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February 18, 2011

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

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 10S14 – Supplement #3**
Certain 2011 Model Year Edge, MKX, F-150, and F-Super Duty Vehicles
Body Control Module Inspection

REF: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 10S14 – Supplement #2**
Dated February 11, 2010

New! REASON FOR THIS SUPPLEMENT

- **Program Reactivation** – Effective immediately, Safety Recall 10S14 is reactivated with new technical information (Attachment III). Dealers are to re-start Body Control Module inspections using IDS release 71.03B and higher.
- **New Labor Operations** – New labor operations have been created for this supplement. The use of these labor operations requires the inspection to be performed with IDS release 71.03B and higher. Vehicles previously inspected with an IDS software release lower than 71.03B have been reactivated in OASIS and must be re-inspected. This new IDS release has been validated to correctly identify suspect modules.

New! AFFECTED VEHICLES

Certain 2011 model year:

- Edge and MKX vehicles built at the Oakville Assembly Plant from October 25, 2010 through November 3, 2010.
- F-150 vehicles built at the Dearborn Truck Assembly Plant from November 3, 2010 through November 20, 2010.
- F-Super Duty vehicles built at the Kentucky Truck Assembly Plant from October 28, 2010 through November 19, 2010.

Previously inspected vehicles have been reactivated for 10S14. All 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 February 18, 2011.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the Body Control Module (BCM) may have a contaminated power circuit board. The contamination may lead to a short circuit which can lead to many different failure modes including potential for a fire.

New! SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to determine if module replacement is required by using the "Read BCM Serial Number" function of IDS. This

special function is available in *IDS release 71.03B and higher*. This service must be performed on all affected vehicles at no charge to the vehicle owner. *Previously inspected vehicles have been reactivated in OASIS and must be re-inspected.*

NOTE: Less than 25% of the affected vehicles will require BCM replacement. If BCM replacement is required, all vehicle key programming will be erased. Be sure to request all vehicle keys from the customer prior to replacing the BCM.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Notification Letters were mailed the week of January 10, 2011. Owners of previously inspected vehicles will be sent an Additional Owner Notification Letter beginning March 7, 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

Additional Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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New! OASIS ACTIVATED?

Yes, OASIS will be activated on *February 18, 2011*.

New! FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on *February 18, 2011*. Owner names and addresses will be available by *March 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.

New! STOCK VEHICLES

Previously inspected vehicles have been reactivated in OASIS for Safety Recall 10S14. Correct all affected units in your new vehicle inventory before delivery.

New! SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- *Previously inspected vehicles have been reactivated in OASIS for Safety Recall 10S14.* 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

If a customer's vehicle requires replacement of the BCM and it is necessary to order parts, Ford will pay for up to two days of vehicle rental except for fuel, insurance, and tax which will be at the owner's expense. Rentals should be provided only while the vehicle is at the dealership for part replacement. The parts order must be an emergency order (unit down) if the order is placed between 3:00 PM and 7:00 PM (your local time zone) to guarantee the shortest delivery time. Prior approval for more than two rental days is required from the Special Service Support Center (1-800-325-5621). Follow Extended Service Plan (ESP) guidelines for rental dollar amounts.

New! 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.
- Rental Expenses: Must be claimed on the same repair line as labor operation **10S14D**. Follow Extended Service Plan (ESP) guidelines for dollar amounts.
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Actual dollar amount (up to 2 days)
- *Claims for labor operations 10S14C and 10S14D with a repair date on or before February 11, 2011 will not be accepted.*
- *Claims for labor operations 10S14A and 10S14B with a repair date after February 11, 2011 will not be accepted.*

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Read the BCM serial number with <i>IDS software release 71.03B or higher</i> , BCM replacement is <u>not</u> required.	<i>10S14C</i>	<i>0.2 Hour</i>
Read the BCM serial number with <i>IDS software release 71.03B or higher</i> and replace the BCM (Edge, MKX, F150, and F-Super Duty)	<i>10S14D</i>	<i>0.8 Hour</i>

PARTS REQUIREMENTS / ORDERING INFORMATION

To manage part availability, 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 a BCM please be prepared to provide dealer P&A code, VIN, RO #, and vehicle mileage.

Part Number	Description	Quantity
BT4Z-15604-A	2011 Edge/MKX Body Control Module	1
BL3Z-15604-A	2011 F-150 Body Control Module	1
BC3Z-15604-B	2011 F-Super Duty Body Control Module	1

The DOR/COR number for this recall is 50426.

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.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for “Parts Retention and Return Procedures.”

EXCESS STOCK RETURN

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