



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

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

January 14, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 12M02**
Certain 2011-2013 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension Covering Accessory Protocol Interface Module (APIM)

PROGRAM TERMS

This program provides additional warranty coverage for replacement of the Accessory Protocol Interface Module (APIM). Coverage has been extended to five years of service from the warranty start date of the vehicle on Ford vehicles, and six years on Lincoln vehicles, regardless of mileage. Coverage is automatically transferred to subsequent owners.

NOTE: This FSA supersedes FSA 12M01. Claims submitted against FSA 12M01, which contain a Repair Order date after January 16, 2013 will not be paid.

VEHICLES COVERED BY THIS PROGRAM

Certain 2011-2013 model year vehicles equipped with MyFord/MyLincoln Touch™ as noted below.

- 2011 – Edge, Explorer, MKX
- 2012 – Edge, Explorer, MKX, Focus
- 2013 – Edge, Explorer, MKX, Focus, Escape, Flex, Fusion, Taurus, MKS, MKT, MKZ, F-150, F-SuperDuty

Additional vehicle lines and model years, as well as Electrified Vehicles, will be added at a later date. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Affected vehicles, which are beyond the terms of the New Model Vehicle Warranty, 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.

This repair is to be performed under this program at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Dealers should perform the covered services on vehicles presented by customers, whether or not the customer has received a letter. Owner Letters are expected to be mailed in the 1st Quarter of 2013.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Letter (when available)

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 12M02
Certain 2011-2013 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension on Accessory Protocol Interface Module

OASIS ACTIVATED?

Yes, OASIS will be activated on January 14, 2013.

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

Owners of affected vehicles have been directed to contact their dealer for this service in the event that the MyFord/MyLincoln Touch™ system on their vehicle is inoperative. If diagnostics indicate that the APIM requires replacement, and the vehicle is out of New Vehicle Limited Warranty (NVLW) coverage but is within the extended warranty coverage period, dealers are authorized to replace the module under this program.

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.

Customer Satisfaction Program 12M02

Certain 2011-2013 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
Warranty Extension on Accessory Protocol Interface Module

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- **NOTE: Claims should only be submitted under this program on vehicles that are beyond the terms of the New Vehicle Limited Warranty coverage.**
- 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 extends the coverage of the APIM to five years of service from the warranty start date of the vehicle on Ford vehicles, and six years on Lincoln vehicles, regardless of mileage. Coverage is automatically transferred to subsequent owners.

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Diagnose and Replace APIM on 2011-2013 Explorer	12M02B	1.3 Hours
Diagnose and Replace APIM on 2011-2013 Edge	12M02C	1.4 Hours
Diagnose and Replace APIM on 2011-2013 MKX	12M02D	1.3 Hours
Diagnose and Replace APIM on 2012-2013 Focus	12M02E	1.2 Hours
Diagnose and Replace APIM on 2013 Escape	12M02F	1.2 Hours
Diagnose and Replace APIM on 2013 Flex	12M02G	1.3 Hours
Diagnose and Replace APIM on 2013 Fusion	12M02H	1.2 Hours
Diagnose and Replace APIM on 2013 Taurus	12M02J	1.8 Hours
Diagnose and Replace APIM on 2013 MKS	12M02K	1.9 Hours
Diagnose and Replace APIM on 2013 MKT	12M02L	1.5 Hours
Diagnose and Replace APIM on 2013 F-150	12M02P	1.9 Hours
Diagnose and Replace APIM on 2013 F-150 – with floor console	12M02Q	2.2 Hours

Customer Satisfaction Program 12M02
 Certain 2011-2013 Model Year Vehicles Equipped with SYNC® and MyFord/MyLincoln Touch™
 Warranty Extension on Accessory Protocol Interface Module

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) (Gen 2 Module)	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.

PARTS RETENTION AND RETURN

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

CERTAIN 2011-2013 MODEL YEAR VEHICLES EQUIPPED WITH SYNC® AND MYFORD/MYLINCOLN TOUCH™ — WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL INTERFACE MODULE (APIM)

OVERVIEW

If the Workshop Manual diagnostics identify the APIM as the causal part of a concern, dealers are to replace the APIM.

SERVICE PROCEDURE

APIM Replacement

1. If Workshop Manual (WSM) diagnostics indicate that the APIM is not functioning properly, replace the APIM. For additional information, refer to WSM, Section 415-00.





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

January 2013

Customer Satisfaction Program 12M02

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 additional coverage under Customer Satisfaction Program (Program Number 12M02) for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the Accessory Protocol Interface Module to a total of five (5) years for Ford vehicles from the warranty start date, regardless of mileage.

NOTE: Failure of the Accessory Protocol Interface Module will render the MyFord Touch[®] system inoperative.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

If replacement of the Accessory Protocol Interface Module is required, and your vehicle is within the indicated time limitations, Ford Motor Company has authorized your dealer to replace it free of charge (parts and labor).

How long will it take?

The time needed for replacement of the Accessory Protocol Interface Module 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?

You do not need to schedule a dealer service appointment unless the MyFord Touch[®] system on your vehicle is inoperative. If the diagnostics performed by your dealer indicate that the Accessory Protocol Interface Module requires replacement, and your vehicle is within the extended warranty coverage period, your dealer will replace the module at no charge under this program.

Please keep this letter as a reminder of this extended coverage. If it is necessary to schedule a service appointment, provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 12M02. 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.

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 and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division



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

January 2013

Customer Satisfaction Program 12M02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Lincoln 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, Lincoln Motor Company is providing additional coverage under Customer Satisfaction Program (Program Number 12M02) for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Lincoln Motor Company is extending the limited warranty on the Accessory Protocol Interface Module to a total of six (6) years on Lincoln vehicles from the warranty start date, regardless of mileage.

NOTE: Failure of the Accessory Protocol Interface Module will render the MyLincoln Touch™ system inoperative.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Lincoln and your dealer do?

If replacement of the Accessory Protocol Interface Module is required, and your vehicle is within the indicated time limitations, Lincoln Motor Company has authorized your dealer to replace it free of charge (parts and labor).

How long will it take?

The time needed for replacement of the Accessory Protocol Interface Module 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?

You do not need to schedule a dealer service appointment unless the MyLincoln Touch™ system on your vehicle is inoperative. If the diagnostics performed by your dealer indicate that the Accessory Protocol Interface Module requires replacement, and your vehicle is within the extended warranty coverage period, your dealer will replace the module at no charge under this program.

Please keep this letter as a reminder of this extended coverage. If it is necessary to schedule a service appointment, provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 12M02. 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.Lincolnowner.com for dealer addresses, maps, and driving instructions.

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 Lincoln Customer Relationship Center at 1-800-521-4140 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.Lincolnowner.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 and remember to save this letter in case you need to take advantage of this additional coverage program.

Lincoln Motor Company