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Ford Motor Company  
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May 1, 2012

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S31**  
Certain 2012 Model Year F-150 Vehicles  
Occupant Classification Sensor Module Replacement

### **AFFECTED VEHICLES**

Certain 2012 model year F-150 vehicles built at the Dearborn Assembly Plant from November 6, 2011 through November 15, 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 May 1, 2012.

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

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, incorrect software was programmed into the Occupant Classification Sensor Module (OCSM). Vehicles that have the incorrect software may temporarily experience an inaccurate occupant classification which may or may not result in an unexpected passenger airbag disable light function or beltreminder chime actuation. Occupant misclassification may increase the risk of injury to a front seat passenger in the event of a crash.

### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to install a new OCSM.

Also, identify any vehicles serviced by your dealership between October 24, 2011 and December 31, 2011 with part number CL3Z-14B056-A. If dealership records indicate that a vehicle was serviced in this time frame with the part identified above, 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 OCSM was installed. (Repair date must be October 24, 2011 through December 31, 2011.)

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

**NOTE:** After removal, the original OCSM must be disabled and scrapped to prevent it from being accidentally installed on another vehicle.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of May 21, 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

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S31**

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 1, 2012. 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 May 1, 2012. Owner names and addresses will be available by June 1, 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the Occupant Classification Sensor Module (OCSM) and perform system reset and zero weight test	12S31B	0.4 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 an Occupant Classification Sensor Module please be prepared to provide dealer P&A code and VIN.

Part Number	Description	Quantity
CL3Z-14B056-A	Occupant Classification Sensor Module	1

The DOR/COR number for this recall is 50467.

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](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

After removal, the original OCSM must be disabled and scrapped to prevent it from being accidentally installed on another vehicle.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.