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Ford Customer Service Division

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

March 8, 2006

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

SUBJECT: Safety Recall 06S42:

Certain 2005 & 2006 Model Year Freestar & Monterey Vehicles Equipped With Power

Liftgate Option

Reprogram Power Liftgate Module

### **AFFECTED VEHICLES**

Certain 2005 and 2006 model year Freestar and Monterey vehicles built at the Oakville Assembly Plant from Job #1 through December 13, 2005. Affected vehicles are identified in OASIS. In addition, visit <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> for a list of vehicles assigned to your dealership. This information will be available on March 8, 2006.

## **REASON FOR THIS SAFETY RECALL**

In the event of a liftgate strut malfunction, the liftgate may fall freely without warning after the liftgate is powered open. If the vehicle operator or passenger is standing beneath the liftgate when it falls, an injury may result.

### **SERVICE ACTION**

Dealers are to reprogram the power liftgate modules on all affected vehicles to the latest software version. The latest software version may be obtained at <a href="https://www.motorcraft.com">www.motorcraft.com</a> (refer to Attachment III for software levels).

The latest software version allows the motor to sense a falling liftgate and activate an un-commanded power close mode to control lowering of the liftgate in the event that a strut failure occurs.

This recall must be performed on all affected vehicles at no charge to the vehicle owner. **Do not** demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this safety recall has been completed.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owners of affected vehicles will be notified by mail the week of March 13, 2006. 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 any outstanding safety 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 \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

## **ATTACHMENTS**

Attachment I: Administrative Information

Attachment II: Labor Allowances
Attachment III: Technical Information

**Customer Notification Letter** 

## **QUESTIONS & ASSISTANCE**

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

Sincerely, Frank M. Ligan

Frank M. Ligon

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**OASIS ACTIVATED?** Yes. OASIS will be activated by March 8, 2006.

### **FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> by March 8, 2006. Owner names and addresses will be available by March 22, 2006.

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 action.

### **STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

#### **SOLD VEHICLES**

- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer 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 Field 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. 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**

This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.

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### **OWNER REFUNDS**

- 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. This plan is also available to owners through the Customer Relationship
  Center (CRC). The CRC will direct owners 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 <u>emergency</u> repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.
- Refund Claiming Information (Submit on separate repair line.)

Program Code: 06S42
 Misc. Expense: ADMIN
 Misc. Expense: 0.2 Hrs.

### **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.

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## **LABOR ALLOWANCES**

Description	<b>Labor Operation</b>	Labor Time
Reprogram the power liftgate module to the latest calibration level, power open the liftgate and check for proper operation*.	06S42B	0.3 Hour

\*NOTE: If the power liftgate does not operate properly or enters into an un-commanded power close mode after performing the power liftgate module reprogramming, call the Special Service Support Center at 1-800-325-5621 for further direction.

**PARTS REQUIREMENTS** - None