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March 3, 2008

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 08C02 Service Update

Certain 2005 - 2008 Mustang Vehicles Reprogram Restraint Control Module

REF: Safety Recall Bulletin 08C02 dated February 22, 2008

## **New! REASON FOR SERVICE UPDATE**

The purpose of this Service Update is to re-emphasize the importance of updating the VDM to the latest level prior to reprogramming the RCM to prevent damage to the RCM. (See Attachment III for updated technical instructions.)

#### **AFFECTED VEHICLES**

Certain 2005 through 2008 model year Mustang vehicles built at the Flat Rock Assembly Plant from April 22, 2005 through January 31, 2008. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a>. This information will be available on February 22, 2008.

## REASON FOR THIS COMPLIANCE RECALL

The affected vehicles do not comply with one of the neck injury requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 208 - Occupant Crash Protection for an unbelted 5<sup>th</sup> percentile female sitting in the passenger seat while it is in the full forward position.

#### **SERVICE ACTION**

Dealers are to reprogram the Restraint Control Module using IDS (Integrated Diagnostic System) that is updated with release (R53.7) P16 or later. This service must be performed on 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 compliance recall has been completed.

NOTE: Owners are encouraged to have this recall performed as soon as possible. Until this recall is performed, the vehicle owner can eliminate any real world risk associated with this noncompliance by making certain the front seat passenger wears the safety belt and positions the seat rearward, away from the airbag.

## **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.

## **ATTACHMENTS**

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information New!

**Customer Notification Letter** 

# **QUESTIONS & ASSISTANCE**

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

Sincerely,

Michael A. Berardi

# **DEMONSTRATION / DELIVERY HOLD - Compliance Recall 08C02 Service Update**

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#### **OASIS ACTIVATED?**

Yes, OASIS was activated February 22, 2008.

## **FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> by February 22, 2008. Owner names and addresses will be available by March 14, 2008.

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**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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

Related damage claims are not approved for this program.

#### ADDITIONAL LABOR TIME

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

#### **OWNER REFUNDS**

Refunds are not authorized for this program.

#### **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	Labor Operation	Labor Time
Reprogram Restraint Control Module using IDS	08C02B	0.2 Hours

# PARTS REQUIREMENTS / ORDERING INFORMATION

No parts or modification labels are required to complete this repair.

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# TECHNICAL INSTRUCTIONS FOR REPROGRAMMING THE RESTRAINT CONTROL MODULE (RCM)

# **NOTES:**

- The procedure below must be performed using IDS (Integrated Diagnostic System).
- The software developed for this recall will only allow reprogramming of the vehicles involved in this recall.
- The presence of any RCM fault codes will prevent reprogramming of the RCM. Should the vehicle have any faults that prevent reprogramming of the RCM, IDS screen notes will direct the technician to repair the fault before proceeding.
- The diagnosis and repair of fault codes stored in the RCM are not covered by this recall.

## New! RCM REPROGRAMMING PROCEDURE:

- 1. Verify that IDS is updated to software version (R53.9) P16 or later, and ensure the vehicle battery and IDS battery are fully charged.
- 2. Use the H-406 cable to connect the IDS to the VCM. Connect IDS to the Data Link Connector (DLC) and follow all screen prompts. Select the Toolbox icon.
- 3. IMPORTANT: If IDS requests to update the VCM software after updating to the latest patch level, <u>YOU MUST</u> select the "green tick" and update the VCM with the latest software.

This software is required to complete the recall. Failure to update the VCM will result in damage to the RCM and set fault code B1342. RCM replacement is not covered by this program.

- 4. Once at the Tool box menu, select "Module Programming".
- 5. Select "Module Reprogramming, RCM" and follow all instructions.

When reprogramming is complete, IDS will provide a 12 digit serial number that serves as verification that the latest calibration was properly transferred.