



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

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

May 30, 2012

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 12C23 – Supplement #1**  
Certain 2011 through 2013 Model Year F-150, Expedition, Navigator, and Mustang Vehicles equipped with a 6R80 Automatic Transmission  
Transmission Range Sensor Inspection and/or Replacement

**REF: DEMONSTRATION / DELIVERY HOLD – Compliance Recall 12C23**  
Dated May 1, 2012

**New! REASONS FOR THIS SUPPLEMENT**

- *To simplify the majority of repairs and prevent unnecessary replacement of good parts, dealers are to check the operation of the Transmission Range Sensor (TRS), with a new TRS inspection special service tool, which was shipped to all dealers on May 24, 2012.*
- *The repair procedure has been updated to include inspection procedures that determine if the Transmission Lead Frame requires replacement.*
- *It is no longer necessary to contact the Special Service Support Center to order a Transmission Lead Frame for vehicles that fail inspection. Parts can be ordered through normal order processing channels.*
- *Labor Operations have been updated to reflect the inspection procedure using the new tool.*
- *The owner mailing date has been pulled forward to the week of June 11, 2012.*

**AFFECTED VEHICLES**

Certain 2011 through 2012 F-150 vehicles built at the Dearborn Truck Assembly Plant from October 11, 2011 through February 27, 2012; certain 2011 through 2012 F-150 vehicles built at the Kansas City Assembly Plant from October 19, 2011 through February 13, 2012; certain 2012 Expedition and Navigator vehicles built at the Kentucky Truck Assembly Plant from October 19, 2011 through January 31, 2012; and certain 2012 through 2013 Mustang vehicles built at the AutoAlliance Assembly Plant from October 17, 2011 through January 9, 2012. 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 May 1, 2012.

## **REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standards (FMVSS) Section 102 S.3.1.4.1 requiring indication of transmission gear selected and FMVSS Section 108 S.7.6.5 requiring activation of the back-up lamps when reverse gear is engaged. This may be due to a faulty Transmission Range Sensor (TRS) which is integral to the transmission lead frame assembly.

If this concern is present, customers may experience the following intermittent symptoms when the transmission gearshift lever is placed in reverse:

- Transmission will not engage into reverse gear
- Electronic transmission PRNDL indicator does not display reverse (if equipped)
- Back-up lamps are inoperative
- Intermittent rear video camera operation (if equipped)

## **New! SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to check the operation of the TRS with a new TRS inspection special service tool, and if necessary, replace the transmission lead frame.

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

*Rotunda Transmission Range Sensor (TRS) Gauge, tool number 307-697, was shipped to all dealers to the attention of the Service Manager on May 24, 2012.*

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of *June 11*, 2012.

## **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

## **New! QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) ..... 1-800-325-5621

*Rotunda Special Service Tools (Tool Questions & Assistance) ..... 1-800-ROTUNDA*

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 1, 2012.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 1, 2012.  
Owner names and addresses will be available by early July 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.

**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.

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**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.

**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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**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<i>Inspect Transmission Lead Frame/Transmission Range Sensor</i>	<i>12C23A</i>	<i>0.5 Hours</i>
<i>Inspect and Replace Transmission Lead Frame</i>	<i>12C23C</i>	<i>2.5 Hours</i>

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
<i>W715131-S437</i>	<i>Bolt (F-150/Expedition/Navigator) – Selector Lever Cable Bracket (4 Bolts per package)</i>	<i>2 Bolts per vehicle</i>
<i>W500223-S439</i>	<i>Bolt (Mustang) – Selector Lever Cable Bracket (4 Bolts per package)</i>	<i>2 Bolts per vehicle</i>
AL3Z-7G276-A	Lead Frame (includes Transmission Range Sensor) <i>Only required if vehicle Fails Inspection</i>	1
XT-10-QLVC	Motorcraft® Mercon® LV Automatic Transmission Fluid <i>Only required if vehicle Fails Inspection</i>	1 Quart*

\*One (1) quart allowed to make up for fluid that could not be recovered. Transmission fluid should be reused. Refer to technical instructions for further information.

**NOTE:** *Approximately 30% of affected vehicles are expected to require Transmission Lead Frame replacement.*

The DOR/COR number for this recall is 50469.

*Order your parts requirements through normal order processing channels.*

**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.