



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

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

July 8, 2011

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 11C18
Certain 2011 Model Year Ranger Vehicles Built with a Suspect Multifunction Switch
and Certain Vehicles Serviced with a Suspect Multifunction Switch
Multifunction Switch Inspection and Replacement

AFFECTED VEHICLES

- Certain 2011 model year Ranger vehicles built at the Twin City Assembly Plant from January 25, 2011 through April 25, 2011.
- Certain 2004-2011 Ranger, 2002-2005 Excursion, and 2002-2007 F-Super Duty vehicles serviced with a multifunction switch from January 17, 2011 through June 22, 2011.

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 July 8, 2011.

NOTE: Vehicles serviced with a suspect part may **not** be identified in OASIS.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 108 – Lamps, Reflective Devices, and Associated Equipment. Ford's supplier shipped switches with a plastic subcomponent that may experience deformation. A multifunction switch with this deformation may become inoperative and result in any combination of the following conditions, which may increase the risk of a crash.

- loss of turn signal lights
- loss of brake lights
- loss of tail lights
- loss of hazard lights

NOTE: In all cases, center high mount stop lamp is operational.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the multifunction switch for suspect date code and replace the switches built January 12, 2011 through April 9, 2011.

Also, using the chart below, identify any vehicles serviced by your dealership with the following parts:

Multifunction Switch Part Number	Affected Vehicle	Previous Repair Dates
7L5Z-13K359-AA	2004-2011 Ranger	January 17, 2011 through June 22, 2011
4C3Z-13K359-AAA	2002-2007 F-Super Duty	
4C7Z-13K359-AAA	2002-2005 Excursion	

If dealership records indicate that a vehicle was serviced in the time frame indicated with one of these parts, and the vehicle is not identified in OASIS, dealers should:

- Contact the owner and arrange a service date.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter (when available) and call Special Service Support Center (SSSC) at 1-800-325-5621.
- Provide SSSC with the VIN and date the multifunction switch was installed. (Repair date must be January 17, 2011 through June 22, 2011.)

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 August 15, 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.

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 July 8, 2011. Please note that vehicles serviced with a suspect part may **not** be identified in OASIS.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 8, 2011. Owner names and addresses will be available by August 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.

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.
- 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Multifunction Switch Date Code (not within specified date range)	11C18A	0.2 Hours
Inspect and Replace Multifunction Switch (within specified date range)	11C18B	0.3 Hours

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 multifunction switch please be prepared to provide dealer P&A code and VIN.

Part Number	Description	Quantity
7L5Z-13K359-AA	Multifunction Switch: 2004-2011 Ranger	1
4C3Z-13K359-AAA	Multifunction Switch: 2002-2007 F-Super Duty	
4C7Z-13K359-AAA	Multifunction Switch: 2002-2005 Excursion	

The DOR/COR number for this recall is 50440.

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.