



Michael A. Berardi
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Service Engineering Operations
Ford Customer Service Division

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

August 29, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 12B40
Certain 2013 Model Year Taurus, MKS and MKT Vehicles equipped with the Blind Spot Information System
Side Obstacle Detection Module Replacement

PROGRAM TERMS

This program will be in effect through September 30, 2013. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2013 Model Year Taurus and MKS vehicles equipped with the Blind Spot Information System (BLIS) built at the Chicago Assembly Plant from June 5, 2012 through June 12, 2012, and certain 2013 Model Year MKT vehicles equipped with BLIS built at the Oakville Assembly Plant from June 11, 2012 through June 12, 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 August 29, 2012.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the Blind Spot Information System (BLIS) and the Cross Traffic Alert (CTA) system may be inoperative due to one or both Side Obstacle Detection (SOD) module(s) being improperly programmed. These systems are intended only as supplemental driver assist features, however, malfunction of these systems may result in customer dissatisfaction.

SERVICE ACTION

Dealers are to replace the improperly programmed SOD modules on the affected vehicles. To determine which module(s) require replacement refer to Attachment IV, SOD Module VIN/Quantity List. 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 be mailed the week of September 10, 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
- Attachment IV: SOD Module VIN/Quantity List
- 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

DELIVERY HOLD - Customer Satisfaction Program 12B40
Certain 2013 Model Year Taurus, MKS and MKT Vehicles equipped with BLIS
Side Obstacle Detection Module Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on August 29, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> August 29, 2012. Owner names and addresses will be available by September 21, 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.

DELIVERY HOLD - Customer Satisfaction Program 12B40
Certain 2013 Model Year Taurus, MKS and MKT Vehicles equipped with BLIS
Side Obstacle Detection Module Replacement

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 September 30, 2013. There is no mileage limit for this program.

DELIVERY HOLD - Customer Satisfaction Program 12B40
 Certain 2013 Model Year Taurus, MKS and MKT Vehicles equipped with BLIS
 Side Obstacle Detection Module Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace one (LH <u>or</u> RH) SOD module. Includes module configuration.	12B40B	0.5 Hours
Replace both (LH <u>and</u> RH) SOD modules. Includes module configuration of both modules.	12B40C	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

To manage part availability, dealers must contact the Special Service Support Center parts order line at 1-800-207-2444. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

When calling to place an order for a SOD module(s), please be prepared to provide dealer P&A code, VIN, and Repair Order number.

Part Number	Description	Quantity
DG1Z-14C689-A	Side Obstacle Detection (SOD) Module	*

* Refer to Attachment IV – SOD Module VIN/Quantity List to determine if one (LH or RH) or two (both) modules are needed for the repair of the affected VIN. The same part number is used to service both sides of the vehicle.

The DOR/COR number for this service action is 50481.

Questions regarding parts should be directed to the Special Service Support Center parts order line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

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 TAURUS, MKS AND MKT VEHICLES EQUIPPED WITH BLIND SPOT INFORMATION SYSTEM — SIDE OBSTACLE DETECTION MODULE REPLACEMENT

OVERVIEW

In some of the affected vehicles, the Blind Spot Information System (BLIS) and the Cross Traffic Alert (CTA) system may be inoperative due to one or both Side Obstacle Detection (SOD) module(s) being improperly programmed. Dealers are to replace the improperly programmed SOD modules on the affected vehicles. To determine which module(s) require replacement refer to Attachment IV, SOD Module VIN/Quantity list.

SERVICE PROCEDURE

NOTE: Module information can only be captured from one SOD module at a time. If both modules require replacement, it will be necessary to perform Programmable Module Installation on each module separately.

1. Refer to the VIN list on Attachment IV to identify whether the RH, LH, or both SOD modules require replacement.
2. Replace the affected SOD module(s). For additional information refer to Workshop Manual (WSM), Section 419-04.



Attachment IV

Customer Satisfaction Program 12B40 - Certain 2013 Model Year Taurus, MKS and MKT Vehicles equipped with the
Blind Spot Information System - Side Obstacle Detection Module Replacement

Use the following chart to identify suspect VINs and Side Obstacle Detection (SOD) Modules to be replaced:

In Adobe Reader menu, click "**EDIT**", then click "**FIND**", then insert the complete VIN or the last 6 characters, then press "**ENTER**".

OR

Press "**CTRL**" and "**F**" simultaneously, then insert the complete VIN or the last 6 characters, then press "**ENTER**".

Taurus		
VIN	LEFT	RIGHT
1FAHP2F80DG133285	X	
1FAHP2F80DG134176	X	
1FAHP2F80DG134341	X	
1FAHP2F80DG135666		X
1FAHP2F81DG134087	X	
1FAHP2F81DG134185	X	
1FAHP2F81DG134199	X	
1FAHP2F81DG134204		X
1FAHP2F81DG134378	X	
1FAHP2F81DG135966	X	X
1FAHP2F81DG136230	X	X
1FAHP2F82DG134213	X	
1FAHP2F82DG134308		X
1FAHP2F82DG135667		X
1FAHP2F82DG136060		X
1FAHP2F83DG133605	X	
1FAHP2F83DG134088	X	
1FAHP2F83DG134107	X	
1FAHP2F83DG134348	X	
1FAHP2F83DG135824	X	X
1FAHP2F83DG136245	X	
1FAHP2F84DG133256	X	
1FAHP2F84DG133368	X	
1FAHP2F84DG134343	X	
1FAHP2F84DG135797		X
1FAHP2F85DG134089	X	
1FAHP2F85DG134304		X
1FAHP2F85DG134349	X	
1FAHP2F85DG134397	X	
1FAHP2F85DG134402	X	
1FAHP2F85DG135615		X
1FAHP2F85DG135713	X	

VIN	LEFT	RIGHT
1FAHP2F85DG135730	X	
1FAHP2F85DG135954	X	X
1FAHP2F85DG136036		X
1FAHP2F86DG133520	X	
1FAHP2F86DG134179	X	
1FAHP2F86DG134408		X
1FAHP2F86DG134442	X	
1FAHP2F86DG135817		X
1FAHP2F86DG135980	X	
1FAHP2F86DG136028		X
1FAHP2F87DG133333	X	
1FAHP2F87DG134109	X	
1FAHP2F87DG134191	X	
1FAHP2F87DG135728	X	X
1FAHP2F87DG135759		X
1FAHP2F87DG135955		X
1FAHP2F87DG136393	X	
1FAHP2F88DG134345	X	
1FAHP2F88DG134376	X	
1FAHP2F88DG135706	X	
1FAHP2F88DG136144	X	X
1FAHP2F88DG136158	X	X
1FAHP2F88DG136287		X
1FAHP2F89DG134452	X	
1FAHP2F89DG135942		X
1FAHP2F8XDG134346	X	
1FAHP2F8XDG134380	X	
1FAHP2F8XDG135738	X	
1FAHP2F8XDG136128		X
1FAHP2J81DG136008	X	X
1FAHP2J82DG135594		X
1FAHP2J84DG135144	X	X

VIN	LEFT	RIGHT
1FAHP2J84DG135158		X
1FAHP2J85DG135153		X
1FAHP2J88DG136345	X	X
1FAHP2J89DG135575	X	X
1FAHP2KT0DG133121		X
1FAHP2KT0DG133488	X	
1FAHP2KT0DG133717		X
1FAHP2KT0DG135774		X
1FAHP2KT1DG133189		X
1FAHP2KT2DG133119		X
1FAHP2KT2DG133122		X
1FAHP2KT2DG133637	X	
1FAHP2KT3DG133372		X
1FAHP2KT3DG135557	X	
1FAHP2KT4DG136250		X
1FAHP2KT6DG133611		X
1FAHP2KT7DG133178		X
1FAHP2KT7DG133343	X	
1FAHP2KT7DG135531	X	
1FAHP2KT7DG135593	X	X
1FAHP2KT7DG136162		X
1FAHP2KT8DG133769	X	
1FAHP2KT8DG135540	X	
1FAHP2KT9DG135739		X
1FAHP2KT9DG135773		X
1FAHP2KTXDG135572	X	X
1FAHP2M87DG132539		X

Attachment IV

Customer Satisfaction Program 12B40 - Certain 2013 Model Year Taurus, MKS and MKT Vehicles equipped with the Blind Spot Information System - Side Obstacle Detection Module Replacement

Use the following chart to identify suspect VINs and Side Obstacle Detection (SOD) Modules to be replaced:

In Adobe Reader menu, click "**EDIT**", then click "**FIND**", then insert the complete VIN or the last 6 characters, then press "**ENTER**".

OR

Press "**CTRL**" and "**F**" simultaneously, then insert the complete VIN or the last 6 characters, then press "**ENTER**".

MKS		
VIN	LEFT	RIGHT
1LNHL9DK0DG605753	X	
1LNHL9DK0DG605882	X	
1LNHL9DK0DG605915	X	
1LNHL9DK0DG606174	X	
1LNHL9DK0DG606207	X	
1LNHL9DK1DG605745		X
1LNHL9DK1DG606152	X	
1LNHL9DK1DG606202	X	
1LNHL9DK1DG606216	X	
1LNHL9DK2DG605706	X	
1LNHL9DK3DG605746		X
1LNHL9DK3DG606198	X	
1LNHL9DK4DG605707	X	
1LNHL9DK4DG605982	X	
1LNHL9DK4DG606159	X	
1LNHL9DK5DG605747		X
1LNHL9DK5DG605750		X
1LNHL9DK5DG605943	X	
1LNHL9DK5DG605991	X	
1LNHL9DK5DG606137	X	
1LNHL9DK6DG605899	X	
1LNHL9DK6DG605949	X	
1LNHL9DK6DG606129	X	
1LNHL9DK6DG606132	X	
1LNHL9DK7DG605698	X	
1LNHL9DK7DG605930	X	
1LNHL9DK7DG606091	X	
1LNHL9DK7DG606169	X	
1LNHL9DK8DG605712	X	
1LNHL9DK8DG605757	X	
1LNHL9DK8DG605760	X	
1LNHL9DK8DG605922	X	
1LNHL9DK8DG606116		X

VIN	LEFT	RIGHT
1LNHL9DK8DG606150	X	
1LNHL9DK8DG606181	X	
1LNHL9DK8DG606200	X	
1LNHL9DK9DG605699	X	
1LNHL9DK9DG605749		X
1LNHL9DK9DG605914	X	
1LNHL9DK9DG605945	X	
1LNHL9DKXDG605890	X	
1LNHL9DKXDG605923	X	
1LNHL9EK1DG605839	X	
1LNHL9EK2DG605820	X	
1LNHL9EK3DG605776		X
1LNHL9EK3DG606068	X	
1LNHL9EK5DG605830	X	
1LNHL9EK6DG605867	X	
1LNHL9EK8DG605806		X
1LNHL9EK8DG605837		X
1LNHL9EK8DG606051		X
1LNHL9EK9DG606107	X	X
1LNHL9EK9DG606110		X
1LNHL9EKXDG605824		X
1LNHL9EKXDG606052		X
1LNHL9FT1DG605704	X	
1LNHL9FT1DG605928		X
1LNHL9FT2DG605792		X
1LNHL9FT2DG606084	X	
1LNHL9FT3DG606031		X
1LNHL9FT4DG605793	X	
1LNHL9FT4DG606037		X
1LNHL9FT4DG606085	X	
1LNHL9FT5DG606032		X
1LNHL9FT5DG606046	X	X
1LNHL9FT7DG605805	X	

VIN	LEFT	RIGHT
1LNHL9FT7DG605822		X
1LNHL9FT7DG606100		X
1LNHL9FT7DG606162	X	
1LNHL9FT8DG605862		X
MKT		
VIN	LEFT	RIGHT
2LMHJ5AT1DBL52398	X	
2LMHJ5AT7DBL52339	X	
2LMHJ5AT7DBL52342	X	
2LMHJ5NK1DBL52435	X	
2LMHJ5NK9DBL52425	X	
2LMHJ5NK3DBL52436	X	



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

August 2012

Customer Satisfaction Program 12B40

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 12B40) for your vehicle, with the Vehicle Identification Number shown above.

What is the issue? On your vehicle, the Blind Spot Information System and the Cross Traffic Alert system may be inoperative due to one or both Side Obstacle Detection module(s) being improperly programmed. These systems are intended only as supplemental driver assist features. If these systems are inoperative, however, they will not provide an indication when a vehicle or object is in the driver's blind spot.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace your Side Obstacle Detection module(s) free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until September 30, 2013. 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 12B40. 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 for dealer addresses, maps, and driving instructions.

**What should you do?
(Continued)**

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.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division