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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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November 27, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Compliance Recall 12C27
Certain 2013 Model Year Fusion Vehicles
Headlamp Assembly Replacement

AFFECTED VEHICLES

Certain 2013 model year Fusion vehicles built at the Hermosillo Assembly Plant from February 3, 2012 through October 20, 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 November 27, 2012.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 108: Lamps, Reflective Devices, and Associated Equipment. The low beam headlamp assemblies may exhibit some level of dimming after exposure to heat from operating the headlamps. Dim low beam headlamps may decrease driver visibility, increasing the risk of a crash.

SERVICE ACTION

Before delivering any of the vehicles involved in this recall, dealers are to replace the headlamp assemblies. 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 December 10, 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 November 27, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on November 27, 2012. Owner names and addresses will be available by January 4, 2013.

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.

NOTE: In an effort to maintain high levels of owner satisfaction with the new Ford Fusion, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Special Handling Instructions apply to sold vehicles in this recall. Refer to "Special Handling Instructions" in Attachment I for details.
- 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.

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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

If it is necessary to order parts, Ford will pay for up to one day of vehicle rental except for fuel and insurance. The parts order must be an emergency order (unit down) if the order is placed between 3:00 PM and 7:00 PM (your local time zone) to guarantee the shortest delivery time. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

SPECIAL HANDLING ALLOWANCE (Applies to sold vehicles only)

Dealers are authorized to:

- Wash and vacuum the customer's vehicle
- Top-off the fuel tank

Dealers are authorized to claim \$75 to cover the above special handling actions.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental". This expense must be submitted on the same repair line as which the FSA is claimed. Prior approval from the Special Service Support Center is only required for more than one day of rental.
- 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.
- For claiming the Special Handling Allowance, enter \$75 as Miscellaneous Expense Code "SCHP" on the same line as the repair.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Headlamp Assemblies	12C27B	1.1 Hrs.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DS7Z-13008-A	RH Headlamp Assembly	1
DS7Z-13008-B	LH Headlamp Assembly	1

The DOR/COR number for this recall is 50489.

We have been working closely with our suppliers to accelerate parts availability. However, the quantities of Headlamp Assemblies available at launch are limited. To ensure an equitable distribution of service parts, DS7Z-13008-A and DS7Z-13008-B will be seed stocked over the next two weeks (to dealers with three or more VINS assigned to their dealership). By December 7th, the quantity shipped will be equal to approximately 40% of the vehicles assigned to your dealership. In an effort to maintain high levels of owner satisfaction with the new Ford Fusion, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles.

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

NOTE: For the small percentage of dealers who have two VINS or fewer, contact the Special Service Support Center (1-800-207-2444) if you need a part prior to it being available through open ordering. Please be prepared to provide P&A Code, VIN, RO number, and customer name.

NOTE: If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-207-2444). Please be prepared to provide P&A Code, VIN, RO number and customer name.

NOTE: If a dealership wishes to discontinue their seed stock, contact the Special Service Support Center (1-800-325-5621). Please note that removing a dealership P&A Code from this seed stock program is a permanent action.

We will continue to pursue additional service part capacity. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy or when Headlamp Assemblies can be ordered through normal order processing channels.

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.

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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.

CERTAIN 2013 MODEL YEAR FUSION VEHICLES — HEADLAMP ASSEMBLY REPLACEMENT

OVERVIEW

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 108: Lamps, Reflective Devices, and Associated Equipment. The low beam headlamp assemblies may exhibit some level of dimming after exposure to heat from operating the headlamps. Dim low beam headlamps may decrease driver visibility, increasing the risk of a crash.

Before delivering any of the vehicles involved in this recall, dealers are to replace the headlamp assemblies.

SERVICE PROCEDURE

Removal

1. Remove both front wheels. For additional information, refer to Workshop Manual (WSM), Section 204-04.
2. Remove the four fender splash shield retainers and the two nuts from the RH and LH side of the vehicle. See Figure 1.

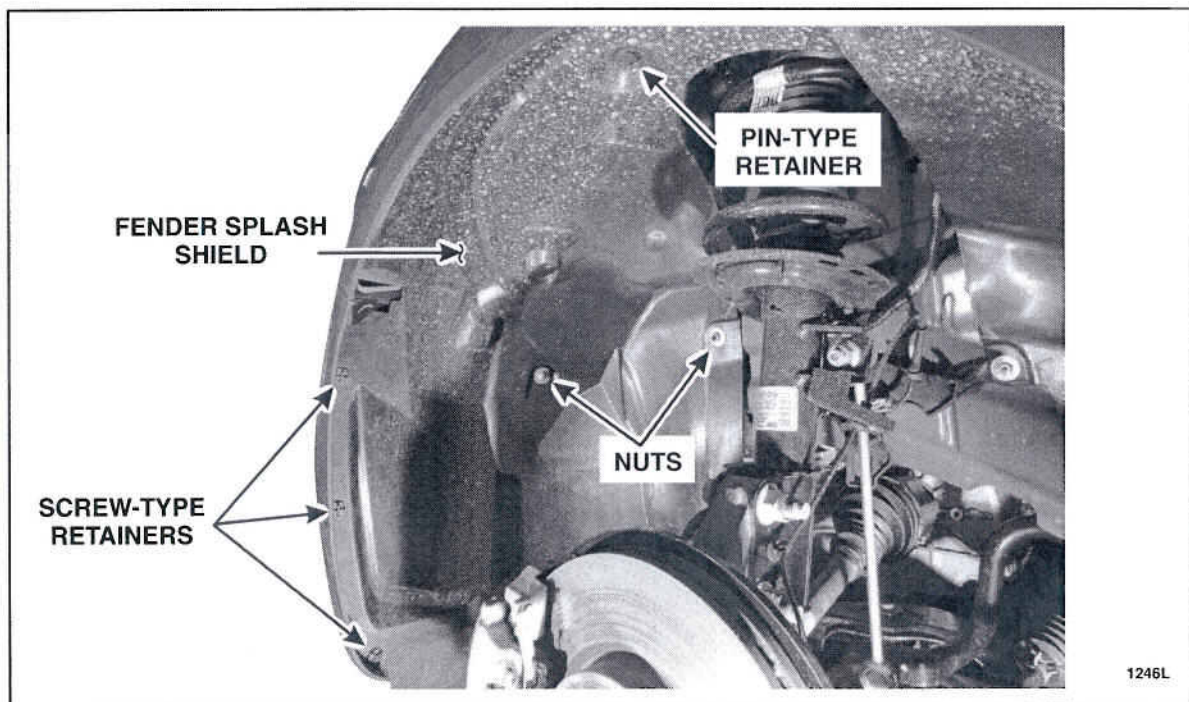


FIGURE 1



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11/2012

3. Remove the two lower front bumper cover screw-type retainers from the RH and LH side of the vehicle. See Figure 2.

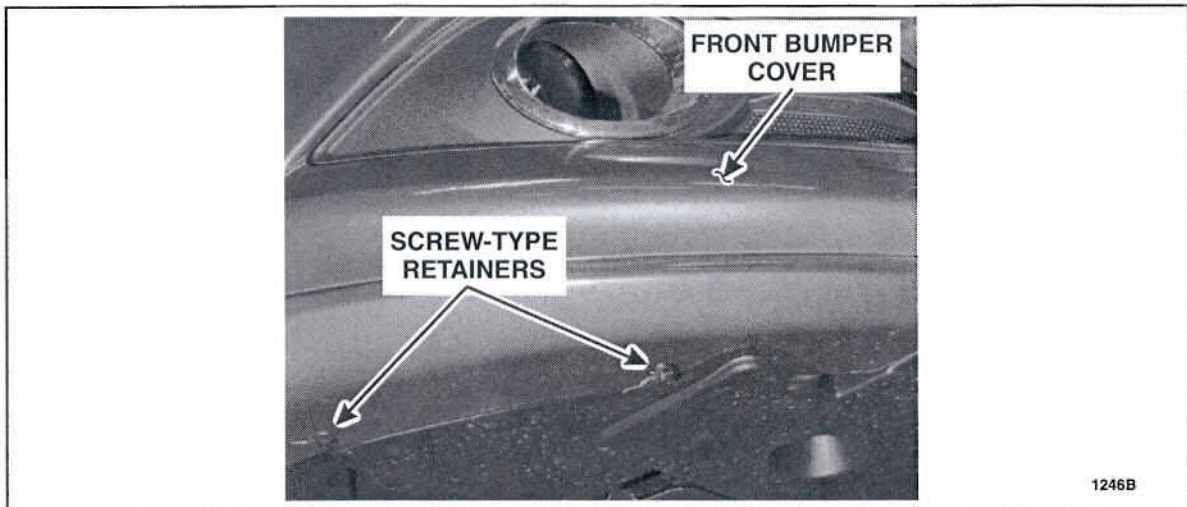


FIGURE 2

4. Remove the three fender splash shield screws from the RH and LH side of the vehicle. See Figure 3.

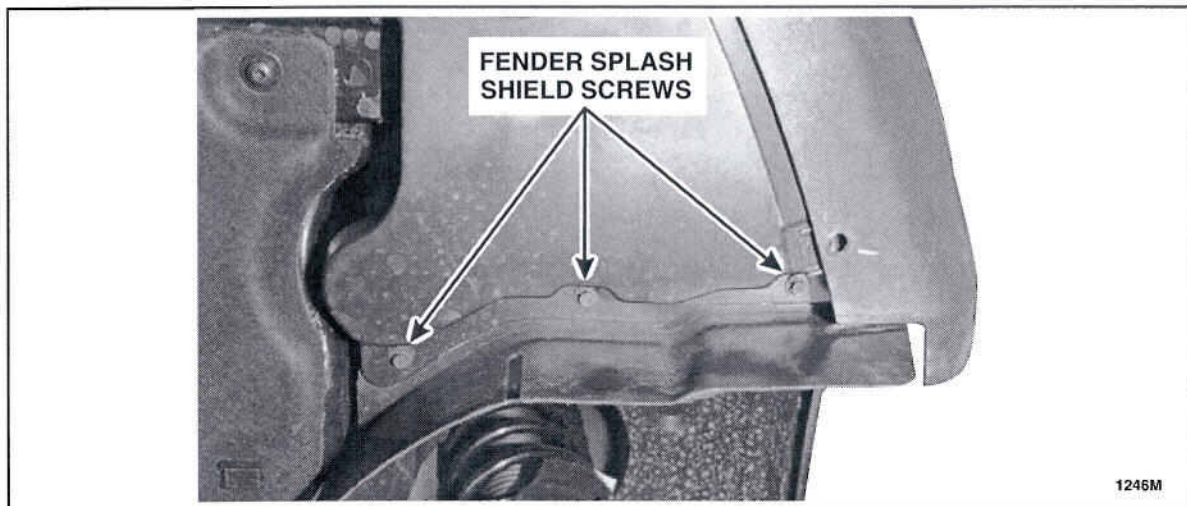


FIGURE 3



5. Position the fender splash shield aside in order to access the front bumper cover to fender attachment bracket. See Figure 4.

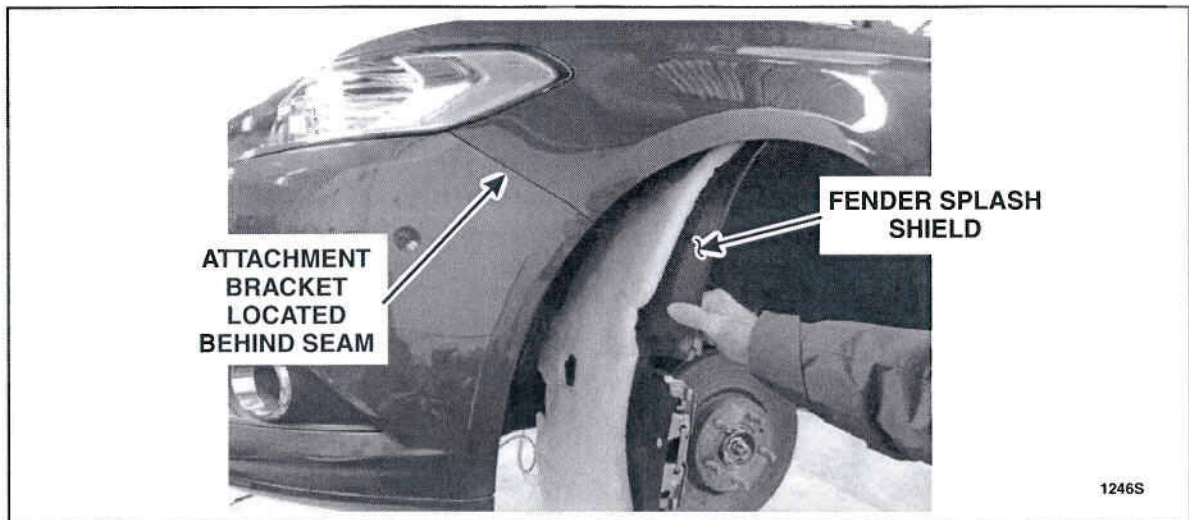


FIGURE 4

6. Inspect the attachment bracket to see if a screw-type retainer is installed. If present, remove and discard. If not present, proceed to step 7. See Figure 5.

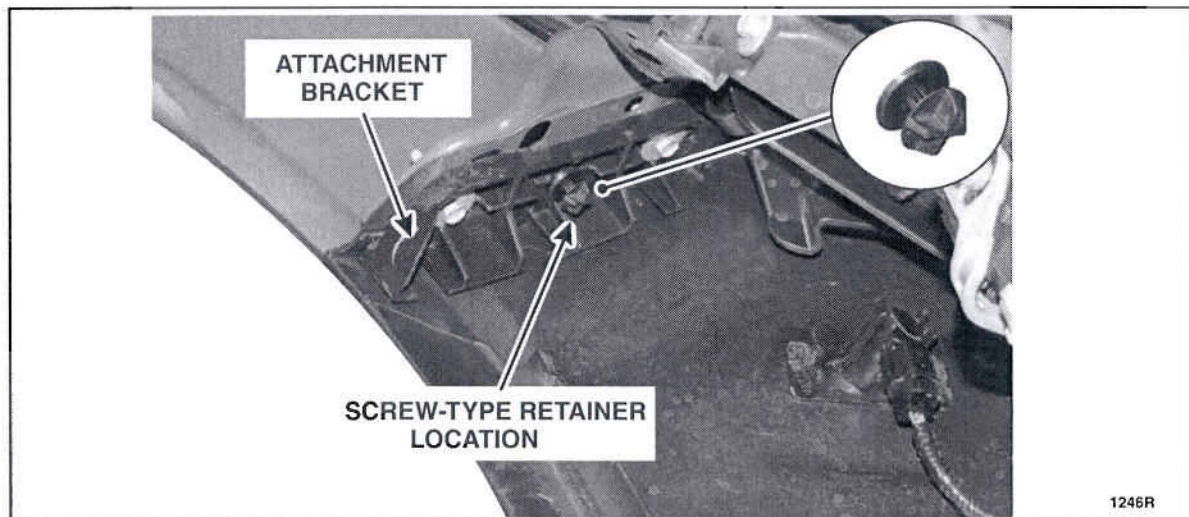


FIGURE 5



7. Using a nonpermanent marking tool (such as a grease pen), make alignment marks on the front bumper cover for reinstallation. See Figure 6.

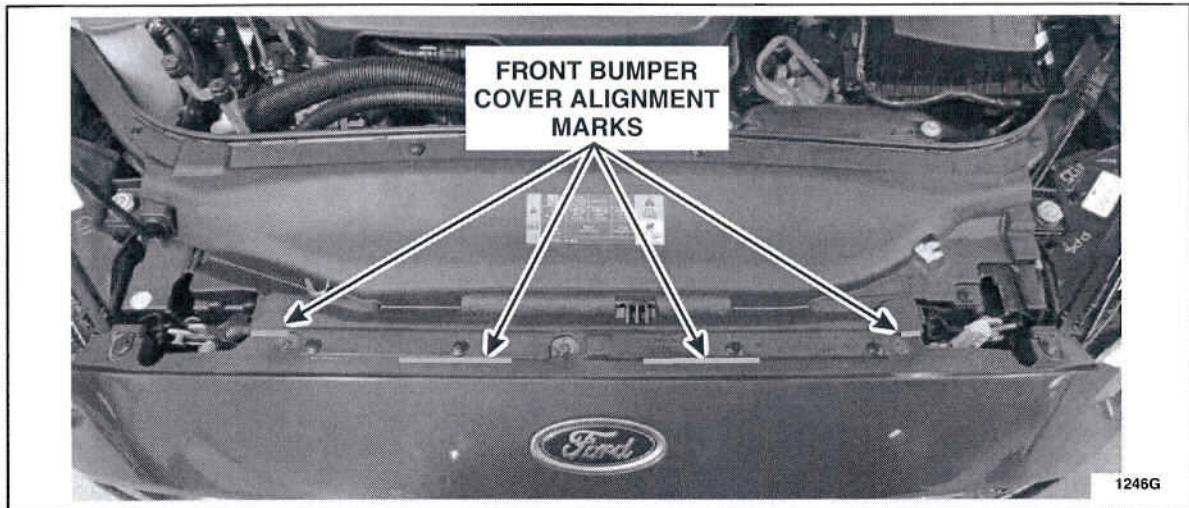


FIGURE 6

8. Remove the two outer front bumper cover pin-type retainers. See Figure 7.



FIGURE 7



9. Remove the shim(s) located under the bumper cover at the previously removed pin-type retainer locations. See Figure 8.

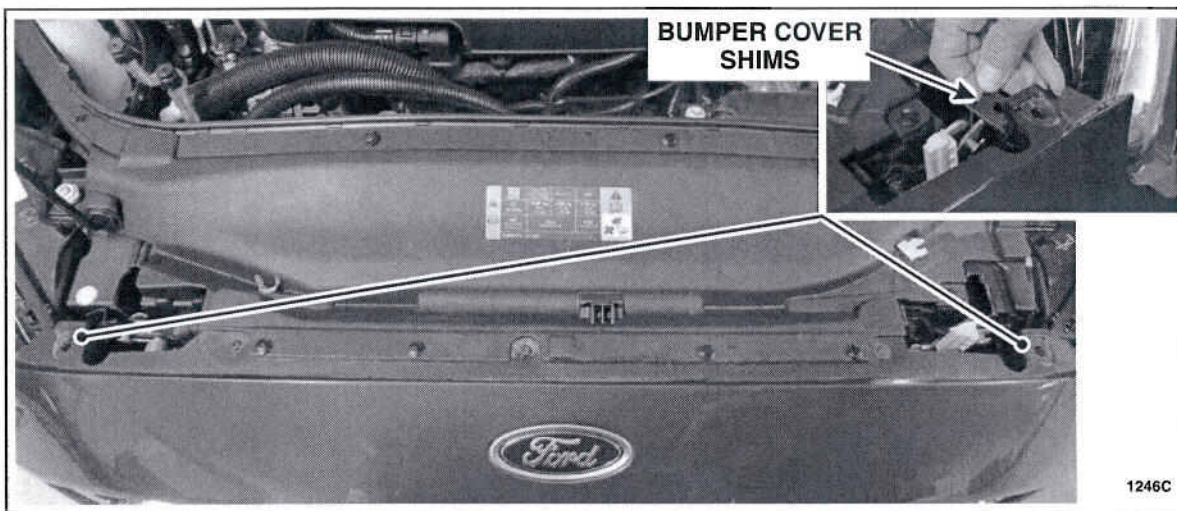


FIGURE 8

10. Remove the three torx screws and four pin-type retainers from the front bumper cover. See Figure 9.

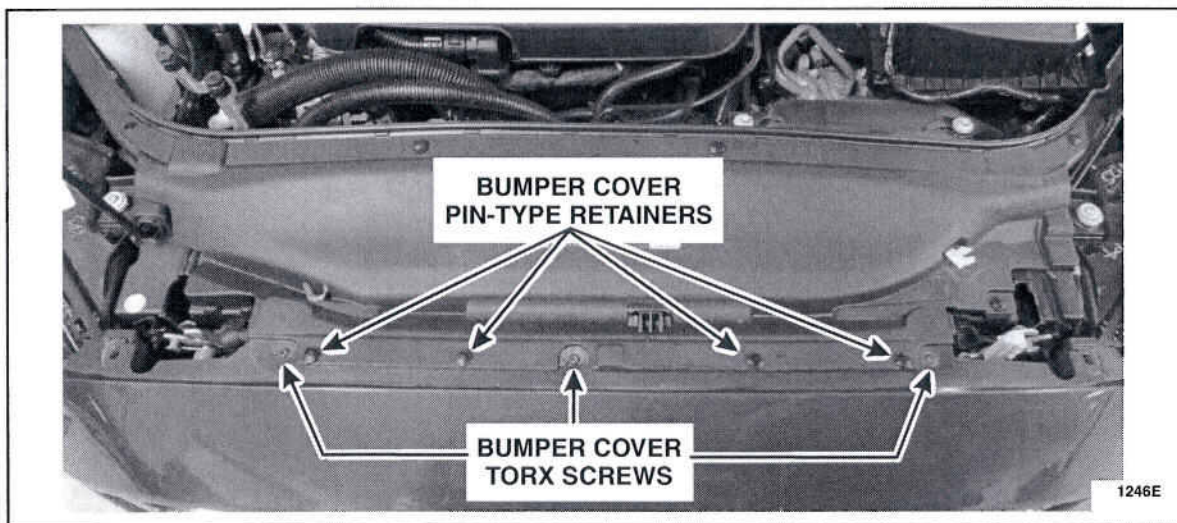


FIGURE 9



11. Release the front bumper cover from the RH and LH fenders by pulling outward. Position the front bumper cover forward to allow for removal of the headlamp assemblies. See Figure 10.

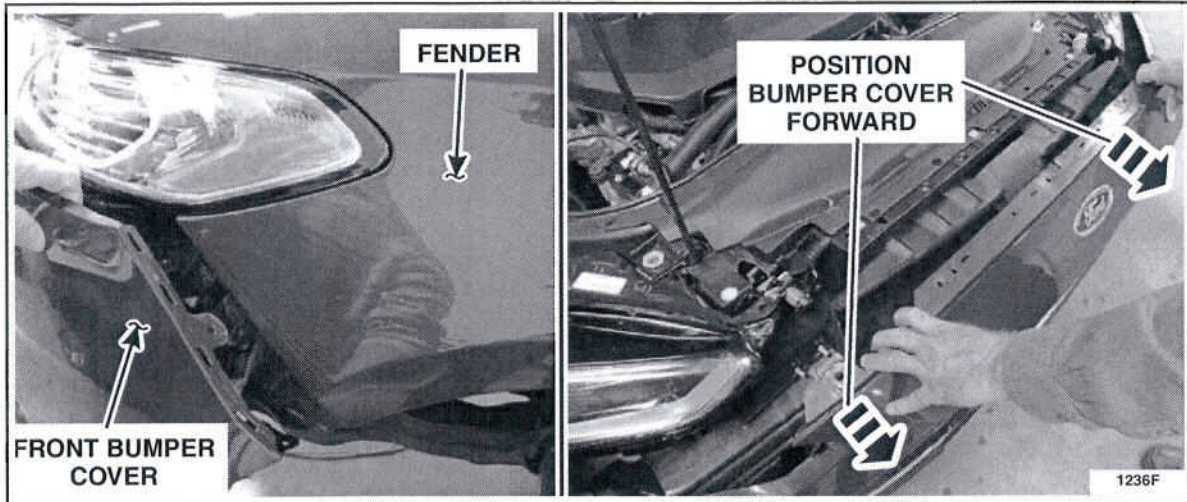


FIGURE 10

12. Remove the three mounting screws from the RH and LH headlamp assemblies. See Figure 11.

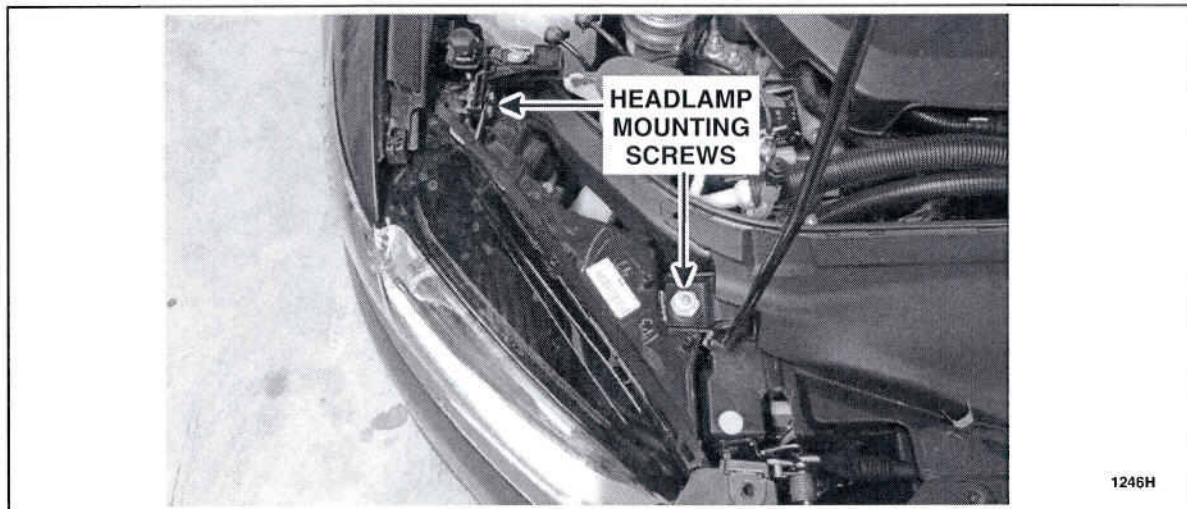


FIGURE 11



13. Release the three clips holding the wiring to the LH headlamp mounting bracket. See Figure 12.

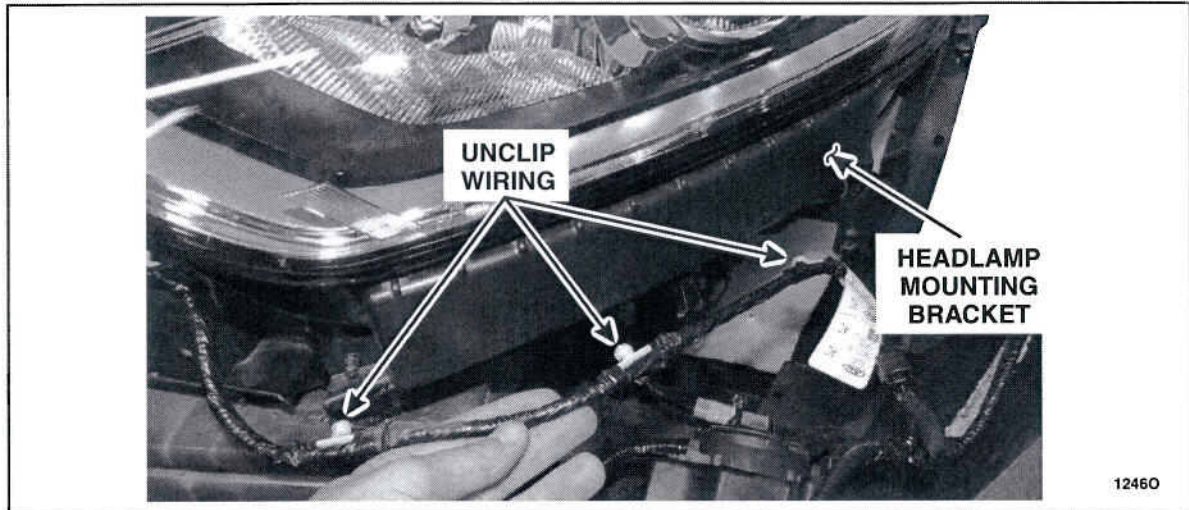


FIGURE 12

14. Remove the headlamp assemblies:

- a. Release the headlamp assemblies from the ballstud by pulling them straight forward.
- b. Disconnect the headlamp electrical connector and remove the headlamps.

15. Remove the two screws attaching the old headlamp assemblies to the mounting brackets and remove the brackets. See Figure 13.

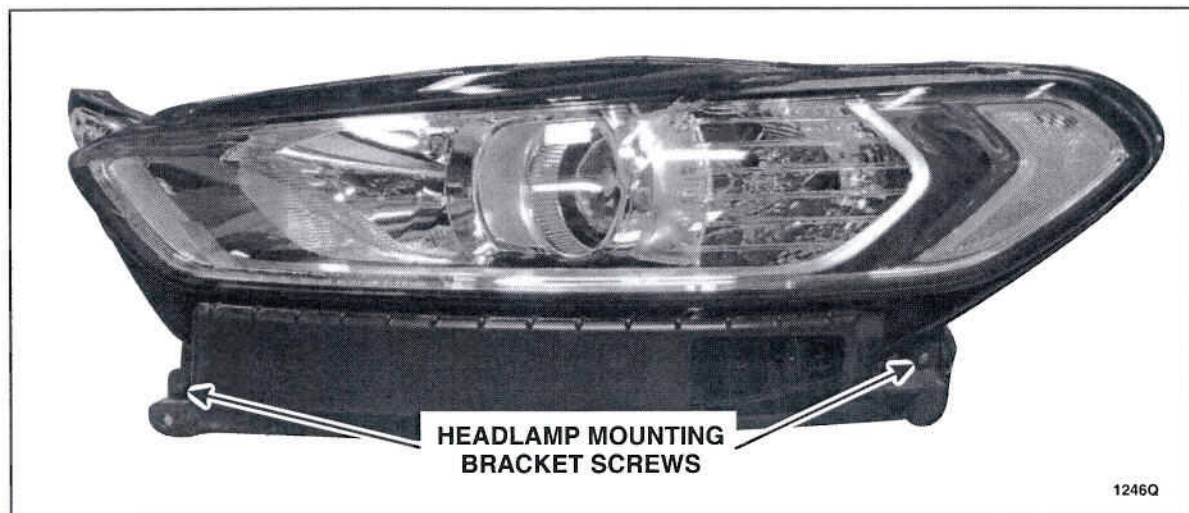


FIGURE 13



Installation

1. Install the *new* headlamp assemblies:
 - a. Transfer the mounting brackets to the *new* headlamp assemblies. Tighten mounting bracket screws to 2 Nm (18 lb-in).
 - b. Connect the electrical connector and engage the headlamp into the ballstud by pushing the assembly rearward.
 - c. Attach the three wiring retaining clips to the LH headlamp mounting bracket. See Figure 12.
 - d. Loosely install the three RH and LH headlamp assembly mounting screws. See Figure 11.
2. Lift up the front bumper cover and engage cover into the fender by pushing inward until it is seated. See Figure 10. Position the front bumper cover back to the previously made alignment marks. See Figure 6.
3. Align the headlamp assemblies:
 - a. Position the headlamp assemblies so there is an even gap around them. See Figure 14a.
 - b. Position the headlamps so they are flush with the fender contour. See Figure 14b.
 - c. Tighten the headlamp mounting screws to 3.6 Nm (32 lb-in). See Figure 11.

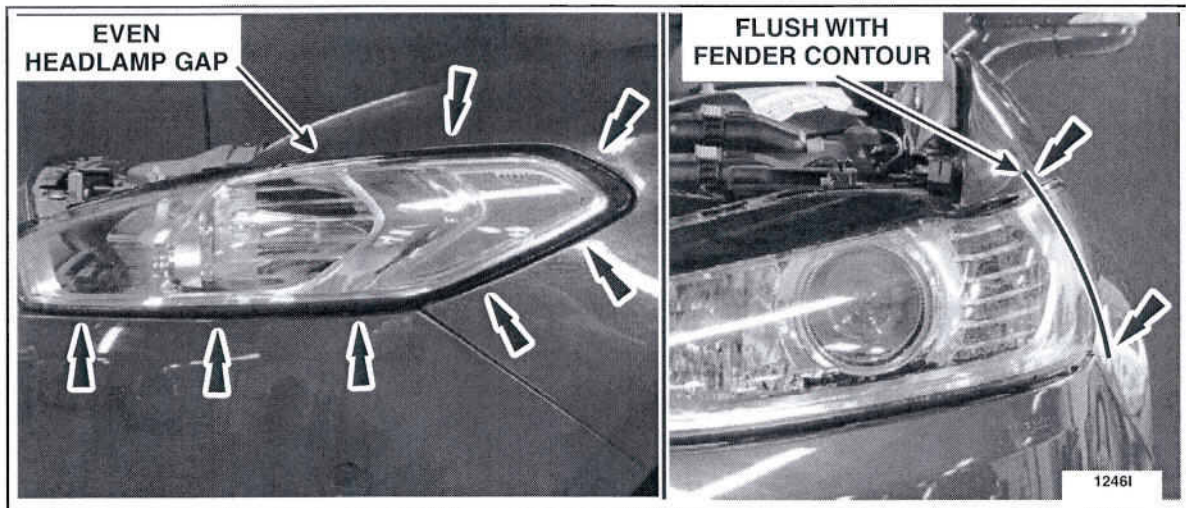


FIGURE 14a

FIGURE 14b

4. Install the three torx screws and four pin-type retainers into the front bumper cover. See Figure 9.
5. Install the bumper cover shim(s). See Figure 8.
6. Install the two outer front bumper cover pin-type retainers. See Figure 7.



7. Reposition the fender splash shield and install the three fender splash shield screws to the RH and LH side of the vehicle. See Figure 3.
8. Install the lower bumper cover screw-type retainers to the RH and LH side of the vehicle. See Figure 2.
9. Install the fender splash shield retainers and nuts to the RH and LH side of the vehicle. See Figure 1.
10. Install both front wheels. For additional information, refer to WSM, Section 204-04.
11. Close the hood and check the gap between the bumper cover and hood. See Figure 15. If necessary, loosen the three bumper cover torx screws (See Figure 9), adjust the bumper cover to obtain a tight and even gap, and retighten the screws. If bumper cover is not flush with the hood, check to make sure the bumper cover shim(s) were reinstalled. See Figure 8.

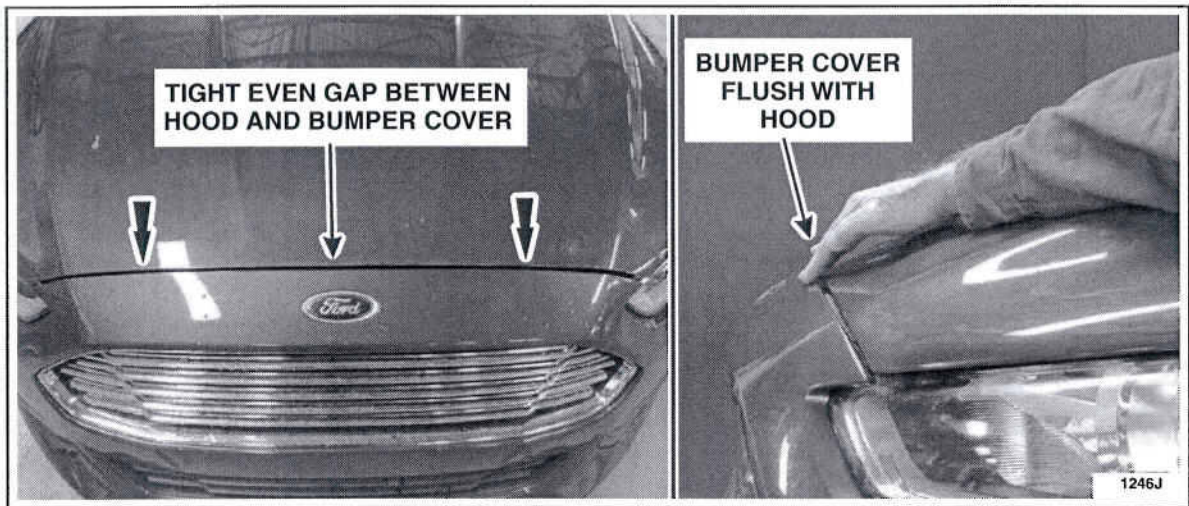


FIGURE 15

12. Clean the previously made alignment marks from the front bumper cover.

Headlamp Aiming

NOTE: The 2013 Fusion vehicles are equipped with VOR (Visual Optical Right) type headlamps. After installing new headlamp assemblies, headlamp aiming must be checked and, if necessary, adjusted.

NOTE: Horizontal aim is not adjustable for VOR headlamps.

NOTE: Consult your state vehicle inspection manual for recommended tolerance ranges for visual aiming.



NOTE: Before starting headlamp adjustment:

- check the tire inflation.
- check that no other load is in the vehicle other than a half tank of fuel.
- check that the headlamps are clean.
- check that the vehicle is on level ground.

NOTE: The vertical wall or screen must be a minimum of 2.4 m (8 ft) wide.

1. Park the vehicle on a level surface approximately 7.6 m (25 ft) from the vertical wall or screen directly in front of it.

NOTE: The center of the lamp is marked on the lens (circle, crosshair or other mark).

2. Mark a horizontal reference line on the vertical wall or screen.
3. Measure the center of the headlamp height to ground and record the measurement.
4. Make a 2.4 m (8 ft) horizontal mark (using masking tape) on the vertical wall or screen at the same distance from the ground as previously recorded.

NOTE: This procedure should be done in a dark environment to effectively see the headlamp beam pattern.

5. Turn on the low beam headlamps to illuminate the wall or screen and open the hood.
6. On the wall or screen, locate the high intensity area of the beam pattern. Adjust the top edge of the high intensity zone to be even with the horizontal reference line.
7. Return the vehicle to the customer.

