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May 3, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD**
Application Performance Upgrade 11A02 – Supplement #2
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 – Supplement #1**
Dated March 10, 2012

REASON FOR THIS SUPPLEMENT

- *Revise the repair procedure to eliminate the requirement for Engine Coolant Temperature (ECT) monitoring on ALL Explorer vehicles (instead, FSA 12B36 must be performed prior to performing this FSA).*
- *Revise Labor Operations and Claiming Instructions for all affected vehicles.*

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.

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.

EXCEPTION: Explorer vehicles may be susceptible to engine cooling issues during periods of extended idle due to a cooling fan concern. To address this issue, 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 now available for all Explorer powertrains (2.0L EcoBoost™ and 3.5L TIVCT).*

For Explorer vehicles, dealers are to ensure that FSA 12B36 has been performed prior to performing FSA 11A02.

USB Flash Drives were shipped to dealers the week of February 27th, 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.

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