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Ford Motor Company
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September 2, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S20
Certain 2014 Model Year Escape, Focus, and 2015 Model Year MKC Vehicles
Fuel Pump Replacement

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|------------|----------------|-----------------------------------|
| Escape | 2014 | Louisville | June 6, 2014 |
| Focus | 2014 | Michigan | May 1, 2014 through May 24, 2014 |
| MKC | 2015 | Louisville | June 4, 2014 through July 7, 2014 |

Ford Motor Company is issuing a recall for a small number (406 total vehicles) of 2014-2015 model year vehicles listed above. 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 September 2, 2014.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, a crack may develop between the fuel pump filter body and the filter cap which may result in low fuel pressure. Low fuel pressure may cause MIL illumination, extended crank, no start, loss of power, or engine stall. An engine stall without warning may increase the risk of crash.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the fuel pump and sender unit. 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 September 15, 2014. 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

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on September 2, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on September 2, 2014. Owner names and addresses will be available by September 30, 2014.

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.

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.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

LINCOLN CLIENT SPECIAL HANDLING (Applies to sold vehicles only)

To "surprise & delight" Lincoln Owners; Lincoln Dealers are authorized to provide the following services to Lincoln owners under Safety Recall 14S20 up to a maximum combined value of \$100.

- Lincoln Service Loaner
- Fuel Fill
- Vehicle Pick-up and Delivery
- Vehicle Wash and Vacuum (this is expected as part of the Lincoln Commitment Program)

This program is exclusive to Lincoln Dealers. Ford Stand-alone Dealerships servicing Lincoln Owners are not authorized to claim the special handling allowance. Owners will not be notified of this service in owner mailings.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- For Lincoln Client Special Handling (sold vehicles only), claim up to a maximum combined value of \$100. All Special Handling claims must be on the same repair line.
 - **Rental:**
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
 - **Fuel Fill:**
 - Misc. Expense Code: FUEL
 - Misc. Expense Amount: Total amount
 - **Vehicle Pick-up and Delivery:**
 - Misc. Expense Code: LCHP
 - Misc. Expense Amount: Total amount

NOTE: Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the Special Service Support Center.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|------------|
| Focus – Replace Fuel Pump and Sender Unit | 14S20B | 1.8 Hours |
| Escape / MKC FWD – Replace Fuel Pump and Sender Unit | 14S20C | 2.1 Hours |
| Escape / MKC AWD – Replace Fuel Pump and Sender Unit | | 2.4 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION**Escape / MKC**

| Part Number | Description | Quantity |
|--------------|---|----------|
| CV6Z-9H307-H | Fuel Pump and Sender Unit | 1 |
| 4L3Z-9276-AA | Fuel Pump to Fuel Tank O-Ring | 1 |
| W520103-S403 | Exhaust Nut (Unit of Issue – 4) | 2 |
| CV6Z-9450-D | Exhaust Gasket | 1 |
| 5F9Z-4682-AA | Driveshaft Bolts <u>AWD only</u> | 3 |

Focus

| Part Number | Description | Quantity |
|--------------|-------------------------------|----------|
| BV6Z-9H307-S | Fuel Pump and Sender Unit | 1 |
| 4L3Z-9276-AA | Fuel Pump to Fuel Tank O-Ring | 1 |

The DOR/COR number for this recall is 50556.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) 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 2014 MODEL YEAR ESCAPE, FOCUS, AND 2015 MODEL YEAR MKC VEHICLES — FUEL PUMP REPLACEMENT

SERVICE PROCEDURE

1. Replace the fuel pump and sender unit. For additional information, refer to Workshop Manual (WSM) Section 310-01.

