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April 9, 2014

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: STOP SALE / DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 13S12 – Supplement #2**

All 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine

Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak Fires

**REF: STOP SALE / DEMONSTRATION / DELIVERY HOLD – Supplement #1**

Dated March 24, 2014

**New! REASON FOR THIS SUPPLEMENT**

- *Announce that the Water Bypass Kit and Oil Level Indicator Kit will transition to open ordering on April 9, 2014.*
- *Provide clarification of Related Damage to be claimed under 13S12.*
- *Provide minor service procedure clarifications in Attachment III, Technical Information.*
- *Advise that Owner Letters will begin mailing the week of April 7, 2014.*

**AFFECTED VEHICLES**

All 2013 model year Escape vehicles equipped with a 1.6L engine built at the Louisville Assembly Plant. 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 made available on November 25, 2013.

**REASON FOR THIS SAFETY RECALL**

In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

In a subset of the affected vehicles built through July 11, 2012; the service fuel line jumper installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

**SERVICE ACTION**

Service parts and repair procedures are now available to address the concerns. Dealers will:

- Perform repairs following the technical information (Attachment III) that include enhancements to the engine shielding, cooling and control systems.
- If Program Code 13Y03 is open in OASIS, inspect the fuel line jumper for correct orientation and replace it only if it is not installed properly.

Additionally, some vehicles have been observed with an engine oil overfill condition that occurred during service when the oil capacity was not properly identified. A revised dip stick and label will be added to help with proper maintenance and improve customer satisfaction. Dealers will replace the dipstick and add an identification label to the engine cover.

Prepare your dealership to efficiently perform the repair.

- Review the repair procedures which include 14 modular sub-procedures as identified in the technical information (Attachment III).
- Identify technician(s) to perform the repairs.
- Watch the instructional video and become familiar with the technical instructions and parts.
- Up to 2.0 hours additional actual time is authorized to assist with the initial repairs.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owners will be notified via first-class mail beginning the week of April 7, 2014 that parts are now available and to contact their dealer to schedule repairs. Dealers should repair any affected vehicles that arrive at their dealership, 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 prior to delivery.**

**New! ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information – Overheat Repair and Dipstick Replacement
- Attachment IV: Technical Information – Inspection Check Sheet
- Attachment V: Technical Information – Fuel Line Jumper Inspection/Replacement
- Owner Notification Letters
- Video: Repair Overview & Procedure
- Dealer Q & A

**QUESTIONS AND ASSISTANCE**

Customer Service Manager (Dealer Assistance Only) .....	1-866-631-3788
Customer Relationship Center (Customer Assistance Only) .....	1-800-392-3673
Special Service Support Center (Dealer Assistance Only) .....	1-800-325-5621
Special Service Support Center (Parts Order Line Only) .....	1-800-207-2444

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS was activated on November 25, 2013.

Note: Escape vehicles that are open for Safety Recall 12S41 will be closed on March 24, 2014. Safety Recall 13S12 supersedes 12S41.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list was made available through <https://web.fsavinlists.dealerconnection.com> on November 25, 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.

**CUSTOMER HANDLING**

Some 2013 Escape owners may have experienced multiple recalls during their ownership experience. Based on this, there may be customers who require some extraordinary actions to be satisfied under the current situation. Ford has increased staff to assist you with customer handling. Contact your Customer Service Manager for customers requiring additional support:

- Call your Customer Service Manager directly at 1-866-631-3788, select 2 for dealership employees, enter P&A code, and select 1 to reach your Ford CSM, or
- Open an FMC360 case for your customer that will automatically be directed to your facing Customer Service Manager (CSM). The CSM will contact you within 2 hours to discuss the customer's unique handling requirements.

**NOTE:** We are NOT advising customers to stop driving their vehicles at this time. An improved control system was implemented both in production and in the field through the November 2012 recall (12S41) to reduce the potential for severe engine overheats, to detect severe overheats earlier, and to warn the driver to 'stop safely now.'

**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.

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**New! RELATED DAMAGE**

*Related damage identified during the inspection in Procedure B (Attachment III) caused by coolant leaks or related to engine overheat, does not require prior approval from the Special Service Support Center. Follow the claiming instructions in this bulletin for related damage. Clarification of repairs considered related damage to 13S12 include:*

- Any coolant leaks.
- Engine oil leaks due to a crack at the rear surface of the cylinder head above the exhaust manifold.
- Repairs required for Cooling System and Engine Misfire DTCs listed in Attachment III, Procedure B.
- Any other repairs that are the result of engine overheat.

*Any repairs needed to address the issues noted above should be claimed as related damage, and do not need prior approval. Claim all other leaks (examples: engine oil other than from a crack at the rear of the cylinder head, transmission) identified during inspection that are not related to coolant or as the result of engine overheat under terms of the New Vehicle Limited Warranty coverage. If the vehicle is beyond the terms of New Vehicle Limited Warranty and you feel that the condition is related, contact the Special Service Support Center.*

*If a related damage condition exists that you believe to be caused by the covered condition but not clarified above, 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.*

**ADDITIONAL LABOR TIME**

- Based upon the complexity of the repair, dealers are authorized to claim up to 2.0 hours actual time without contacting the Special Service Support Center for approval.
- Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual.
- 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**

Ford Motor Company will pay for up to two (2) days of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but is not allowed to exceed the stated daily rate. Rental will only be reimbursed for the day(s) the vehicle is at the dealership for repair. Prior approval for more than two (2) rental days is required from the Special Service Support Center (1-800-325-5621).

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**SPECIAL HANDLING ALLOWANCE (Customer Vehicles Only)**

After FSA repairs are completed on a vehicle, dealers will be provided an allowance to:

- Wash and vacuum the customer's vehicle,
- Top off the fuel tank, and/or
- Provide vehicle pick-up and/or delivery or cover additional rental expense exceeding ESP guidelines.

Dealers will be authorized to claim up to \$75 to cover a combination of the above special handling actions as they choose.

**CLAIMS PREPARATION AND SUBMISSION****NOTE:** If 13Y03 is open in OASIS, the vehicle requires two separate claims to complete the repair.**Repair Claims for Program Code 13S12**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Labor operations 13S12D and 13S12E must be submitted on an FSA claim using Program Code 13S12.
- An initial supply of twenty-five (25) ZC-31-B Motorcraft Metal Surface Prep Wipes has been provided in the dealer kit. If additional quantities are required, claim 1 wipe per repair.
- Claim Related Damage and Additional Labor Time using Program Code 13S12 on a repair line that is separate from the repair line on which the FSA is claimed with the related damage flag checked.
  - For related damage use the published labor operation for the repair. If no labor operation exists for the part that was replaced / repaired, include the base part number along with "MT." (Example: base part number 8522, claim as actual time "MT8522")
  - For additional labor time claim as actual time up to 2.0 hours using "MT13S12".
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "RENTAL". Rental for more than two (2) days requires prior approval.
- For Special Handling items (customer vehicles only), claim up to a maximum combined value of \$75. All Special Handling claims must be on the same repair line using Program Code 13S12.
  - Wash/Vacuum: Enter Miscellaneous Expense Code "SCHP".
    - Misc. Expense Code: SCHP
    - Misc. Expense Amount: Total amount
  - Fuel Fill: Enter Miscellaneous Expense Code "FUEL".
    - Misc. Expense Code: FUEL
    - Misc. Expense Amount: Total amount
  - Vehicle Pick-up/Delivery or Additional Rental Expense Exceeding ESP Guidelines: Enter Miscellaneous Expense Code "SCHP".
    - Misc. Expense Code: SCHP
    - Misc. Expense Amount: Total amount

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**CLAIMS PREPARATION AND SUBMISSION (Continued)**

**Fuel Line Inspection Claims Using Program Code 13Y03**

**(Only Certain Vehicles built on or before July 11, 2012)**

- Labor operations 13S12A and 13S12B must be submitted on an FSA claim using Program Code 13Y03.
- Related damage for fuel line jumper inspection and or replacement must be claimed on a repair line that is separate from the repair line on which the FSA is claimed using Program Code 13Y03. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor related to fuel line replacement should be submitted on a separate repair line with the related damage flag checked. "MT" labor for Program Code 13Y03 requires prior approval from the Special Service Support Center.
- Rental and Special Handling claims for program code 13Y03 have been discontinued. These expenses will not be accepted for 13Y03 repairs dated after March 26, 2014.

**Cooling System Pressure Test, Repair, and Fill Claims Using Program Code 13Y04**

- Claims for program code 13Y04 have been discontinued and will not be accepted with a repair order dated after March 26, 2014.

**NOTE:** Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual. Include receipts for miscellaneous expenses documented in service file.

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**LABOR ALLOWANCES****All Vehicles**

Description	Labor Operation	Labor Time
Perform Engine Shielding, Cooling System, Dipstick, and Control System Updates.- Vehicles built on or before April 19, 2013 (Includes Thermostat Replacement)	13S12D	6.1 Hours
Perform Engine Shielding, Cooling System, Dipstick, and Control System Updates.- Vehicles built on or after April 20, 2013 (Does <u>Not</u> Include Thermostat Replacement)	13S12E	5.1 Hours

**Labor Operations for Fuel Line Jumper – Vehicles with OASIS Program Code 13Y03**

Description	Labor Operation	Labor Time
Inspect Fuel Line Jumper Installation – Inspection PASSED	*13S12A	0.2 Hours
Replace Fuel Line Jumper – Inspection FAILED	*13S12B	0.5 Hours

**\*NOTE: Labor operations 13S12A and 13S12B are only applicable to certain vehicles built on or before July 11, 2012 and identified by OASIS Program Code 13Y03.**

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
*DJ5Z-8522-A	Water Bypass Kit	1
*DJ5Z-6750-B (or DJ5Z-6750-A)	Oil Level Indicator Kit	1
PM-4-A or PM-4-B CPM-4-B (Canada)	Motorcraft Metal Brake Parts Cleaner	1
VC-3DIL-B (US) CVC-3DIL-B (Canada)	Motorcraft Orange Antifreeze / Coolant Prediluted	1 Gallon
**ZC-31-B	Motorcraft Metal Surface Prep Wipes (25 per container)	1 Wipe

\* The Water Bypass Kit (DJ5Z-8522-A) and Oil Level Indicator Kit (DJ5Z-6750-A/B) will transition to open ordering on April 9, 2014. The part availability Web Tool will no longer be required to place orders. A note will be posted on the Web Tool screen to advise open ordering is available.

\*\* An initial supply of twenty-five (25) ZC-31-B Motorcraft Metal Surface Prep Wipes has been provided in the dealer kit (sent to the attention of the Service Manager along with Hollow Material Punch Tool #100-D702 and PM-13-A Rust Preventative the week of March 24, 2014). If additional quantities are required, order through normal order processing channels. Claim 1 wipe per repair.

**Parts Table for Fuel Line Jumper – Vehicles with OASIS Program Code 13Y03 Open and FAILED Inspection**

Part Number	Description	Quantity
***CV6Z-9J280-G	Fuel Line Jumper	1 <b>(Only required if inspection failed)</b>

\*\*\*To manage part availability; based upon the small number of expected failures, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444 to order a Fuel Line Jumper (if required).

When calling to place an order for a Fuel Line Jumper, please be prepared to provide dealer P&A code, VIN, RO# and Vehicle Mileage.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes. All other parts requirements should be ordered through normal order processing channels.

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](mailto:Ford@Renkim.com).

The DOR/COR number for this recall is 50532.

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

**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.