



Michael A. Berardi
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Service Engineering Operations
Ford Customer Service Division

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

October 24, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Special Field Action 12L09
Certain 2013 Model Year Mustang Shelby GT500 Vehicles
Owner's Guide Supplement Update – Spark Plug Gap Correction

AFFECTED VEHICLES

Certain 2013 model year Mustang Shelby GT500 vehicles built at the Auto Alliance Assembly Plant from Job 1 through June 29, 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 October 24, 2012.

EXPIRATION DATE

This Special Field Action has an expiration date of April 30, 2013 to encourage dealers to complete this program as soon as possible.

REASON FOR THIS ACTION

In all of the affected vehicles, the Owner's Guide (OG) Supplement contains an incorrect spark plug gap specification. The correct spark plug gap specification is 0.033 - 0.037 inches (0.85 - 0.95 mm). The spark plugs installed in these vehicles at the factory meet the correct gap specification. However, if the gap on these spark plugs is changed, or new spark plugs are installed, and the incorrect spark plug gap specification is used, it may result in detonation and/or misfire which could cause engine damage.

SERVICE ACTION

- **Stock Vehicles:** Dealers are to install an updated OG Supplement in their stock vehicles and dispose of the original supplement.
- **Sold Vehicles:** Dealer action is NOT required for sold vehicles. Customers that have taken delivery of their vehicles will be mailed an updated OG Supplement and will be directed to dispose of the original supplement.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,

Michael A. Berardi

Special Field Action 12L09

Certain 2013 Model Year Mustang Shelby GT500 Vehicles
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OASIS ACTIVATED?

Yes, OASIS will be activated on October 24, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on October 24, 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. If additional OG Supplements are required, call the Special Service Support Center at 1-800-325-5621.

SOLD VEHICLES

Dealer action is NOT required for sold vehicles. Customers that have taken delivery of their vehicles will be mailed an updated OG Supplement and will be directed to dispose of the original supplement.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims for stock vehicles using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace original OG Supplement with updated OG Supplement (stock vehicles only)	12L09B	0.2 Hours

PARTS REQUIREMENTS

Stock Vehicles: Updated OG Supplements for stock vehicles are being mailed to dealerships the week of October 24, 2012. The package will be sent to the attention of the service manager with a bright orange label that says "Field Service Action 12L09 – Owner's Guide Supplements".

Sold Vehicles: Dealer action is NOT required for sold vehicles. Updated OG Supplements are being mailed directly to customers of the affected vehicles.

Ordering Instructions for Additional Owner's Guides

A small quantity of replacement OG Supplements have been set aside at the Special Service Support Center. A VIN number will be required for each OG Supplement ordered. To order an additional OG Supplement, contact the Special Service Support Center at 1-800-325-5621.

DEALER PRICE

Dealers will not be charged for additional OG Supplements ordered for this program.



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
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October 2012

Special Field Action 12L09

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

It has come to our attention that the Owner's Guide Supplement for your vehicle, with the Vehicle Identification Number shown above, contains incorrect engine spark plug gap specifications. We apologize for this inconvenience and want to correct this condition. Our commitment is to provide you with the highest level of service and support.

What is the issue? On your vehicle, the Owner's Guide Supplement contains an incorrect spark plug gap specification. The correct spark plug gap specification is 0.033 - 0.037 inches (0.85 - 0.95 mm). The spark plugs installed in your engine at the factory meet the correct gap specification. However, if the gap on these spark plugs is changed, or new spark plugs are installed and the incorrect gap specification is used, it may result in detonation (spark knock) and/or misfire which could cause engine damage.

What should you do? Enclosed please find an Updated Owner's Guide Supplement for your vehicle, containing the corrected spark plug gap specification. Please remove and discard your original Owner's Guide Supplement and replace it with the one included with this letter.

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 and Owner's Guide Supplement 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 questions or need further assistance, please contact your dealership's Service Manager.
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.

Thank you for your attention to this important matter.

Sincerely,
Ford Customer Service Division