



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

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

May 7, 2010

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 10S12
Certain 2010 Model Year Ranger Vehicles Equipped with a Manual Transmission
Right Rear Parking Brake Actuator

AFFECTED VEHICLES

Certain 2010 model year Ranger vehicles equipped with a manual transmission built at the Twin Cities Assembly Plant from Job #1 through January 26, 2010. 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 May 7, 2010.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it is possible for the parking brake cable to become disconnected from the right rear actuator during cold weather. Due to right rear actuator orientation, this may occur when the parking brake is released if wet parking brake shoes have frozen in the applied position. Should the right rear parking brake cable become disconnected, the pedal will have extended travel and may not fully apply the parking brake. A manual transmission vehicle parked in neutral without a fully applied parking brake may have unintended movement which may cause a crash.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to install a new, revised right rear parking brake actuator with the lever pivot oriented at the top. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 17, 2010. 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.

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
- Special Service Support Center (Parts Ordering)1-800-207-2444

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on May 7, 2010.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 7, 2010. Owner names and addresses will be available by May 28, 2010.

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 new 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

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.
- 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.
- Claiming information for a Tie Strap (submit on same repair line as repair.)
 - Program Code: 10S12
 - Misc. Expense: OTHER
 - Misc. Expense: \$0.45

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the right rear parking brake actuator and install it with the lever pivot at the top.	10S12B	0.9 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

The parking brake actuators will be initially seed stocked to dealers the week of May 10, 2010. The allocation will be based on the number of affected vehicles assigned to each dealership. Due to the low volume of vehicles in this program, it is possible that some dealers may not receive any actuators. For additional actuators, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

When calling to place an order for additional parking brake actuators, please be prepared to provide dealer P&A code and VIN.

Part Number	Description	Quantity
AL5Z- 2A637-B	Parking Brake Actuator	1
Motorcraft Part # WA-11-SA*	Tie Strap (11½ inch) – package of 50, one is required per vehicle (can also use equivalent outside part up to \$0.45)	1

* See Attachment I – Claim Preparation and Submission for claiming as a misc. expense.

The DOR/COR number for this recall is 50420.

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.

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.