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Ford Motor Company  
P. O. Box 1904  
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January 13, 2012

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

**SUBJECT:** **Customer Satisfaction Program 11B29**  
Certain 2011 Fiesta S-Series Vehicles Equipped with the Convenience Package Group  
Enable Autolock and Auto-unlock Features

**PROGRAM TERMS**

This program will be in effect through January 31, 2013. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Certain 2011 model year Fiesta S-Series vehicles equipped with the Convenience Package Group built at the Cuautitlan Assembly Plant from Job 1 through January 14, 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 13, 2012.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the parameters to enable the autolock and auto-unlock features were not programmed properly at the assembly plant. As a result, the autolock and auto-unlock features on the affected vehicle are not functioning. Autolock and auto-unlock were intended options on these models.

**SERVICE ACTION**

Using IDS release 72.01 or higher, dealers are to follow the programmable parameters IDS screens to enable the autolock and auto-unlock features in the Instrument Cluster (IC) and Body Control Module (BCM).

**Note:** IDS release 72.01 is not included in the VCM 2011.3 DVD.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of January 20, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on January 13, 2012.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on January 13, 2012. Owner names and addresses will be available by January 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 program 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 service action.

**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 service action.

**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 service action 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.

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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.
- PROGRAM TERMS: This program will be in effect through January 31, 2013. There is no mileage limit for this program.

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**LABOR ALLOWANCES**

| Description   | Labor Operation | Labor Time |
|---|-----------------|------------|
| Enable the Autolock and Auto-unlock features in the Instrument Cluster (IC) and Body Control Module (BCM) | 11B29B          | 0.3 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## **CERTAIN 2011 MODEL YEAR FIESTA S-SERIES VEHICLES EQUIPPED WITH THE CONVENIENCE PACKAGE GROUP — ENABLE AUTOLOCK AND AUTO-UNLOCK FEATURES**

### **OVERVIEW**

Dealers are to follow the programmable parameters IDS screens to enable the autolock and auto-unlock features in the Instrument Cluster (IC) and Body Control Module (BCM).

### **SERVICE PROCEDURE**

1. Using IDS Release 72.01 or higher, follow the programmable parameters IDS screens to enable the autolock and auto-unlock features in the IC and BCM.

**NOTE:** IDS release 72.01 is not included in the VCM 2011.3 DVD.

**NOTE:** This service procedure enables the Autolock and Auto-unlock features using programming procedures that are detailed in Section 501-14 of the Workshop Manual and in the vehicle's Owners Guide.



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January 20, 2012

Customer Satisfaction Program 11B29

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 11B29) for your vehicle, with the Vehicle Identification Number shown above.

**What is the issue?**

On your vehicle, it may be possible that the Autolock and Auto-unlock features are not functioning. This is due to a programming issue during vehicle manufacture.

**NOTE:** The Autolock feature automatically locks all doors after the vehicle is started, shifted into gear, and reaches 12 mph. The Auto-unlock feature automatically unlocks all doors after the vehicle is turned off and the driver's door is opened. These features and how the owner can activate and deactivate them are described further in your vehicle Owner Guide under "Locks and Security."

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to enable the Autolock and Auto-unlock features on your vehicle free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until January 31, 2013 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.