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Service Engineering Operations
Ford Customer Service Division

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

June 17, 2013

TO: All U.S. Lincoln Dealers

SUBJECT: Customer Satisfaction Program 13B05
Certain 2013 Model Year Lincoln MKZ Vehicles Sold in Cold Weather States
Engine Block Heater and Cable Installation

PROGRAM TERMS

This program will be in effect through June 30, 2014. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2013 model year MKZ vehicles built at the Hermosillo Assembly Plant from Job 1 through March 8, 2013 and sold at dealers located in Alaska, Minnesota, North Dakota, South Dakota, Montana, Wisconsin, and Wyoming. 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 June 17, 2013.

REASON FOR THIS PROGRAM

The affected vehicles were built without the engine block heater and cable, which is standard equipment for vehicles in the cold weather states listed above.

SERVICE ACTION

Dealers are to install an engine block heater and cable. 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 begin mailing the week of June 24, 2013. 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

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

Customer Satisfaction Program 13B05
Certain 2013 Model Year Lincoln MKZ Vehicles Sold in Cold Weather States
Engine Block Heater and Cable Installation

OASIS ACTIVATED?

Yes, OASIS will be activated on June 17, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on June 17, 2013. Owner names and addresses will be available the week of July 1, 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 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.
- 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.

DELIVERY HOLD - Customer Satisfaction Program 13B05
Certain 2013 Model Year Lincoln MKZ Vehicles Sold in Cold Weather States
Engine Block Heater and Cable Installation

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

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. Refunds must be submitted prior to January 1, 2014.
- Refunds will only be provided for the parts and labor costs associated with the installation of an engine block heater and cable.

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.
- Submit refunds on a separate repair line.
 - Program Code: 13B05
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- PROGRAM TERMS: This program will be in effect through June 30, 2014. There is no mileage limit for this program.

DELIVERY HOLD - Customer Satisfaction Program 13B05
 Certain 2013 Model Year Lincoln MKZ Vehicles Sold in Cold Weather States
 Engine Block Heater and Cable Installation

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Engine Block Heater and Cable - 3.7L	13B05B	1.0
Install Engine Block Heater and Cable - 2.0L Hybrid	13B05C	4.2
Install Engine Block Heater and Cable - 2.0L EcoBoost	13B05D	1.0

PARTS REQUIREMENTS / ORDERING INFORMATION

Powertrain	Part Number	Description	Quantity
All applications	DG9Z-6A051-A	Engine Block Heater Element	1
3.7L	DP5Z-6B018-Q	Engine Block Heater Cable	1
2.0L Hybrid	DP5Z-6B018-R	Engine Block Heater Cable	1
2.0L EcoBoost	DP5Z-6B018-S	Engine Block Heater Cable	1

The DOR/COR number for this recall is 50509.

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444.

When calling to place an order for an engine block heater and cable, please be prepared to provide your dealer P&A code, VIN, and RO #.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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.

CERTAIN 2013 MODEL YEAR MKZ VEHICLES — BLOCK HEATER AND CABLE INSTALLATION

OVERVIEW

In the affected vehicles, an engine block heater was intended as standard equipment but was not installed at the plant. This includes vehicles built to be sold at dealers located in Alaska, Minnesota, North Dakota, South Dakota, Montana, Wisconsin, and Wyoming. For any vehicles involved in this customer satisfaction program, dealers are to install the engine block heater and cable. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

Vehicles Equipped with 2.0L GTDI Engines

1. **NOTE:** The engine coolant is to be drained into a clean container and reused when refilling the cooling system.

Drain the engine coolant. For additional information, refer to Workshop Manual (WSM) Section 303-03B.

2. Remove the engine cover.
3. Use a suitable bungee cord to position the engine coolant lines aside. See Figure 1.



FIGURE 1



4. Use a suitable 9/16" hex bit to remove and discard the engine block plug. See Figure 2.

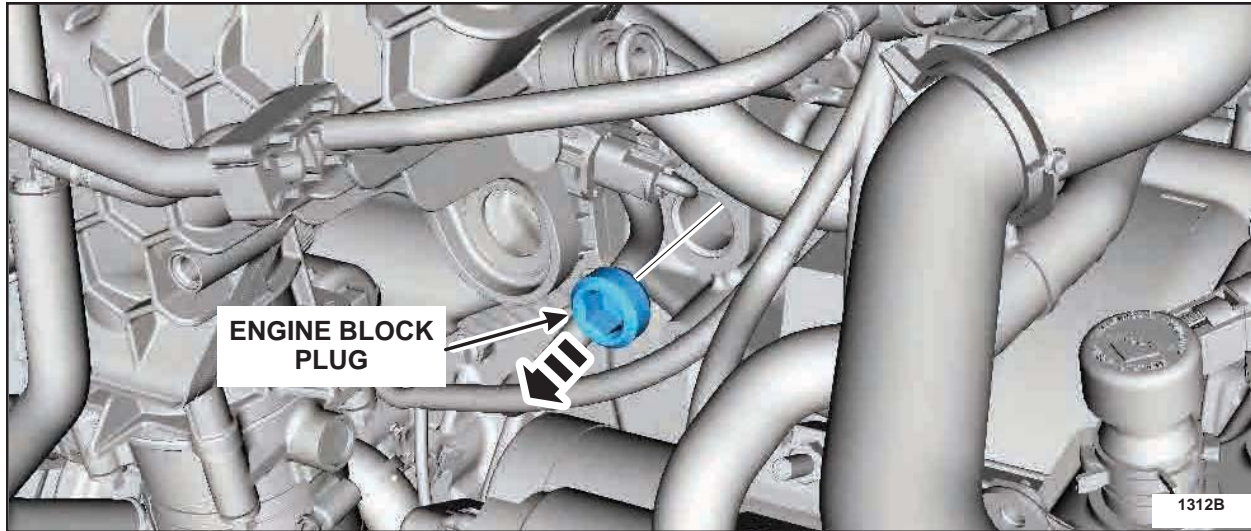


FIGURE 2

NOTICE: When installing the *new* block heater be sure to reference "Torque Wrench Adapter Formulas" located within the WSM index on PTS.

5. Install a *new* block heater.

- While installing the *new* block heater, ensure that the block heater connector is facing slightly upward, approximately in the 2 o'clock position. See Figure 3.
- Tighten to 55 Nm (40.5 lb-ft).

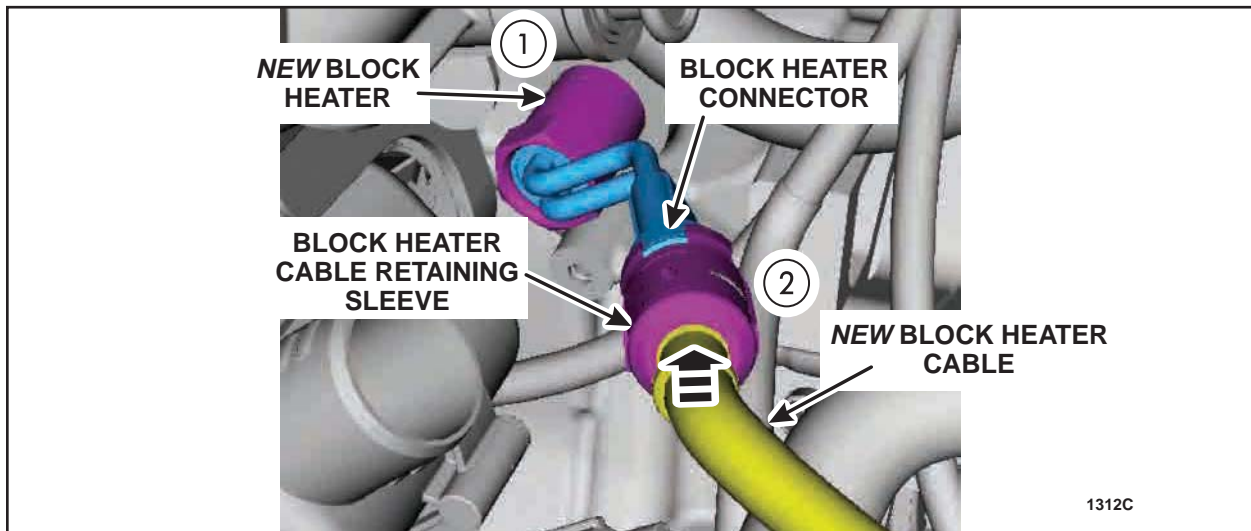


FIGURE 3



6. Connect the *new* block heater cable to the block heater. See Figure 3, on Page 2.

- An audible click will be heard once the block heater cable and block heater cable retaining sleeve are fully connected to the block heater connector.

7. Install and route the *new* block heater cable. Attach the clips and push pins. See Figure 4.

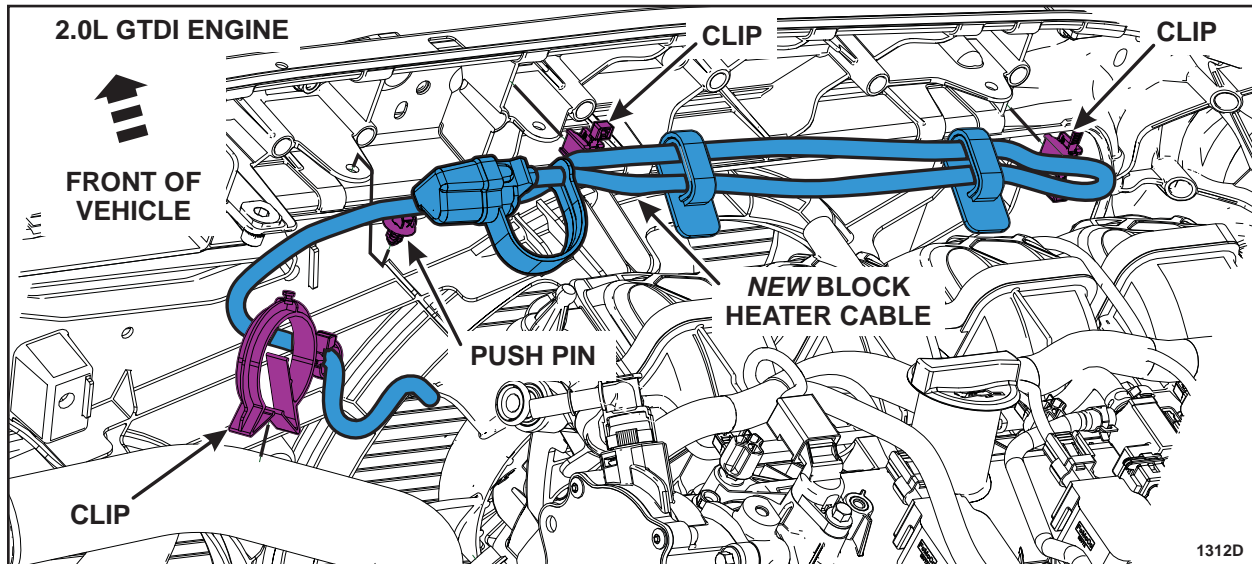


FIGURE 4

8. Remove the bungee cord and position the engine coolant lines back.

9. Install the engine cover.

10. Fill the engine with previously drained coolant. For additional information, refer to WSM Section 303-03B.

Vehicles Equipped with 2.0L Hybrid Engines

1. **NOTE:** The engine coolant is to be drained into a clean container and reused when refilling the cooling system.

Drain the engine coolant. For additional information, refer to WSM Section 303-03A.

2. Remove the catalytic converter. For additional information, refer to WSM Section 309-00.



3. Use a suitable 9/16" hex bit to remove and discard the engine block plug. See Figure 5.

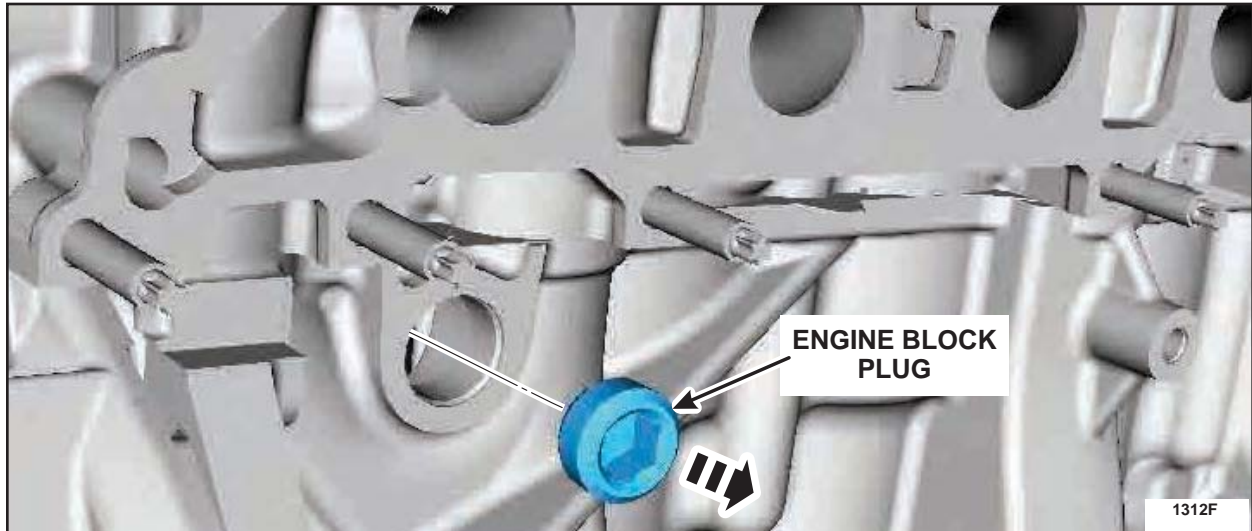


FIGURE 5

NOTICE: When installing the *new* block heater be sure to reference "Torque Wrench Adapter Formulas" located within the WSM index on PTS.

4. Install a *new* block heater.

- While installing the *new* block heater, ensure that the block heater connector is facing slightly downward, approximately in the 8 o'clock position. See Figure 6.
- Tighten to 55 Nm (40.5 lb-ft).

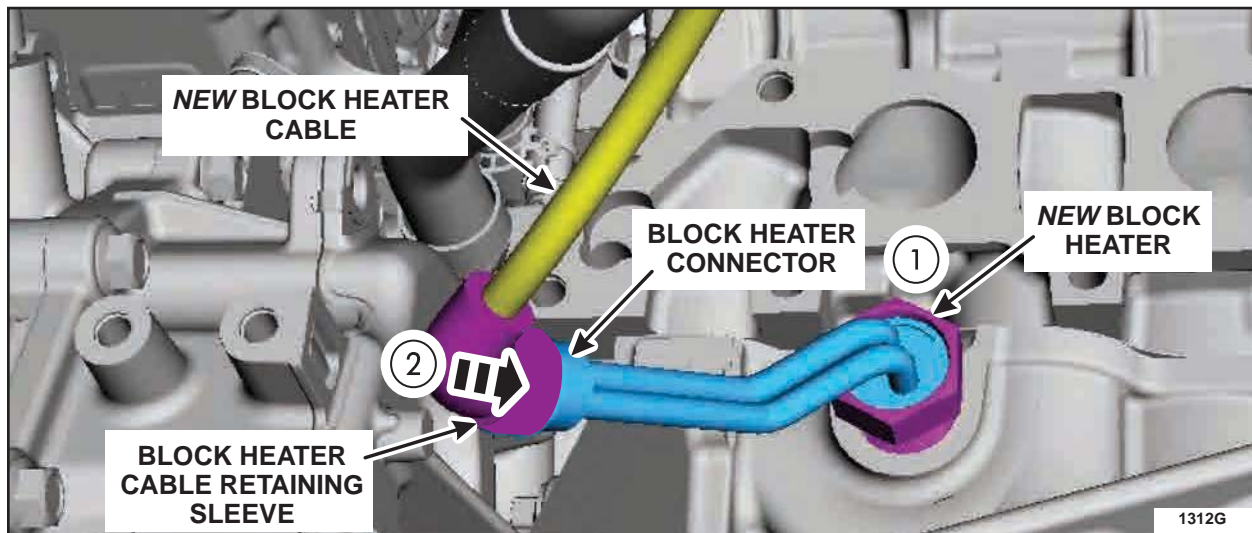


FIGURE 6

5. Connect the *new* block heater cable to the *new* block heater. See Figure 6.

- An audible click will be heard once the block heater cable and block heater cable retaining sleeve are fully connected to the block heater connector.



6. Install and route the *new* block heater cable. Attach the clips. See Figure 7.

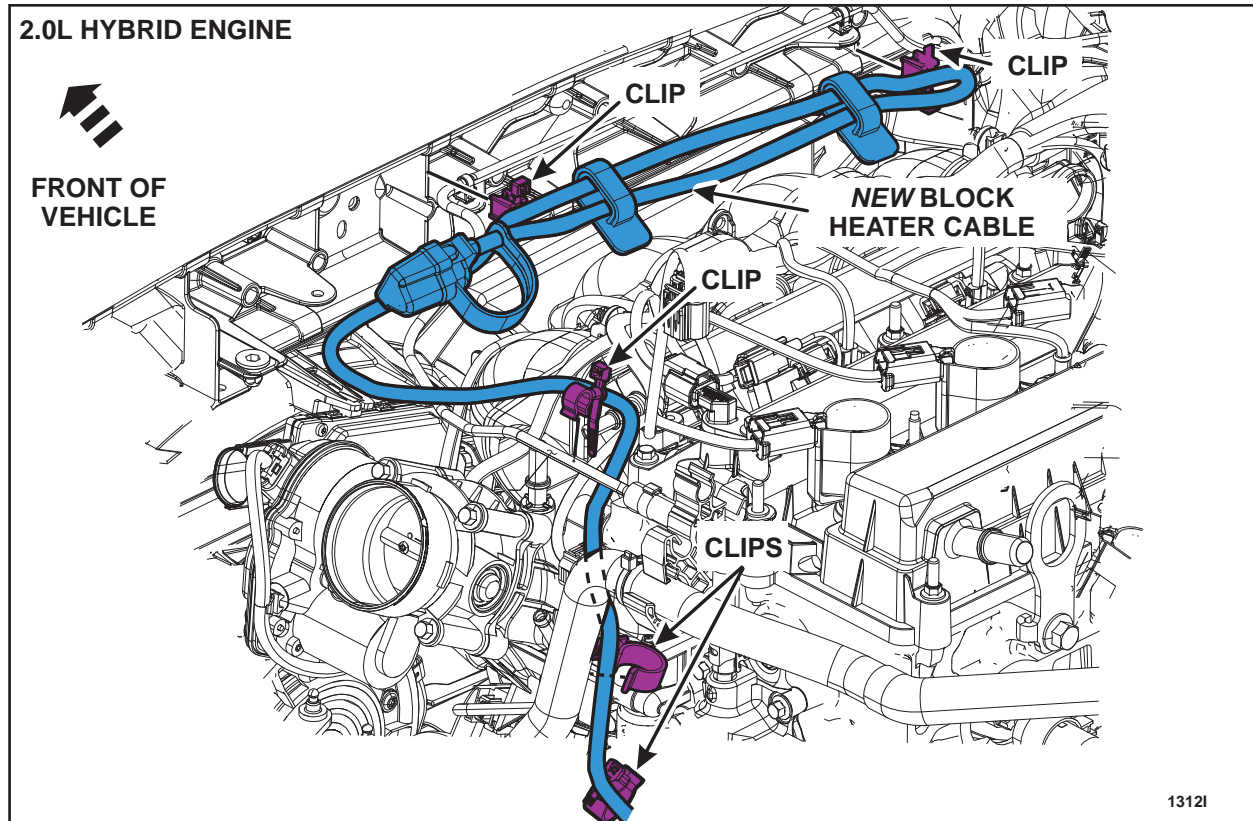


FIGURE 7

7. Install the catalytic converter. For additional information, refer to WSM Section 309-00.

8. Install the engine cover.

9. Fill the engine with previously drained coolant. For additional information, refer to WSM Section 303-03A.

Vehicles Equipped with 3.7L Engines

1. **NOTE:** The engine coolant is to be drained into a clean container and reused when refilling the cooling system.

Drain the engine coolant. For additional information, refer to WSM Section 303-03A.

2. Remove the RH front wheel and tire assembly. For additional information, refer to WSM Section 204-04B.



3. Use a suitable 9/16" hex bit to remove and discard the engine block plug. See Figure 8.

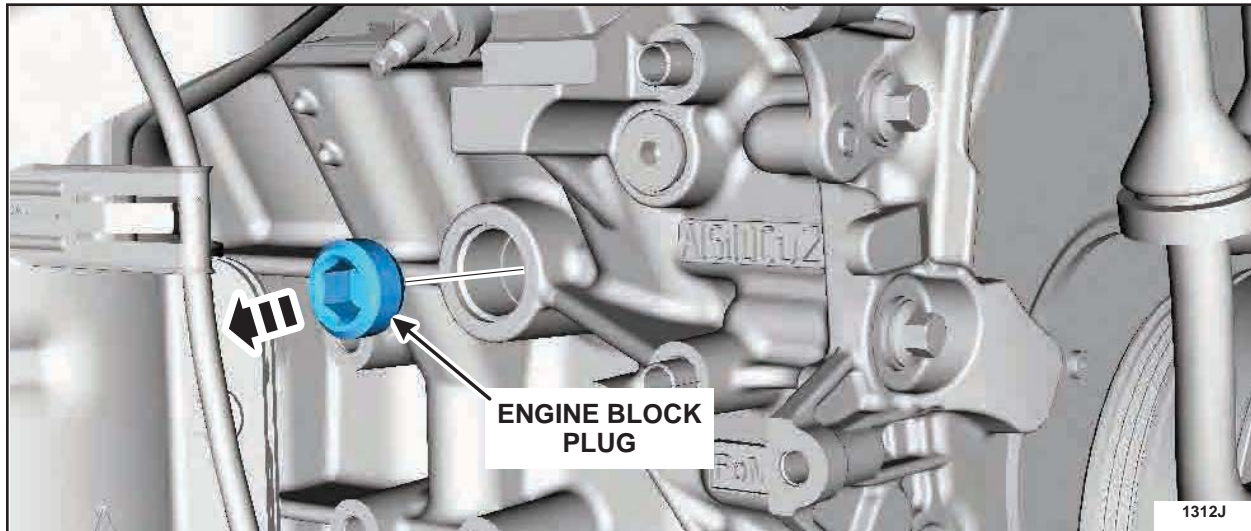


FIGURE 8

NOTICE: When installing the *new* block heater be sure to reference "Torque Wrench Adapter Formulas" located within the WSM index on PTS.

4. Install a *new* block heater.

- While installing the *new* block heater, ensure that the block heater connector is facing slightly downward, approximately in the 4 o'clock position. See Figure 9.
- Tighten to 40 Nm (29.5 lb-ft).

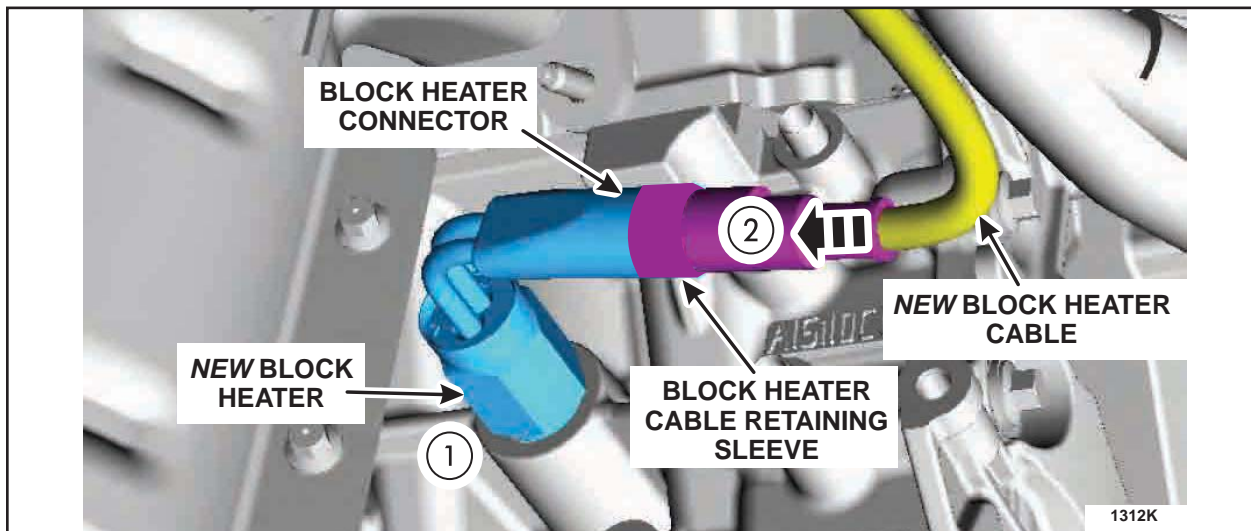


FIGURE 9

5. Connect the *new* block heater cable to the block heater. See Figure 9.

- An audible click will be heard once the block heater cable and block heater cable retaining sleeve are fully connected to the block heater connector.



6. Install and route the *new* block heater cable. Attach the clips. See Figure 10.

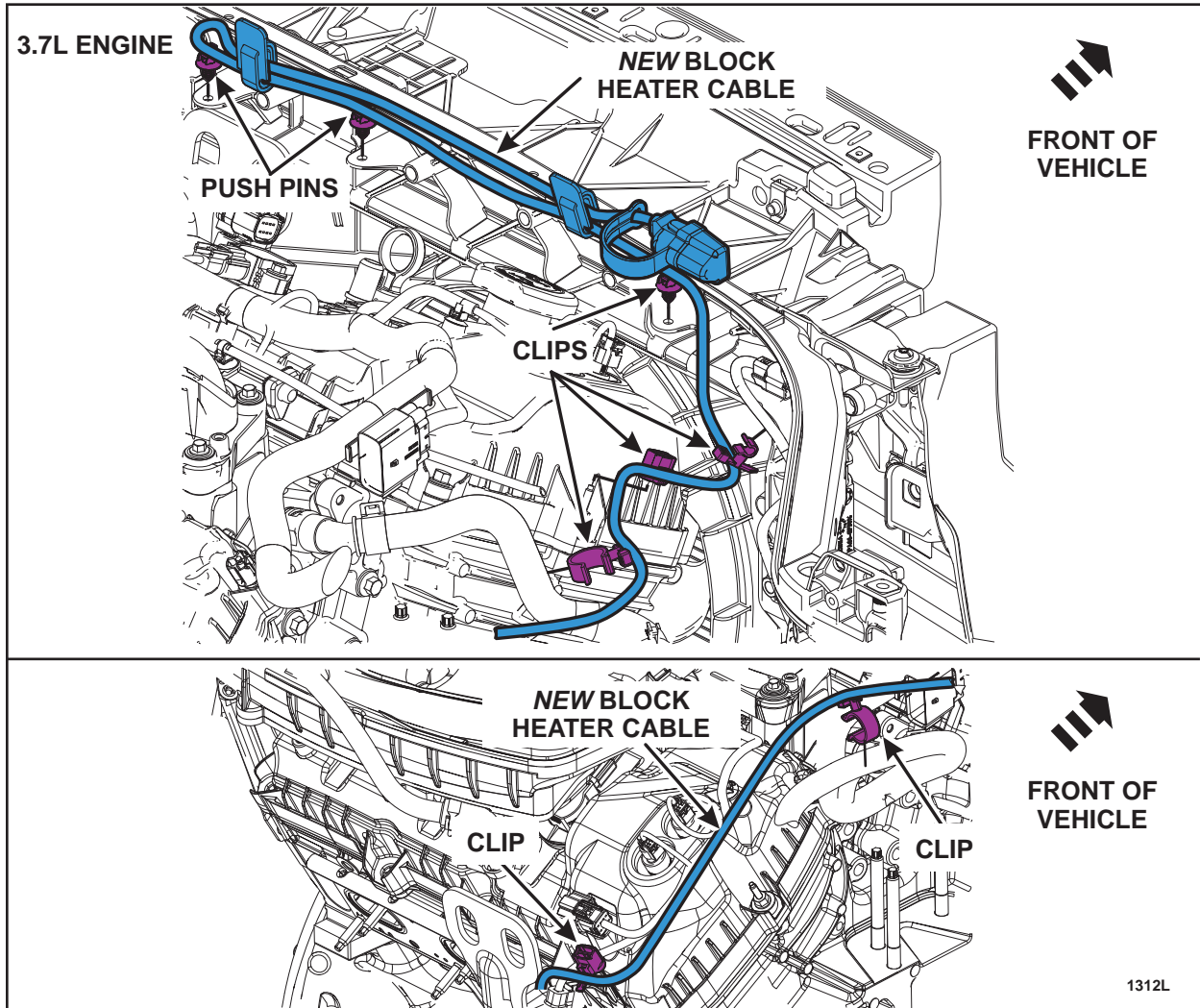


FIGURE 10

7. Install the RH front wheel and tire assembly. For additional information, refer to WSM Section 204-04B.
8. Fill the engine with previously drained coolant. For additional information, refer to WSM Section 303-03A.





THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

June, 2013

Customer Satisfaction Program 13B05

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

We trust you are enjoying your new 2013 Lincoln MKZ. The Lincoln Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B05) for your vehicle, with the Vehicle Identification Number shown above. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

Your vehicle was built without the engine block heater which is a standard feature in the state your vehicle was purchased. With your assistance, we will correct this condition at no cost so you can continue enjoying the luxury of your Lincoln even during the coldest winter conditions.

What will Lincoln and your dealer do?

In the interest of customer satisfaction, Lincoln has authorized your dealer to install the engine block heater free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until June 30, 2014 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. Additional time may be required to allow the engine to cool prior to performing this repair.

- What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B05. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.
- If you do not already have a servicing dealer, you can access www.LincolnOwner.com for dealer addresses, maps, and driving instructions. For your convenience you can also have this service performed at a Ford dealership.
- Have you previously paid for this repair?** If you have previously paid for the installation of an engine block heater that addresses the issue described in this letter, you still need to contact your dealer to have this service action performed or to ensure the correct parts and procedures were used.
- If the previously paid for installation was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to installation of an engine block heater and cable. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before January 1, 2014. To avoid delays, do not send receipts to Lincoln.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.
- You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- If you wish to contact us through the Internet, our address is: www.LincolnOwner.com.
- FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

The Lincoln Motor Company