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Emerging Market Services

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July 1, 2014

TO: Emerging Market Services Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 14C06
Certain 2014 Model Year Transit Connect Vehicles Sold in Puerto Rico
Incorrect Brake Fluid Reservoir Cap Graphics

AFFECTED VEHICLES

Certain 2014 model year Transit Connect vehicles built at the Valencia Assembly Plant from March 1, 2014 through May 15, 2014 and built for sale in Puerto Rico.

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 July 1, 2014.

REASON FOR THIS COMPLIANCE RECALL

In all the affected vehicles, the brake fluid reservoir cap graphics used for vehicles sold in Puerto Rico do not conform to the requirements specified by U.S. Federal Motor Vehicle Safety Standard (FMVSS) 135 S5.4.3.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the brake fluid reservoir cap. 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 July 14, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

- In applicable countries, U.S. 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.
- Dealers must complete this recall service before a new vehicle is delivered to a buyer or lessee. The Dealer sales and service agreement (“Dealer Agreement”) requires Dealers to perform all campaign, recall, and program service as specified in campaign, recall or program instructions issued by the Company from time to time. In addition, Dealers must comply with all applicable laws, rules, and regulations in the sales and service of Company Products pertaining to motor vehicle safety and emissions control. If a Dealer fails to comply with this requirement, Ford may take action pursuant to the Dealer Agreement. In addition, violations could subject Dealer to significant penalties under local law. 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

Contact your Service Campaign Coordinator (expcco@ford.com) should you have any questions.

Sincerely,



Peter F. Bandoske

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OASIS ACTIVATED?

Yes, OASIS will be activated on July 1, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 1, 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 U.S. 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.
- 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 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, complete the inquiry form and submit to expwrty@ford.com to request approval **prior** to performing the repair. 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 service action performed on a timely basis.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, contact expwrty@ford.com 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, contact expwrty@ford.com.

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OWNER REFUNDS

Refunds are not authorized for this program.

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 expwrty@ford.com.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from expwrty@ford.com.
- Repair Line A: Enter the full part number with a quantity of zero.
- Repair Line B: Enter OSP with quantity of 1.00, total cost to include dealer net price and import cost.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Brake Fluid Reservoir Cap	M1	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
BV6Z-2162-A	Brake Fluid Reservoir Cap	1

Order your parts requirements through normal order processing channels.

DEALER PRICE

For latest prices, refer to current Dealer Price List.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Follow instruction in the Parts Inventory Protection Program (PIPP)/Parts Obsolescence Protection Program (POPP) or Stock Idle Allowance (SIA) Programs.

CERTAIN 2014 MODEL YEAR TRANSIT CONNECT VEHICLES SOLD IN PUERTO RICO — INCORRECT BRAKE FLUID RESERVOIR CAP GRAPHICS

OVERVIEW

In all the affected vehicles, the brake fluid reservoir cap graphics used for vehicles sold in Puerto Rico do not conform to the requirements specified by U.S. Federal Motor Vehicle Safety Standard (FMVSS) 135 S5.4.3. See Figure 1. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the brake fluid reservoir cap.

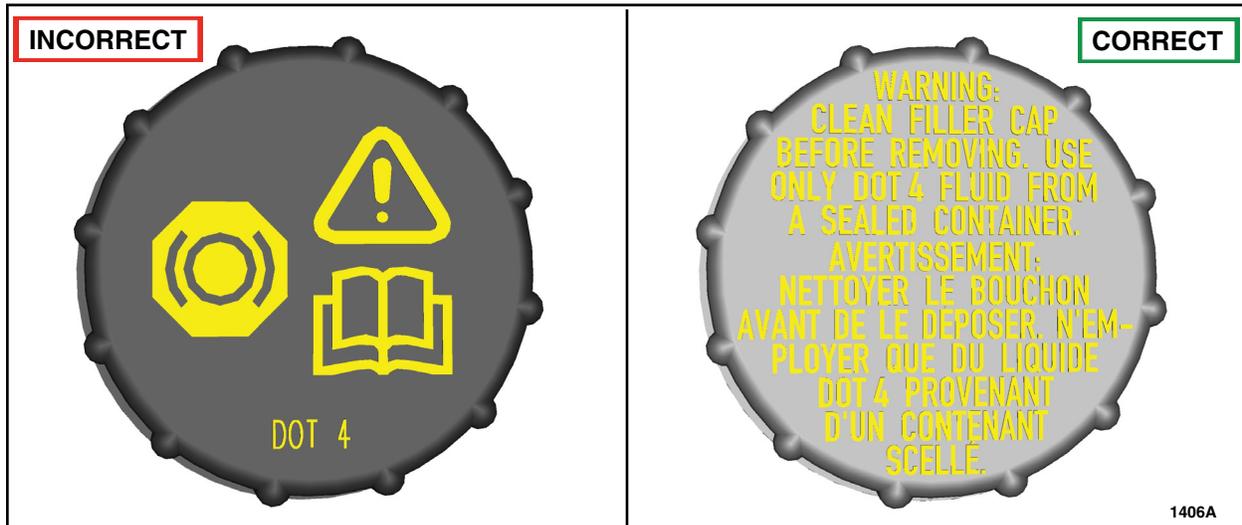


FIGURE 1

SERVICE PROCEDURE

1. Replace the brake fluid reservoir cap:
 - a. Before removing the brake fluid reservoir cap, clean the cap to avoid contamination of the brake fluid reservoir.
 - b. Remove and discard the brake fluid reservoir cap.
 - c. Install a *new* brake fluid reservoir cap.

