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Ford Motor Company
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November 29, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 12N03
All 2005 through 2007 Model Year Freestyle, Five Hundred, and Montego Vehicles
Engine Idle RPM Surge Extended Warranty

PROGRAM TERMS

This program extends the coverage for a one time repair of engine idle RPM surge caused by throttle body deposits for up to ten (10) years of service or 150,000 miles from the warranty start date of the vehicle. If a vehicle has already exceeded the mileage limits, this coverage will last through May 31, 2013. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

All 2005 through 2007 model year Ford Freestyle, Five Hundred, and Mercury Montego vehicles built at the Chicago Assembly Plant from Job 1, 2005 through Job Last, 2007. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the affected vehicles may exhibit a momentary engine idle RPM surge when stopped or during low speed driving maneuvers such as in a parking lot or driveway. The idle RPM surge may be intermittent. Diagnostic trouble codes (DTCs) P0505, P0506, or P061B could be present and the Check Engine lamp may turn on. This idle surge may occur due to a buildup of deposits in the throttle body from normal Positive Crankcase Ventilation (PCV) system operation. The original Powertrain Control Module (PCM) strategy may not adequately compensate for the throttle body deposits.

SERVICE ACTION

If an affected vehicle exhibits an engine idle RPM surge condition caused by throttle body deposits, dealers are to remove and clean the throttle body, and reprogram the PCM using IDS version 75.03A or higher. This is a one-time repair and must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of December 10, 2012. Dealers should repair any affected vehicles that experience engine idle RPM surge due to throttle body deposits, 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 Letter

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 November 29, 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 repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires May 31, 2013.
- 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 engine idle RPM surge due to throttle body deposits.

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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: 12N03 - 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.
- Provision for ½ Can of Motorcraft® Choke and Linkage Cleaner, PM-14:
Submit on the same repair line as the repair.
 - Program Code: 12N03
 - Misc. Expense: OTHER
 - Misc. Expense: \$ 2.25
- If the throttle body gasket is damaged and cannot be reused, a throttle body gasket may be submitted without prior approval on the same repair line on which the FSA is claimed. Any additional parts require prior approval from the Special Service Support Center.
- PROGRAM TERMS: This program extends the coverage for a one time repair of engine idle RPM surge caused by throttle body deposits for up to ten (10) years of service or 150,000 miles from the warranty start date of the vehicle. If a vehicle has already exceeded the mileage limits, this coverage will last through May 31, 2013.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove and clean throttle body, reprogram PCM using IDS version 75.03A or higher	12N03B	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels.

Part Number	Description	Claim Quantity
PM-14	Motorcraft® Choke and Linkage Cleaner (Aerosol)	½ - Can per repair Claim as MISC OTHER See Attachment I <u>(CLAIMS PREPARATION AND SUBMISSION)</u>

The DOR/COR number for this service action is 50491.

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

DEALER PRICE

For latest prices, refer to DOES II.