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April 19, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Application Performance Upgrade 13A01
2013 Fusion Hybrid Vehicles Equipped with MyFord Touch®
Application Performance Upgrade

PROGRAM SUMMARY

This program is intended to make the latest level MyFord Touch® software (BB/12285/v3.5.1) available for all Fusion Hybrid vehicles produced with earlier levels of software. Note that affected vehicles require the use of IDS version **84.01** or higher to perform the software upgrade. These vehicles cannot be upgraded with a flash drive.

PROGRAM TERMS

This program will be in effect through May 31, 2014. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2013 Fusion Hybrid vehicles equipped with MyFord Touch® produced through November 27, 2012.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

NOTE: FSA 13A01 will be supplemented in the near future to add 2012-2013 Focus Electric and 2013 C-MAX Hybrid and Energi vehicles. This service action should not be attempted on these vehicle applications at this time due to issues that could occur during the software download procedure.

REASON FOR THIS PROGRAM

An upgraded version of the MyFord Touch® software (BB/12285/v3.5.1) is available. This upgrade provides the following functional and feature enhancements:

- Simplified phone pairing process.
- Enhanced voice recognition performance.
- Improved call sound quality.
- Simplified voice commands for radio and USB-connected audio players.
- Enhanced voice and screen destination entry for vehicles equipped with Navigation.
- Updated Bluetooth® device/SYNC compatibility.
- Outside air temperature display on the 8-inch touchscreen.
- Addition of an "EV Info" button on the Home screen that leads to a Powerflow screen showing energy flow information.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to use IDS version **84.01** or higher to first reprogram the PCM to the latest level software, and then to reprogram the APIM to v3.5.1 (12285) level software.

NOTE: The PCM must be reprogrammed prior to reprogramming the APIM.

For vehicles equipped with Navigation, a new Navigation SD Map Card (A4 level) must be installed when the APIM is reprogrammed.

PERFORMING THE REPAIR

Reprogramming of the APIM software will take approximately 45-60 minutes to complete. In the event that the upgrade is unsuccessful, the vehicle should be diagnosed and repaired by a technician using normal diagnostics. If diagnostics indicate that the APIM requires replacement during the software download, dealers are authorized to claim APIM replacement without contacting the Special Service Support Center.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters will begin mailing the week of April 29, 2013.

ATTACHMENTS

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

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
Special Service Support Center (Parts Ordering)	1-800-207-2444

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD – Application Performance Upgrade 13A01

Certain 2013 Fusion Hybrid Vehicles Equipped With MyFord Touch®

Application Performance Upgrade

OASIS ACTIVATED?

Yes, OASIS will be activated for all affected vehicles on April 19, 2013.

FSA VIN LIST ACTIVATED?

FSA VIN lists for all vehicles were made available through

<https://web.fsavinlists.dealerconnection.com> on April 19, 2013. Owner names and addresses will be available after all affected owners have been notified.

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.
- 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 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.

NOTE: APIM replacements should not be claimed as Related Damage. (See Attachment II)

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.

DEMONSTRATION / DELIVERY HOLD – Application Performance Upgrade 13A01
Certain 2013 Fusion Hybrid Vehicles Equipped With MyFord Touch®
Application Performance Upgrade

CLAIMS PREPARATION AND SUBMISSION

- Navigation Map SD Cards can only be claimed for vehicles equipped with Navigation.
- For Navigation Map SD Card 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.
- If the APIM replacement and software reprogramming labor operations are both being claimed, they should be claimed on the same repair line.
- 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 May 31, 2014. There is no mileage limit for this program.

DEMONSTRATION / DELIVERY HOLD – Application Performance Upgrade 13A01
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Vehicle without Navigation: Reprogram the PCM and APIM using IDS.	13A01B	1.4 Hours
Vehicle with Navigation: Reprogram the PCM and APIM using IDS. Insert a new A4 level Navigation Map SD Card.	13A01C	1.4 Hours
<u>APIM Replacement (if required)</u> Diagnose and Replace APIM NOTE: This Labor Operation should only be claimed if the APIM module fails during reprogramming.	13A01D	1.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATIONNavigation Map SD Cards

To order Navigation Map SD Cards for Navigation equipped vehicles:

- Go to FMCDealer.com
- Select the Parts & Service tab
- Select Parts Department Tools
- Select Parts Inquiries & Forms
- Select Navigation Map 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>) DM5Z-19H449-AA (A4 level) (Use for <u>claiming</u>)	Navigation Map SD Card (if equipped with Navigation)	1
-14D212-	Accessory Protocol Interface Module (APIM) (Gen 2 Module)	1 (if required)

Questions regarding Navigation Map SD Card availability should be directed to 313-390-3635 or fesq@ford.com.

Accessory Protocol Interface Module (APIM)

APIMs should be ordered through normal order processing channels, using the on-line 1878 form.

To order an APIM:

- Go to FMCDealer.com
- Go to OASIS
- Enter the VIN and click GO
- Select the On-Line 1878 (scroll to the bottom)
- Select "SYNC Module" from the System drop-down box
- Complete the On-Line 1878 Ford order process

Questions regarding APIM availability and ordering should be directed to 313-390-3635 or fesq@ford.com.

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

The DOR/COR number for this recall is 50497.

USER GUIDES

Updated User Guides are not required for the Fusion Hybrid vehicles.

NOTE: Updated MyFord Touch® for Electrified Vehicles User Guides will be required for the Focus Electric and C-Max Energi vehicles only. These guides were mailed to dealers on April 16, 2013, and should be held by dealers for use when this FSA is supplemented to include the Focus Electric and C-Max Energi vehicles.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Affected parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for “Parts Retention and Return Procedures.”

EXCESS STOCK RETURN

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

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 is eligible for return.

CERTAIN 2013 MODEL YEAR FUSION HYBRID VEHICLES EQUIPPED WITH MYFORD TOUCH® — APPLICATION PERFORMANCE UPGRADE

OVERVIEW

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to reprogram the following modules using IDS 84.01 or higher:

NOTE: The Powertrain Control Module (PCM) must be reprogrammed before reprogramming the SYNC Module (APIM).

- PCM - Reprogram with IDS to the latest software level.
- APIM - Reprogram with IDS to v3.5.1/12285.

Vehicles Equipped with Navigation

For vehicles equipped with Navigation, a *new* A4 level Navigation Map SD Card must be installed when the APIM is reprogrammed.

All Vehicles

This FSA must be performed even if v3.5.1/12285 appears within the vehicle system information screen prior to beginning this procedure. Electrified vehicles require that all modules listed be updated for proper system operation.



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 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.) and 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

All Vehicles

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.

NOTE: The PCM must be reprogrammed before reprogramming the APIM. If the PCM is not reprogrammed first, v3.5.1/12285 will not be shown as an option in PTS.

1. Connect battery charger to the 12v battery. For additional information, refer to Workshop Manual (WSM) Section 414-01.



2. Reprogram the following modules to the latest software level as instructed below, using IDS release 84.01 or higher:

- PCM - Reprogram with IDS to the latest software level.
- APIM - Follow the "SYNC Module (APIM) Custom Programming" procedure to reprogram the APIM to v3.5.1/12285. For additional information, refer to WSM Section 415-00.

NOTE: Calibration files may also be obtained at www.motorcraft.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

NOTE: When prompted to manually select vehicle applications, select only the applications that are applicable to the vehicle. See Figure 1.

Applications				
Install	Uninstall	Part #	Version	Description
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-DA	Gen2 - V1.0	SERVICE PROVISIONING
<input type="checkbox"/>	<input type="checkbox"/>	BT4T-14D546-FA	Gen2 - V1.0	App to correct modules that report null ESN
<input checked="" type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-AG	Gen2 - V1.20	TDI, VHR, EA (911Assist) Combo Pack.
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-BB	Gen2 - V1.1	TDI and VHR Application.
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14D546-DB	Gen2 - V1.1	Emergency Assistance application. (911Assist)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-AH	Gen2 - V1.3	8" Ford Graphics Pack (ONLY SELECT FOR A FORD VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-BH	Gen2 - V2.21	8" Lincoln Graphics Pack (ONLY SELECT FOR A LINCOLN VEHICLE)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-MB	Gen2 - V1.1	Custom Animation application (FOR FORD F-150 RAPTOR VEHICLES ONLY).
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F496-NB	Gen2 - V1.1	Custom Animation application (FOR LINCOLN MKZ VEHICLES ONLY).
<input checked="" type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-AJ	Gen2 - V1.21	English (US) Language Pack (ONLY SELECT IF THE VEHICLE IS IN NORTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-HH	Gen2 - V8.10	South American Language Pack (ONLY SELECT IF THE VEHICLE IS IN SOUTH AMERICA)
<input type="checkbox"/>	<input type="checkbox"/>	DA5T-14F497-JC	Gen2 - V1.2	Chinese Mandarin Language Pack (ONLY SELECT IF THE VEHICLE IS IN CHINA)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	DA5T-14F657-AK	Gen2 - V1.21	Global Navigation Application
				1301C ONLY IF EQUIPPED WITH NAVIGATION

FIGURE 1

NOTE: Touchscreen calibration is required after reprogramming the APIM. After the reprogram procedure completes, a "Tick" button will appear on the bottom left of the IDS screen (this may require scrolling to the bottom of the page to view).

Vehicles Equipped With Navigation

NOTE: After the reprogramming procedure completes, an SD card fault will appear on the screen. This is normal.

3. Remove the A3 level Navigation Map SD Card from the vehicle's map card slot.
4. Tap "SD Nav" on the touchscreen to clear the SD card fault.
5. Install the *new* A4 level Navigation Map SD Card into the vehicle's map card slot. See Figure 2. Wait for the *new* Navigation Map SD Card to be recognized and tap "OK" when the "SD Card Detected" screen appears on the touchscreen.



FIGURE 2

All Vehicles

NOTE: If the MyFord Touch® system is unresponsive, inoperative, or if the vehicle software update was unsuccessful, perform normal WSM diagnostic procedures. If WSM diagnostics identify the APIM as the causal part of a concern, replace the APIM. For additional information, refer to WSM, Section 415-00.



Recovering a PCM 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) or Programmable Module Installation (PMI).
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 loads any deleted sessions and allows 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, PMI or MR.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. 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.





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

April, 2013

SYNC® with MyFord Touch® Customer Satisfaction Program 13A01

Mr. John Sample
123 Main Street
Anywhere, USA 12345


Your Vehicle Identification Number: 12345678901234567

Ford is pleased to provide a Software Update V3.5 for the MyFord Touch® system in your vehicle. Ford has authorized your dealer to install this software Performance Upgrade in your vehicle at no cost to you.

Elements of v3.5 Update

Our goal is to make your Hybrid driving experience with the MyFord Touch® system more enjoyable than ever. The latest MyFord Touch update includes all the improvements from previous updates. In addition, we are providing feature enhancements that will provide you information about your Hybrid.

V3.5 includes all of the following improvements:

- Simplified phone pairing process.
- Enhanced voice recognition performance.
- Improved call sound quality.
- Simplified voice commands for radio and USB-connected audio players.
- Enhanced voice and screen destination entry for vehicles equipped with Navigation.
- Updated Bluetooth® device/SYNC compatibility.
- Outside air temperature display on the 8-inch touchscreen.
- New "EV Info" button  on the Home screen that will take you to a Powerflow screen that shows energy flow information.

Please call your dealer to request a service date for Customer Satisfaction Program 13A01. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle, which is printed near your name at the beginning of this letter.

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. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Keep up to date on future software updates

Additional information about the V3.5 Performance & Feature Upgrade can be found at www.ford.com/mftupdates. To be notified of future software updates for your MyFord Touch® system, please make sure to set up your **Owner Profile Information** in your **Account Settings** in your SYNC® owner account at syncmyride.com.

If you have questions, or need further assistance, contact the Ford In Vehicle Technology Center at 1-800-392-4040. Representatives are available Monday through Saturday 8:30AM – 9:00PM EST and Sunday 10:30AM – 7:30PM EST.

Thank you for your loyalty to Ford. We greatly appreciate your business, and we know you will enjoy the enhancements to your MyFord Touch® system.

Ford Motor Company