

WARRANTY ACTION NOTICE # 10-2012

Brake Rotor Service

**All Models / All Years
Article 10-A-2012**

Some dealers are not using the Pro Cut On-Car lathe to turn or machine brake rotors.

Per the W&P Manual Dealers are required to resurface brake rotors using the Pro-Cut On-Car Brake Lathe during the Bumper-to-Bumper Coverage period.

Note: The older model Pro Cut lathes can only accommodate a brake rotor of up to 13.2" diameter. 2010 MY and forward trucks use 13.8" diameter brake rotors and some Mustangs use 13.9" diameter brake rotors. Do not attempt to install these vintage machines on newer model vehicles without checking the brake rotor diameter first. It may be necessary to update your equipment

Category: Chassis / Brakes

Do: Properly turn rotors using Pro Cut On-Car lathes.

Don't: Turn rotors using off vehicle bench lathes

Convertible Top Repair

**2005- 2013 Mustang
Article 10-B-2012**

A review of convertible top warranty repairs has revealed some possible confusion among technicians and dealers making repairs on Mustang Convertible Tops.

In an effort to improve first time fix rates and encourage dealers to perform convertible top services in house over out sourcing to an independent trim shop. Ford Customer Service Division and Ford Product Development have produced videos detailing the convertible top removal and installation procedure as well as the convertible top material removal and installation procedure. These videos are available through active links in the online workshop manual section 501-18.

Per the W&P Manual Version 2.0: It is Service Management's responsibility to ensure that the latest service publications and/or repair procedures available from the Company are followed for all Company paid repairs. Repair procedures listed in the most current editions of the Work Shop (WSM) or Powertrain Control/Emissions Diagnosis (PCED) Manuals must be used.

Category: Body / Exterior

Do: Review the most recent available Workshop Manual Procedures when addressing convertible top concerns. Keep the repairs "in-house" whenever possible.

Don't: Do not guess about the correct procedure when removing and installing the above mentioned components. Don't unnecessarily send work out of your own service department.

6.4 L High Pressure Fuel Pump Disassembly

2008-2010 F-Super Duty Article 10-C-2012

A review of warranty claims has found that some dealers are disassembling the 6.4L Diesel High Pressure Fuel Pump for inspection when not required to do so, forcing replacement of the High Pressure Fuel Pump. The 6.4L Diesel High Pressure Fuel Pump should only be disassembled for inspection when referred to do so by the 6.4L Water in Fuel/Non-Warrantable Fuel System Repair Job Aid found on FMC Dealer or PTS. Per the Job Aid, debris must be found in the High Pressure Fuel System per PC/ED - Section 4 - Diagnostic Subroutines – Hard Start/No Start – Step 28 before continuing with the Job Aid inspection procedures.

6.4L Diesel High Pressure Fuel Pumps damaged due to disassembly without supporting evidence that further inspection was required may result in warranty claim chargeback.

Category: Powertrain/Diesel Engine

Do: Utilize the 6.4L Water in Fuel/Non-Warrantable Fuel System Repair Job Aid when required and follow the procedures completely. Reference the “When to Utilize This Job Aid” instructions before performing the Job Aid procedures further.

Don't: Disassemble 6.4L Diesel High Pressure Fuel Pumps for inspection unless instructed to do so per the “When to Utilize This Job Aid” instructions in the 6.4L Water in Fuel/Non-Warrantable Fuel System Repair Job Aid.

Service Parts Warranty Supporting Documentation

All Models / All Years Article 10-D-2012

A review of warranty claims has revealed that many dealers are replacing components under SPW (Service Parts Warranty) as related damage with little or no supporting documentation.

Per the Warranty and Policy Manual Section 3- Service Parts Warranty Coverage's, the cause of failure of the related part must be noted on the Service Parts Warranty claim submission.

Note: Service Parts Warranty Job Aid outlines the dealer and/or outside repair source requirements for completing repairs claimed under Service Parts Warranty.

Category: Warranty/Policy

Do: Clearly state the cause of failure of the related damage in the Service Parts Warranty claim submission.

Don't: Claim related part damage without the proper supporting documentation in the Service Parts Warranty claim.

Service Parts Warranty Basic Claim Preparation

**All Models / All Years
Article 10- E-2012**

A review of warranty claims has revealed that many dealers are replacing components under SPW (Service Parts Warranty) with minimal information describing the component failure, technician diagnosis or steps taken to repair the vehicle.

Per the Warranty and Policy Manual Section 7- Basic Claim Preparation lists each of the dealer personnel responsibilities for claim preparation and submission. This includes the technician's requirement to document the 3 C's (Concern, Cause, Correction).

In order to aid Ford Motor Company's efforts to improve vehicle quality, it is imperative that all aspects of the part(s) failure, vehicle diagnosis and repair be clearly stated in the warranty claim submission

Category: Warranty/Policy

Do: Clearly state the cause of the part(s) failure, diagnostic steps taken and repair procedure(s) followed to resolve the customer's concern in the SPW warranty claim submissions.

Don't: Submit claims without including the proper documentation.

**AWD Fluid Leak
from Rear Differential Vent Cap**

**2011- 2013 Taurus, Explorer, Edge,
MKX, MKS
2012- 2012 Fusion, MKZ, Flex, MKT
2013 Flex, MKT w/ 3.5L GTDI
2011 Mariner, Milan**

Article 10- F- 2012

TSB 12-8-12 provides repair direction in instances where customers experience leakage from the vent. As per the TSB, the repair should only be applied in instances where actual leaking takes place. It should not be applied when normal seepage and /or weeping (staining) occurs.

Per the W&P Manual Version 1.9: It is Service Management's responsibility to ensure that the latest service publications and/or repair procedures available from the Company are followed for all Company paid repairs.

Category: Powertrain / General Information

Do: Apply TSB 12-8-12 in instance where leakage takes place in cold weather climates. .

Don't: Do not apply TSB 12-8-12 in instances where normal seepage, weeping, or staining takes place.