



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

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

October 3, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 12C26
Certain 2011-2013 Model Year Fiesta Vehicles with Occupant Classification System
and Side Air Curtains – Reprogram Restraint Control Module

AFFECTED VEHICLES

Certain 2011 through 2013 model year Fiesta vehicles with Occupant Classification System (OCS) and side air curtains built at the Cuautitlan Assembly Plant from November 3, 2009 through September 21, 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 October 3, 2012.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the vehicle owner guide information requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 208: Occupant Crash Protection. The affected vehicles were built with a Restraint Control Module (RCM) calibration that suppresses deployment of the passenger side air curtain when the OCS status is classified as "Empty." This is not adequately described in the vehicle owner guide. With this condition, the vehicle meets FMVSS standards for side impact protection, but the right rear seating position may not have coverage of a side air curtain in certain types of crashes, increasing the risk of injury to a passenger sitting in the right rear seat.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to reprogram the RCM to the latest calibration using IDS release 81.02 or higher. This new calibration will activate the passenger side air curtain as needed, even when the front passenger seat is empty. 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 October 15, 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

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 12C26

Certain 2011-2013 Model Year Fiesta Vehicles
with Occupant Classification System and Side Air Curtains
Reprogram Restraint Control Module

OASIS ACTIVATED?

Yes, OASIS will be activated on October 3, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on October 3, 2012. Owner names and addresses will be available by October 31, 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.

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 12C26
Certain 2011-2013 Model Year Fiesta Vehicles
with Occupant Classification System and Side Air Curtains
Reprogram Restraint Control Module

OWNER REFUNDS

Refunds are 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.

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 12C26
Certain 2011-2013 Model Year Fiesta Vehicles
with Occupant Classification System and Side Air Curtains
Reprogram Restraint Control Module

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the Restraint Control Module (RCM)	12C26B	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2011-2013 MODEL YEAR FIESTA VEHICLES WITH OCCUPANT CLASSIFICATION SYSTEM AND SIDE AIR CURTAINS — REPROGRAM RESTRAINT CONTROL MODULE

OVERVIEW

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to reprogram the Restraint Control Module (RCM) to the latest calibration using IDS release 81.02 or higher. This new calibration will activate the passenger side air curtain as needed, even when the front passenger seat is empty.

SERVICE PROCEDURE

Important Information For Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the vehicle's battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, interior lamps, HVAC system, etc.), close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures. The diagnosis of fault codes stored in the RCM are not covered by this recall.

1. Reprogram the RCM to the latest calibration using IDS release 81.02 or higher. Calibration files may also be obtained at www.motorcraft.com.



Recovering an RCM when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
4. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle bin" icon at the lower right of the previous session screen. This will load any deleted sessions and allow you to look through them. Double-click the session to restore it.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process.
7. Follow all on-screen prompts/instructions.
8. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

