



Michael A. Berardi
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Service Engineering Operations
Ford Customer Service Division

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

June 21, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 13B04
Certain 2000-2003 Model Year Taurus and Sable Vehicles Equipped With a 3.0L 4V
Engine - Speed Control Cable

PROGRAM TERMS

This program will be in effect through August 31, 2014. There is no mileage limit for this program.

AFFECTED VEHICLES

Certain 2000-2003 model year Taurus and Sable vehicles built at the Atlanta Assembly Plant from Job #1 through August 1, 2003. Certain 2000-2003 model year Taurus and Sable vehicles built at the Chicago Assembly Plant from Job #1 through August 26, 2003. 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 June 21, 2013.

REASON FOR THIS PROGRAM

The Speed Control Cable on affected vehicles may be susceptible to damage or becoming partially disconnected during under hood vehicle maintenance (e.g., replacing a battery or changing the air filter). A damaged Speed Control Cable could interfere with the throttle's full return to idle when the accelerator pedal is released, potentially resulting in an elevated idle.

SERVICE ACTION

Dealers will inspect the condition of the Speed Control Cable collar retention tabs.

- If the collar retention tabs are present (even if they are cracked), install a Collar Reinforcement Clip only.
- If any portion of either retention tabs is missing, replace the Speed Control Cable and install a Collar Reinforcement Clip.

NOTE: The collar clip adds robustness to the collar's retaining feature and prevents the cable from sliding out of the collar.

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 beginning the week of June 24, 2013. 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

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 13B04

Certain 2000-2003 Model Year Taurus and Sable Vehicles Equipped With a 3.0L 4V Engine
Speed Control Cable

OASIS ACTIVATED?

Yes, OASIS will be activated on June 21, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on June 21, 2013. Owner names and addresses will be available in August, 2013.

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

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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.

Customer Satisfaction Program 13B04

Certain 2000-2003 Model Year Taurus and Sable Vehicles Equipped With a 3.0L 4V Engine
Speed Control Cable

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.

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, 2013.
- Dealers are also authorized 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 replacement of the Speed Control Cable.

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.
- Submit refunds on a separate repair line.
 - Program Code: 13B04
 - 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.
- PROGRAM TERMS: This program will be in effect through August 31, 2014. There is no mileage limit for this program.

Customer Satisfaction Program 13B04

Certain 2000-2003 Model Year Taurus and Sable Vehicles Equipped With a 3.0L 4V Engine
Speed Control Cable

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>Passes Inspection</u> Inspect the Speed Control Cable collar retention tabs and install Collar Reinforcement Clip	13B04B	0.2 Hour(s)
<u>Fails Inspection</u> Inspect the Speed Control Cable collar retention tabs, replace Speed Control Cable, and install Collar Reinforcement Clip	13B04C	0.5 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DF1Z-9D726-B	Speed Control Cable Collar Reinforcement Clip	1
YF1Z-9A825-CA	Speed Control Cable	1 (Only for vehicles that fail inspection)

The DOR/COR number for this recall is 50510.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) 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, 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.

CERTAIN 2000-2003 MODEL YEAR TAURUS AND SABLE VEHICLES EQUIPPED WITH A 3.0L 4V ENGINE — SPEED CONTROL CABLE

OVERVIEW

The Speed Control Cable on affected vehicles may be susceptible to damage or becoming partially disconnected during under hood vehicle maintenance (e.g., replacing a battery or changing the air filter). A damaged Speed Control Cable could interfere with the throttle's full return to idle when the accelerator pedal is released, potentially resulting in an elevated idle. Dealers are to inspect the condition of the Speed Control Cable collar retention tabs.

- If the collar retention tabs are present (even if they are cracked), install a Collar Reinforcement Clip only.
- If any portion of either retention tabs is missing, replace the Speed Control Cable and install a Collar Reinforcement Clip.

NOTE: The collar clip adds robustness to the collar's retaining feature and prevents the cable from sliding out of the collar.

SERVICE PROCEDURE

Speed Control Cable Inspection

1. Remove the two pin-type retainers and the accelerator control splash shield.
2. Inspect both sides of the Speed Control Cable collar for cracked or missing retention tabs. See Figure 1.
 - If the collar retention tabs are present **on both sides** of the Speed Control Cable collar (even if they are cracked), proceed to "Collar Reinforcement Clip Installation", on Page 2.
 - If the collar retention tabs are missing **on either side** of the Speed Control Cable collar, proceed to "Speed Control Cable Replacement", on Page 2.

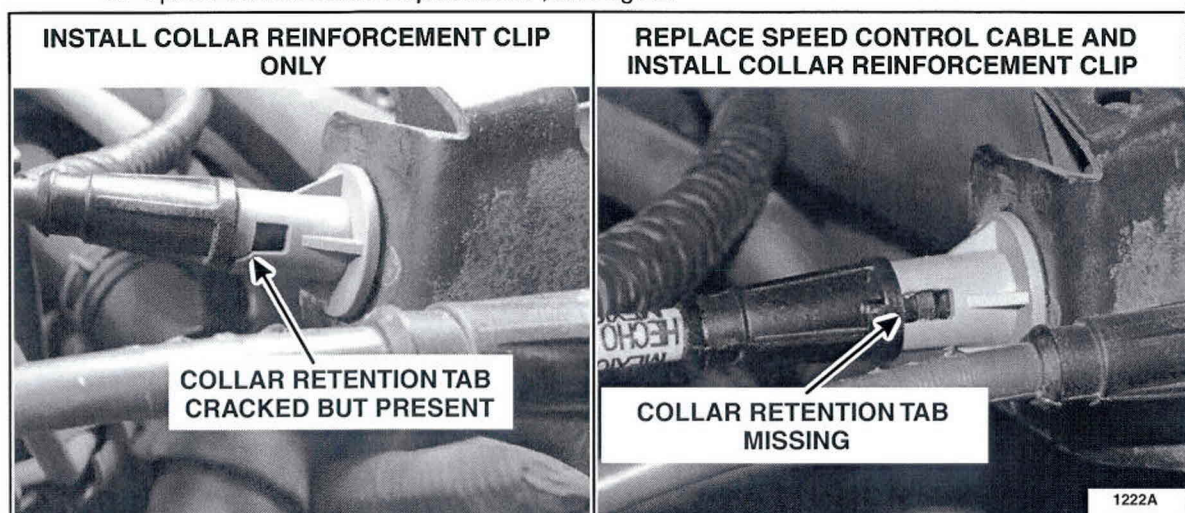


FIGURE 1



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DEARBORN, MICHIGAN 48121
6/2013

Speed Control Cable Replacement

1. Remove the air cleaner assembly. For additional information, refer to Workshop Manual (WSM) Section 303-12.
2. Replace the speed control cable. For additional information, refer to WSM Section 310-03.
3. Install the air cleaner assembly. For additional information, refer to WSM Section 303-12.
4. Proceed to "Collar Reinforcement Clip Installation".

Collar Reinforcement Clip Installation

1. Align the tabs of the *new* Collar Reinforcement Clip as shown and install it onto the Speed Control Cable. See Figure 2.

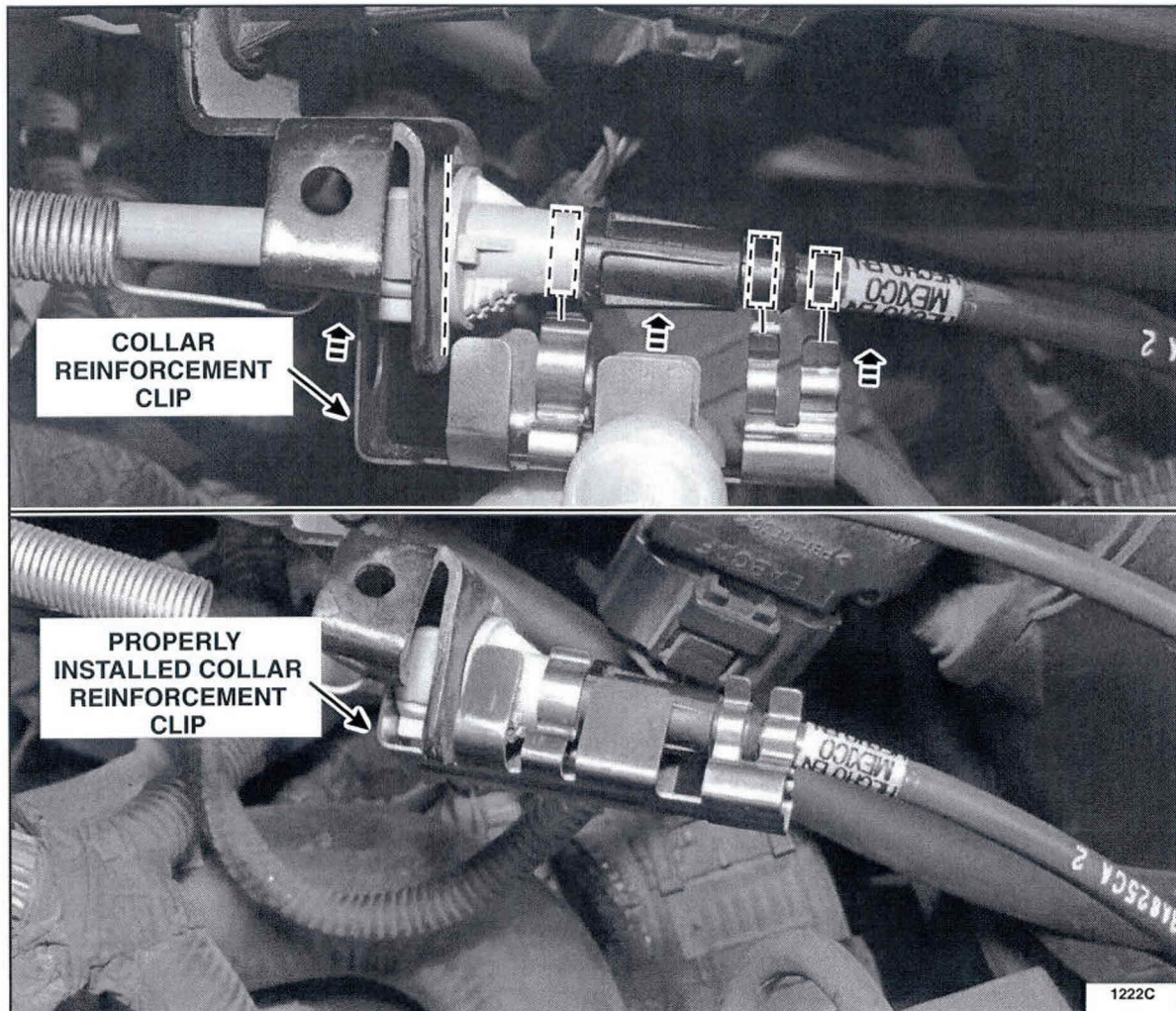


FIGURE 2

2. Install the accelerator control splash shield and the two pin-type retainers.





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

June 2013

Customer Satisfaction Program 13B04

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 13B04) for your vehicle, with the Vehicle Identification Number shown above.

What is the issue? The Speed Control Cable on your vehicle may be susceptible to damage or becoming partially disconnected during under hood vehicle maintenance (e.g., replacing a battery or changing the air filter). A damaged Speed Control Cable could interfere with the throttle's full return to idle when the accelerator pedal is released, potentially resulting in an elevated idle.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the condition of the Speed Control Cable Retaining Collar on your vehicle, and replace it if necessary. In addition, your dealer will install a Collar Reinforcement Clip to prevent reoccurrence of this condition in the future. This service will be performed free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until August 31, 2014 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B04. 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.

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

If you do not already have a servicing dealer, you can access 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.

Have you previously paid for this repair?

If you have previously paid for replacement of the Speed Control Cable, you still need to have this service action performed to have the reinforcement clip installed.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to speed control cable. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before December 31, 2013. To avoid delays, do not send receipts to Ford Motor Company.

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