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March 6, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 12M01
Certain 2011-2012 Model Year Explorer, Edge, MKX, and 2012 Model Year Focus
Vehicles Equipped with SYNC[®] with MyFord/MyLincoln Touch[™]
Accessory Protocol Interface Module (APIM) Warranty Extension

PROGRAM TERMS

This program extends the coverage of the Accessory Protocol Interface Module (APIM or SYNC Module) to four years of service from the warranty start date of the vehicle on Ford vehicles and five years on Lincoln vehicles, regardless of mileage. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2011-2012 model year Explorer, Edge, MKX, and 2012 model year Focus vehicles equipped with SYNC[®] with MyFord/MyLincoln Touch[™]. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

In some of the affected vehicles, the MyFord/MyLincoln Touch system may require replacement of the APIM.

SERVICE ACTION

If Workshop Manual diagnostics identify the APIM as the causal part of a concern with the MyFord/MyLincoln Touch system, dealers are to replace the APIM under this program at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

The warranty extension information will be communicated to vehicle owners in the Owner Letters associated with FSAs 11A01, 11A02, and 11A03. Dealers should repair any affected vehicle that requires APIM replacement, whether or not the customer has received a letter.

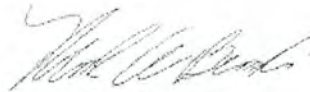
ATTACHMENTS

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

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 12M01
Certain 2011-2012 Model Year Explorer, Edge, MKX, and 2012 Model Year
Focus Vehicles Equipped with SYNC[®] with MyFord/MyLincoln Touch™
Accessory Protocol Interface Module (APIM) Warranty Extension

OASIS ACTIVATED?

Yes, OASIS will be activated on March 6, 2012.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this service action.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

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.

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

- Ford Motor Company is offering a refund for owner-paid APIM replacements if the repair was performed before May 1, 2012. This refund offer expires December 31, 2012.
- Refunds will only be provided for the cost associated with diagnosis and replacement of the APIM.

Customer Satisfaction Program 12M01
Certain 2011-2012 Model Year Explorer, Edge, MKX, and 2012 Model Year
Focus Vehicles Equipped with SYNC® with MyFord/MyLincoln Touch™
Accessory Protocol Interface Module (APIM) Warranty Extension

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.
- Submit refunds on a separate repair line.
 - Program Code: 12M01
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- PROGRAM TERMS: This program extends the coverage of the APIM replacement to four years of service from the warranty start date of the vehicle on Ford vehicles and five years on Lincoln vehicles, regardless of mileage. Coverage is automatically transferred to subsequent owners.
- **NOTE:** When an APIM is determined to be the cause of a concern, the repair should be filed on a Recall claim with Program Code 12M01 and not under Bumper-to-Bumper Warranty Coverage, provided the vehicle is within the program terms.

Customer Satisfaction Program 12M01
Certain 2011-2012 Model Year Explorer, Edge, MKX, and 2012 Model Year
Focus Vehicles Equipped with SYNC[®] with MyFord/MyLincoln Touch[™]
Accessory Protocol Interface Module (APIM) Warranty Extension

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace APIM on 2011-2012 Explorer	12M01B	1.3 Hours
Replace APIM on 2011-2012 Edge	12M01C	1.4 Hours
Replace APIM on 2011-2012 MKX	12M01D	1.3 Hours
Replace APIM on 2012 Focus	12M01E	1.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels. APIMs should be ordered using the on-line 1878 form.

To order an APIM:

- Go to FMCDealer.com
- Go to OASIS
- Enter the VIN and click GO
- Select the On-Line 1878 (scroll to the bottom)
- Select "SYNC Module" from the System drop-down box
- Complete the On-line 1878 Ford order process

Part Number	Description	Quantity
- 14D212 -	Accessory Protocol Interface Module (APIM)	1

Questions regarding APIM availability and ordering should be directed to 313-390-3635 or fesq@ford.com.

DEALER PRICE

APIMs are an Advance Exchange part through Ford Component Sales.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

CERTAIN 2011-2012 MODEL YEAR EXPLORER, EDGE, MKX, AND 2012 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH SYNC® WITH MYFORD/MYLINCOLN TOUCH™ — ACCESSORY PROTOCOL INTERFACE MODULE (APIM) WARRANTY EXTENSION

OVERVIEW

The MyFord/MyLincoln Touch system may require replacement of the APIM. If Workshop Manual diagnostics identify the APIM as the causal part of a concern with the MyFord/MyLincoln system, dealers are to replace the APIM under this program at no charge to the vehicle owner.

SERVICE PROCEDURE

1. Replace the APIM. For additional information, refer to Workshop Manual (WSM), Section 415-00.

