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June 6, 2011

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

SUBJECT: **Safety Recall 11S18 – Supplement #2**
Certain 2004 through 2006 Model Year F-150 and 2006 Model Year Mark LT Vehicles
Clockspring to Driver Side Frontal Air Bag Wire Harness Replacement

REF: **Safety Recall 11S18 – Supplement #1**
Dated April 12, 2011

New! REASON FOR THIS SUPPLEMENT

- Advise dealers that the supply of service part 4L3Z-14B095-A, Clockspring to Driver Side Frontal Air Bag Wire Harness, will be managed through a seed stock plan to help ensure even distribution of parts to dealers.
- Records indicate that some dealers currently have disproportionately large quantities of the service part in their local inventories, resulting in lower service part availability at other dealers.
- FCSD will continue to work closely with our suppliers to increase their production capacity and address this situation.
- Ford would also like to remind dealers that the National Highway Traffic & Safety Administration (NHTSA) mandates that manufacturers notify all affected vehicle owners of a potential safety issue on their vehicle in a timely manner. At times, this prompt notification may put dealers in a situation where service part demand exceeds supply.
- Please advise owners that Ford is procuring parts as quickly as possible. With dealer cooperation, this seed stock plan will address this temporary part availability concern.

AFFECTED VEHICLES

- Certain 2004 through 2006 model year F-150 vehicles built at the Norfolk, Kansas City, or Dearborn Assembly Plant from Job #1 2004 through January 24, 2006.
- Certain 2006 model year Mark LT vehicles built at the Dearborn Assembly Plant from Job #1 through January 24, 2006.

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 12, 2011.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, it may be possible for the clockspring to driver side frontal air bag wire harness to chafe on the horn mounting plate. This may cause the air bag warning lamp to illuminate in the cluster indicating service is required. If the air bag warning lamp is ignored, this chafing may cause the driver side frontal air bag to inadvertently deploy and may result in personal injury.

SERVICE ACTION

Dealers are to replace the clockspring to driver side frontal air bag wire harness with a service part that incorporates additional chafe protection. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Letters to owners of the expanded population are expected to begin mailing the week of May 9, 2011. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information
- Owner Notification Letter
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on April 12, 2011.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list is available through <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses will be available by May 31, 2011.

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 recall 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 recall.

STOCK VEHICLES

Correct all affected units in your vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- 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 recall.

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. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

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.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 replacement of a clockspring that caused air bag warning lamp illumination or a driver side frontal air bag that inadvertently deployed (not in a crash).

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.
- Refund Claiming Information (Submit on separate repair line.)
 - Program Code: 11S18
 - 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. If a repair is performed on the same visit, the repair and refunds should be submitted on separate repair lines.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the clockspring to driver side frontal air bag wire harness.	11S18B	0.5 Hour

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
4L3Z-14B095-A	Clockspring to Driver Side Frontal Air Bag Wire Harness	1

The DOR/COR number for this recall is 50435.

The Clockspring to Driver Side Frontal Air Bag Wire Harness will be seed stocked to dealers according to the chart below, beginning the week of June, 6, 2011. We continue to pursue additional service part capacity. Dealers will be notified via a DOES II communication if we are able to increase the seed stock quantities or when open ordering resumes.

<u>4L3Z-14B095-A Clockspring to Driver Side Frontal Air Bag Wire Harness</u>						
<i>Dealer Involved Vehicles*</i>	<i>Seed 1 Week of 6/6/11</i>	<i>Seed 2 Week of 6/13/11</i>	<i>Seed 3 Week of 6/20/11</i>	<i>Seed 4 Week of 6/27/11</i>	<i>Seed 5 Week of 7/4/11</i>	<i>Seed 6 Week of 7/11/11</i>
<i>1 to 100</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>
<i>101 to 300</i>	<i>5</i>	<i>5</i>	<i>5</i>	<i>5</i>	<i>5</i>	<i>5</i>
<i>301 to 600</i>	<i>10</i>	<i>10</i>	<i>10</i>	<i>10</i>	<i>10</i>	<i>10</i>
<i>601 to 1200</i>	<i>20</i>	<i>20</i>	<i>20</i>	<i>20</i>	<i>20</i>	<i>20</i>
<i>1201 & up</i>	<i>40</i>	<i>40</i>	<i>40</i>	<i>40</i>	<i>40</i>	<i>40</i>

** This column indicates the number of affected vehicles assigned to each dealer. Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.*

NOTE: *If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-325-5621), please be prepared to provide P&A Code, owner name, and VIN.*

NOTE: *If a dealership wishes to discontinue their seed stock, contact the Special Service Support Center (1-800-325-5621). Please note that removing a dealership P&A Code from this seed stock program is a permanent action.*

Questions regarding parts should be directed to the Special Service Support Center **Parts Order Line** (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

Safety Recall 11S18 – *Supplement #2*

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DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

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