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May 2, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD**

Application Performance Upgrade 11A01 – Supplement #2

Certain 2011 Model Year Explorer, 2011-2012 Model Year Edge, MKX, and 2012 Model Year Focus Vehicles Equipped with SYNC® with MyFord/MyLincoln Touch™ Containing Early Vehicle Interface Processor (VIP) Level Software Performance Upgrade

REF: **DEMONSTRATION / DELIVERY HOLD – Application Performance Upgrade 11A01 – Supplement #1 Dated November 8, 2012**

REASON FOR THIS SUPPLEMENT

Program Extension: The original program expiration date of May 1, 2013 has been extended to February 1, 2014.

New! PROGRAM TERMS

This program will be in effect through February 1, 2014. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2011 model year Explorer, 2011-2012 model year Edge, MKX, and 2012 model year Focus vehicles equipped with My Ford/My Lincoln Touch containing early Vehicle Interface Processor (VIP) level software.

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 was made available on March 5, 2012.

REASON FOR THIS PROGRAM

The My Ford Touch/My Lincoln Touch software has been upgraded to improve overall system functionality, voice recognition, screen refresh rates, response to touch, and to simplify screens for ease of use.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to:

- Perform a **Full Image Reprogram of the APIM using IDS**. Note: These early VIP level vehicles are not upgradeable with a USB flash drive.
- Insert a new A4 Navigation SD card (for vehicles equipped with Navigation)
- Insert a new updated User Guide in the vehicle glove compartment

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed the week of March 5, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. The owner mailing included a Customer Letter, User Guide (now outdated), and Navigation Map Licensing Agreement for vehicles equipped with Navigation.

New! ATTACHMENTS

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

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621
Navigation Map SD Card Questions (Ford Component Sales) 1-313-390-3635

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS was activated on March 5, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN lists were made available through <https://web.fsavinlists.dealerconnection.com> on March 5, 2012. Owner names and addresses were made available on March 12, 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

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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 under this FSA.

Note: Customers are eligible for one (1) day of rental coverage while having the upgrade performed. Dealers may claim one (1) Transportation Assistance Program (TAP) day using program code TAP5 for Ford rental vehicles and TAP6 for Lincoln vehicles. These claims will be funded by Ford and will not affect your TAP budget or utilization. For questions regarding TAP allowance, call the Warranty Assistance Center at 800-423-8851.

New! CLAIMS PREPARATION AND SUBMISSION

- Navigation Map SD Cards can only be claimed for a vehicle equipped with Navigation.
- *For Navigation Map SD Cards claiming, use service part number DM5Z-19H449-AA (A4 level).*
- 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 February 1, 2014. There is no mileage limit for this program.*

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Navigation equipped vehicles: - Perform Full Image reprogramming of the APIM using IDS - Insert new A4 level Navigation Map SD Card - Provide the vehicle owner an updated User Guide Navigation Map SD Card <u>Must</u> Be Claimed	11A01D	1.3 Hour(s)
Non-Navigation vehicles: - Perform Full Image reprogramming of the APIM using IDS - Provide the vehicle owner an updated User Guide Navigation Map SD Card <u>Cannot</u> be Claimed	11A01F	1.3 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Navigation SD Cards

To order Navigation Map SD Cards:

- Go to FMCDealer.com
- Select the Parts & Service tab
- Select Parts Department Tools
- Select Parts Inquiries & Forms
- Select Navigation Maps Update Order Form
- Select MyFord/MyLincoln Touch Performance Upgrade Map Upgrade
- Follow the on-screen instructions

Part Number	Description	Quantity
DM5T-19H449-AA (A4 level) (Use for <u>ordering</u>)	Navigation Map SD Card (if equipped with Navigation)	1
DM5Z-19H449-AA (A4 level) (Use for <u>claiming</u>)		

Questions regarding Navigation Map SD Cards should be directed to 313-390-3635 or fesg@ford.com.

User Guides

User Guides have been updated for compatibility with the new level software. The updated User Guides are available through the Dealer eStore through the following link path:

- Go to FMCDealer.com
- Marketing & Advertising
- Dealer eStore
- Search on Myford or MyLincoln

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Navigation Map SD Card Licensing Agreements

Licensing agreements previously provided for this FSA still apply. If additional licensing agreements are required, contact the Special Service Support Center at 1-800-325-5621.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess Navigation Map SD Cards to be returned for credit must have been purchased from Ford Customer Service Division/Ford Component Sales. Only new, unopened (still in shrink wrap) product will be eligible for return. Return policies and instructions will be posted to the Navigation Map SD Card ordering site during the second quarter of 2012.