TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 16N02
Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission
Molded Leadframe Extended Coverage

REF: DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 16S19 – Supplement #1
Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission
Powertrain Control Module Reprogramming

PROGRAM TERMS
This program extends the warranty coverage of the automatic transmission molded leadframe to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through December 31, 2016. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Model Year</th>
<th>Assembly Plant</th>
<th>Build Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Kansas City</td>
<td>April 5, 2011 through June 13, 2012</td>
</tr>
<tr>
<td>Expedition</td>
<td>2012</td>
<td>Kentucky</td>
<td>August 26, 2011 through June 6, 2012</td>
</tr>
<tr>
<td>Navigator</td>
<td>2012</td>
<td></td>
<td>August 26, 2011 through February 29, 2012</td>
</tr>
<tr>
<td>Mustang</td>
<td>2012</td>
<td>Flat Rock</td>
<td>August 9, 2011 through February 24, 2012</td>
</tr>
</tbody>
</table>

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED COVERAGE
In some of the affected vehicles, an intermittent output shaft speed (OSS) sensor failure may result in an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTCs) P0720, P0722, P0731 and/or P1500 stored in the powertrain control module (PCM). Additionally, some vehicles may experience an unintended downshift into first gear.

SERVICE ACTION
If an affected vehicle exhibits this condition, dealers are to replace the molded leadframe. This service must be performed at no charge to the vehicle owner.
OWNER NOTIFICATION MAILING SCHEDULE
Owner Letters are expected to be mailed 3rd quarter 2016. Dealers should repair any affected vehicles that contain one or more of the DTCs listed and/or if the vehicle exhibits an unintended downshift into first gear event, 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

QUESTIONS & ASSISTANCE
For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

Michael A. Berardi
Customer Satisfaction Program 16N02
Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang
Vehicles Equipped with a 6R80 Transmission
Molded Leadframe Extended Coverage

OASIS ACTIVATION
OASIS will be activated on June 16, 2016.

FSA VIN LISTS ACTIVATION
FSA VIN Lists will not be activated for this service action.

STOCK VEHICLES
Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES
Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES
Vehicles with cancelled warranties are not eligible for this service action.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)
Additional repairs identified as necessary to complete the FSA should be managed as follows:
- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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. This refund offer expires December 31, 2016.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with molded leadframe replacement.

RENTAL VEHICLES
- Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.
Customer Satisfaction Program 16N02
Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission Molded Leadframe Extended Coverage

CLAIMS PREPARATION AND SUBMISSION

- This is a one-time repair program and also applies to vehicles that are within the New Vehicle Limited Warranty coverage period. When a vehicle is determined to exhibit this concern, repairs should be claimed against Program Code 16N02.

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 16N02 is the sub code.

- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

- Submit refunds on a separate repair line.
  - Program Code: 16N02
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
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LABOR ALLOWANCES

<table>
<thead>
<tr>
<th>Description</th>
<th>Vehicle</th>
<th>Labor Operation</th>
<th>Labor Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check DTCs and replace molded leadframe</td>
<td>F-150</td>
<td>16N02B</td>
<td>2.1 Hours</td>
</tr>
<tr>
<td></td>
<td>Expedition</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Navigator</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mustang</td>
<td>16N02C</td>
<td>2.2 Hours</td>
</tr>
</tbody>
</table>

PARTS REQUIREMENTS / ORDERING INFORMATION

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL3Z-7G276-B</td>
<td>Molded Leadframe</td>
<td>1</td>
</tr>
<tr>
<td>FL3Z-14B167-A</td>
<td>Foam Seal Insert</td>
<td>1</td>
</tr>
<tr>
<td>XT-10-QLVC</td>
<td>MERCON® LV Automatic Transmission Fluid</td>
<td>9</td>
</tr>
<tr>
<td>BL3Z-7A191-C</td>
<td>Transmission Fluid Pan Gasket</td>
<td>As Required</td>
</tr>
<tr>
<td>BL3Z-7A098-A</td>
<td>Transmission Filter</td>
<td>As Required</td>
</tr>
</tbody>
</table>

The DOR/COR number for this program is 51046.
Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE
For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN
Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

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