



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 9, 2014

Mr. Steve Kenner
Ford Motor Company
330 Town Center Drive
Suite 400
Dearborn, MI 48126-2738

NVS-215SM
14V-237

Subject: Side-Curtain Rollover Air Bag Deployment Delay

Dear Mr. Kenner:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/C-MAX/2013-2014
FORD/ESCAPE/2013-2014

Mfr's Report Date: May 5, 2014

NHTSA Campaign Number: 14V-237

Components:

AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
AIR BAGS:SIDE/WINDOW

Potential Number of Units Affected: 594,785

Problem Description:

Ford Motor Company (Ford) is recalling certain model year 2013-2014 C-MAX, and Escape vehicles. In the affected vehicles, the restraint control module (RCM) may have errors in the programming software which may result in a delayed deployment of the side-curtain rollover air bag.

Consequence:

If the side-curtain rollover air bag is delayed in deploying in certain rollover circumstances, the risk of injury to the passengers is increased.

Remedy:

Ford will notify owners, and dealers will reprogram the RCM, free of charge. The recall is expected to begin May 26, 2014. Owners may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S04.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Ford's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement