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Ford Motor Company  
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January 31, 2012

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S27**

Certain 2011 and 2012 Model Year Ford F-53 Motorhome and F-59 Stripped Chassis Vehicles – Transmission PRNDL Indicator/Cable and Shift Lever Arm Replacement

**AFFECTED VEHICLES**

Certain 2011 model year Ford F-53 Motorhome and F-59 Stripped Chassis vehicles built at the Detroit Chassis Plant from February 1, 2010 through July 1, 2011; and certain 2012 model year Ford F-53 Motorhome and F-59 Stripped Chassis Vehicles built at the Detroit Chassis Plant from May 10, 2011 through October 25, 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 SAFETY RECALL**

In some of the affected vehicles, it is possible that over time, the cable for the transmission PRNDL indicator on the instrument cluster may be cut due to a sharp edge on the shift lever arm. If the PRNDL indicator cable is cut, the PRNDL indicator will remain in the "1" position (first gear) regardless of what gear is selected. With no gear indication, the operator may inadvertently select an incorrect gear, increasing the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to remove and replace both the transmission PRNDL indicator/cable assembly and the shift lever arm. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** Parts for this recall will not be available until the week of February 27, 2012. If a vehicle arrives at your dealership with a PRNDL Indicator that is stuck in the "1" position before parts are available, please contact the Special Service Support Center at 1-800-325-5621 for interim repair instructions.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of February 27, 2012. Once parts are available, 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 & Parts Ordering) .....1-800-325-5621

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S27**

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Transmission PRNDL Indicator/Cable and Shift Lever Arm Replacement

**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 on March 16, 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.
- Once parts are available, 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**

Prior approval for additional labor time is not required for 12S27.

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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.
- Repairs for 12S27 must use actual time (MT). It is not necessary to contact the Special Service Support Center for prior approval of actual time.
- The use of actual time (MT) must comply with warranty and policy guidelines as outlined in the Warranty and Policy Manual. "Actual Time" repairs require technician time stamps on the Repair Order. (See "Time Recording Procedure" in Section 1 in the Warranty and Policy Manual.)
- 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
F-53 Motorhome - Replace Transmission PRNDL Cable/Indicator Assembly and Shift Lever Arm	MT12S27B	Actual Time
F-59 Stripped Chassis - Replace Transmission PRNDL Cable/Indicator Assembly and Shift Lever Arm	MT12S27C	Actual Time

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts to complete this recall will not be available until the week of February 27, 2012.

**NOTE:** If an interim repair is required prior to parts being available, contact the Special Service Support Center (1-800-325-5621). Please be prepared to provide P&A Code, owner name, and VIN. Interim repairs are only eligible while parts are not available and will not close this recall.

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

Part Number	Description	Quantity
5U9Z-7A110-BA	PRNDL Indicator/Cable Assembly	1
CU9Z-7285-A	Shift Lever Arm	1

The DOR/COR number for this recall is 50455.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto: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.