



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

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

January 9, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 13N02**
Certain 2010-2013 Model Year Edge and MKX Vehicles
Extended Warranty Coverage on Brake Booster

PROGRAM TERMS

This program extends the coverage of the brake booster to ten years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded the mileage limit, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2010-2013 model year Edge and MKX vehicles built at the Oakville Assembly Plant from May 3, 2010 through March 28, 2013. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

In some of the affected vehicles, it is possible for the brake booster to develop a small tear in the diaphragm under certain driving and environmental conditions. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a "spongy" pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

SERVICE ACTION

If an affected vehicle displays this condition and is beyond the terms of the New Vehicle Limited Warranty, dealers are authorized to replace the brake booster under this one-time repair program. This repair must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 13, 2014. Dealers should repair any affected vehicles that exhibit an improperly functioning brake booster, 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 Letters

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 13N02
Certain 2010-2013 Model Year Edge and MKX Vehicles
Extended Warranty Coverage on Brake Booster

OASIS ACTIVATED?

Yes, OASIS will be activated on January 9, 2014.

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 repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires June 30, 2014.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the diagnosis and replacement of the brake booster.

Customer Satisfaction Program 13N02
Certain 2010-2013 Model Year Edge and MKX Vehicles
Extended Warranty Coverage on Brake Booster

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.
- Submit refunds on a separate repair line.
 - Program Code: 13N02
 - 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 one-time program extends the coverage of the brake booster to ten years of service or 150,000 from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limit, this coverage will last through January 31, 2015.

Customer Satisfaction Program 13N02
Certain 2010-2013 Model Year Edge and MKX Vehicles
Extended Warranty Coverage on Brake Booster

LABOR ALLOWANCES

Model Year(s)	Description	Labor Operation	Labor Time
2010	Install a new brake booster	13N02B	1.3 Hours
2011-2013	Install a new brake booster	13N02C	2.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Description	Year(s)	Model(s)	Engine	Drive Train	Part Number	Quantity
Brake Booster	2010	Edge or MKX	All	All	AT4Z-2005-A	1
	2011-2013	MKX	All	All	BA1Z-2005-A	1
		Edge	3.5L or 3.7L	FWD	BT4Z-2005-A	1
				AWD	BA1Z-2005-A	1
			2.0L	All	CT4Z-2005-A	1
Upper Intake Manifold Gasket	2011- 2013	Edge or MKX	3.5L or 3.7L	All	AT4Z-9H486-A	1
Brake Booster Push Rod Clevis Locking Pin	2011- 2013	Edge or MKX	All	All	3M5Z-2L523-AA	1
High Performance DOT 3 Motor Vehicle Brake Fluid - 12 oz.	All	Edge or MKX	All	All	PM-1-C	1

The DOR/COR number for this recall is 50527.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

Customer Satisfaction Program 13N02
Certain 2010-2013 Model Year Edge and MKX Vehicles
Extended Warranty Coverage on Brake Booster

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

DEALER EXECUTIVE SUMMARY

Customer Satisfaction Program 13N02
Certain 2010-2013 Model Year Edge and MKX Vehicles
Extended Warranty Coverage on Brake Booster

PROGRAM

Program Type	Extended Warranty Coverage on Brake Booster
Stop Sale	No
Demonstration Hold	No
Delivery Hold	No
Program Expiration	Ten years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded the mileage limit, this coverage will last through January 31, 2015.

PARTS & SERVICE

Parts Required	Yes
Parts Available	Yes
Interim Repair	Not applicable
Repair Universe/Percentage of vehicles expected to require a repair	Not applicable
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No
Labor Time	1.3 – 2.0 hours

CUSTOMER HANDLING

Towing Reimbursement	Follow Warranty & Policy Manual guidelines
Rental Assistance	No
Refunds Authorized	Yes
Special Handling	No

ADMINISTRATION

OASIS On	January 9, 2014
Owner Notification	Begins the week of January 13, 2014

CERTAIN 2010-2013 MODEL YEAR EDGE AND MKX VEHICLES — EXTENDED WARRANTY COVERAGE ON BRAKE BOOSTER

OVERVIEW

REASON FOR PROVIDING ADDITIONAL COVERAGE

In some of the affected vehicles, it is possible for the brake booster to develop a small tear in the diaphragm under certain driving and environmental conditions. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a “spongy” pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

If an affected vehicle displays this condition and is beyond the terms of the New Vehicle Limited Warranty, dealers are authorized to replace the brake booster under this one-time repair program.

SERVICE PROCEDURE

NOTICE: The purpose of the master cylinder to Hydraulic Control Unit (HCU) braided flex lines are to improve vehicle Noise, Vibration, and Harshness (NVH). Bending or flexing the lines will cause damage to the inner portion of the braided section of the lines. **Do not attempt to position the master cylinder aside without disconnecting the brake lines from the HCU.**

1. Verify that the brake booster requires replacement.
2. Replace the brake booster. For additional information, refer to Workshop Manual (WSM) Section 206-07.





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

January 2014

Customer Satisfaction Program 13N02
Programa de Satisfacción del Cliente 13N02

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 13N02 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

Under certain driving and environmental conditions, it is possible for the brake booster on your vehicle to develop a small tear in the diaphragm. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a "spongy" pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the brake booster to ten years or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program.

If your vehicle has already exceeded the mileage limit, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

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

What will Ford and your dealer do?

If the brake booster on your vehicle requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the brake booster free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the brake booster requires replacement, 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? You do not need to return to your dealer for this repair unless your vehicle has one or more of the following symptoms:

- A hissing noise while depressing the pedal.
- A “spongy” pedal feel without a noticeable effect on braking performance.
- An increase in the amount of pedal effort required to stop the vehicle.

Please Note: The above symptoms could also be caused by other situations. Only repairs to the brake booster are covered under this program.

Please keep this letter as a reminder of the extended warranty coverage for your brake booster. If the brake booster requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 13N02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair? If you paid for this repair before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to the replacement of the brake booster. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2014. To avoid delays, do not send receipts to Ford Motor Company.

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.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

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



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 2014

Customer Satisfaction Program 13N02
Programa de Satisfacción del Cliente 13N02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Lincoln Motor Company, it is our goal 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 13N02 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program?

Under certain driving and environmental conditions, it is possible for the brake booster on your vehicle to develop a small tear in the diaphragm. If this occurs, the driver may hear a hissing noise while depressing the pedal and may also experience a “spongy” pedal feel without a noticeable effect on braking performance. If the vehicle is not serviced, the tear will eventually expand and the pedal effort required to stop the vehicle will gradually increase. However, in all cases, the fundamental vehicle braking system remains functional.

In the interest of customer satisfaction, Lincoln Motor Company is extending the limited warranty on the brake booster to ten years or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program.

If your vehicle has already exceeded the mileage limit, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

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

What will Lincoln and your dealer do?

If the brake booster on your vehicle requires replacement and your vehicle is within the indicated time/mileage limitations, Lincoln Motor Company has authorized your dealer to replace the brake booster free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the brake booster requires replacement, 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? You do not need to return to your dealer for this repair unless your vehicle has one or more of the following symptoms:

- A hissing noise while depressing the pedal.
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Please keep this letter as a reminder of the extended warranty coverage for your brake booster. If the brake booster requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 13N02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.

Have you previously paid for this repair?

If you paid for this repair before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to the replacement of the brake booster. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2014. To avoid delays, do not send receipts to the Lincoln Motor Company.

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.

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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.

The Lincoln Motor Company