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August 22, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 12S37 - Supplement #1**
Certain 2001-2004 Model Year Escape Vehicles with 3.0L Engine and Speed Control
Engine Cover Modification

REF: **Safety Recall 12S37**
Dated July 26, 2012

New! REASON FOR THIS SUPPLEMENT

- *Provide repair instructions for engine cover modification.*
- *Announce that parts to modify the engine cover are available in limited supply and provide details of the seed stock plan.*
- *Supply claim information to ensure full payment to dealers, including when an interim repair was performed.*
- *Expand Dealer Q & A*

AFFECTED VEHICLES

Certain 2001 through 2004 model year Escape vehicles equipped with 3.0L engine and speed control built at the Kansas City Assembly Plant from Job #1 2001 through Job Last 2004 and the Ohio Assembly Plant from Job #1 2004 through Job Last 2004. 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 July 26, 2012.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, there may be inadequate clearance between the engine cover and the speed control cable, which could allow the throttle to stick when the accelerator pedal is fully or almost-fully depressed, increasing the risk of an accident.

New! SERVICE ACTION

Engine Cover Modification:

Dealers are to install a revised rear stud and grommet assembly, and also trim the engine cover using a rotary burr type tool.

Interim Repair:

If parts are not available, dealers are to disconnect and secure the speed control cable away from the throttle linkage and provide the owner with a copy of the "Customer Information Sheet".

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 begin mailing on August 3, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III : Technical Information*
- Attachment IV: Dealer Q & A*
- Acknowledgement of Interim Service Offer
- Customer Information Sheet
- 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

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OASIS ACTIVATED?

Yes, OASIS will be activated on July 26, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 26, 2012. Owner names and addresses will be available by August 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 recall 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 recall.

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 recall.

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 recall performed on a timely basis.

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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

Refunds are not authorized for this program.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

New! 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.
- ***If an interim repair (12S37J) was performed, it must be submitted for payment before the final repair (12S37B) is submitted for payment. Labor operation 12S37B is a final repair and will close the safety recall for the specified VIN.***

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New! LABOR ALLOWANCES

PARTS ARE AVAILABLE:

Description	Labor Operation	Labor Time
Install a revised rear stud and grommet assembly, and also trim the engine cover.	12S37B	0.3 Hours

PARTS ARE NOT AVAILABLE:

Description	Labor Operation	Labor Time
Disconnect and secure the speed control cable away from the throttle linkage NOTE: This is an interim repair only and will <u>not</u> close Safety Recall 12S37.	12S37J*	0.2 Hours

* When claiming this labor operation, it must be submitted for payment before the final repair is submitted for payment. See "Claims Preparation and Submission".

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
4L8Z-6C519-A	Rear Stud and Grommet Assembly	One part per vehicle

We have been working closely with our suppliers to accelerate parts availability. Listed below are the details for the seed stock plan. We will continue to pursue additional service part capacity

<u>4L8Z-6C519-A Rear Stud and Grommet Assembly</u>		
Dealer Involved Vehicles*	Seed 1 Week of 08/27/12	Dealers will receive a DOES II message or supplement to this bulletin when more parts become available through open order or additional seeds.
0 to 29	None	
30 to 119	20 Stud & Grommet Assemblies	
120 to 219	40 Stud & Grommet Assemblies	
220 to 339	80 Stud & Grommet Assemblies	
340 to 499	100 Stud & Grommet Assemblies	
500 & up	160 Stud & Grommet Assemblies	

* This column indicates the number of affected vehicles assigned to each dealer. Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

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New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

NOTE: If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-325-5621), please be prepared to provide P&A Code, owner name and VIN.

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.

The DOR/COR number for this recall is 50480.

New! DEALER PRICE

For latest prices, refer to DOES II.

New! 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 2001-2004 MODEL YEAR ESCAPE VEHICLES EQUIPPED WITH 3.0L ENGINE AND SPEED CONTROL — ENGINE COVER MODIFICATION

NEW! OVERVIEW

In some of the affected vehicles, there may be inadequate clearance between the engine cover and the speed control cable, which could allow the throttle to stick when the accelerator pedal is fully or almost-fully depressed, increasing the risk of an accident.

Dealers are to install a revised rear stud and grommet assembly, and also trim the engine cover using a rotary burr type tool. If parts are not available to modify the engine cover, dealers are to perform the Interim Repair.

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NEW! I. ENGINE COVER MODIFICATION

NOTE: If stud and grommet assemblies are not available, proceed to "Interim Repair" on page 5.

1. Remove the three nuts and the engine cover. See Figure 1.

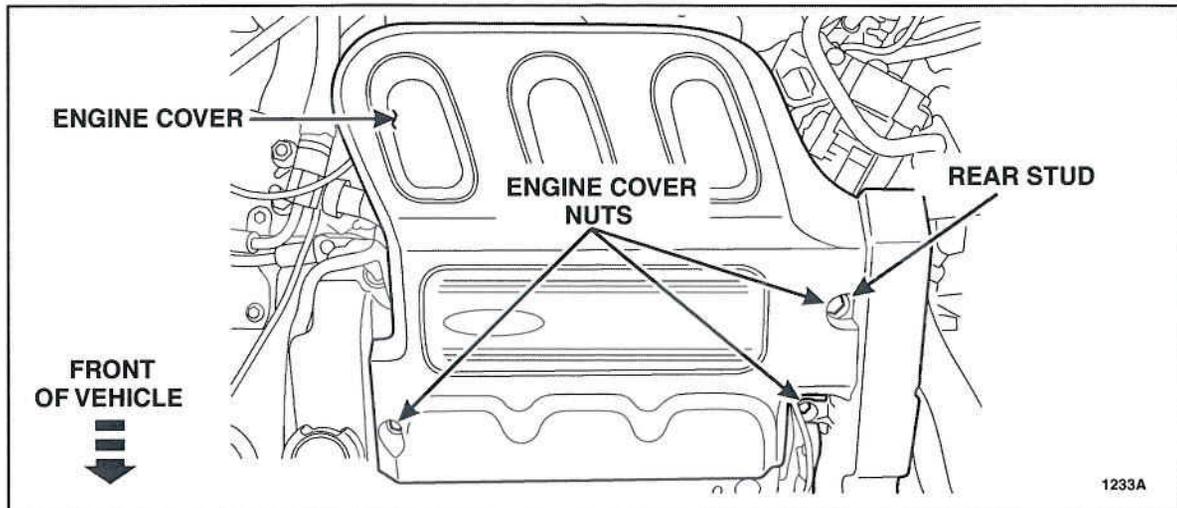


FIGURE 1

2. **NOTICE:** Do not bend the speed control cable. The throttle cable bracket must be positioned aside or damage to the speed control cable may occur.

Check to see if the speed control cable has been previously disconnected.

- If the speed control cable is connected, proceed to step 3.
- If the cable is disconnected, reconnect the speed control cable to the throttle body before proceeding to step 3. To reconnect the cable:
 - a. Loosen the RH throttle cable bracket bolt and remove the LH cable bracket bolt.
 - b. Rotate the bracket to allow enough clearance for the speed control cable to be removed.
 - c. Remove the throttle cable from under the bracket and connect the cable to the throttle body.
 - d. Reposition the throttle cable bracket and tighten both bracket bolts to 10 Nm (89 lb-in).



3. Remove the original rear stud and grommet assembly from the LH valve cover and install the *new* stud and grommet assembly. See Figure 2.

- Tighten the *new* stud and grommet assembly to 10 Nm (89 lb-in).

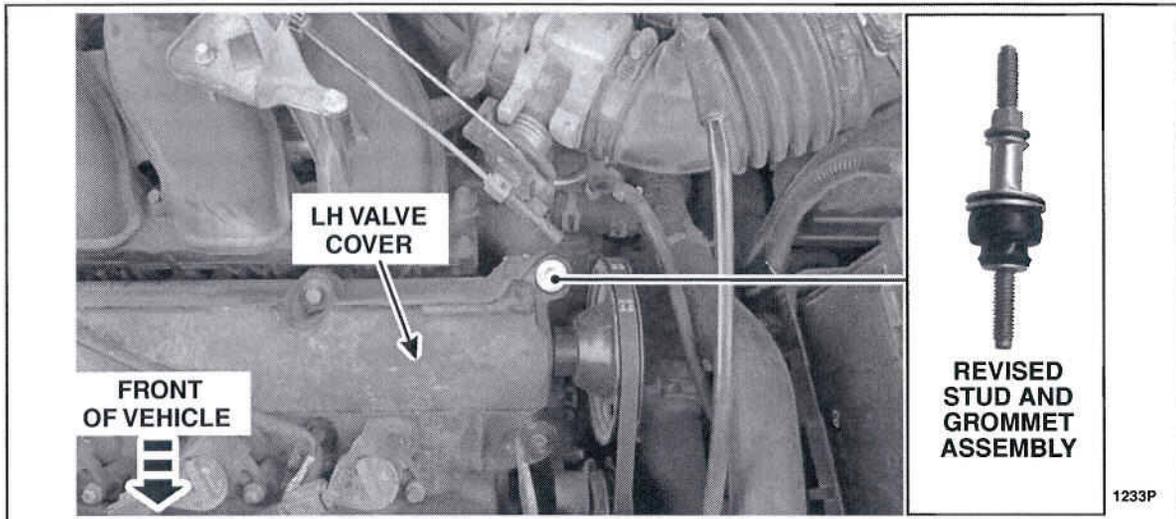


FIGURE 2

NOTE: The engine cover already has a relief to accommodate the drive belt tensioner. This relief needs to be trimmed to provide additional clearance.

4. Mark a guide line on the engine cover that is approximately 10mm (3/8") larger than the original opening. See Figure 3.

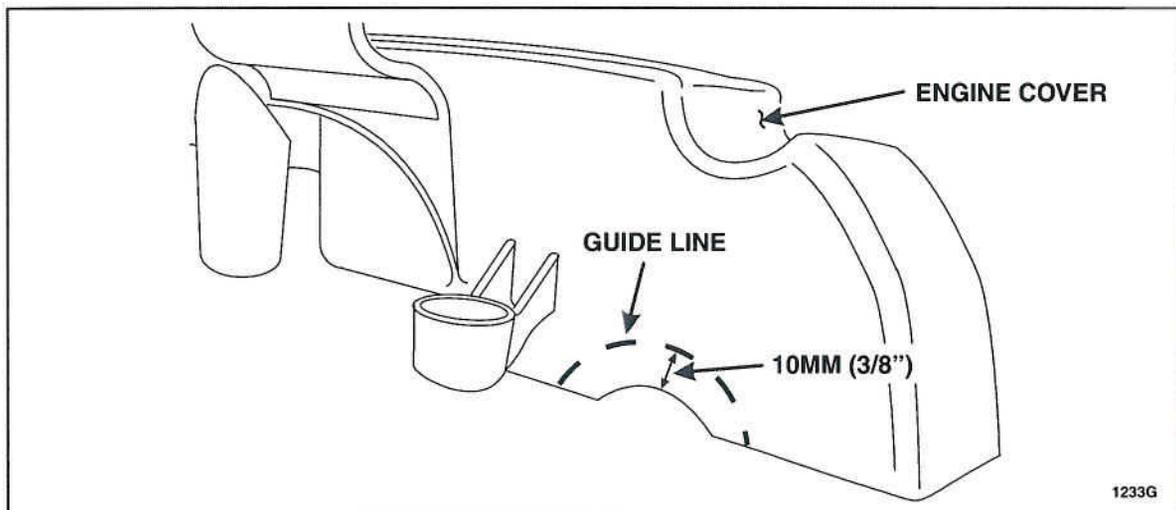


FIGURE 3



NOTE: Do not use hand tools or abrasive discs to cut the engine cover (hand tools will crack the engine cover and abrasive discs will melt the cover). Only high speed rotary burr tools should be used to modify the engine cover.

- Using a rotary burr tool, modify the engine cover by increasing the opening over the drive belt tensioner to the previously made guide line. See Figure 4.

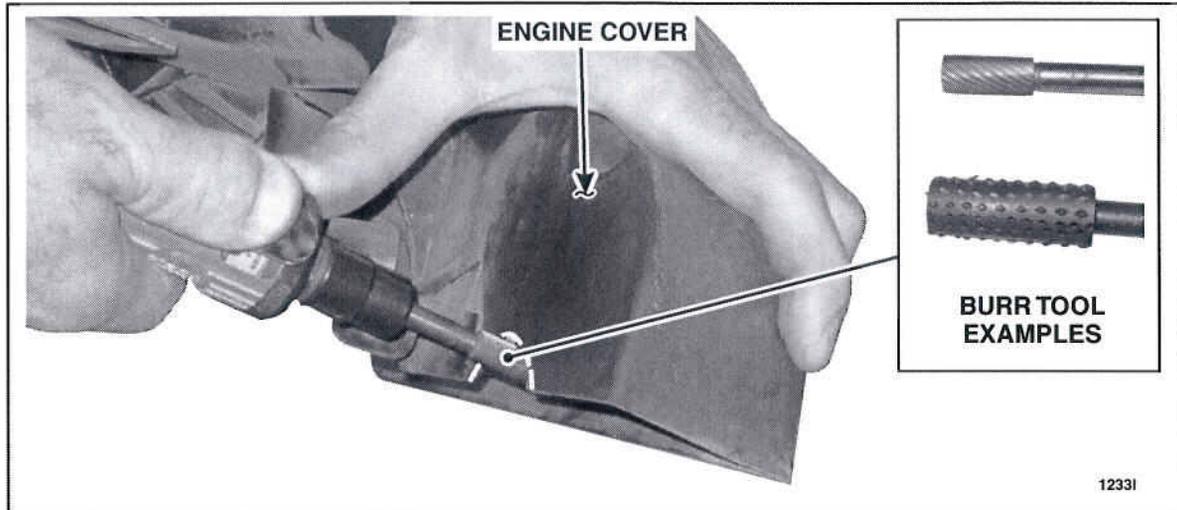


FIGURE 4

- Reinstall the engine cover and tighten the three nuts. See Figure 1.
 - Tighten the engine cover nuts to 6 Nm (53 lb-in).
- Return the vehicle to the customer.



II. INTERIM REPAIR

1. Remove the three nuts and the engine cover. See Figure 1.

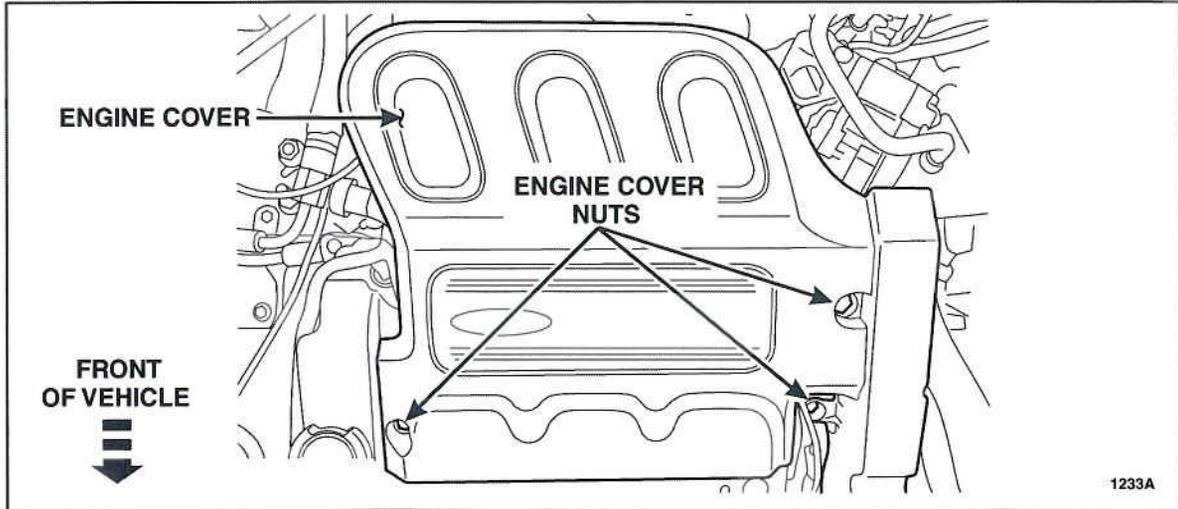


FIGURE 1

2. Slide the speed control cable off of the throttle body lever nail head. See Figure 2.

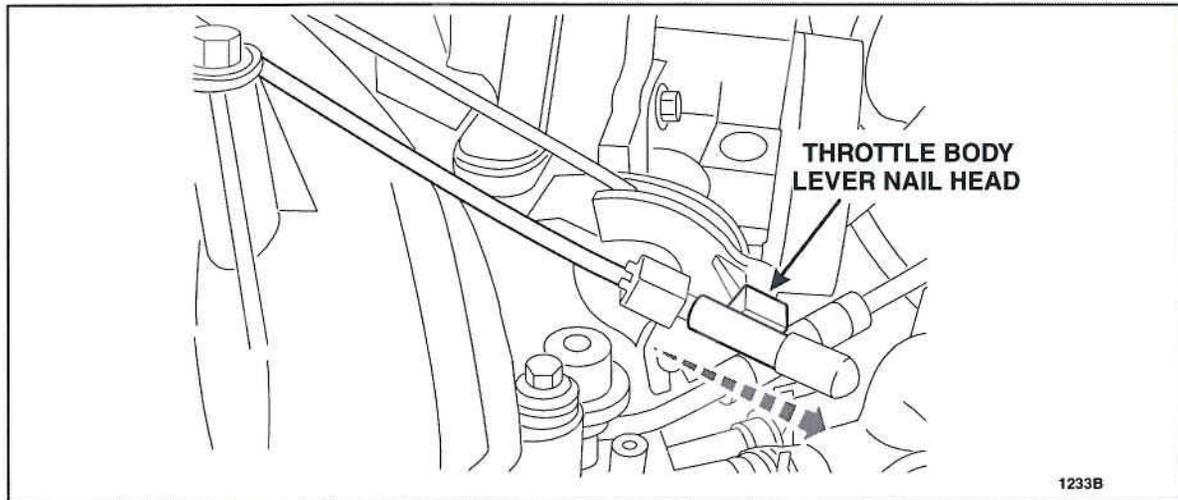


FIGURE 2



3. Loosen the RH throttle cable bracket bolt and remove the LH throttle cable bracket bolt. See Figure 3. Rotate the bracket to allow enough clearance for the speed control cable to be positioned under the bracket.

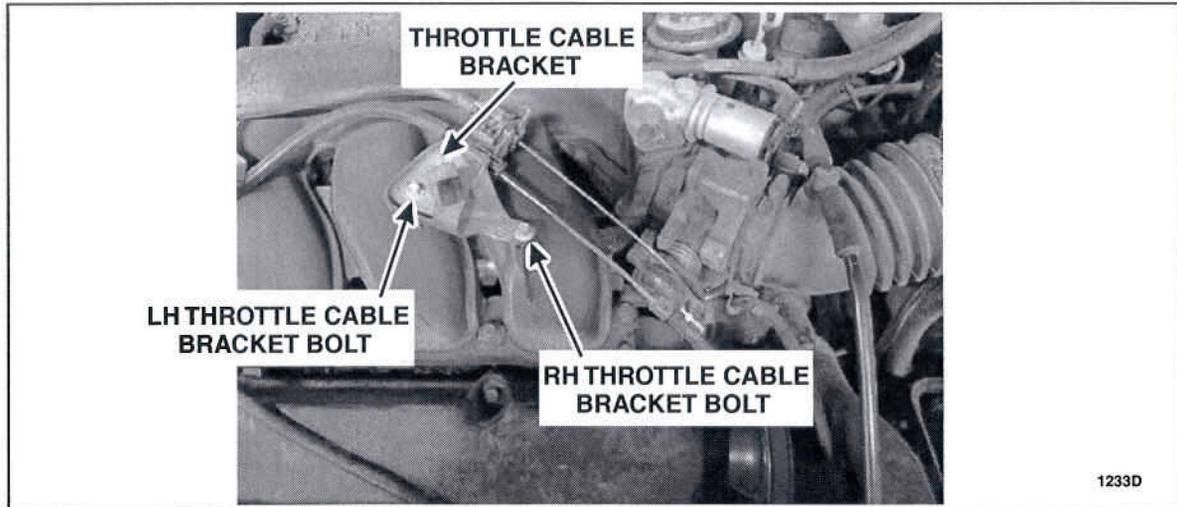


FIGURE 3

NOTICE: Do not bend the speed control cable in order to route it under the throttle cable bracket. The throttle cable bracket must be positioned aside or damage to the speed control cable may occur. See Figure 4.

4. Route the speed control cable under the bracket as shown in "correct installation" below. See Figure 4.

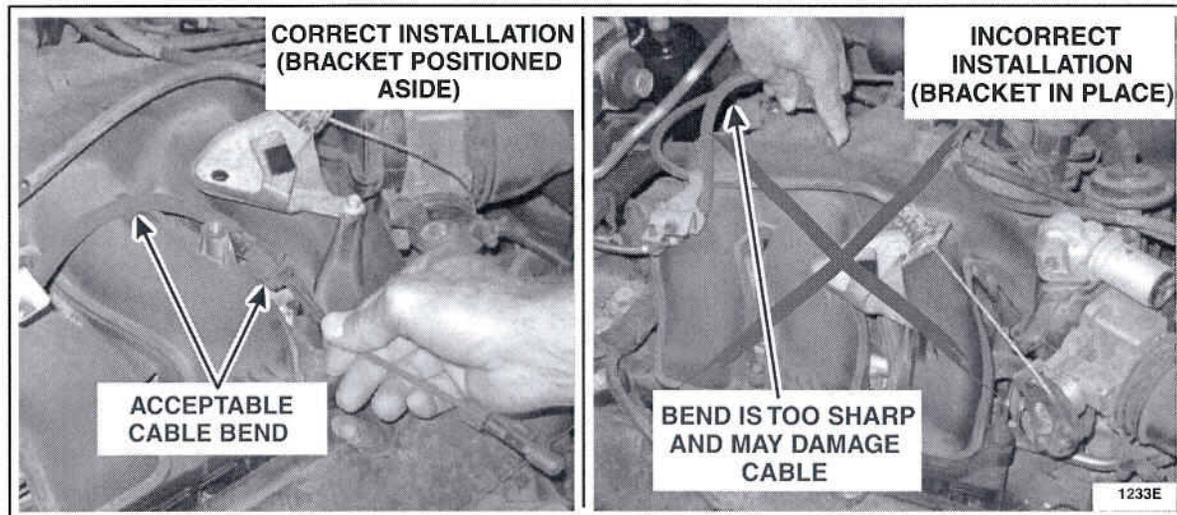


FIGURE 4



5. Reposition the throttle cable bracket and tighten both bolts. See Figure 5.

- Tighten the throttle cable bracket bolts to 10 Nm (89 lb-in).

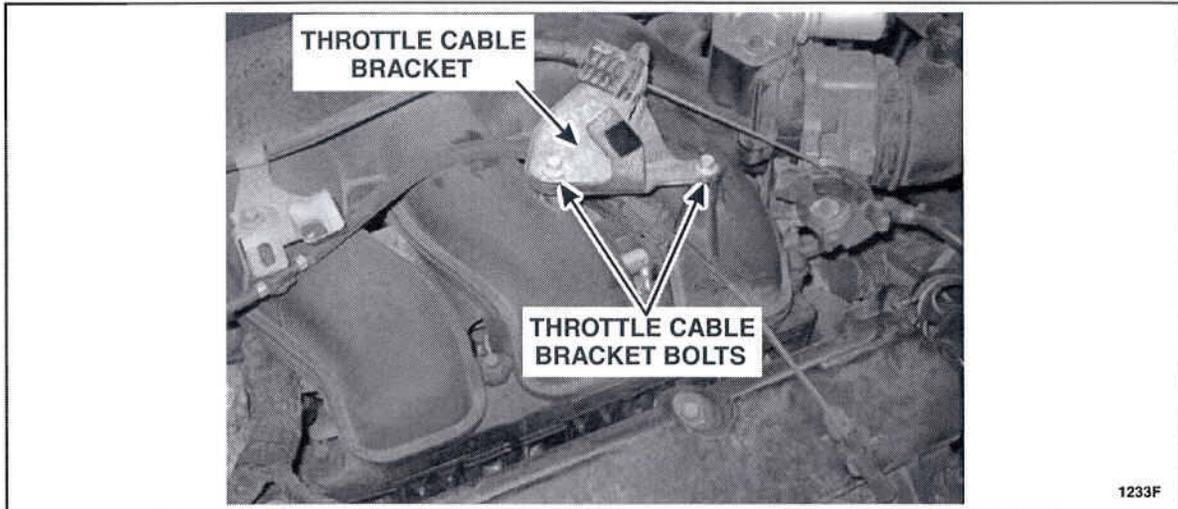


FIGURE 5

6. Reinstall the engine cover and tighten the three nuts. See Figure 1.

- Tighten the engine cover nuts to 6 Nm (53 lb-in).

7. Return the vehicle to the customer and provide them with a copy of the Customer Information Sheet.



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Certain 2001-2004 Model Year Escape Vehicles with 3.0L Engine and Speed Control
Engine Cover Modification

New! DEALER Q & A

Q1. What is the issue?

A. Ford is voluntarily recalling 2001-2004 Model Year Escape vehicles equipped with 3.0L engine and speed control to address inadequate clearance between the engine cover and the speed control cable, which could allow the throttle to stick when the accelerator pedal is fully or almost-fully depressed, increasing the risk of an accident.

Q2. *Mazda is recalling 2001-2008 Tributes for this issue. Why isn't Ford recalling the 2005-2008 Model Year Escapes?*

A. *The 2005-2008 Mazda Tribute has a different engine cover than the 2005-2008 Ford Escape. Ford has determined that the 2005-2008 Escape engine cover is not affected by this recall issue.*

Q3. Are the vehicles safe to drive?

A. Yes. However, we are advising owners that they can avoid this condition by not fully depressing or almost-fully depressing the accelerator pedal. Should drivers experience what they believe is a stuck throttle in this or any other vehicle, they should firmly and steadily apply the brakes without pumping the brake pedal, shift to neutral, steer the vehicle to a safe location and shut the engine off after the vehicle is safely stopped.

Q4. If parts are not available, why is an interim repair required?

A. There is a risk that the speed control cable linkage could interfere with the engine cover, which could allow the throttle to stick when the accelerator pedal is fully or almost-fully depressed, increasing the risk of an accident. The interim repair of disconnecting the speed control cable from the throttle linkage will eliminate the concern.

Q5. If the interim repair is performed, won't the Speed Control System be disabled?

A. Yes, customers will not be able to use speed control until the permanent repair is performed. Although some customers may regard the inability to use their Speed Control System as an inconvenience, we believe this action is in the best interest of our customers' safety.

Q6. What if a customer refuses to have the interim repair performed?

A. Dealers should use the "Acknowledgement of Interim Service Offer" letter posted with this bulletin to document the customer's refusal of the interim repair. Retain the signed letter in the customer's file for future reference.