



Michael A. Berardi
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Ford Motor Company
P. O. Box 1904
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January 31, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 12C22
Certain 2012 Model Year Expedition and Navigator Vehicles
Passenger Side Second Row Seat Backrest Frame Inspection and Repair

AFFECTED VEHICLES

Certain 2012 model year Expedition and Navigator vehicles built at the Kentucky Truck Assembly Plant from November 19, 2011 through December 2, 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 January 31, 2012.

REASON FOR THIS COMPLIANCE RECALL

In some of the affected vehicles, the passenger side second row seat may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 202a - Head Restraints. On these seats, the guide sleeves that retain the headrest may have inadequate weld penetration, increasing the risk of injury in the event of a crash.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to remove the passenger side second row seat backrest cover and foam pad, check the build code on the frame, and replace if needed. 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 February 20, 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

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 January 31, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on January 31, 2012. Owner names and addresses will be available by March 5, 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

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 Hog Rings (Submit on same repair line as repair).
 - Program Code: 12C22
 - Misc. Expense: OTHER
 - Misc. Expense: \$0.25

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LABOR ALLOWANCES

Pass Inspection (Seat Backrest Frame Build Code is "B0")		
Description	Labor Operation	Labor Time
Inspect Seat Backrest Frame (Seats <u>without</u> Armrest)	12C22A	0.4 Hours
Inspect Seat Backrest Frame (Seats <u>with</u> Armrest)	12C22B	0.5 Hours

Did NOT Pass Inspection (Seat Backrest Frame Build Code is "B1")		
Description	Labor Operation	Labor Time
Inspect and Replace Seat Backrest Frame (Seats <u>without</u> Armrest and <u>without</u> Heat)	12C22C	0.6 Hours
Inspect and Replace Seat Backrest Frame (All Other Seat Variations)	12C22D	0.7 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. When calling to place an order for a Second Row Seat Backrest Frame, please be prepared to provide dealer P&A code and VIN.

Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

Part Number	Description	Quantity
CL1Z-78613A38-F	Second Row Seat Backrest Frame (without Armrest)	1
CL1Z-78613A38-G	Second Row Seat Backrest Frame (with Armrest)	1
Obtain Locally	Hog Rings	4 per seat

The DOR/COR number for this recall is 50456.

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.