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October 2, 2014

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S21**  
Certain 2013-2014 Model Year C-MAX, Escape, Fusion, and MKZ Vehicles  
Restraints Control Module Replacement

**REF: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S04**  
Certain 2013-2014 Model Year C-MAX and Escape Vehicles  
Reprogram Restraints Control Module

#### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Date Range</b>
C-MAX	2013-2014	Michigan	January 19, 2012 through November 21, 2013
Escape	2013-2014	Louisville	October 5, 2011 through November 1, 2013
Fusion	2013-2014	Hermosillo	February 3, 2012 through August 24, 2013
MKZ	2013-2014	Hermosillo	April 25, 2012 through September 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 was available September 25, 2014.

#### **REASON FOR THIS SAFETY RECALL**

In all of the affected vehicles, the circuit board in the Restraints Control Module (RCM) may develop a short circuit over time. If a short circuit occurs, the airbag warning indicator will illuminate. In addition, deployable restraint systems (e.g., airbags, pretensioners, side curtains) and other systems that use data from the RCM (e.g., stability control) may not function, increasing the risk of injury.

#### **SERVICE ACTION**

**NOTE:** Parts are currently not available in sufficient quantities to repair all vehicles. At this time, customer vehicles should be repaired only if the vehicle arrives at your dealership with an airbag warning indicator illuminated. It is anticipated that parts will be available in sufficient quantities to repair all vehicles in the third quarter of 2015.

**NOTE:** We are not advising customers to stop driving their vehicles at this time. Vehicle diagnostics will detect a short circuit and illuminate the airbag warning indicator. If this happens, the driver should seek service.

Some vehicles in Safety Recall 14S21 are also affected by Safety Recall 14S04. Dealers are to check OASIS to determine if 14S04 and/or 14S21 are open:

- If the airbag warning indicator is not illuminated, no repair should be performed under 14S21 at this time. Perform 14S04 repair of reprogramming the RCM if applicable. Owners will still need to have Safety Recall 14S21 repair completed, once parts are available.
- If the airbag warning indicator is illuminated, replace the RCM under 14S21. **DO NOT** reprogram the RCM under 14S04. Because the new RCM contains the updated software, owners no longer need to have Safety Recall 14S04 performed. The Ford system will automatically close Safety Recall 14S04 upon claim payment of 14S21.

These services 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 November 10, 2014. Dealers should repair any affected vehicles that arrive at their dealerships with the airbag warning indicator illuminated, 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  
Attachment IV: Dealer Q & A  
Owner Notification Letter  
Recall Reimbursement Plan

### **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 14S21**  
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Restraints Control Module Replacement

**OASIS ACTIVATED?**

Yes, OASIS was activated on September 25, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on September 25, 2014. Owner names and addresses will be available by November 21, 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**

**NOTE:** In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles.

- Parts are currently not available in sufficient quantities to support Safety Recall 14S21. Parts orders for dealer stock vehicles with a customer sales contract can be requested through the Special Service Support Center; however, due to limited supply it is possible not all parts requests can be filled.
- Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

**NOTE:** Until parts are available in sufficient quantities, customer vehicles should be repaired only if the vehicle arrives at your dealership with an airbag warning indicator illuminated.

**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 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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**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with replacement of the RCM.

**RENTAL VEHICLES**

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

**LINCOLN CLIENT SPECIAL HANDLING (Applies to sold vehicles only)**

To “surprise & delight” Lincoln Owners; Lincoln Dealers are authorized to provide the following services to MKZ owners under Safety Recall 14S21 up to a maximum combined value of \$100.

- Lincoln Service Loaner (If more than the two days authorized for all vehicles above is required)
- Fuel Fill
- Vehicle Pick-up and Delivery

**Note:** This \$100 is in addition to the preapproved rental of two days.

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.
- 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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- Submit refunds on a separate repair line.
  - Program Code: 14S21                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                      - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- 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".
- For Lincoln Client Special Handling (sold vehicles only), claim up to a maximum combined value of \$100 without rental and \$190 if rental transportation was provided. 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.

**NOTE:** If applicable, the Ford system will automatically close Safety Recall 14S04 upon claim payment of 14S21.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
C-MAX / Escape – Replace RCM	14S21B	1.7 Hours
Fusion – Replace RCM		1.1 Hours
MKZ – Replace RCM		1.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
DM5Z-14B321-P	C-MAX Restraints Control Module	1
CJ5Z-14B321-C	Escape Restraints Control Module	1
DS7Z-14B321-B	Fusion Restraints Control Module	1
DP5Z-14B321-B	MKZ Restraints Control Module	1

The DOR/COR number for this recall is 50560.

**NOTE:** Parts are currently not available in sufficient quantities to support Safety Recall 14S21. At this time, customer vehicles should be repaired only if the vehicle arrives at your dealership with the airbag warning indicator illuminated, or for dealer stock vehicles with a customer sales contract. It is anticipated that parts will be available in sufficient quantities by third quarter 2015.

To manage part availability, dealers must use the web link below to access the VIN specific 14S21 Part Availability Web Tool.

The VIN specific web tool link is located in the web index box for this recall at [www.FMCDealer.com](http://www.FMCDealer.com), or go to <https://www.techhotline.dealerconnection.com/dealerpa/Lookup14S21Data.aspx>.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

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).

**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.

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**DEALER Q & A****Q1. What is the issue?**

A. In the affected vehicles, the restraints control module (RCM) may experience a short circuit. If a short circuit occurs the airbag warning indicator will illuminate. Depending on the location of the short circuit, the deployable restraint systems (e.g., airbags, pretensioners, side curtains) may not function as intended in the event of a crash, increasing the risk of injury. The short circuit may also affect the function of other systems that use data from the RCM, including stability control. In these cases, the corresponding warning indicator lamps would also illuminate.

**Q2. Are there any symptoms that the customer might notice that could indicate they may have an issue?**

A. When a short circuit occurs, the airbag warning indicator will illuminate. If any additional vehicle systems are affected by this short circuit, the corresponding warning indicator lamps will illuminate. If a customer experiences an illuminated warning lamp, they should contact their local dealership for service.

**Q3. Are the vehicles safe to drive? Can people continue to drive the vehicle if the dealer cannot perform Safety Recall 14S21 soon?**

A. Yes, vehicles are safe to drive as long as the airbag warning indicator is not illuminated. Vehicle diagnostics will detect a short circuit and illuminate the airbag warning indicator. If this happens, the vehicle should be brought in for service under Safety Recall 14S21.

In addition, dealers should check OASIS to determine if Safety Recall 14S04 is open. If open and the airbag warning indicator is not illuminated, schedule a service appointment with the customer to complete 14S04.

**Q4. Weren't some of these vehicles already recalled for this issue?**

A. Safety Recall 14S04 was undertaken to address a software concern that may cause delayed deployment of the safety canopy in certain roll-over circumstances. Subsequently, Ford has also identified the circuit board in the RCM may develop a short circuit over time. The installation of a new RCM will address both the software and circuit board concerns.

**Q5. If the RCM is replaced under Safety Recall 14S21 do we still need to perform Safety Recall 14S04?**

A. No. Because the new RCM contains the updated software, owners no longer need to have Safety Recall 14S04 performed. The Ford system will automatically close Safety Recall 14S04 upon claim payment of 14S21.

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**DEALER Q & A (continued)**

**Q6. Do you have an estimate of when the parts will be available?**

A. There are enough parts available to service vehicles that may currently be experiencing this issue with their RCM, except Fusion which is experiencing some backorders. We apologize for any inconvenience this part shortage may cause you. We currently anticipate that parts will be available to repair all vehicles in the third quarter of 2015. We are working closely with our suppliers to accelerate this timing. At this time, customer vehicles should be repaired only if the vehicle arrives at your dealership with an airbag warning indicator illuminated.

**Q7. If parts are not available, will you be providing customers with rental vehicles?**

A. Yes, customers with vehicles that have an airbag warning indicator on will be provided a rental vehicle if parts are not available at the time of repair.

**Q8. If the customer previously had the RCM replaced, are they still affected by this recall notice?**

A. The dealership should always check OASIS to confirm vehicle eligibility in a specific recall.