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Ford Motor Company
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July 26, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Compliance Recall 13C02**
Certain 2013 Model Year C-MAX Vehicles Built without a Panoramic Roof
Headliner Head Impact Protection

REF: **DEMONSTRATION / DELIVERY HOLD Advance Notice - Compliance Recall 13C02**
Dated July, 10 2013

AFFECTED VEHICLES

Certain 2013 model year C-MAX vehicles without a Panoramic Roof built at the Michigan Assembly Plant from Job #1 through June 26, 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 was available on July 10, 2013.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 201, Occupant Protection in Interior Impact. Affected vehicles were built with insufficient interior head impact protection at the roof/B-Pillar area.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to lower the headliner and attach RH and LH plastic energy absorbers and foam isolators to the top side of the headliner in the areas directly below the roof bow brace. 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 in early August, 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 - Compliance Recall 13C02
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OASIS ACTIVATED?

Yes, OASIS was activated on July 10, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list were available through <https://web.fsavinlists.dealerconnection.com> on July 10, 2013. Owner names and addresses will be available in mid-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 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 demonstration or 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.
- 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. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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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

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique circumstance which may require a rental vehicle, please contact the Special Service Support Center at 1-800-325-5621.

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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Energy Absorber Kit to the Headliner	13C02B	1.5 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DM5Z-58519C88-B	Energy Absorber Kit	1

The DOR/COR number for this recall is 50512.

To ensure an equitable distribution of service parts, there will be a **one-time** seed stock of part number DM5Z-58519C88-B to dealers beginning July 25, 2013. Each dealer will receive parts equal to approximately 80% of dealer stock vehicles assigned to them on their FSA VIN list.

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.

If additional parts are required prior to it being available through open ordering, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444. When calling to place an order for an Energy Absorber Kit, please be prepared to provide dealer P&A code and VIN.

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

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.

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 2013 MODEL YEAR C-MAX VEHICLES BUILT WITHOUT A PANORAMIC ROOF – HEADLINER HEAD IMPACT PROTECTION

OVERVIEW

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 201, Occupant Protection in Interior Impact. Affected vehicles were built with insufficient interior head impact protection at the roof/B-Pillar area. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to lower the headliner and attach RH and LH plastic energy absorbers and foam isolators to the top side of the headliner in the areas directly below the roof bow brace.

SERVICE PROCEDURE

WARNING: Read all Health and Safety Precautions. For additional information, refer to Workshop Manual (WSM) Section 100-00.

1. Connect battery charger to the 12v battery. For additional information, refer to WSM Section 414-01.
2. Remove the RH and LH A-pillar trim panels. For additional information, refer to WSM Section 501-05.
3. Position the weatherstrip away from the RH and LH B-pillar trim panels. Unclip the upper portion of the lower B-pillar trim panel from the upper B-pillar trim panel. Using a long trim tool, unclip the two upper retaining clips from the RH and LH lower B-pillar trim panels. Position the RH and LH lower B-pillar trim panels back far enough to access the RH and LH upper B-pillar screw. See Figure 1.

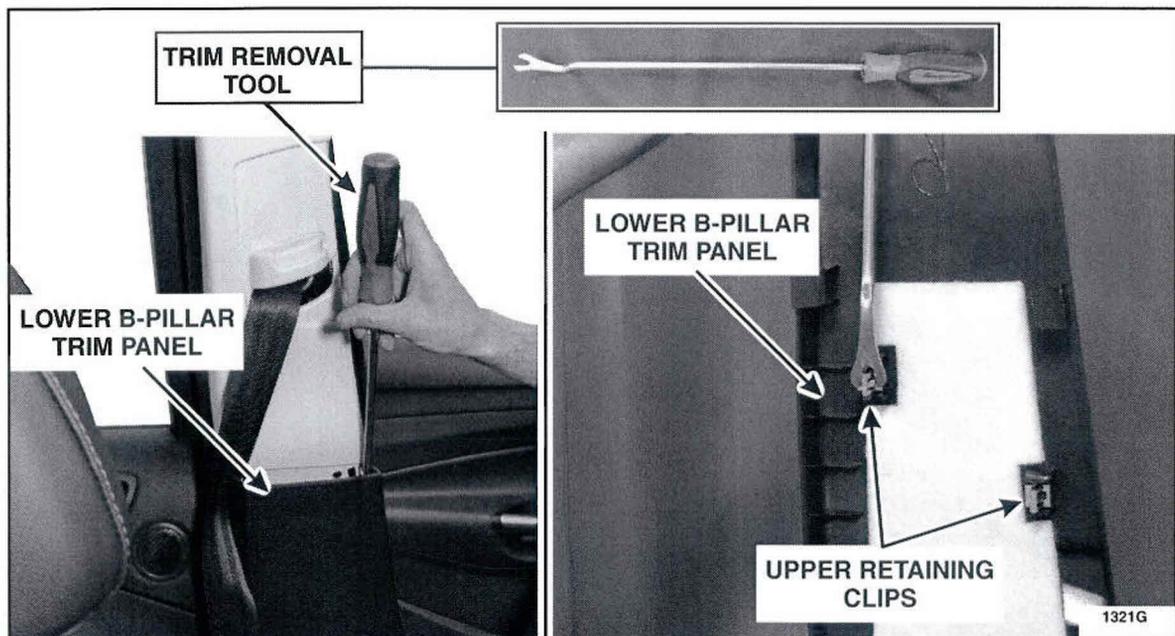


FIGURE 1



4. Remove the screw from the RH and LH upper B-pillar trim panels and remove both trim panels from the vehicle. See Figure 2.

NOTE: RH side shown, LH similar.

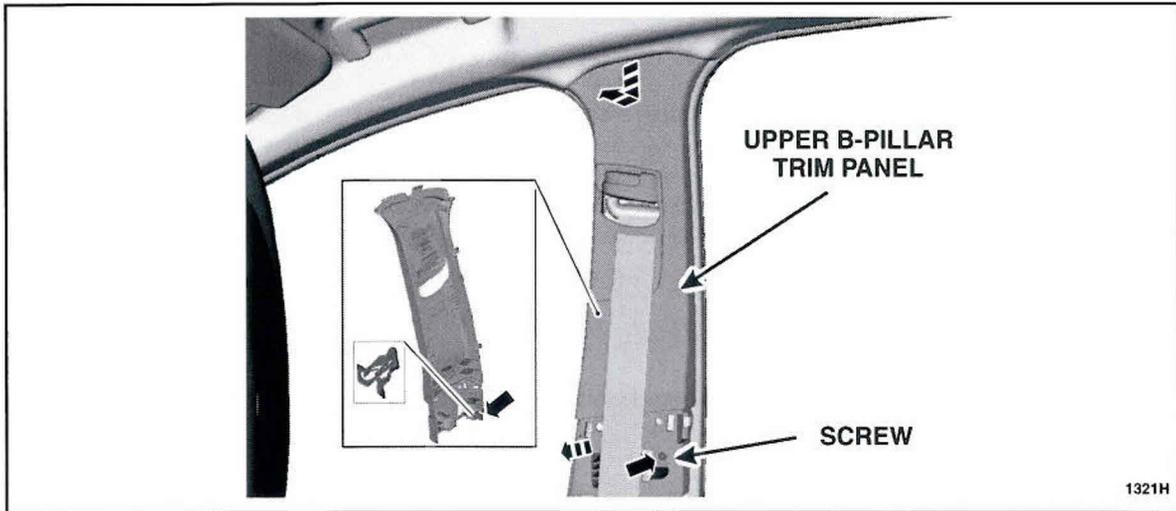


FIGURE 2

5. Position aside the RH and LH load space trim panels. See Figure 3.
 - a. If equipped, remove the cargo shade from the vehicle.
 - b. Pull upward to remove the vent from the RH and LH load space trim panels.
 - c. Pull backward to unclip the upper portion of the RH and LH load space trim panels from the C-pillar and D-pillar trim panels.

NOTE: RH side shown, LH similar.

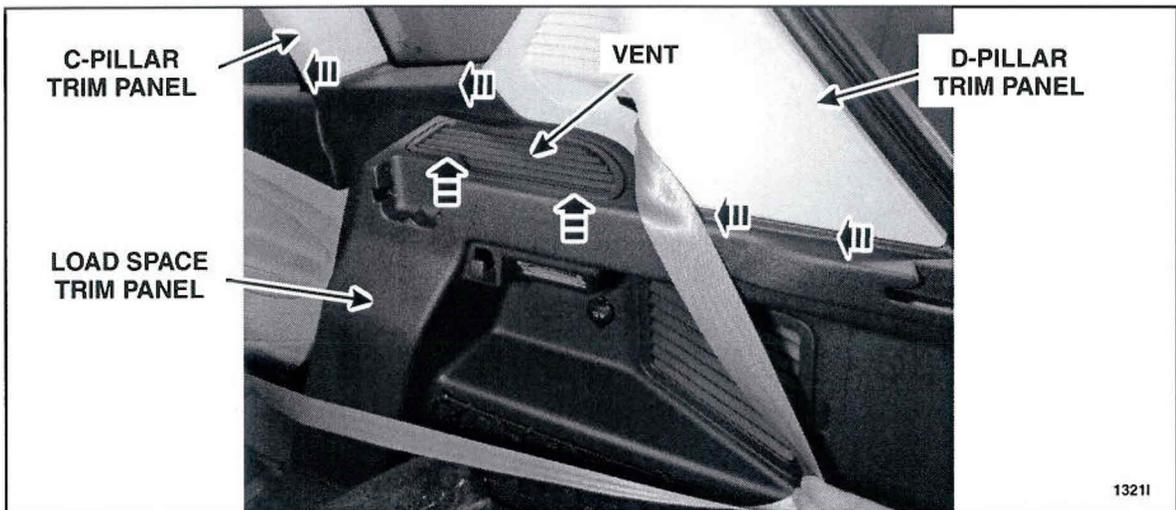


FIGURE 3



6. Remove the RH and LH C-pillar trim panels. See Figure 4.

NOTE: RH side shown, LH similar.

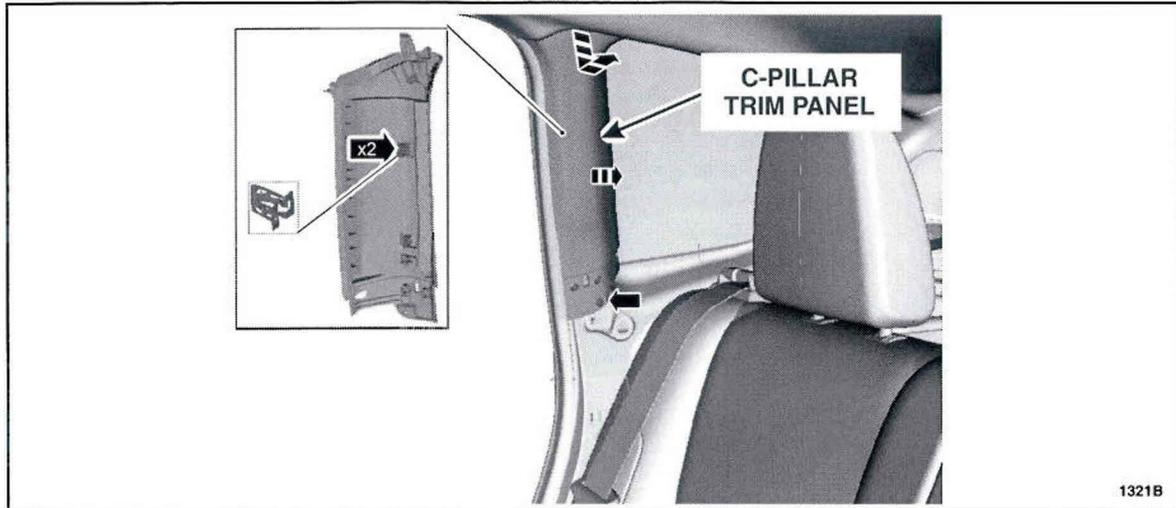


FIGURE 4

7. Position the RH and LH D-pillar trim panels aside. See Figure 5.

NOTE: RH side shown, LH similar.

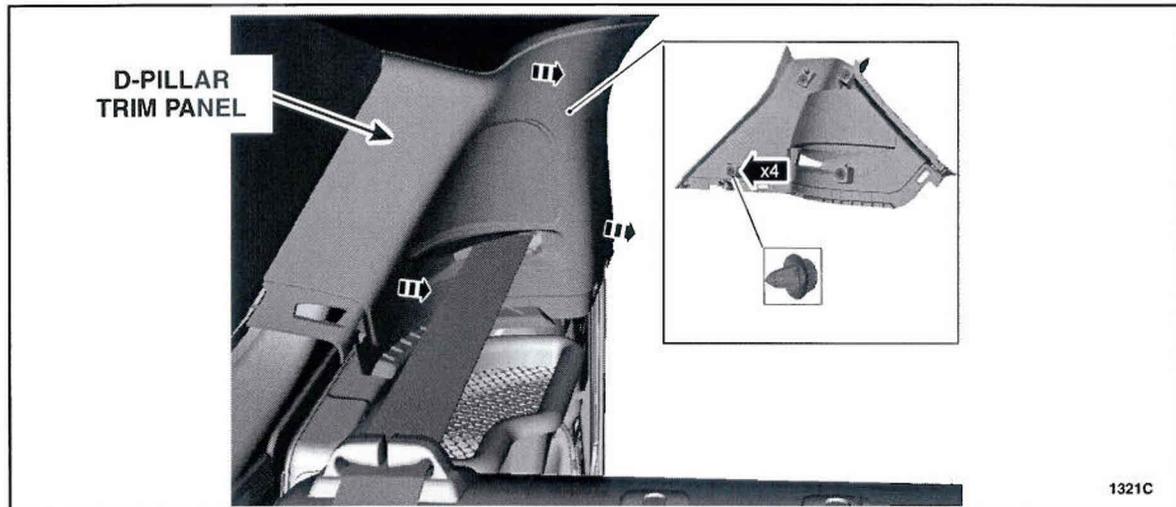


FIGURE 5



- Unclip the wiring harness and washer hose from the RH A-pillar. See Figure 6. Unclip the AM/FM satellite radio antenna wire from the LH A-pillar.

NOTE: RH side shown, LH similar.

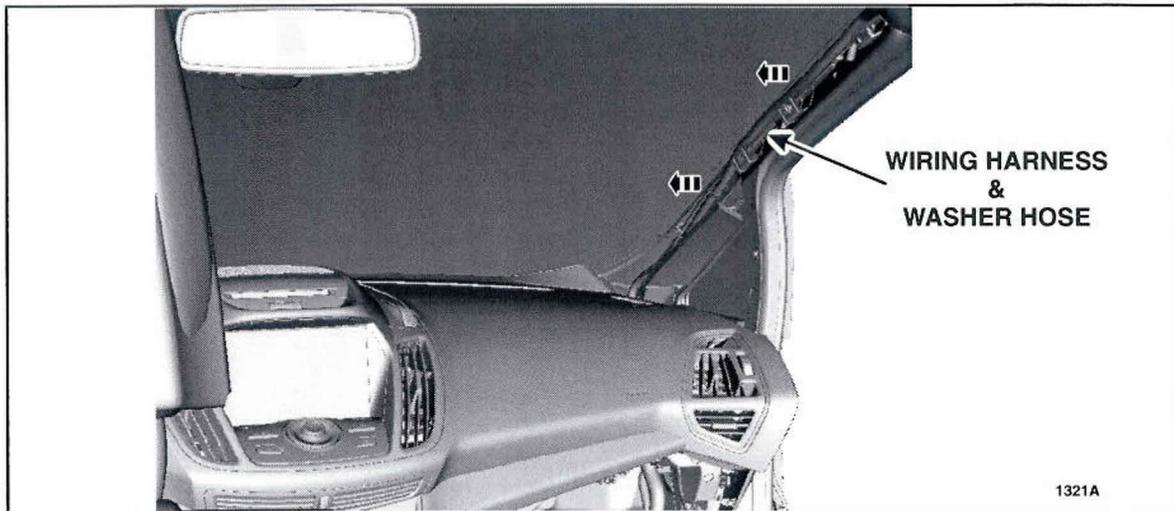


FIGURE 6

- If equipped, remove the inside rear view mirror trim. See Figure 7.

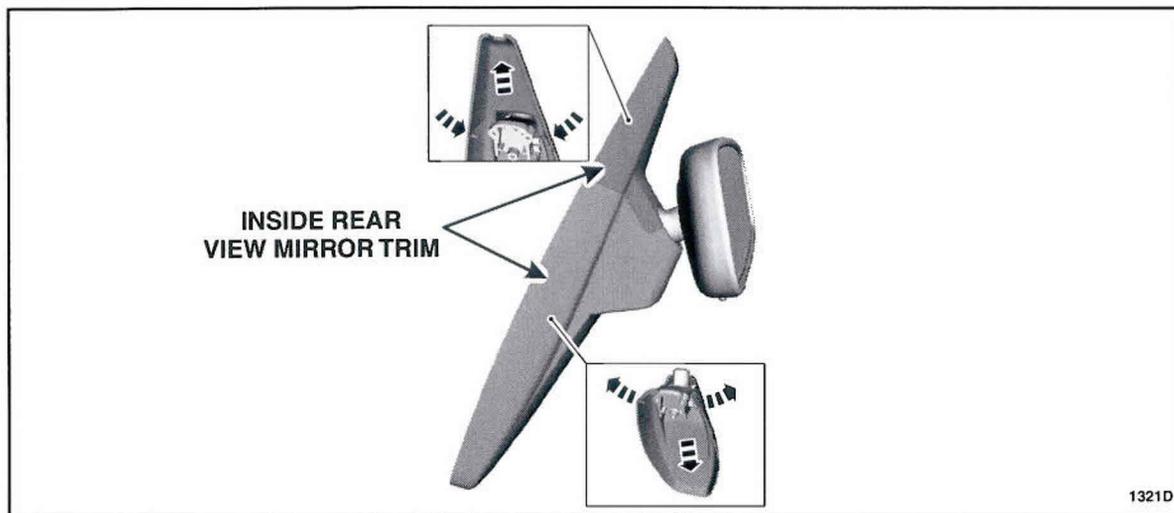


FIGURE 7



10. If equipped, disconnect the rain sensor and/or auto dimming mirror electrical connectors.
See Figure 8.

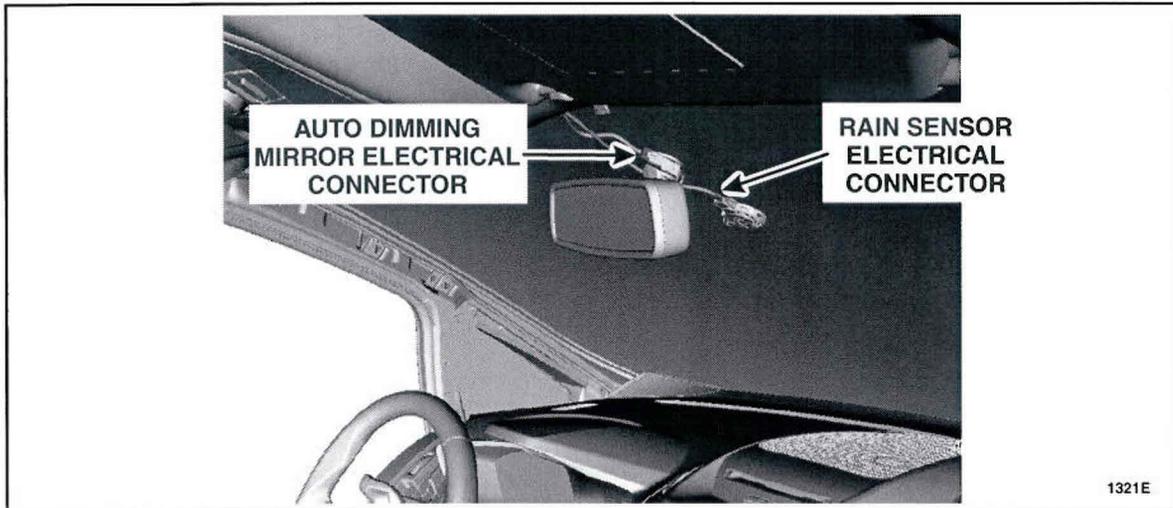


FIGURE 8

11. Remove the overhead console. See Figure 9.
- a. Release the middle and front console clips first by pulling downward, slightly forward of the middle portion of the console.
 - b. Release the rear console clips last by pushing forward (toward the windshield) to release the tension on the clips and then pulling downward to remove.
 - c. Disconnect the overhead console electrical connectors.

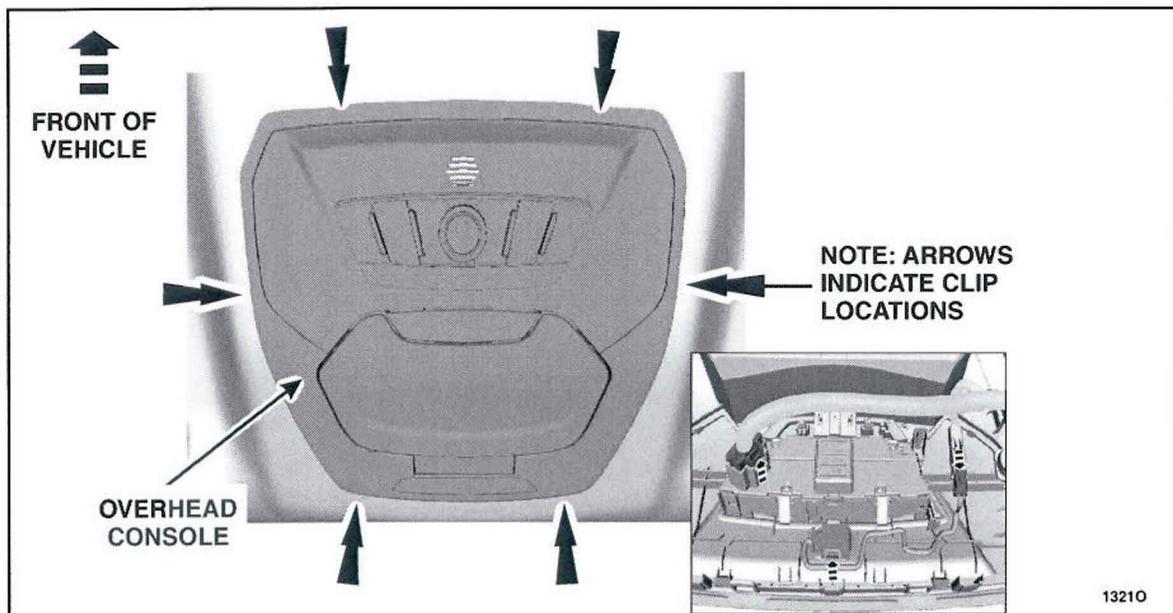


FIGURE 9



12. Disconnect the overhead console wire harness pin-type retainers from the overhead console bracket. See Figure 10.

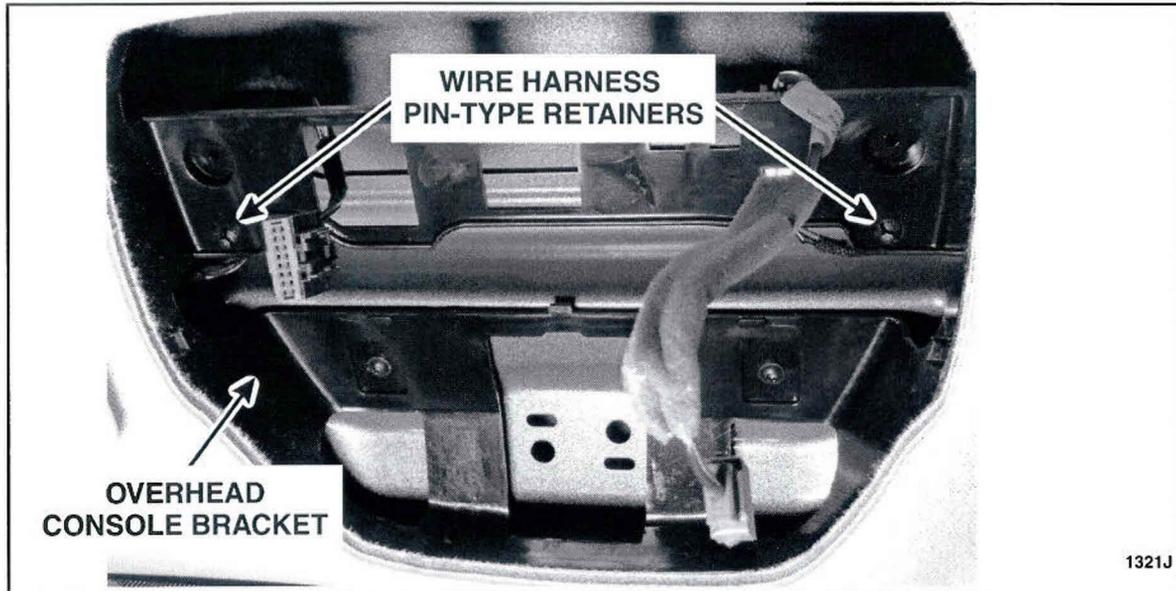


FIGURE 10

13. Remove the four assist handles.

- Using a small non-marring plastic trim tool, expose the screws by flipping up the screw covers. Remove the screws from each handle and remove all handles.



14. Remove the RH and LH sunshade (visor) from the vehicle. See Figure 11.

1. Remove the two sunshade retaining screws.
2. Position the front corner of the headliner down.
3. Disconnect the sunshade electrical connector.

NOTE: LH side shown, RH similar.

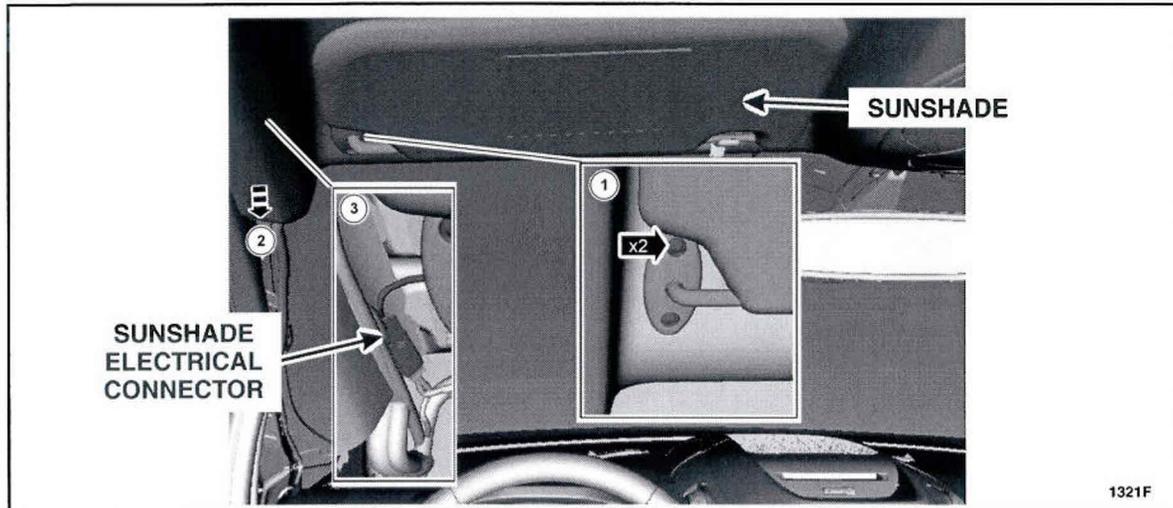


FIGURE 11

15. Remove the RH and LH sunshade hooks.

- Flip the screw cover down and remove the screw from each sunshade hook.



NOTE: Energy absorber mounting locations are located directly below the roof brace.

16. Lower the headliner far enough to access the areas where the energy absorbers will be attached. See Figure 12.

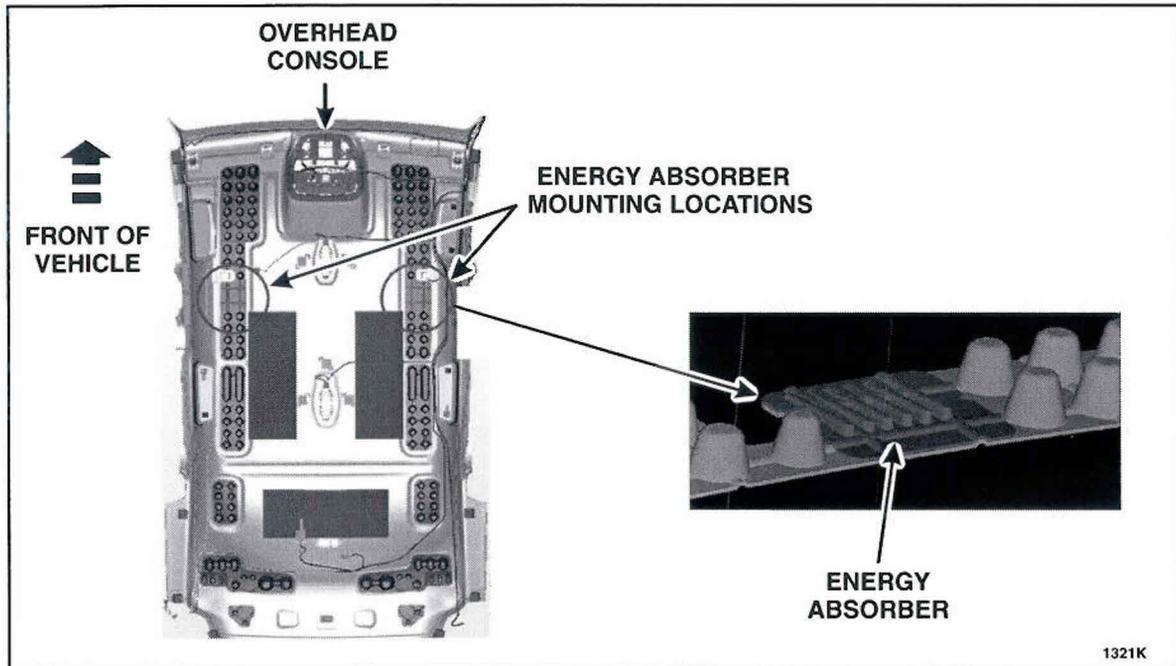


FIGURE 12

17. Remove the adhesive backing and apply the Noise/Vibration/Harshness (NVH) pads over the raised edges on the RH and LH energy absorbers. See Figure 13.

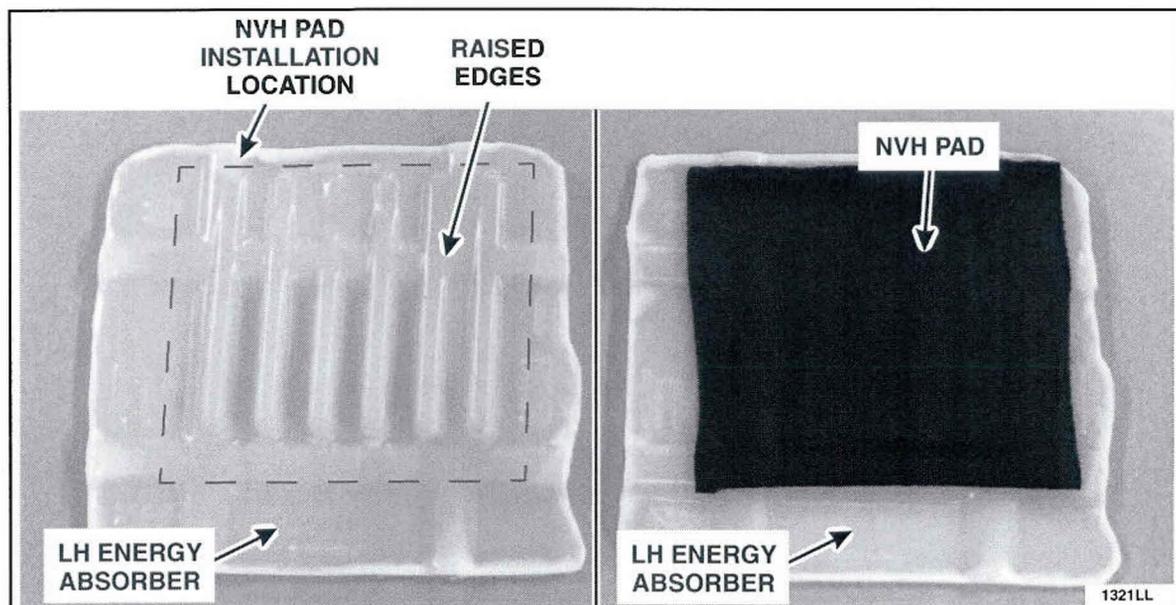


FIGURE 13



18. Cut each length of the supplied two sided tape in half (two pieces per energy absorber). Remove the backing off of one side of the tape and apply to the RH and LH energy absorbers. See Figure 14.

NOTE: RH side shown, LH similar.

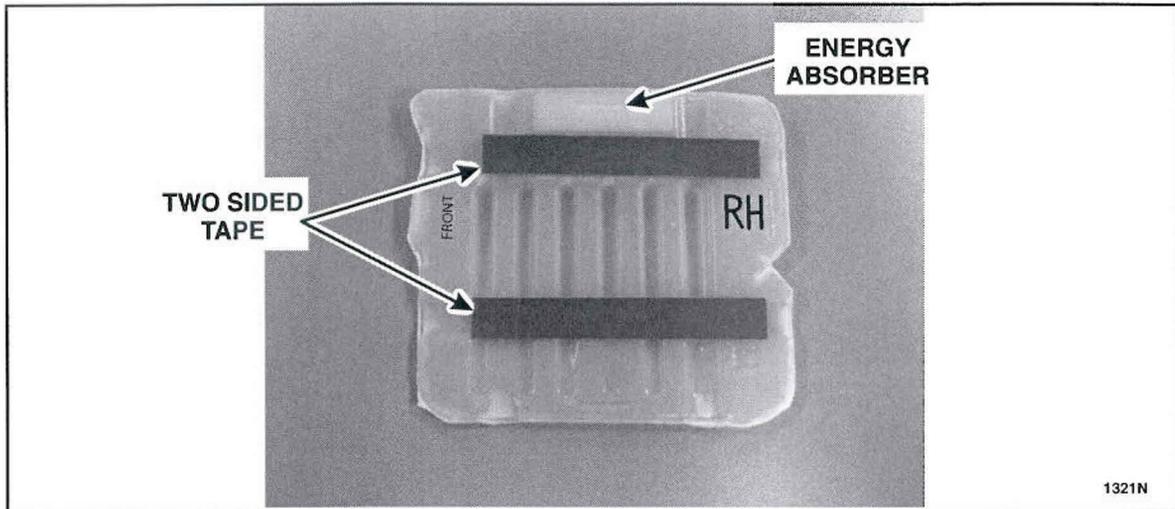


FIGURE 14

NOTE: The energy absorbers have "RH" and "LH" designations stamped on them. There is also a stamping that indicates the "Front" direction on each headliner support. See Figure 14.

19. Remove the backing from the two sided tape on the RH and LH energy absorber. Attach the RH and LH energy absorbers to the headliner. See Figure 15.

NOTE: RH side shown, LH similar.

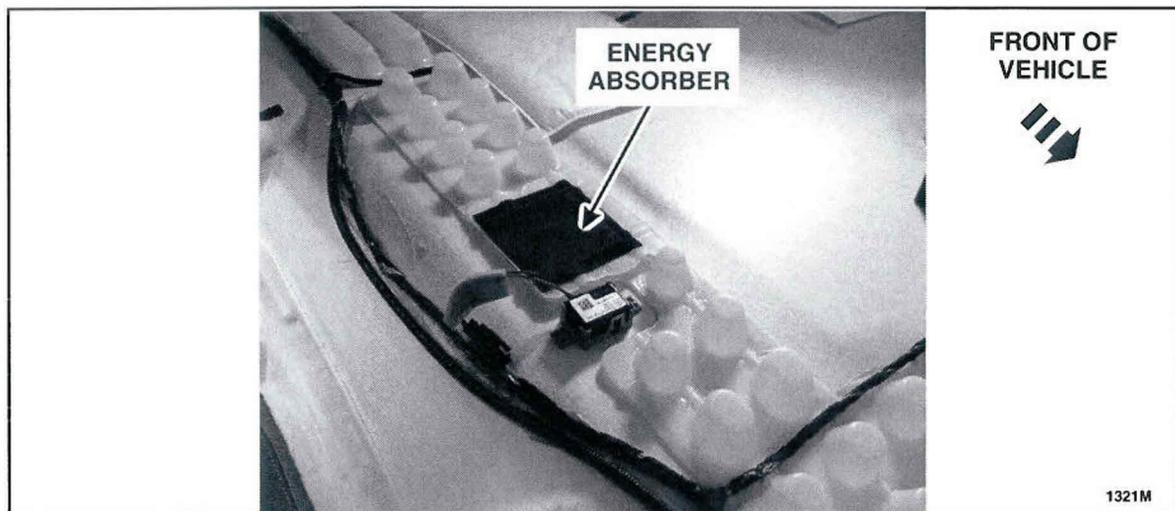


FIGURE 15



20. Raise the headliner into the installed position.
21. Install the RH and LH sunshade hooks.
 - Tighten the screw and close the screw cover on each sunshade hook.
22. Install the RH and LH sunshade (visor). See Figure 11.
 1. Connect the sunshade electrical connector.
 2. Tighten the two sunshade retaining screws.
23. Install the four assist handles.
 - Tighten the screws and close the screw covers on each assist handle.
24. Connect the overhead console speaker wire harness pin-type retainer to the console bracket. See Figure 10.
25. Install the overhead console. See Figure 9.
 - a. Connect the overhead console electrical connectors.
 - b. Install the overhead console by engaging the rear clips first, then engage the middle and front clips.
26. If equipped, connect the rain sensor and/or auto dimming mirror electrical connectors. See Figure 8.
27. If equipped, install the inside rear view mirror trim. See Figure 7.
28. Clip the AM/FM satellite radio antenna wire into the LH A-pillar. Clip the wiring harness and washer hose into the RH A-pillar. See Figure 6.
29. Install the RH and LH D-pillar trim panels. See Figure 5.
30. Install the RH and LH C-pillar trim panels. See Figure 4.
31. Position back the RH and LH load space trim panels. Refer to Figure 3.
32. Install the RH and LH upper B-pillar trim panels. See Figure 2.
 - Tighten the screw on both panels.
33. Reposition the RH and LH lower B-pillar trim panels and weatherstrip.
34. Install the RH and LH A-pillar trim panels. For additional information, refer to WSM Section 501-05.
35. Return the vehicle to the customer.

