



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

May 30, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S05
Certain 2013 Model Year Lincoln MKZ vehicles equipped with an Engine Block Heater
Engine Block Heater Cable Replacement

AFFECTED VEHICLES

- Certain 2013 model year Lincoln MKZ vehicles equipped with an engine block heater built at the Hermosillo Assembly Plant from Job 1 through March 15, 2013.
- Certain 2013 Lincoln MKZ vehicles serviced with an engine block heater cable before May 30, 2013.

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 May 30, 2013.

NOTE: Vehicles serviced with a suspect part may **not** be identified in OASIS.

REASON FOR THIS SAFETY RECALL

Usage of the engine block heater requires the customer to un-stow and re-stow the block heater cable located in the engine compartment. This may result in significant movement and bending of the cable. If this movement and bending occurs in temperatures below -4°F (-20°C), the wiring insulation may crack, exposing the 120 volt electrical conductors. Exposed conductors increase the risk for electric shock and corrosion. Because the cable is inside a braided sleeve, the exposed conductors may not be apparent.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the engine block heater cable with an improved cable.

NOTE: Parts are currently not available to replace engine block heater cables. It is anticipated that parts will be available the week of June 10, 2013.

Also, using the chart below, identify any vehicles serviced by your dealership with the following parts:

Powertrain	Part Number	Description	Previous Repair Dates
3.7L	DP5Z-6B018-A	Engine Block Heater Cable	Any 2013 MKZ serviced before May 30, 2013
2.0L Hybrid	DP5Z-6B018-B	Engine Block Heater Cable	
2.0L EcoBoost	DP5Z-6B018-D	Engine Block Heater Cable	

SERVICE ACTION (continued)

If dealership records indicate that a vehicle was serviced in the time frame indicated with one of these parts, and the vehicle is not identified in OASIS, dealers should:

- Contact the owner and arrange a service date.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter (when available) and call Special Service Support Center (SSSC) at 1-800-325-5621.
- Provide SSSC with the VIN and date the engine block heater cable was installed. (Repair date must be before May 30, 2013.)

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 the week of June 17, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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
Special Service Support Center (Parts Ordering) 1-800-207-2444

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S05
Certain 2013 Model Year Lincoln MKZ vehicles equipped with an Engine Block Heater
Engine Block Heater Cable Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on May 30, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 30, 2013. Owner names and addresses will be available by June 24, 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 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

- Correct all affected units in your new vehicle inventory before delivery.
- 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.
- 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.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S05
Certain 2013 Model Year Lincoln MKZ vehicles equipped with an Engine Block Heater
Engine Block Heater Cable Replacement

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 recall.

SPECIAL HANDLING ALLOWANCE (Applies to sold vehicles only)

Dealers are authorized to:

- Wash and vacuum the customer's vehicle
- Top-off the fuel tank

Dealers are authorized to claim \$75 to cover the above special handling actions.

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.
- For claiming the Special Handling Allowance, enter \$75 as Miscellaneous Expense Code "SCHP" on the same line as the repair.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S05

Certain 2013 Model Year Lincoln MKZ vehicles equipped with an Engine Block Heater
Engine Block Heater Cable Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace engine block heater cable (all applications)	13S05B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Powertrain	Part Number	Description	Quantity
3.7L	DP5Z-6B018-Q	Engine Block Heater Cable	1
2.0L Hybrid	DP5Z-6B018-R	Engine Block Heater Cable	1
2.0L EcoBoost	DP5Z-6B018-S	Engine Block Heater Cable	1

The DOR/COR number for this recall is 50507.

It is anticipated that parts will be available the week of June 10, 2013. At that time, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444 to place an order.

When calling to place an order for an engine block heater cable, please be prepared to provide dealer P&A code, VIN, and RO #.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Affected engine block heater cables are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

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 2013 MODEL YEAR LINCOLN MKZ VEHICLES — BLOCK HEATER CABLE REPLACEMENT

OVERVIEW

On affected vehicles, the engine block heater cable insulation may crack when used in temperatures below -4 F (-20 C), exposing the 120 volt cable electrical conductors. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the engine block heater cable with an improved cable.

SERVICE PROCEDURE

Vehicles Equipped with 3.7L Engines

1. Remove the RH front wheel and tire assembly. For additional information, refer to WSM Section 204-04B.

All Vehicles

2. Release the retaining sleeve and disconnect the block heater cable from the block heater. See Figure 1.

NOTE: 3.7L engine shown 2.0L GTDI and 2.0L Hybrid engines similar.

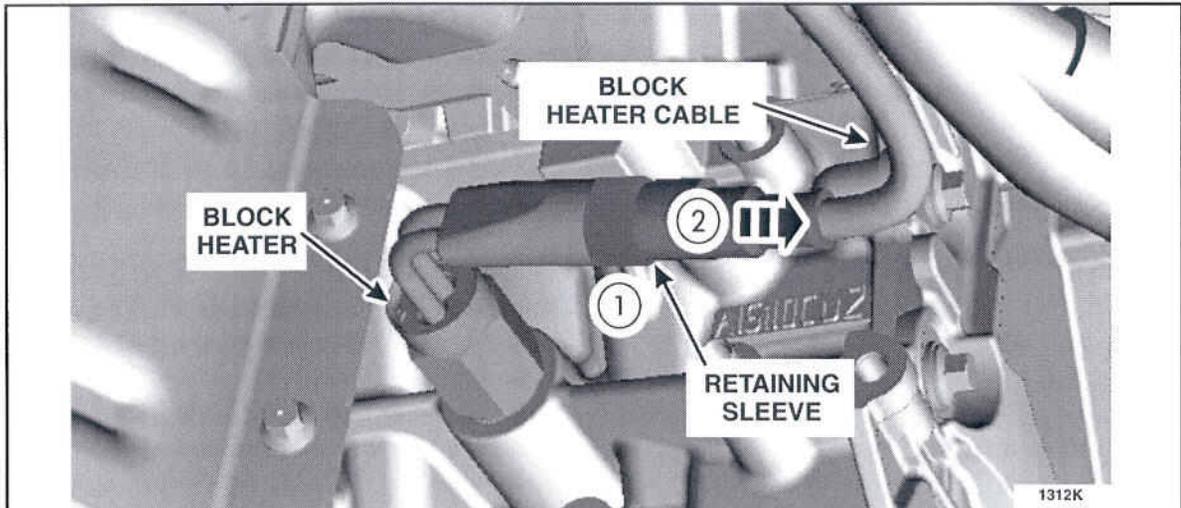


FIGURE 1



3. Remove and discard the block heater cable.

- Detach the clips and push pins.

4. Install and route the *new* block heater cable. Attach the clips and push pins.

- See Figure 2 for 2.0L GTDI Engine - *New Block Heater Cable Routing*.
- See Figure 3, on Page 3 for 2.0L Hybrid Engine - *New Block Heater Cable Routing*.
- See Figure 4, on Page 4 for 3.7L GTDI -Engine - *New Block Heater Cable Routing*.

2.0L GTDI Engine - *New Block Heater Cable Routing*

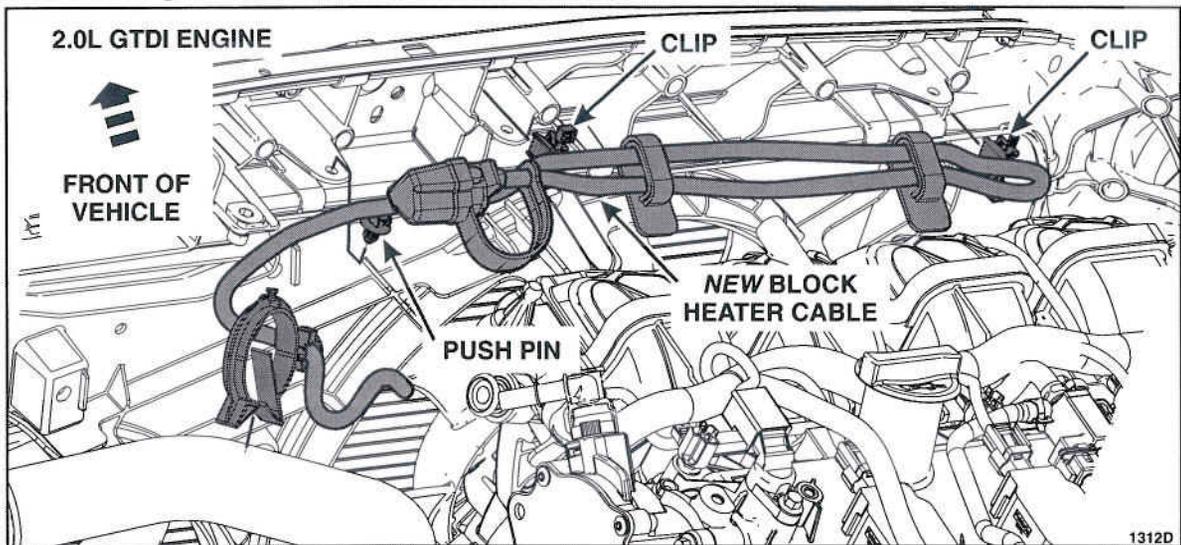


FIGURE 2



2.0L Hybrid Engine - New Block Heater Cable Routing

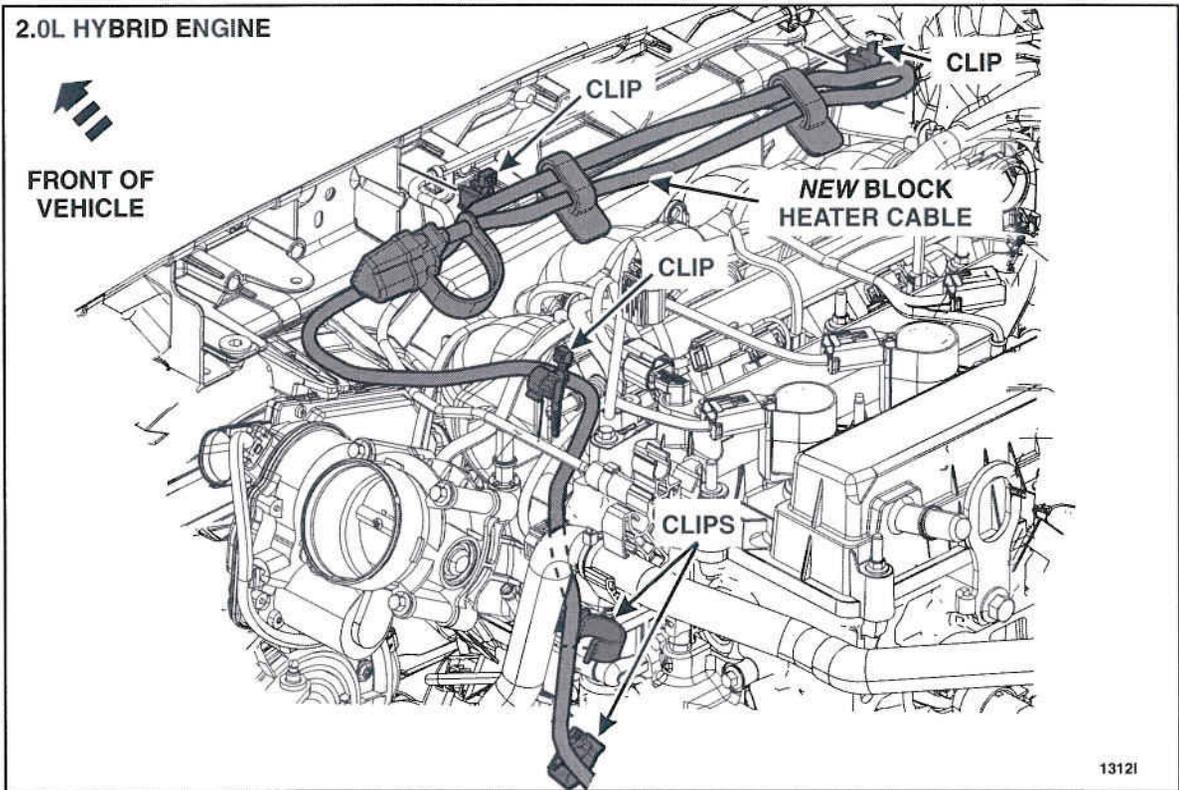


FIGURE 3



3.7L Engine - New Block Heater Cable Routing

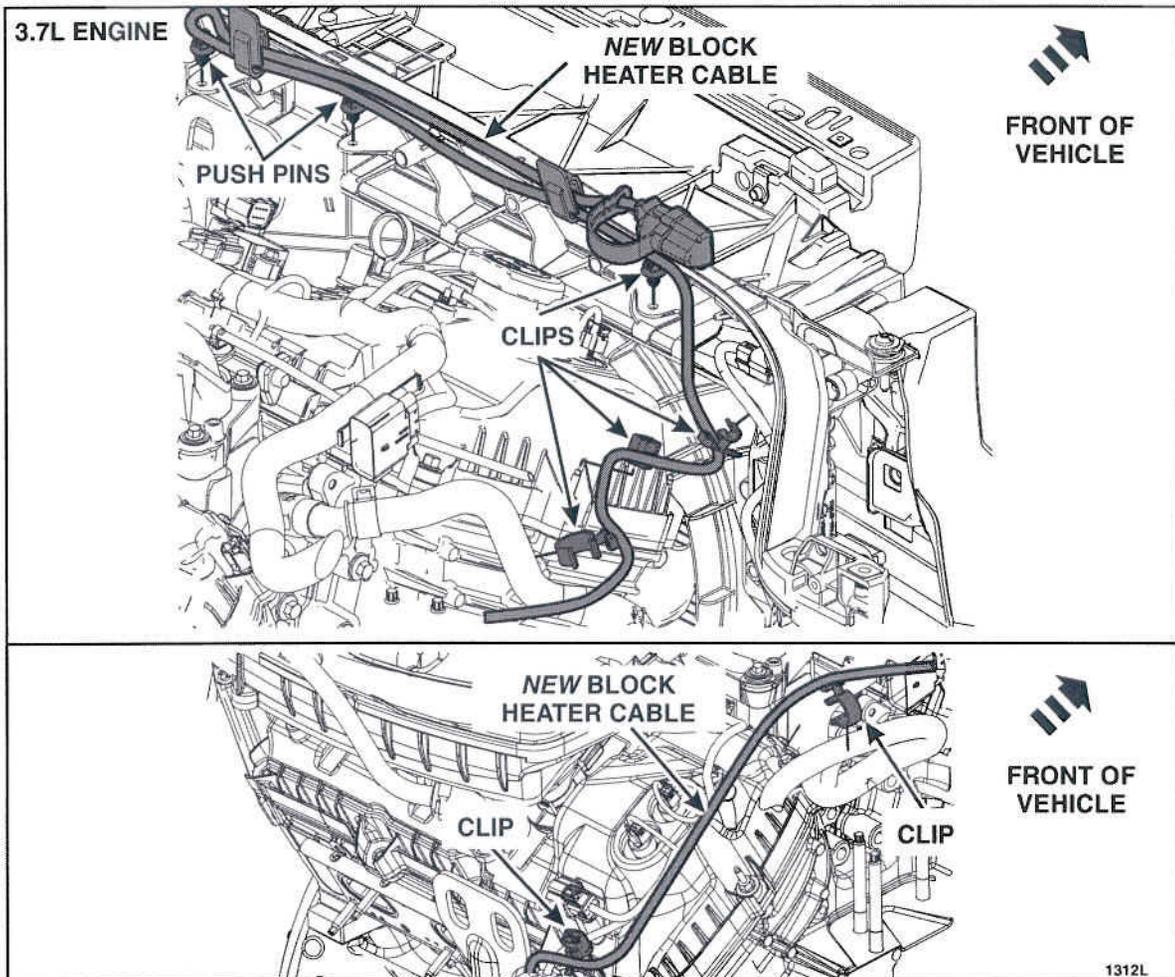


FIGURE 4

All Vehicles

5. Connect the *new* block heater cable to the block heater. See Figure 1.

- Once the *new* block heater cable is connected to the block heater ensure that the retaining sleeve is fully secured to the block heater. An audible click will be heard once the connector is fully secured.

3.7L Engines

6. Install the RH front wheel and tire assembly. For additional information, refer to WSM Section 204-04B.

All Vehicles

7. Release the vehicle as appropriate.

