Drives. If additional User Guides are required, contact the Special Service Support Center at 1-800-207-2444.

16. Return the vehicle to the customer.





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

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

April 11, 2012

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

**SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 12B33**  
Certain 2011 and 2012 F-Super Duty Vehicles Equipped with a 6.7L Diesel Engine  
PCM and NOx Sensor Module Recalibration

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Certain 2011 model year F-Super Duty wide frame (non-chassis cab) vehicles equipped with a 6.7L Diesel Engine built at the Kentucky Truck Assembly Plant from Job 1 through Job Last, and certain 2012 model year F-Super Duty wide frame (non-chassis cab) vehicles equipped with a 6.7L Diesel Engine built at the Kentucky Truck Assembly Plant from Job 1 through October 11, 2011. 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 11, 2012.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the Powertrain Control Module (PCM) and Nitrogen Oxide (NOx) Sensor Module software programs may not sufficiently preheat the NOx Sensor to prevent cold weather NOx Sensor failures. If NOx Sensor failure occurs, the Malfunction Indicator Lamp (MIL) may turn on and may be accompanied by a NOx Sensor related Diagnostic Trouble Code (DTC).

**SERVICE ACTION**

Before delivering any of the vehicles involved in this program, dealers are to retrieve DTCs and reprogram the PCM, Transmission Control Module (TCM) (if applicable), and NOx Sensor Module. For vehicles that have NOx related DTCs present, dealers are to also replace the NOx Sensor.

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 23, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, 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**

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

Sincerely,



Michael A. Berardi