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Ford Motor Company
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December 6, 2011

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 11S23
Certain 2010 through 2011 Model Year Fusion and Milan Vehicles Equipped with Steel Wheels
Wheel Stud and Rear Brake Disc Inspection and Lug Nut Replacement

AFFECTED VEHICLES

- Certain 2010 through 2011 model year Fusion and Milan vehicles equipped with steel wheels built at the Hermosillo Assembly Plant from April 1, 2009 through April 30, 2009 and December 1, 2009 through November 13, 2010.
- Certain 2010 through 2011 model year Fusion and Milan vehicles serviced with a replacement steel wheel from April 15, 2010 through November 13, 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 December 6, 2011.

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

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, manufacturing variability can lead to reduced wheel clamp load and may result in multiple wheel stud fractures and/or wheel separation. Wheel separation may cause a loss of steering control.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to:

- remove and discard all wheel lug nuts.
- inspect **ALL** four wheels for broken studs and replace as required.
- check each **REAR** brake disc wheel mounting surface for flatness and replace as required.
- install 20 redesigned lug nuts.

Also, identify any vehicles serviced by your dealership between April 15, 2010 and November 13, 2010 with steel wheel part number AE5Z-1015-A.

See Repair Flowchart for repair process flow.

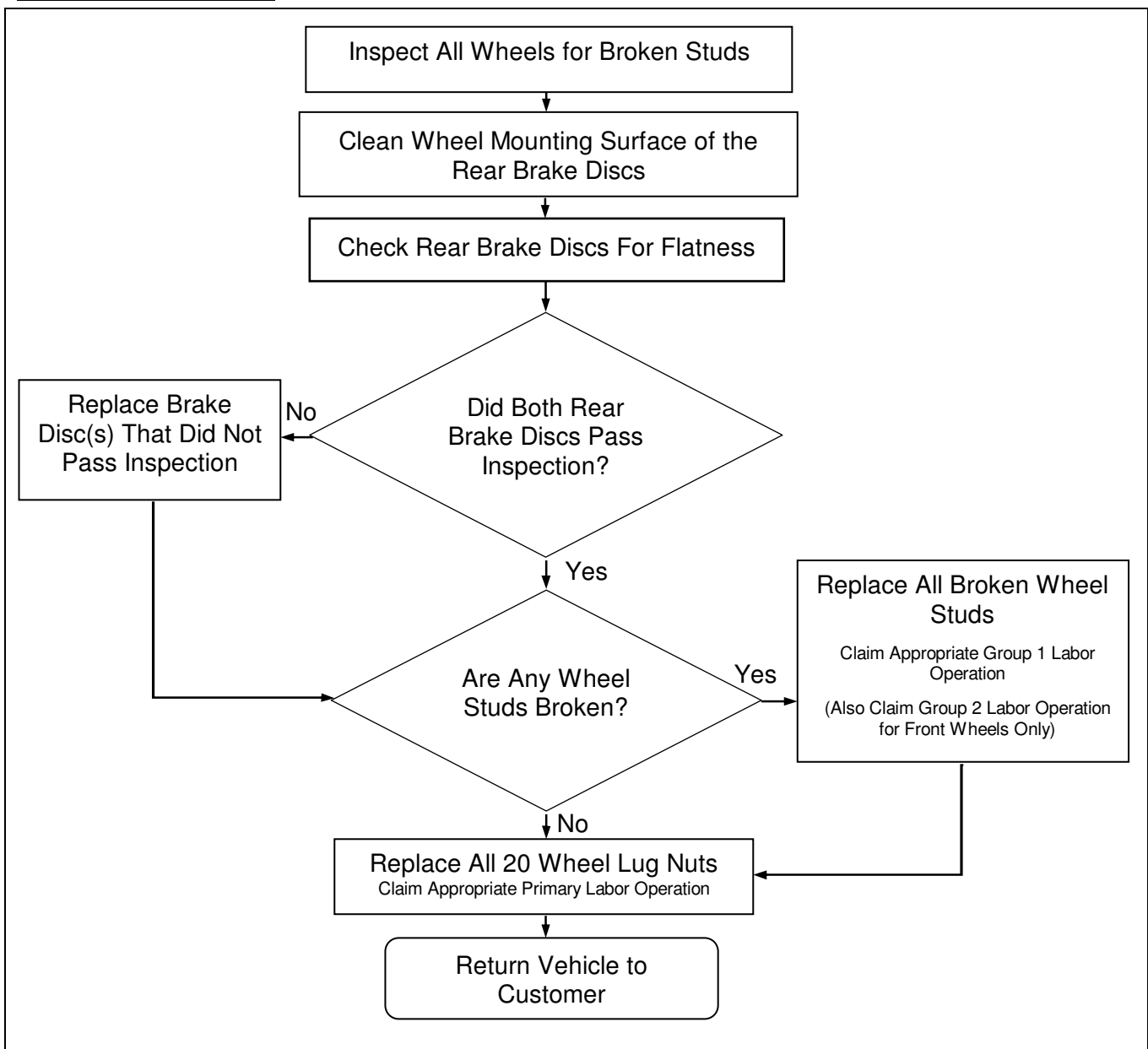
If dealership records indicate that a vehicle was serviced with this part in the time frame indicated, and the vehicle is not identified in OASIS, dealers should:

- 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 the Special Service Support Center (SSSC) at 1-800-325-5621.
- Provide the SSSC with the VIN and date the steel wheel was installed. (Repair date must be April 15, 2010 through November 13, 2010.)

This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: The previous level of service lug nuts (part number AE5Z-1012-A) are not authorized to repair vehicles under Safety Recall 11S23.

REPAIR FLOWCHART



OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 23, 2012. 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
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621
Special Service Support Center (Parts Ordering) 1-800-207-2444

Sincerely,



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OASIS ACTIVATED?

Yes, OASIS will be activated on December 6, 2011.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 6, 2011. Owner names and addresses will be available by February 2012.

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

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 fractured wheel studs.

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: 11S23
 - 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 Grinding Dust Shield:** Includes 3/4" x 1-1/16" Pointed Grinding Stone and PM-13-A, Anti-Corrosion Coating. Submit on the same repair line as the repair. Applies to Labor Operation 11S23G and 11S23H only.
 - Program Code: 11S23
 - Misc. Expense: OTHER
 - Misc. Expense: \$ 3.50

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LABOR ALLOWANCES

Due to the variability in the service actions required to repair these vehicles, different levels of labor operations have been created. **All repair orders should claim one labor operation from the Primary Labor Operations listed below.** If the vehicle requires any wheel stud replacements, also claim one labor operation from Group 1 and, if appropriate, one labor operation from Group 2 below. Each labor operation must be submitted on the same repair line.

PRIMARY LABOR OPERATIONS: (Claim only one from this section)		
Description	Labor Operation	Labor Time
Inspect studs on all wheels, check rear brake discs, and install 20 redesigned lug nuts.	11S23A	0.4 Hours
Inspect studs on all wheels, check rear brake discs, replace one rear brake disc , and install 20 redesigned lug nuts.	11S23B	0.6 Hours
Inspect studs on all wheels, check rear brake discs, replace two rear brake discs , and install 20 redesigned lug nuts.	11S23C	0.8 Hours

GROUP 1 – WHEEL STUD REPLACEMENT (Claim only one from this group if appropriate) (Time is associated with the replacement of the wheel stud only.)		
Description	Labor Operation	Labor Time
Replace 1 or 2 studs	11S23D	0.1 Hour
Replace 3 studs	11S23E	0.2 Hours
Replace 4 or 5 studs	11S23F	0.3 Hours

GROUP 2 – GRINDING DUST SHIELD (Claim only one from this group if appropriate) (Applies to front wheels ONLY. Rear wheel studs can be replaced without grinding of dust shield.)		
Description	Labor Operation	Labor Time
Grind dust shield on one front wheel (includes brake disc and caliper removal and installation)	11S23G	0.2 Hours
Grind dust shield on two front wheels (includes brake disc and caliper removal and installation)	11S23H	0.5 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
BE5Z-1012-B	Lug Nuts (package of 20)	1
9E5Z-2C026-B	Rear Brake Disc	As Required
AE5Z-1107-A	Wheel Stud	As Required
PM-13-A	Anti-Corrosion Coating	Claim as MISC OTHER See Attachment I (CLAIMS PREPARATION AND SUBMISSION)
Obtain Locally	3/4" x 1-1/16" Pointed Grinding Stone	

NOTE: The previous level of service lug nuts (part number AE5Z-1012-A) are not authorized to repair vehicles under Safety Recall 11S23.

We have been working closely with our suppliers to accelerate parts availability. As such, we have sufficient quantities of Wheel Studs and Anti-Corrosion Coating available. However, the quantity of Lug Nuts and Rear Brake Discs available at launch are limited. Listed below are the details regarding availability and distribution for all parts associated with Safety Recall 11S23.

BE5Z-1012-B Lug Nuts Seed Stock Plan

Part number BE5Z-1012-B, Lug Nuts, will be shipped the weeks of 12/6/2011 and 12/12/2011 to all dealers with 10 or more VINs assigned to their dealership to handle projected initial demand. Each week the quantity shipped will be approximately 5% of the vehicles assigned to each dealer.

The week of January 2, 2012, Lug Nuts will be seed stocked to dealers according to the chart below. We will continue to pursue additional service part capacity. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy or when Lug Nuts can be ordered through normal order processing channels.

BE5Z-1012-B Lug Nuts	
Dealer Involved Vehicles*	Seed Week of 1/2/12
1 to 31	1 package
32 to 64	5 packages
65 to 119	10 packages
120-300	20 packages
301-600	50 packages
601-1500	100 packages
1501+	250 packages

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* This column indicates the number of affected vehicles assigned to each dealer. Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

NOTE: If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-325-5621), please be prepared to provide P&A Code, owner name and VIN.

NOTE: If a dealership wishes to discontinue their seed stock, contact the Special Service Support Center (1-800-325-5621). Please note that removing a dealership P&A Code from this seed stock program is a permanent action.

9E5Z-2C026-B Rear Brake Disc

Note: Less than 5% of the affected vehicle population is expected to require rear brake disc replacement.

To manage rear brake disc 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 rear brake discs can be ordered through normal order processing channels. When calling to place an order for brake discs, please be prepared to provide dealer P&A code, owner name and VIN.

AE5Z-1107-A Wheel Stud and PM-13-A Anti-Corrosion Coating

Order these parts through normal order processing channels.

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.

The DOR/COR number for this recall is 50448.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Rear brake discs are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

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.