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Ford Motor Company  
P. O. Box 1904  
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May 3, 2012

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

**SUBJECT: Customer Satisfaction Program 12B37**

Certain 2012 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission Reprogram the Powertrain Control Module (PCM), Transmission Control Module (TCM), and the Anti-Lock Brake System (ABS) Module

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Certain 2012 model year Focus vehicles equipped with a DPS6 automatic transmission built at the Michigan Assembly Plant from Job #1 through March 28, 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 May 3, 2012.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the customer may experience rough or jerky automatic transmission shifts. In addition, the vehicle may experience roll back when the driver is transitioning from the brake pedal to the accelerator pedal while on a slight incline.

**SERVICE ACTION**

Dealers are to reprogram the PCM, TCM, and ABS modules to the latest calibration using IDS release 78.03 or higher. In addition, dealers are to reset the Oil Life Monitoring System on vehicles built October 13, 2011 or prior. These services must be performed on all affected vehicles at no charge to the vehicle owner. All in-stock vehicles must be repaired prior to delivery. Dealership service management/advisors must provide the Customer Information Sheet (posted with this bulletin) to owners whose vehicles were built on or before October 13, 2011.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of May 21, 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
- Intelligent Oil Life Monitor™ Customer Information Sheet

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,



Michael A. Berardi

**Customer Satisfaction Program 12B37**

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Reprogram the Powertrain Control Module (PCM), Transmission Control Module (TCM),  
and the Anti-Lock Brake System (ABS) Module

**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 3, 2012.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 3, 2012. Owner names and addresses will be available by June 1, 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. 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.

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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 May 31, 2013. There is no mileage limit for this program.

**Customer Satisfaction Program 12B37**

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 Reprogram the Powertrain Control Module (PCM), Transmission Control Module (TCM),  
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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reprogram the PCM, TCM*, and ABS modules (and reset the oil life monitoring system if necessary). <ul style="list-style-type: none"> <li>• The oil life monitoring system should ONLY be reset on vehicles built October 13, 2011 or prior.</li> <li>• All vehicles built prior to March 26, 2012 require an ABS module update.</li> </ul>	12B37B	0.6 Hours
Reprogram the PCM and TCM* modules. <ul style="list-style-type: none"> <li>• Vehicles built March 26 through March 28, 2012 may already be at the latest ABS calibration level and will not require an ABS module update. IDS will indicate if the ABS update is not required.</li> </ul>	12B37C	0.4 Hours

\* **NOTE:** Since the reprogramming involved with this Field Service Action will NOT clear the adaptive tables, the transmission adaptive learning procedure is NOT required for this program.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## **CERTAIN 2012 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH A DPS6 AUTOMATIC TRANSMISSION — REPROGRAM THE POWERTRAIN CONTROL MODULE (PCM), TRANSMISSION CONTROL MODULE (TCM), AND ANTI-LOCK BRAKE SYSTEM (ABS) MODULE**

### **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.), 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

**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:** IDS must be updated to release 78.03 or higher in order to reprogram the ABS module.

1. Reprogram the PCM, TCM, and ABS Modules to the latest calibration using IDS release 78.03 or higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**NOTE:** If the vehicle build date is March 26, 2012 or later, the ABS module may already be at the latest calibration. IDS will indicate that no update is available.

**NOTE:** Since the reprogramming involved with this Field Service Action will NOT clear the adaptive tables, the transmission adaptive learning procedure is NOT required for this program.

2. Perform the ABS module IVD initialization.

**NOTE:** The vehicle must be on level ground and at a complete standstill. Ensure steering wheel is in straight ahead position and do not move steering wheel during initialization. Any vehicle movement results in initialization failure.

- a. After programming the ABS module, it is critical the IVD initialization sequence be performed to ensure the ABS module functions as intended. From the toolbox, select "Chassis", "Braking", and "IVD Initialization Sequence" and follow the on screen instructions. Ensure that all four IVD sensors referenced below are calibrated.

- Lateral Acceleration Sensor
- Longitudinal Acceleration Sensor
- Pressure Sensor
- Steering Angle Sensor

- b. After all sensors have been calibrated, perform an on demand self test on the ABS module to ensure there are no DTCs present that may have been set during the programming process. If any codes are present, follow normal diagnostic routines.



3. If the vehicle build date is on or before October 13, 2011, reset the oil life monitoring system. If not, release the vehicle.

**NOTE:** On vehicles built between Job #1 and October 13, 2011, the oil life monitoring system may not have been working properly. Reprogramming the PCM corrects this concern but activates the "Engine Oil Change Due" maintenance message.

- a. Turn the ignition key to the "ON" position. Do not start the engine. For vehicles with push-button start, press and hold the START/STOP button for two seconds without pressing the brake pedal. Do not attempt to start the engine.
- b. Press both the accelerator and brake pedals at the same time.
  - Keep both pedals fully pressed.
  - After three seconds, the "Service: Oil Reset In Progress" message will be displayed.
- c. Once the "Service: Oil Reset Complete" message is displayed ( after approximately 25 seconds), release both the accelerator and brake pedals.
- d. Rotate the key to the "OFF" position. For vehicles with push-button start, press the START/STOP button to turn the vehicle off completely.
- e. Give the owner a copy of the "Intelligent Oil Life Monitor™ Customer Information Sheet".





**Recovering a PCM/Body Control Module (BCM) 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 will load any deleted sessions and allow 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, Programmable Module Installation (PMI) or Module Reprogramming.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS will prompt 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

May 2012

## Customer Satisfaction Program 12B37

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 12B37) for your vehicle, with the Vehicle Identification Number shown above.

**What is the issue?** You may experience rough or jerky automatic transmission shifts. In addition, the vehicle may experience roll back when the driver is transitioning from the brake pedal to the accelerator pedal while on a slight incline. Ford has developed calibration improvements to the Powertrain Control Module, Transmission Control Module, and the Anti-Lock Brake module to address these concerns.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module, Transmission Control Module, and the Anti-Lock Brake System module free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until May 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.

**What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 12B37. 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.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any

vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

**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 the Ford Motor Company 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 - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:  
[www.Fordowner.com](http://www.Fordowner.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 - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

Ford Customer Service Division



**2012 Model Year Focus Vehicles Built on or Before October 13, 2011  
Intelligent Oil Life Monitor™ Customer Information Sheet**

Your vehicle is equipped with an Intelligent Oil Life Monitor™ that determines when the engine oil should be changed, based on how your vehicle is used. By using several important factors in its calculations, the monitor helps reduce the cost of owning your vehicle and reduce environmental waste at the same time. This means you won't have to remember to change the oil on a mileage-based schedule; the car lets you know when an oil change is due by displaying ENGINE OIL CHANGE DUE or OIL CHANGE REQUIRED in the message center.

The Intelligent Oil Life Monitor™ system may not have been functioning as intended on your vehicle, but has been updated to ensure correct operation. During the update process it was necessary to reset the system. As a result, the remaining oil life for your vehicle is now set to 100%. Since this reset did not occur at the same time as an actual oil change, please complete your next engine oil change based on the recommended mileage interval, indicated in your Owner Guide, instead of utilizing the Intelligent Oil Life Monitor™ system. Once you have completed your next engine oil change AND the oil life monitoring system has been reset, you can utilize this feature to alert you to when your vehicle requires an oil change. The procedure to reset your oil life monitoring system can be found in your Owner Guide.

We apologize for any inconvenience this situation may cause.

Sincerely,

Ford Motor Company  
Ford Customer Service Division