INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE18-007

FORD

11-2-2018

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

PART 1 OF 3

PHH ARVAL

Thanks.

Ford Motor Company ®
Terrie Stone | Regulatory Compliance Specialist | Dispute Resolution Program
tstone26@ford.com | www.ford.com
office: 321-435-1207
fax: 866-414-9069

From: Cristiano, Tamalla (T.)
Sent: Thursday, March 13, 2014 4:04 PM
To: Stone, Terrie (T.)
Cc: Hendricks, Leonard (L.)
Subject: PH Arval CAS[redacted]* VIN 1FMCU9HXXDU[redacted]

Hi Terrie,

[redacted] contacted FMC because she does not want to wait a long time for her vehicle to be repaired. This vehicle is her office and the rental does not meet her needs. OCG put the repair on hold and advised they would contact the dealer. The customer is waiting on an ETA. There has been no forward movement since 3-4-2014. Can you get us a status update? Please advise. Thank you. Have a wonderful day!

CSM Tammy Ext 77753 PH Arval CAS[redacted] VIN 1FMCU9HXXDU[redacted] Customer is a FLT. Made OBc to the dealer and LM on VM requesting a return call to discuss customer resolution. ---Reviewed GCQIS report DETAX012 the dealer contacted Tech hotline advising there was a coolant and a fire that damaged the harness. The dealer was advised to complete the OGC form and no further Tech Assistance until OGC responds. Made OBC to Jessica Hardy – Sales Rep – [redacted] and advised I would like to have the opportunity to look into the concern. The customer expressed her concerns over the safety as well as the liability of the vehicle. Reassured the customer we will strive to get this resolved as soon as possible. Set a follow up for Friday 3-7-2014 by 5:00 PM PST.

Top of Form

Report# :	DETAX012 NHL			Received:	05/20/2013
CCRG/EPRC:S		Reviewed Status:		Date:	02/25/2014
Vehicle:	2013,ESCAPE 4X4 (2013 -) ,SEL ,4X4 ,MPV ,1FMCU9HXXDU[redacted]			Build Date:	10/30/2012
Odometer :	57,200 M	Engine:	1.6L 170PS	Calibration:	DM21A10A
Transmission:	6SP 6F MID	Axle:	3.51 RATIO	A/C:	YES
Dealer:	USA 07749 Future Ford Lincoln			Phone#:	[redacted]
City:	Roseville	State:	California	Country :	USA
Originator:	[redacted]				
Symptom:	4 41 2 02 ST/RN/MV,RUNNING,OVERHEATS,ALWAYS				
Status:					
VFG:	V45 ENGINE COOLING				
Additional Symptom:	OVERHEATED ALLEGED FIRE				
Fix:	Causal Component :				

Condition Code:

Hotliner: BGRAHA43	Phone: [redacted]	Regn Cd: W2 San Francisco
Engineering:	Phone:	TAR: CLD
Dlr Contact:	Phone:	Title Cde: T

KOEO:
KOEC:
KOER:

REPAIR 05/20/2013 01:32PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER REPORTS 2 TIMES THE ENGINE HAS OVERHEATED DIAGNOSTICS: DRIVE TECH PRIOR TO ME RETREAVED P0217 P0218 P0304 P0316 AND BORSCOPED TO INSPECT FOR COOLANT. I BLOCKTESTED AND FAILED PARTS REPLACED: NONE TECH QUESTION: DURING HEAD REMOVAL I HAD TO REMOVE CAMSHAFT PHASERS. WHEN REMOVING BOLT FOR PHASERS BY HAND. THE PHASERS LOOKED LIKE THEY TURNED AS THE BOLT LOOSENED. WILL THIS CAUSE ANY DAMAGE TO PHASER AND SHOULD THEY BE REPLACED.

RECOMM 05/20/2013 01:32PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE
LONNIE, THANK YOU FOR THE INFORMATION REGARDING THE BLOCK TEST FAILING. THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND HAS DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD
TECHNICAL HOTLINE REPRESENTATIVE.

REPAIR 05/20/2013 02:02PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE
PERFORMED AN OBC TO SPEAK WITH THE TECHNICIAN (LONNIE HILLYARD) WHO IS
CURRENTLY WORKING ON THIS VEHICLE. IT WAS NOT NOTED IN THE CONTACT IF COOLANT INTRUSION WAS VERIFIED IN THE CYLINDERS. LONNIE STATED THAT COOLANT WAS VERIFIED IN CYLINDER #4.

RECOMM 05/20/2013 02:02PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE
LONNIE, THANK YOU FOR THE UPDATED INFORMATION REGARDING COOLANT INTRUSION INTO CYLINDER #4. PLEASE PROVIDE THE HOTLINE WITH THE INFORMATION BELOW AND CONTINUE WITH LONG BLOCK (6007) REPLACEMENT.
1. DOCUMENT THE PRESENT PCM AND ICM FILENAMES (IDS LOG VIEWER). 2. DOCUMENT COOLANT LEVEL IN BOTTLE AND CONDITION OF BOTTLE/CAP THREADS (I.E. CAP MISSING, CAP CROSS THREADED, ETC.) 3. PERFORM A VISUAL INSPECTION OF ALL COOLANT HOSE CONNECTIONS AND DEGAS

BOTTLE AND DOCUMENT FINDINGS. 4.5. DOCUMENT RESULTS FROM COOLANT BY-
PASS VALVE OHM READING PER WSM 303-03 PIN POINT TEST D2, WITH OR WITHOUT P26B7 DTC. 5. DOCUMENT WHETHER THE GRILL SHUTTERS ACTUATE WITHIN THE FIRST 30 SECONDS OF THE ENGINE BEING STARTED. 6. ONCE A REPAIR IS COMPLETED PERFORM A MANUAL COOLING SYSTEM BLEED PER WSM SECTION 303-03 "FILLING AND BLEEDING WITHOUT A VACUUM COOLING SYSTEM FILLER" TO ENSURE THERE IS NO AIR LEFT IN THE SYSTEM. LONNIE,
THANK YOU IN ADVANCE WITH PROVIDING THE ABOVE INFORMATION. IF THE HOTLINE CAN BE OF ANY FURTHER ASSISTANCE WITH THIS CONCERN, PLEASE FEEL FREE TO UPDATE THIS FORM. ISM 13-05-015 2013 - 1.6L ESCAPE/FUSION - OVERHEAT AFTER FSA 12S41

REPAIR 05/20/2013 05:14PM KEVIN MARTIN MSS - FCSD - TECH SVC HOTLINE
MY PARTS DEPARTMENT STATES A 6007 LONG BLOCK IS NOT AVA.

RECOMM 05/20/2013 05:14PM KEVIN MARTIN MSS - FCSD - TECH SVC HOTLINE
LONNIE, SORRY FOR ANY CONFUSION BUT A LONG BLOCK ASSEMBLY WOULD BE BASE PART NUMBER 6006 WHICH IS THE RECOMMENDED REPAIR. IF THERE ARE AVAILABILITY CONCERNS WITH A 6006 THEN IT IS RECOMMENDED TO CONTACT THE PARTS ASSISTANCE CENTER TO HELP VALIDATE AVAILABILITY OF THE ASSEMBLY. THIS CAN BE DONE THROUGH FMCDEALER UNDER THE PARTS & SERVICE
TAB THEN WARRANTY TAB. SELECT PARTS DEPARTMENT TOOLS > PACO ON THE LEFT-HAND SIDE.

AUDIT 05/20/2013 05:14PM KEVIN MARTIN MSS - FCSD - TECH SVC HOTLINE
SYMPTOM 4, 46, 3, 16 CHANGED TO 4, 41, 2, 39 BY KMART171

REPAIR 06/10/2013 04:00PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
REPLACED LONG BLOCK AND PERGED ALL AIR FROM SYSTEM AND ROAD TESTED 35
MILES. FAN WORKED PROPERLY IN ALL MODES. DRIVE TECH AND I DOCUMENTED
ALL INFO REQUESTED EXCEPT THE ICM FILE NAME, HE WAS UNABLE TO FIND IT. VECH CAME BACK TO THE DRIVE TECH A COUPLE OF DAYS LATER WITH KOER P0217 AND GOING INTO FAIL SAFE MODE. HE MONITERED ECT ON TEST DRIVE AT 221 DEG (104 DEG AMBIENT TEMP). THIS VECH HAS HAD OVER HEAT CONCERNS IN PAST (VERIFIED BY DRIVE TECH) MY QUESTION IS IS THERE AND KNOWN CONCERNS. AND WHAT SHOULD I BE CHECKING FOR. DRIVE TECH STATED VECH DID NOT SEEM TO BE OVERHEATING. THANK YOU FOR ANY HELP.

RECOMM 06/10/2013 04:00PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
LONNIE, RECOMMEND PERFORMING THE PREVIOUS RECOMMENDATIONS AGAIN OF
1. DOCUMENT COOLANT LEVEL IN BOTTLE AND CONDITION OF BOTTLE/CAP

THREADS (I.E. CAP MISSING, CAP CROSS THREADED, ETC.) 2. PERFORM A VISUAL INSPECTION OF ALL COOLANT HOSE CONNECTIONS AND DEGAS BOTTLE AND DOCUMENT FINDINGS. 3. DOCUMENT RESULTS FROM COOLANT BY- PASS VALVE OHM READING PER WSM 303-03 PIN POINT TEST D2, WITH OR WITHOUT P26B7 DTC. 4. DOCUMENT WHETHER THE GRILL SHUTTERS ACTUATE WITHIN THE FIRST 30 SECONDS OF THE ENGINE BEING STARTED. 5. ONCE A REPAIR IS COMPLETED PERFORM A MANUAL COOLING SYSTEM BLEED PER WSM SECTION 303-03 FILLING AND BLEEDING WITHOUT A VACUUM COOLING SYSTEM FILLER TO ENSURE THERE IS NO AIR LEFT IN THE SYSTEM. WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINEÂ€™S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMERÂ€™S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMERÂ€™S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 06/10/2013 04:00PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
CONSULTED BEAMER, NAT (EH), THIS VEHICLE IS BEING ESCALATED DUE TO THE NUMBER OF REPAIR ATTEMPTS.

REPAIR 06/11/2013 06:07PM NATHANIEL BEAMER MSS - FCSD - TECH SVC HOTLINE
REVIEWED BY THE ESCALATION TEAM OUTBOUND CALL TO DEALER; SPOKE WITH LONNIE. THE ENGINE WAS REPLACED AND PREVIOUS HOTLINE DIRECTION WAS FOLLOWED. THE VEHICLE WAS RELEASED BACK TO THE CUSTOMER LAST THURSDAY AND RETURNED ON FRIDAY (GONE 24 HOURS). THE CUSTOMER STATES

THAT THE ENGINE WAS RUNNING ROUGH WHEN THE CEL CAME ON. SINCE THE P0217 WAS SET IT IS LIKELY THE FAILSAFE MODE CAUSED THE ROUGH RUNNING. THE VEHICLE IS NOT ACTING UP AT THIS TIME, TECH WAS AWAITING HOTLINE DIRECTION. THE COOLANT BYPASS VALVE IS AT 11.4 OHMS.

TAR 06/11/2013 06:07PM NATHANIEL BEAMER MSS - FCSD - TECH SVC HOTLINE
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO EXCESSIVE DOWN TIME RELATED TO A MAJOR REPAIR (LONG BLOCK REPLACED) AND THE OVERHEATING CONCERN STILL PRESENT. THE LONG BLOCK WAS REPLACED DUE TO A CRACK IN THE CYLINDER BLOCK AND PER HOTLINE DIRECTION. THERE ARE NO COOLANT LEAKS. THE LEVEL IS FULL. THE BYPASS VALVE IS AT 11.4 OHMS. THE VEHICLE ONLY LEFT THE DEALER FOR ROUGHLY 24 HOURS BEFORE RETURNING WITH THE P0217 PRESENT. TECH STATES THAT THE VEHICLE IS NOT OVERHEATING AT THIS TIME. PLEASE ASSIST THE DEALER IN DETERMINING THE ROOT CAUSE OF THE P0217. THE VEHICLE IS AT THE DEALER.
ESTIMATED NUMBER OF REPAIR ATTEMPTS: 1 ESTIMATED NUMBER OF DAYS OUT OF
SERVICE: 25

RECOMM 06/11/2013 06:07PM NATHANIEL BEAMER MSS - FCSD - TECH SVC HOTLINE
ADVISED LONNIE; WITH THE OVERHEAT CONCERN AND DTC P0217 SETTING PLEASE
ATTEMPT TO DUPLICATE THE OVERHEATING CONCERN IN THE SAME MANNER THAT
THE CUSTOMER NOTICED IT HAPPENING. IF THE VEHICLE WAS LOADED WITH MULTIPLE PASSENGERS OR ANY CARGO THE VEHICLE CAN BE LOADED IN A SIMILAR MANNER FOR TESTING. REFER TO THE WSM 303-03 FOR COOLING SYSTEM
DIAGNOSTICS. DUE TO THE DOWNTIME WITH A REPEAT OVERHEATING CONCERN WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT
(SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP
MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN
THE RESOLUTION OF THIS VEHICLE CONCERN.

ADD-ON 06/12/2013 02:08PM RANDALL BOUNDS(FSE) MSS - FCSD - REG LOS ANG-SANFR
SPOKE WITH THE TECHNICIAN ON 6/12/2013. IT WILL NEED TO BE DETERMINED IF THE ENGINE IS ACTUALLY OVERHEATING AT THIS TIME OR IF THERE IS A POSSIBLE BIASED SENSOR ISSUE. RECOMMENDED TO COMPARE THE CHT PIDS FROM

A LIKE UNIT/ENGINE TO SEE IF THERE IS ANY DIFFERENCE.

ADD-ON 06/19/2013 02:59AM MIGUEL RAMIREZ(FSE) MSS - FCSD - REG LOS ANG-SANFR
VISITED THE DEALER ON MONDAY 6/17/2013 AND INSPECTED THE VEHICLE AND NOTICED THAT THE CHECK ENGINE LIGHT WAS ON. CONNECTED IDS AND RETRIEVED DTC P0217 FOR ENGINE COOLANT OVER-TEMPERATURE CONDITION THAT
FREEZE FRAME DATA SHOWED THAT DTC WAS SET 109 MILES AGO, AT IDLE, OPEN
LOOP, ECT AT 240.8 DEGREES F, 0 MPH, TFT = 219.2 DEGREES F LEADING TO EITHER AN ECT SENSOR CONCERN OR A POSSIBLE STUCK THERMOSTAT ISSUE. TECH STATED THAT THE VEHICLE WAS DRIVEN BY A SERVICE ADVISOR FOR APPROXIMATELY 100 MILES SETTING THE CEL ON. CHECKED AND UPDATED THE FOLLOWING MODULES: ACM, BCM AND PCM. IPC NEEDED UPDATE AS WELL BUT DID
NOT PERFORM BECAUSE IT STATED THAT IT COULD TAKE SEVERAL HOURS TO COMPLETE SO I ADVISED THE DEALER TO UPDATE IDS TO LATEST CALIBRATION NEXT MORNING, THEN RE-FLASH THE IPC, REPLACE ECT SENSOR, CLEAR CODES, DRIVE VEHICLE IN EXCESS OF 100 MILES TO VERIFY IF DTC RETURNS, CHECK AND ADVISE.

ADD-ON 06/21/2013 03:11PM MIGUEL RAMIREZ(FSE) MSS - FCSD - REG LOS ANG-SANFR
DROVE VEHICLE 50 MILES ONE WAY UP HILL UNDER LOAD THEN THE CHECK ENGINE LIGHT STARTED TO FLASH AND THE VEHICLE WENT INTO FAIL SAFE MODE
ATTEMPTED TO MADE CFR RECORDINGS BUT WHEN ANALYZED THERE WERE NOT
RECORDINGS STORED ALSO WHEN ACCESSING CMDTCS THERE WERE NO DTC'S STORE
IN MEMORY EITHER EVEN AFTER CEL FLASHED. THE VEHICLE WAS DRIVEN AGAIN
IN FOR OTHER 50+ MILES AND NOW WE CANNOT DUPLICATE CONCERN AGAIN. I RECOMMENDED KEEPING ON DRIVING THE VEHICLE WITH VDR CONNECTED TO ATTEMPT TO MAKE RECORDINGS TO FURTHER ISOLATE CONCERN.

REPAIR 06/24/2013 06:54PM STEVEN HOPPING MSS - FCSD - TECH SVC HOTLINE
JOHN STATED, I AM A NEW TECHNICIAN WORKING ON THIS VEHICLE NOW. MIGUEL, THE FSE, HAS BEEN IN CONTACT BUT HE IS IN TRAINING THIS WEEK. THE OVERHEAT CONCERN IS NO LONGER PRESENT. THE VEHICLE HAS NOT OVERHEATED AND NO OVER TEMP DTCS ARE SETTING. THE CUSTOMERÂ€™S CONCERN, THE VEHICLE RUNNING ROUGH, HAS BEEN CONFIRMED. WHEN COLD THERE ARE NO CODES. WHEN AT NORMAL OPERATING TEMPERATURE AND ACCELERATING UP A HILL IT STARTED RUNNING ROUGH, THE LOAD WAS 72%. CAME TO A STOP IT SEEMED TO RUN REALLY ROUGH, AS THE VEHICLE

DECELERATED IT BEGAN TO RUN WORSE, THE MIL WAS FLASHING. WHEN
ACCELERATING FROM THE STOP THE VEHICLE RAN WELL AND THE MIL WENT OFF
AND P0301 SET. IN MODE 6, CYLINDER 1 HAD 51 COUNTS, CYLINDER 2 Â€“ 2
COUNTS, CYLINDER 3 Â€“ 0 COUNTS AND CYLINDER 4 Â€“ 15 COUNTS. IN
FREEZE FRAME FRP WAS 2143. A COMPLETE ENGINE WAS INSTALLED. ONLY THE
COILS AND A FEW MISCELLANEOUS PARTS WERE TRANSFERRED FROM THE OLD
ENGINE TO THE NEW. THIS SEEMS TO BE THE SAME CONCERN THE CUSTOMER HAD
ORIGINALLY.

RECOMM 06/24/2013 06:54PM STEVEN HOPPING MSS - FCSD - TECH SVC HOTLINE
JOHN, SINCE A TAR HAS BEEN OPENED AND THIS HAS BEEN GIVEN TO AN
FSE, DIAGNOSTIC DIRECTION SHOULD BE TAKEN FORM THE FSE. SOME TESTING
CAN BE PERFORMED WHILE WAITING FOR HIM TO CONTACT YOU
FURTHER. SINCE THE COILS ARE ORIGINAL, SWAPPING THE COILS TO SEE IF
THE FAULT FOLLOWS THE COIL(S) CAN BE DONE. IF THE FAULT FOLLOWS THE
COIL(S) REPLACE AS NEEDED AND RETEST. EVEN THOUGH THERE HAVE NOT BEEN
ANY INDICATIONS OF AN OVERHEAT CONCERN, CHECK THE CYLINDERS FOR SIGNS
OF COOLANT INTRUSION AFTER A 1/2 HOUR HOT SOAK. INSTALL A
MECHANICAL FUEL GAUGE AND MONITOR THE LOW PRESSURE FUEL SYSTEM WHEN
THE CONCERN OCCURS. THE FUEL PRESSURE SHOULD BE (55-72 PSI). IF WITHIN
SPECIFICATION, MONITOR FRP AND FRP_DSD WHEN THE CONCERN OCCURS. IF FRP
DOES NOT MATCH FRP_DSD, WHEN THE FAULT OCCURS, THEN SUSPECT THE HIGH
PRESSURE FUEL PUMP FOR AN INTERNAL FAILURE. IT IS ALSO POSSIBLE FOR
THE CAMSHAFT/CAM LOBE, THAT DRIVES THE HIGH PRESSURE FUEL PUMP, TO BE
DAMAGED AND CAUSE A DROP IN FUEL PRESSURE. PLEASE HAVE THESE TEST
RESULTS READY FOR YOUR FSE WHEN HE CONTACTS YOU. AS PREVIOUSLY STATED,
ALL FURTHER TECHNICAL DIRECTION SHOULD NOW COME FROM HIM.

ADD-ON 06/25/2013 11:38AM MIGUEL RAMIREZ(FSE) MSS - FCSD - REG LOS ANG-SANFR
DIRECTED THE TECHNICIAN TO SWAP COIL AND SPARK PLUGS BETWEEN #1

,
DOUBLE CHECK MANUAL COOLANT BLEED AND ITEMS AS STATED ABOVE, ROAD TEST
AND RE-CHECK. TECH WILL GET BACK TO ME WITH RESULTS.

ADD-ON 07/03/2013 02:24PM MIGUEL RAMIREZ(FSE) MSS - FCSD - REG LOS ANG-SANFR
COOLING SYSTEM WAS MANUALLY BLED, ALL SPARK PLUGS WERE REMOVED AND
INSPECTED, AND EACH CYLINDER WAS INSPECTED WITH NO ISSUES FOUND. COILS
1 AND 3 WERE SWAPPED DUE TO A MISS ON CYLINDER #1 CREATING A P0301 DTC
AND THE VEHICLE DRIVEN OVER 200 MILES WHILE MONITORING FUEL PRESSURES
AND NO CONCERNS WERE DUPLICATED AT ALL. THE VEHICLE WAS RETURNED TO
THE CUSTOMER ON FRIDAY JUNE 28TH, 2013 BECAUSE NO CONCERNS WERE
REPRODUCED AFTER DRIVEN FOR OVER 200 MILES AND SWAPPING THE 1&3 COILS
AND MANUALLY BLEEDING THE COOLING SYSTEM. NO OVERHEATING CONCERNS WERE
EXPERIENCED. WILL CONTINUE TO KEEP THE TAR OPEN TO FOLLOW UP WITH THE
CUSTOMER IN 2 WEEKS TO VERIFY THAT THERE ARE NO REPEAT ISSUES.

ADD-ON 07/08/2013 05:09PM MIGUEL RAMIREZ(FSE) MSS - FCSD - REG LOS ANG-SANFR
VEHICLE RETURNED AGAIN WITH DTC P0217 FOR INTERMITTENT OVERHEATING
CONDITION. CHECKED FREEZE FRAME DATA FOR SET DTC AND IT SHOWED THAT
THE VEHICLE WAS NOT MOVING ENGINE OFF AT 0 RPMS. HARNESS HAS BEEN
CHECKED TO NO CONCERNS FOUND. I ADVISED THE DEALER THAT SINCE CONCERN
IS INTERMITTENT AND IS HARD TO DETERMINE CAUSE OF FALSE ECT SENSOR
OVERHEAT CONDITION AND HARNESS HAS BEEN PREVIOUSLY CHECKED AND
REPLACED ECT SENSOR TO NO AVAIL TO GO AHEAD AND REPLACE PCM (SEE GCQIS
REPORT # [redacted]), CLEAR CODES, RESET KAM, TEST DRIVE AND ADVICE. IF
CONCERN RETURNS AFTER PCM REPLACEMENT THEN ENGINE HARNESS WILL BE
REPLACED NEXT (SEE GCQIS REPORT# [redacted]).

ADD-ON 07/18/2013 11:43PM MIGUEL RAMIREZ(FSE) MSS - FCSD - REG LOS ANG-SANFR
UPDATE: PCM WAS REPLACED AND THE VEHICLE RETURNED TO THE CUSTOMER ON
SATURDAY 7/13/2013 AND SERVICE ADVISOR FOLLOWED UP WITH CUSTOMER TODAY
7/18/2013 AND CUSTOMER STATED THAT THE VEHICLE HAS BEEN OPERATING
NORMAL WITH NO CONCERNS DUPLICATED SO FAR. I WILL KEEP THIS TAR OPEN
FOR ANOTHER WEEK TO FOLLOW UP WITH THE CUSTOMER BEFORE CONSIDERING
REPAIRED.

ADD-ON 08/05/2013 06:37PM MIGUEL RAMIREZ(FSE) MSS - FCSD - REG LOS ANG-SANFR

UPDATE: ON FRI 8/02/2013 I VISITED THE DEALER TO FOLLOW UP WITH THIS TAR AND AS PER SERVICE ADVISOR THE CUSTOMER IS PLEASED WITH REPAIRS AND HAS NOT HAD ANY ISSUES SINCE THE PCM WAS REPLACED ON 7/18/2013. SINCE IT HAS BEEN ABOUT 4 WEEKS FROM THE TIME WHEN THE PCM WAS REPLACED WITH NO ISSUES DUPLICATED ANY LONGER THIS TAR IS BEING CLOSED. . . NO MORE ASSISTANCE NEEDED FROM FSE AT THIS TIME. . . CLOSING TAR. . .

AUDIT 08/05/2013 06:37PM MIGUEL RAMIREZ(FSE) MSS - FCSD - REG LOS ANG-SANFR
TECH ASSIST REFERRAL HAS BEEN CLOSED

REPAIR 02/25/2014 02:40PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES THAT COOLANT AND OIL LEAKS
- CK AND ADVISE DIAGNOSTICS: CHECK AND VERIFIED COOLANT LEAK AT TURBO RETURN HOSE AT DEGAS BOTTLE.RETURN HOSE BROKE. ALSO CYLINDER HEAD HAS CRACK IN IT LEAKING A LARGE AMOUNT OIL ON EXHAUST SYSTEM CAUSING A SMALL FIRE. PARTS REPLACED: NONE TECH QUESTION: NO CYLINDER AVAILABLE, LONG BLOCK?

RECOMM 02/25/2014 02:40PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE
RAY, THANK YOU FOR THE DETAILED INFORMATION ON THE VEHICLE CONCERN OF
OVERHEAT DUE TO BROKEN COOLANT HOSE FOR TURBOCHARGER RETURN. THE OVERHEAT HAS RESULTED IN A CRACKED CYLINDER HEAD ALSO STATING THERE
HAD BEEN A SMALL FIRE. DUE TO THE CONCERN ALLEGING A FIRE HAS
TAKEN PLACE THE HOTLINE WILL BE UNABLE TO PROVIDE FURTHER ASSISTANCE
WITH THIS ISSUE UNTIL/AFTER THE OGC PRODUCT LIABILITY DEPARTMENT
REVIEW. AT THIS TIME THE DEALER WOULD NEED TO COMPLETE A
DEALER/FLEET REQUEST FOR OGC REVIEW. THIS INFORMATION IS FOUND ON FMC
DEALER -PARTS & SERVICE TAB, CUSTOMER SATISFACTION LINK.

AUDIT 02/25/2014 02:40PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE
SYMPTOM 4, 41, 2, 39 CHANGED TO 4, 41, 2, 02 BY WSMITH46

AUDIT 02/25/2014 02:40PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE
ODOMETER 24388 M CHANGED TO 57200 M BY WSMITH46

REPAIR 02/26/2014 09:51AM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE
RAY CALLED TO DISCUSS THIS FAILURE, AND THE PREVIOUS RECOMMENDATION TO
CONTACT OGC FOR FURTHER REVIEW. RAY STATED THAT THERE WERE LARGE
AMOUNTS OF OIL AND COOLANT LEAKING FROM THE ENGINE, WHICH MAY HAVE

LEAD TO THE FIRE.

RECOMM 02/26/2014 09:51AM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE
RAY, AT THIS TIME, NO FURTHER DIAGNOSTIC ASSISTANCE CAN BE GIVEN
UNTIL THE OGC REVIEW HAS BEEN COMPLETED. PLEASE CONTINUE TO SUBMIT THE
REPORT SUGGESTED PREVIOUSLY.

REPAIR 02/28/2014 11:26AM ZEBULIAN BOWSER MSS - FCSD - TECH SVC HOTLINE
INBOUND CALL FROM DEALERSHIP, SPOKE WITH RAY. RAY STATED THE CUSTOMER
WAS UNAWARE OF THE FIRE HOWEVER IT DID DAMAGE THE HARNESS TO INCLUDE
THE CKP CIRCUITS AS WELL DAMAGE THE ENGINE. RAY HAS COMPLETED THE OGC
FORM HOWEVER WAS UNSURE HOW LONG IT WOULD TAKE TO HEAR FROM OGC. RAY
STATED THE CUSTOMER WAS UPSET DUE TO THE SECOND CATASTROPHIC ENGINE
FAILURE OF THIS VEHICLE.

RECOMM 02/28/2014 11:26AM ZEBULIAN BOWSER MSS - FCSD - TECH SVC HOTLINE
RAY, AT THIS TIME IT WILL BE NECESSARY TO CONTINUE TO WAIT UNTIL
OGC PROCESSES THE CASE AND CONTACTS YOU. SINCE YOU HAVE STATED THE
CUSTOMER WAS UNHAPPY WITH THE TIME IT IS TAKING TO MAKE THIS REPAIR IT
IS RECOMMENDED TO INFORM THE CUSTOMER OF THEIR RIGHTS TO CONTACT THE
CUSTOMER RELATIONSHIP CENTER (CRC). TO CONTACT CRC CALL
1-800-392-3673.

REPAIR 03/03/2014 07:07PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
RAY WAS INQUIRING ABOUT HOW TO OBTAIN THE STATUS OF THE VEHICLE WITH
THE OGC.

RECOMM 03/03/2014 07:07PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
RAY, WE WILL CONTACT YOU TOMORROW WITH FURTHER INFORMATION IN THIS
PROCESS.

REPAIR 03/04/2014 10:41AM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
AN OUT BOUND CALL WAS PLACE TO RAY TO FURTHER EXPLAIN THE OGC (OFFICE
OF GENERAL COUNCIL) PROCESS.

RECOMM 03/04/2014 10:41AM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
RAY, THE OGC (OFFICE OF GENERAL COUNCIL) REVIEW PANEL WILL CALL YOU
OR THE OGC (OFFICE OF GENERAL COUNCIL) REVIEW PANEL WILL CALL THE
HOTLINE AND WE WILL IMEATELY CONTACT YOU.

ESCLHD 03/04/2014 10:41AM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
CONSULTED GBURNS52

Bottom of Form

Requester: TCRISTIA 13-Mar-2014

Report Summary **Ford Proprietary, Private** **Retention:** None

Server: FCVWS962

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Tammy Cristiano -Senior Regional Customer Service Manager
Ford Customer Service Division
Sacramento A03, and San Francisco A03 Regions
Phone 866-631-3788 Ext 77753
Fax number 866-934-3062
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[redacted]

HIGHWAY DEPT.

Malaney, Linda (L.)

From: Clark, Jessica (J.E.)
Sent: Tuesday, March 11, 2014 3:20 PM
To: Miles, Felicia (F.)
Cc: [redacted]
Subject: FW: Dealer/Fleet Request for OGC Review

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
MAR 11 2014
OFFICE OF THE
GENERAL COUNSEL

Felicia,

Here is another one for you

Note to Dealer

DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL

NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM

ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION

***EVALUATIONS MAY TAKE UP TO 90 DAYS ***

From: DCPFORM, FMCDealer (.)
Sent: Tuesday, March 11, 2014 3:05:56 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: [redacted]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:
Dealership Fleet Name: [redacted]
Requesting Dealer Fleet: [redacted]
PA Code: [redacted]
Contact Person: Mike Shoemaker
Title: Service & parts Director
Phone Number: [redacted]
Fax Number: [redacted]
Email: [redacted]
Region: twin citys region
Address: 600 west 2nd st
City: jordan
State: Minnesota
Zip Code: [redacted]
CUSTOMER VEHICLE INFORMATION:

WSD: 05/09/2013
Vehicle Year: 2013
Vehicle Model: Escape
Vehicle VIN: 1FMCU9GX7DU[redacted]
Mileage: 5422
customer Fleet Name: [redacted]
Street Address: [redacted]
City : gaylord
State : Minnesota
Zip Code : [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Customer Region: Twin citys
DETAILS OF INCIDENT:
Fire
Date of Incident: [redacted]
County incident occurred: [redacted]
Is customer alleging a component defect CAUSED the incident? YES
Details: they were driving the veh & it started cutting out & would not restart. had the vehical towed to the dealership. some wires caught on fire, lots of oil all over underside of veh. also coolant had leaked out. they called road side & had veh towed in. note has recall 13s12 open. damage to the engine compartment. very minor.
Was a police report filed? NO
Details :
Has the insurance company been contacted? NO
Insurance company advised:
Insurance company contact information: not sure
Coach builder:
City :
State :
Zip Code :
Vehicle Location: wolf motors 2 nd location[redacted] lesueur mn [redacted]
Attorney information: none
CVO Contact:
Resolution Customer is seeking: to have the veh repaired
Comments: will await your authorization before proceeding any further customer does not know about burning wires yet. just oil leaking all over.

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Case Print Report

Case Number [redacted]

Case Opened Date 4/18/2018 3:02 PM

Case Closed Date 4/19/2018 7:06 PM

Case Status Resolved

Case Last Modified 4/19/2018 7:06 PM

Responsible Team Tier 1 Inbound

Case Classification Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Insurance Company Contacted/ settlement > Requests Financial Assistance

Customer Name [redacted]

Customer Number [redacted]

[redacted]

RANCHO CUCAMONGA CA [redacted]

Email [redacted]

Dealer Citrus Motors

VIN 1FMCU0GX8DU[redacted]

Year 2013 **Make** FORD

Model ESCAPE **Body Style** U0G - SE 4X2 4-DR

Symptom

Level 1 Safe & Secure

Level 2 Visible Flame

Level 3 Not Listed

Level 4 OTHER

Case Print Report

Case Number [redacted]

Agent Name	Note Created On
Richard Mulberry	4/18/2018 3:08 PM

CUST SAYS:
The coolant runs low constantly. The Cust took the veh to the Dlr & he found out there was a recall that the Dlr did not tell him about. The veh was towed in & the Dlr had the veh for almost a month & could find nothing wrong. The veh lost power on the freeway & almost got hit. The veh burned down. The insurance company told him there were two recalls on the veh & he should call Ford because there was a product defect. The claim is not settled. The Cust wants Ford to replace the veh since the Dlr could not correct the issue & there were recalls for the coolant. The Cust does not have the VIN but will call back with it.

PER CUST, DLR SAYS:
We cannot find anything wrong with the veh.

CRC ADVISED:
Advised the Cust to continue to work with their insurance company and the insurance company can subrogate on their behalf if they feel that Ford is at fault. Advised that when the Cust calls back with the VIN we can look up any recalls & advise how they work.

Jerome Ang	4/19/2018 7:00 PM

1. Has the customer filed a claim with their insurance company (Yes or No)? YES

2. If a claim has been filed with their insurance company, what is the status of the claim? Not yet, no status of the claim.

3. When did the vehicle catch fire? [redacted]
4. Where did the fire originate in the vehicle? underneath the hood

5. Where is the vehicle currently located? Highway Patrol PArking lot [redacted]

6. Was a fire report filed with the fire department Yes or No)? YES

7. If a fire report was filed, what were the findings? NO and not mentioned.

8. What is the fire report number and in what city and county was the report filed? Colton Fire department

9. What was the city and state where the fire occurred? Southern California, Colton

10. Were any injuries sustained? If yes, provide the first and last name of all injured parties. None

11. Is the vehicle repairable? No

12. What are you seeking from Ford Motor Company? Replacing the vehicle

13. What mailing address would you like our Office of General Council to send your written response to (document the full address)? [redacted] Rancho Cucamanga

14. Other than the vehicle, were there any other damages? none

15. What is the name and address of the customer's attorney (ask this question only if the customer mentions they have sought/retained an attorney)? NA
16. Was the vehicle running when the fire started? YEs

I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.

Case Print Report

Case Number CAS-[redacted]

Jerome Ang	4/19/2018 7:04 PM

Cust says: VEhicle caught fire and would like to ask for a follow up on replacing his vehicle that caught fire.

Per Cust Dealer says: NA

CRC Advised: I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.

Tommy Winderweedle	4/19/2018 8:04 PM

Customer Says:
Customer states he accidentally provided the wrong date of the fire. Customer states that the fire actually took place on [redacted]

Per Customer Dealer Says:

CRC Advised:
Advised that I am updating the case notes to reflect the correct information.

Case Print Report

Case Number CAS-[redacted]

Activity Modified By	Activity Last Modified	Activity Type	Activity Subject
Richard Mulberry	4/18/2018 3:02 PM	phonecall	CALL From - T8063#1
Richard Mulberry	4/18/2018 3:12 PM	fmc_closecase	Close Case
Jerome Ang	4/19/2018 7:02 PM	fmc_reopencase	Re-Open Case
CRM01 CRM (Prod) User	4/19/2018 7:02 PM	incidentresolution	Case Resolution
Jerome Ang	4/19/2018 7:06 PM	fmc_closecase	Close Case
Jerome Ang	4/19/2018 7:06 PM	incidentresolution	Case Resolution
Jerome Ang	4/19/2018 7:06 PM	fmc_reopencase	Re-Open Case
Tommy Winderweedle	4/19/2018 8:02 PM	phonecall	CALL From - [redacted]

From: Pusta, Ionut (I.)
Sent: Friday, May 05, 2017 11:03 AM
To: Hansen, Randy (R.F.); Styron, Joshua (J.P.); Fox, Charlie (C.); King, Rowland (R.S.)
Cc: Pusta, Ionut (I.); Camaj, Linda (.)
Subject: 1.6L Cooling System Pressure Test published in the online WSM

All,

Below is the published cooling system pressure test found in the online Workshop Manual section 303-03. For FSA 17S09, we referred the dealer technicians to this section for pressure testing.

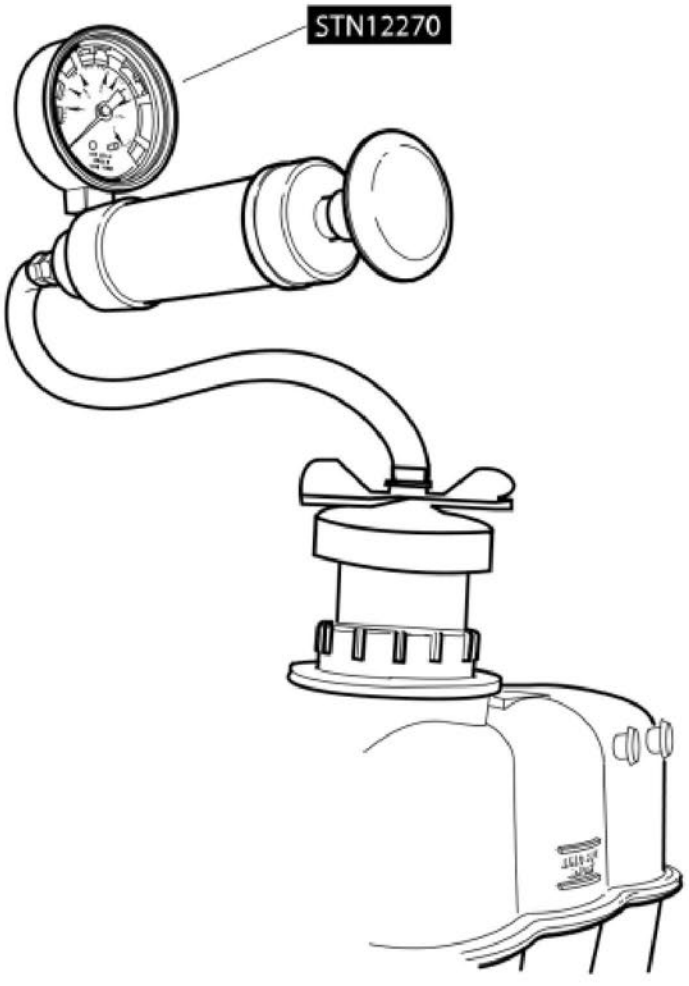
Component Tests

Cooling System Pressure Test

WARNING: When releasing the cooling system pressure, cover the coolant expansion tank cap with a thick cloth.

NOTE: *Vehicles have a pressure relief cap on the degas bottle and no radiator cap.*

1. Turn the engine OFF.
2. Check the engine coolant level and adjust as necessary.
3. Remove the degas bottle cap. Inspect the degas bottle cap and degas bottle for any issues that would cause improper sealing, such as for cross-threading, burrs, damaged o-ring, etc. If any issues are found, INSTALL a new cap and/or degas bottle.
4. Attach the Pressure Tester and adaptor (Snap-On TA53 or equivalent), to the degas bottle cap. The cap must hold the specified pressure.
   REFER to: Specifications (303-03A Engine Cooling - 1.6L EcoBoost (132kW/180PS) - Sigma, Specifications).
   If any issues are found, INSTALL a new cap.
5. Install degas bottle cap and run engine until normal operating temperature is reached.
6. Turn the engine off.
7. If necessary, remove the cowl panel.
   REFER to: Cowl Panel (501-02 Front End Body Panels, Removal and Installation).
8. Attach the Pressure Tester and adaptor (Snap-On TA52, AST ASSFZ-47, Redline RDL95-0750 or equivalent) to the degas bottle.



E164137

NOTE: *If the plunger of the pressure tester is pressed too fast, an erroneous pressure reading will result.*

9. To pressurize the engine cooling system, slowly press the plunger of the pressure test pump and increase the pressure to 145 kPa (21 PSI). Allow the system to stabilize for approximately 2 minutes. Re-pressurize to 21 psi. Pressure should not drop within the next 2 minutes. If the pressure drops, inspect for external leaks and repair as necessary.

10. Allow the vehicle to sit for a minimum of 5 hours, or overnight.

NOTE: *2-4 psi of pressure drop is normal and expected after engine cool down.*

11. If the pressure drops more than the expected range of 2-4 psi and no external leaks are found, the leak may be internal to the engine. Using a borescope remove the spark plugs and inspect the cylinder combustion chambers for coolant intrusion. If coolant instrusion is found install a new engine long block assembly.

12. If pressure remains in the cooling system, remove the cooling system pressure tester and adaptor from the degas bottle.

13. Install the degas bottle cap until it contacts the hard stop.

14. If necessary, install the cowl panel.
    REFER to: Cowl Panel (501-02 Front End Body Panels, Removal and Installation).

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

CERTAIN 2013-2014 FUSION, 2013-2015 TRANSIT CONNECT, 2014 ESCAPE, AND 2014-2015 FIESTA ST VEHICLES EQUIPPED WITH A 1.6L ECOBOOST ENGINE — COOLANT LEVEL SENSOR SYSTEM INSTALLATION

OVERVIEW

In the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack, causing a pressurized oil leak that may result in a fire in the engine compartment. Service parts and repair procedures are not currently available to address this safety recall. A Dealer Bulletin Supplement will be provided to dealers in the fourth quarter 2017 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

In the interim period, some customers may arrive at your dealership if their vehicle exhibits a coolant leak, overheating, or frequently needs coolant added. If the vehicle arrives with any of these symptoms, dealers are to use this Interim Service Action to perform a cooling system pressure test and repairs, as necessary.

SERVICE PROCEDURE

Interim Service Action

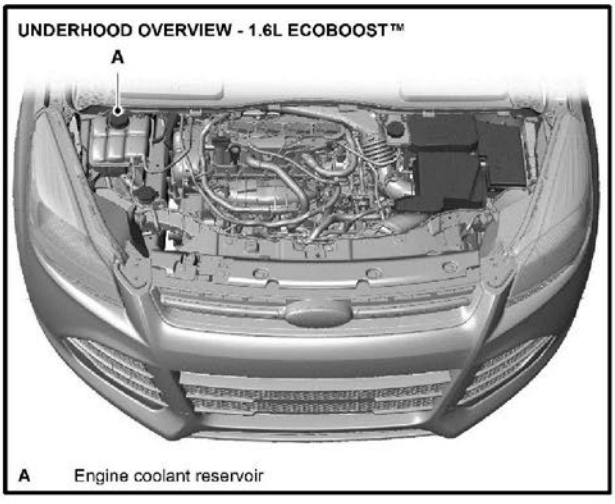
NOTE: These are interim repairs and will NOT close the safety recall.

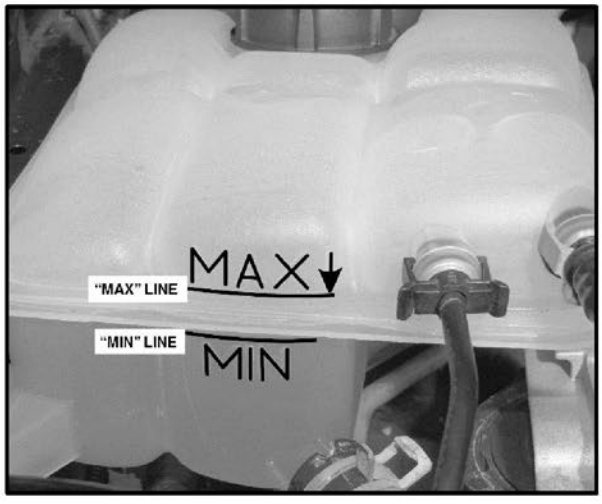
1. Perform a cooling system pressure test per Workshop Manual Section 303-03_Diagnosis and Testing.

    - If the cooling system pressure does not drop, add coolant, as necessary, and release the vehicle.
    - If the cooling system pressure drops, perform required repairs and add coolant, as necessary.

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DEARBORN, MICHIGAN [redacted]
3/2017

ESCAPE - ENGINE COOLANT CHECK





CHECKING THE ENGINE COOLANT

Check the level of the engine coolant when the engine is cold. Make sure that the level is between the MIN and MAX marks on the coolant reservoir. If the level is at the MIN mark, below the MIN mark, or empty, add coolant immediately.

Note: *Coolant expands when it is hot, the level may extend beyond the MAX mark.*

ADDING ENGINE COOLANT

WARNING

⚠ To reduce the risk of personal injury, make sure the engine is cool before unscrewing the coolant pressure relief cap. The cooling system is under pressure; steam and hot liquid can come out forcefully when the cap is loosened slightly.

Unscrew the cap slowly. Any pressure will escape as you unscrew the cap. Add prediluted engine coolant meeting the Ford specification. Whenever coolant has been added, the coolant level in the coolant reservoir should be checked the next few times you drive the vehicle. If necessary, add enough prediluted engine coolant to bring the coolant level to the proper level.

Item	Capacity	Ford part name or equivalent	Ford part number / Ford specification
Engine Coolant 1.6L EcoBoost	8.5 qt (8 L)	Motorcraft Orange Antifreeze / Coolant Prediluted	VC-3DIL-B (U.S.) CVC-3DIL-B (Canada) / WSS-M97B44-D2

Note: *Automotive fluids are not interchangeable. Do not use engine coolant or antifreeze or windshield washer fluid outside of its specified function and vehicle location.*

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Refer to your Owner's Manual for Additional Information

Subject: 17S09 Discussion
Location: My Desk 182

Start: Thu 2/15/2018 7:00 PM
End: Thu 2/15/2018 8:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Tyda, Ryan (R.)
Required Attendees: Karbum, Brandon (B.J.); Pusta, Ionut (I.)
Optional Attendees: Graham, Brian (B.); Newton, Brad (W.)

Categories: 14D Call-In Meetings

17S09 discussion regarding getting the following things published or updated
It looks like all rooms are booked tomorrow, hopefully my desk if fine – cube 182

This is the ISM published for 13S12:

2013 ESCAPE - FSA 13S12: P2556/P2557/P2560/P1940/U1035 :

Some 2013 Escape vehicles equipped with a 1.6L engine may exhibit the following concerns during or after completing FSA 13S12.

NOTE: The IDS must be updated to software level 89.04A or later to perform the FSA. If the IDS is not updated when the FSA is performed, it may result in various DTCs and drivability concerns.

NOTE: The following DTCs will be defined with IDS software level 89.05 or later. If an earlier software level is utilized, these DTCs will not be defined.

Coolant Level Sensor Check not available in IDS	The IDS is not updated to 89.04A or later. Ensure the IPC and PCM Module Programming procedures are performed at the latest IDS level.
IDS Cannot Detect The PCM Parameters For The Coolant Level Sensor	The PCM is not updated to the latest calibration using 89.04A or later.
File Not Found during IPC reprogramming	The IDS is not updated to 89.04A or later. Ensure the IPC and PCM Module Programming procedures are performed at the latest IDS level.
P2556 – Engine Coolant Level Sensor/Switch Circuit	Sets when there is an internal sensor fault. The sensor is still communicating on the CAN bus, but is unable to detect coolant level due to the internal circuit fault.
P2557 – Engine Coolant Level Sensor/Switch Circuit Range/Performance	Sets when the signal is irrational for a calibrated time (e.g. too noisy or too unchanging for the conditions). A pinched hose causing no transfer of fluid to/from the bottle could set it (too calm) or aeration due to low coolant level/fluid churn (too noisy) could set it.
P2560 – Engine Coolant Level Low	Sets when the detected level is below a calibrated threshold between empty and the min full line. When this one sets the message center will also display "Coolant Level Low – Service Required" and a chime sounds. The driver can clear it by adding coolant.
P1940 – Engine Coolant Level Signal Not Available Due To Driving Conditions	Sets when the vehicle is on a very steep grade (significantly higher than any US interstate) or is accelerating at a high rate for long enough time (fault timer exceeds calibrated fault time) and the engine has been operating long enough in a condition that would cause overheating if the coolant level was low (exceeds a model threshold). Typically rapid acceleration or steep grade operation at high power are relatively short duration events and as soon as that condition clears permitting reading valid coolant level again, the fault timer resets.

U1035 – Lost Communication with Engine Coolant Level Sensor/Switch **And/Or** **P1299 - Cylinder Head Over Temperature Protection Active**	These DTCs typically set together, however one may be present without the other. The P1299 will set when the PCM detects a fault with the cooling system, and force the vehicle into Failure Mode Effects Management (FMEM). Continue with the following diagnostics. If only the P1299 remains, continue with Workshop Manual diagnostics. **Refer to the Wiring Diagram Cell 25-013 - Electronic Engine Controls - 1.6L** • **Verify Power and Ground at the Coolant Level Sensor.** • **Verify the HS-CAN circuits are not shorted to power or ground:** Use a DVOM and verify no continuity between the HS-CAN circuits pin 2 and 3 and power and grounds. • **Verify the HS-CAN circuit continuity:** Use a DVOM and verify continuity is present across the HS-CAN circuits between the Engine Coolant Level Sensor, C1061 and the Splice Block connector, C1760. Replace the harness if the HS-CAN circuits are faulted. • If power, ground and HS-CAN are verified, this indicates the Coolant Level Sensor is faulted.
Coolant Level Low message	The final step in the FSA is to top off the coolant *after* the vehicle has been allowed to cold soak. The FSA also states to refer to the Workshop Manual for the appropriate cooling system vacuum filling procedure, which a portion of the procedure must be completed 10 times. If these two steps are followed closely, the coolant level message will not occur on a properly operating system.

Coolant Level Sensor Check

Available in IDS 89.04A or later. Located in the Toolbox > Powertrain > Service Functions > Coolant Level Sensor Check. The following screenshots are now available within the IDS for the Coolant Level Sensor Check for the new Coolant Level Sensor.

IDS Menu Selection
Coolant Level Check Pass
Coolant Level Out of Range
Engine has not Reached Operating Temperature (at least 185°)
IDS Cannot Detect Parameters

IPC/PCM Reprogramming

- If the IPC and/or VCM loose communication during programming, inspect carefully for any aftermarket devices tied into the vehicle. These devices include, but are not limited to, aftermarket remote starters, perimeter alarms, GPS units, etc. **NOTE:** *These components may utilize the factory equipment and key fobs and may be very difficult to locate. Remove the glove box completely and inspect around the BCM and BCM wiring.*
- If all or multiple modules do not communicate on network after installation of the FSA components, disconnect jumper harness at C133 and inspect for damage, pushed out or bent pins.
- After the IPC is reprogrammed on this vehicle, if you navigate again to 'Module Reprogramming>IPC, the IDS may indicate there is still an update available. Then when selecting this, the process takes a very short amount of time. This is because there are multiple IPC's available for the vehicle and IDS needs to begin the 'Module Reprogramming' to check the calibration and compare to the part number installed. No programming is set into the IPC during this attempt because IDS does not proceed if it is already at the latest level. This is also why the reprogram attempt is significantly shorter.
- When programming the IPC on page 26 and PCM on page 53, step 11, it is important to note the battery charger settings. This programming can result in an amperage draw of 10-20 amps. It is important to have the battery charger set to at least 10 amps, no higher than 20 amps during programming.

IPC/Message Center Layout change

- After FSA 13S12 the bottom left section of the Four Quadrant Message Center on the Instrument Cluster will change from a Trip Timer to an Instant Fuel Economy (IFE) reading if the FSA has been performed between IDS levels 89.04a and levels 90.02. If IDS level 90.03 or later is utilized, the Trip Timer will remain in the Four Quadrant Message Center. If the IPC is updated at IDS 90.03 or later, the Trip Timer will return to the Four Quadrant Message Center. Please see the attached picture for an example of the message center before and after the FSA.

IPC layout changes, Before and After

Transmission SelectShift "Live in Drive" Feature No Longer Operational:

- The "Live In Drive" feature allows the driver to temporarily manually shift the transmission using the paddle shifters while the vehicle is in drive. Per TSB 13-3-15, it is normal for the Live In Drive feature to not operate after any PCM calibration update. This is because the feature was actually a "glitch" and was never meant to be available for this vehicle. The SelectShift feature, which operates when the gear selector is placed in Sport mode, will continue to operate normally. The Live in Drive feature cannot be re-enabled.

PIDs

ENGCOOL_CANMSG: Indicates Fault or No Fault for the coolant level sent via the Controller Area Network (CAN).
ENGCOOL_LVL: Displays the engine coolant level in inches on a bar graph in the Engine Coolant Level Check.

Thank you,

Ryan Tyda
Module Programming Subject Matter Expert
Technical Assistance Center

1700 Fairlane Dr. Allen Park, Mi [redacted]
Cube 182
[redacted]
Ryan's Webex Meeting Room

From: Michele Jackson [redacted]@renkim.com>
Sent: Thursday, April 20, 2017 1:01 PM
To: Rooker, Heather (H.R.); Philliben, Agnes (.); Camaj, Linda (.); Pusta, Ionut (I.)
Cc: Hayes, Sheila (S.); Linda Shaw; Linda Webster
Subject: 17S09 Owner Letters - 4 pages

Good morning, we will be sending over 17S09 owner letters today for review and approval. The current owner letter itself is 3 pages, 4 pages with the instruction sheet. Are we able to print the instruction sheet on the page of 2? We would normally include this as a separate insert but, the owner letter is usually only 1 page. We can eliminate paper/cost if we print the instruction sheet on the backside of page 2. We could also add (Please see reverse side) on the last page, if this is something we should consider.

Thanks!
Michele

Michele Jackson
Account Manager
Renkim Corporation
13333 Allen Rd.
Southgate, MI [redacted]
[redacted] Direct
www.renkim.com

Renkim
Print and Electronic Mail Solutions

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From: Pusta, Ionut (I.)
Sent: Tuesday, April 11, 2017 3:16 PM
To: Green, Jeffrey (J.T.)
Cc: Pusta, Ionut (I.); Camaj, Linda (.)
Subject: 17S09 Owner Mailing

Jeff,

The owner letter and instruction sheets for 17S09 have been approved and I loaded them to the final drive:

[redacted]

We have one owner letter and 4 vehicle specific check sheets.

We will need the VINs split up by vehicle line, for the mailing.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

FSA 17S09 has been published for 2014 MY Escape vehicles. The FSA has the technician add a coolant stand-pipe to the vehicle cooling system. This stand-pipe has a coolant level sensor to detect low coolant levels. The 2013 WSM was updated back in 2013/2014 to have a similar coolant stand-pipe installed. Speaking with [redacted] the 2014 Escape WSM will need to be updated similar to the updates made to the 2013 MY WSM. Attached is the technical information from the FSA 17S09.

From: Avila tapia, Carina (C.)
Sent: Tuesday, December 12, 2017 10:46 AM
To: Pusta, Ionut (I.); Weisenborn, Esther (E.); Baumeister, Eric (E.); Ferrer dominguez, Oscar Ri (O.)
Cc: Hansen, Randy (R.F.); Beltramo, Joel (J.J.); Huspen, Timothy (T.F.); Butsch, Alexander (A.); Banyay, Matus (M.); Schneider, Stephan (S.); Lawson, Pat (P.W.); Jordan, Desmond (D.)
Subject: RE: FSA 17S09 - Daily Launch Readiness Status
Attachments: [redacted]

Hi Team,
Please find attached the documents we discussed during the meeting, Service actions instruction for C520, I reviewed all, and I can confirm that the instructions are available in IVS, just we had an update in the EU portion , also find attached the document that contains the updates.

Regards
-Carina

-----Original Appointment-----
From: Pusta, Ionut (I.)
Sent: Monday, December 11, 2017 5:45 AM
To: Pusta, Ionut (I.); Hansen, Randy (R.F.); Beltramo, Joel (J.J.); Baumeister, Eric (E.); Huspen, Timothy (T.F.); Weisenborn, Esther (E.); Butsch, Alexander (A.); Banyay, Matus (M.); Schneider, Stephan (S.); Lawson, Pat (P.W.); Avila tapia, Carina (C.); Ferrer dominguez, Oscar Ri (O.); Jordan, Desmond (D.)
Subject: FSA 17S09 - Daily Launch Readiness Status
When: Tuesday, December 12, 2017 8:00 AM-8:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Importance: High

All,

I am extending the meeting to continue our discussion for V408 and C520 IPC software release.

Ford Mobile Users and Guests: Join WebEx meeting
Ford PC/Laptop Users: Join WebEx meeting
Meeting number (access code): [redacted]

Join by phone

[redacted] FordNet [redacted] / Toll
[redacted] US Toll Free Number

Global call-in numbers | Toll-free calling restrictions

Join from a video system or application

Dial [redacted]@ford.webex.com

If you are a host, go here to view host information.

NOTICE: ***This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:*** click here

For additional help with WebEx, Ford users can click on the Digital Worker link How Do I...Conferencing

Can't join the meeting?

T31MC08

Instructions:

1) Fill all the orange fields in the Cover Sheet.
2) Fill all the orange fields in the Business Case Sheet (Click on the Add/Remove Program button depending on the number of affected programs by the Service Action).
3) Replaced and Replacement Matrix Generation.
 - Create a folder with all the XML Extractor output files.
 - Click on the "Generate R & R" Matrix in the Cover sheet .
 - Select the folder location on your computer.
 - Type the Service Action number of each program on the dedicated field in the Business Case tab (i.e. SRV001022,B), in case you do not know the SA number, just add "SRV".
 - Add a space between the Replaced and Replacement assemblies to differentiate hem.

Created by: azunigao, jrami144, lsalasga



ACT0005941,P

		Replaced							
Assembly	**F113**	**FV4T-10849-JA**	**FV4T-10849-JB**	**FV4T-10849-JC**	**FV4T-10849-JD**	**FV4T-10849-JE**	**FV4T-10849-JF**	**FV4T-10849-ZA**	**FV4T-10849-ZB**
CoreAssembly	F111	CV4T-14F094-BH	CV4T-14F094-BH	CV4T-14F094-BJ	CV4T-14F094-BK	CV4T-14F094-BK	CV4T-14F094-BL	CV4T-14F094-BJ	CV4T-14F094-BL
Strategy	F120	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DN	CV4T-14C026-DM	CV4T-14C026-DN
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
Strategy	F188	FV4T-14C026-BA	FV4T-14C026-BB	FV4T-14C026-BB	FV4T-14C026-BD	FV4T-14C026-BD	FV4T-14C026-BE	FV4T-14C026-ZA	FV4T-14C026-ZB
Calibration	F124	FV4T-14C088-EA	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EC	FV4T-14C088-EB	FV4T-14C088-EC
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
PII	F110	DSCJ5T-10849-BT	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BV	DSCJ5T-10849-BU	DSCJ5T-10849-BV

Replacement
FV4T-10849-ZC
CV4T-14F094-BL
CV4T-14C026-DN
CV4T-14C025-BC
FV4T-14C026-ZC
FV4T-14C088-EC
CV4T-14C025-BC
DSCJ5T-10849-BV

2016

ACT0005944,Q

Assembly	**F113**	**FV4T-10849-KA**	**FV4T-10849-KB**	**FV4T-10849-KC**	**FV4T-10849-KD**	**FV4T-10849-KE**	**FV4T-10849-KF**	**FV4T-10849-ZA**	**FV4T-10849-ZB**
CoreAssembly	F111	CV4T-14F094-BH	CV4T-14F094-BH	CV4T-14F094-BJ	CV4T-14F094-BK	CV4T-14F094-BK	CV4T-14F094-BL	CV4T-14F094-BJ	CV4T-14F094-BL
Strategy	F120	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DN	CV4T-14C026-DM	CV4T-14C026-DN
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
Strategy	F188	FV4T-14C026-BA	FV4T-14C026-BB	FV4T-14C026-BB	FV4T-14C026-BD	FV4T-14C026-BD	FV4T-14C026-BE	FV4T-14C026-ZA	FV4T-14C026-ZB
Calibration	F124	FV4T-14C088-EA	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EC	FV4T-14C088-EB	FV4T-14C088-EC
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
PII	F110	DSCJ5T-10849-BT	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BV	DSCJ5T-10849-BU	DSCJ5T-10849-BV

FV4T-10849-ZC
CV4T-14F094-BL
CV4T-14C026-DN
CV4T-14C025-BC
FV4T-14C026-ZC
FV4T-14C088-EC
CV4T-14C025-BC
DSCJ5T-10849-BV

ACT0005942,P

Assembly	**F113**	**FV4T-10849-LA**	**FV4T-10849-LB**	**FV4T-10849-LC**	**FV4T-10849-LD**	**FV4T-10849-LE**	**FV4T-10849-LF**	**FV4T-10849-ZA**	**FV4T-10849-ZB**
CoreAssembly	F111	CV4T-14F094-BH	CV4T-14F094-BH	CV4T-14F094-BJ	CV4T-14F094-BK	CV4T-14F094-BK	CV4T-14F094-BL	CV4T-14F094-BJ	CV4T-14F094-BL
Strategy	F120	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DN	CV4T-14C026-DM	CV4T-14C026-DN
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
Strategy	F188	FV4T-14C026-BA	FV4T-14C026-BB	FV4T-14C026-BB	FV4T-14C026-BD	FV4T-14C026-BD	FV4T-14C026-BE	FV4T-14C026-ZA	FV4T-14C026-ZB
Calibration	F124	FV4T-14C088-EA	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EC	FV4T-14C088-EB	FV4T-14C088-EC
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
PII	F110	DSCJ5T-10849-BT	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BV	DSCJ5T-10849-BU	DSCJ5T-10849-BV

FV4T-10849-ZC
CV4T-14F094-BL
CV4T-14C026-DN
CV4T-14C025-BC
FV4T-14C026-ZC
FV4T-14C088-EC
CV4T-14C025-BC
DSCJ5T-10849-BV

ACT0005943,P

Assembly	**F113**	**FV4T-10849-MA**	**FV4T-10849-MB**	**FV4T-10849-MC**	**FV4T-10849-MD**	**FV4T-10849-ME**	**FV4T-10849-MF**	**FV4T-10849-ZA**	**FV4T-10849-ZB**
CoreAssembly	F111	CV4T-14F094-BH	CV4T-14F094-BH	CV4T-14F094-BJ	CV4T-14F094-BK	CV4T-14F094-BK	CV4T-14F094-BL	CV4T-14F094-BJ	CV4T-14F094-BL
Strategy	F120	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DN	CV4T-14C026-DM	CV4T-14C026-DN
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
Strategy	F188	FV4T-14C026-BA	FV4T-14C026-BB	FV4T-14C026-BB	FV4T-14C026-BD	FV4T-14C026-BD	FV4T-14C026-BE	FV4T-14C026-ZA	FV4T-14C026-ZB
Calibration	F124	FV4T-14C088-EA	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EC	FV4T-14C088-EB	FV4T-14C088-EC
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
PII	F110	DSCJ5T-10849-BT	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BV	DSCJ5T-10849-BU	DSCJ5T-10849-BV

FV4T-10849-ZC
CV4T-14F094-BL
CV4T-14C026-DN
CV4T-14C025-BC
FV4T-14C026-ZC
FV4T-14C088-EC
CV4T-14C025-BC
DSCJ5T-10849-BV

ACT0015354,A

		Replaced						Replacement
Assembly	F113	FV4T-10849-JA	FV4T-10849-JB	FV4T-10849-JC	FV4T-10849-JD	FV4T-10849-JE	FV4T-10849-JF	FV4T-10849-JG
CoreAssembly	F111	CV4T-14F094-BH	CV4T-14F094-BH	CV4T-14F094-BJ	CV4T-14F094-BK	CV4T-14F094-BK	CV4T-14F094-BL	CV4T-14F094-BL
Strategy	F120	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DN	CV4T-14C026-DN
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
Strategy	F188	FV4T-14C026-BA	FV4T-14C026-BB	FV4T-14C026-BB	FV4T-14C026-BD	FV4T-14C026-BD	FV4T-14C026-BE	FV4T-14C026-BF
Cal bration	F124	FV4T-14C088-EA	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EC	FV4T-14C088-EC
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
PII	F110	DSCJ5T-10849-BT	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BV	DSCJ5T-10849-BV

ACT0015358,A

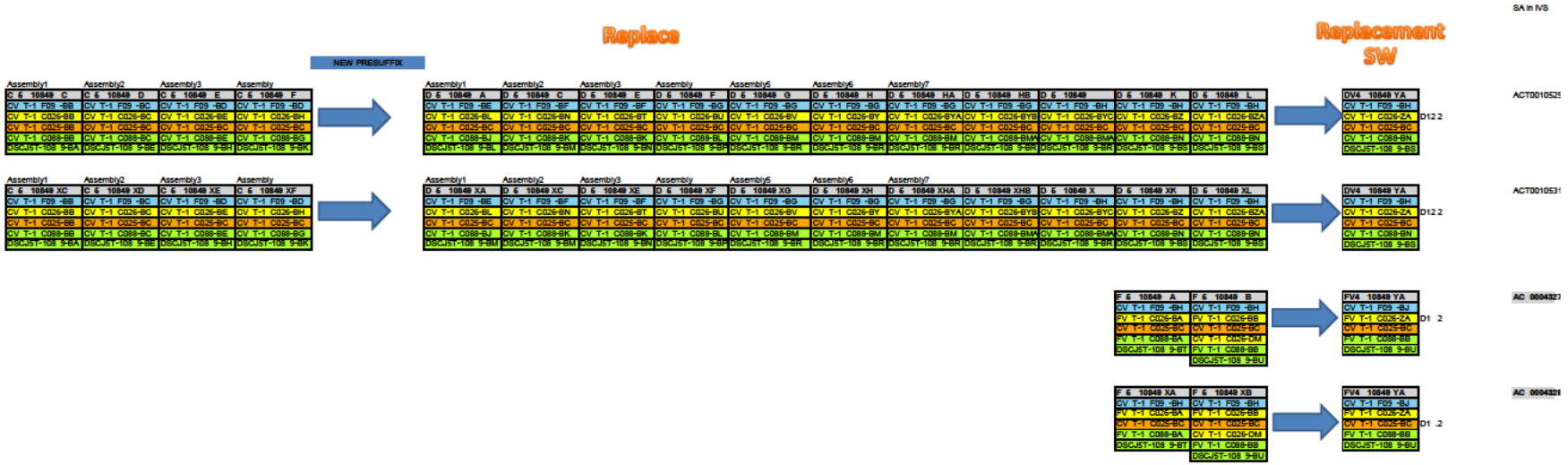
Assembly	F113	FV4T-10849-KA	FV4T-10849-KB	FV4T-10849-KC	FV4T-10849-KD	FV4T-10849-KE	FV4T-10849-KF	FV4T-10849-KG
CoreAssembly	F111	CV4T-14F094-BH	CV4T-14F094-BH	CV4T-14F094-BJ	CV4T-14F094-BK	CV4T-14F094-BK	CV4T-14F094-BL	CV4T-14F094-BL
Strategy	F120	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DN	CV4T-14C026-DN
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
Strategy	F188	FV4T-14C026-BA	FV4T-14C026-BB	FV4T-14C026-BB	FV4T-14C026-BD	FV4T-14C026-BD	FV4T-14C026-BE	FV4T-14C026-BF
Cal bration	F124	FV4T-14C088-EA	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EC	FV4T-14C088-EC
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
PII	F110	DSCJ5T-10849-BT	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BV	DSCJ5T-10849-BV

ACT0015361,A

Assembly	F113	FV4T-10849-LA	FV4T-10849-LB	FV4T-10849-LC	FV4T-10849-LD	FV4T-10849-LE	FV4T-10849-LF	FV4T-10849-LG
CoreAssembly	F111	CV4T-14F094-BH	CV4T-14F094-BH	CV4T-14F094-BJ	CV4T-14F094-BK	CV4T-14F094-BK	CV4T-14F094-BL	CV4T-14F094-BL
Strategy	F120	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DN	CV4T-14C026-DN
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
Strategy	F188	FV4T-14C026-BA	FV4T-14C026-BB	FV4T-14C026-BB	FV4T-14C026-BD	FV4T-14C026-BD	FV4T-14C026-BE	FV4T-14C026-BF
Cal bration	F124	FV4T-14C088-EA	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EC	FV4T-14C088-EC
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
PII	F110	DSCJ5T-10849-BT	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BV	DSCJ5T-10849-BV

ACT0015364,A

Assembly	F113	FV4T-10849-MA	FV4T-10849-MB	FV4T-10849-MC	FV4T-10849-MD	FV4T-10849-ME	FV4T-10849-MF	FV4T-10849-MG
CoreAssembly	F111	CV4T-14F094-BH	CV4T-14F094-BH	CV4T-14F094-BJ	CV4T-14F094-BK	CV4T-14F094-BK	CV4T-14F094-BL	CV4T-14F094-BL
Strategy	F120	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DM	CV4T-14C026-DN	CV4T-14C026-DN
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
Strategy	F188	FV4T-14C026-BA	FV4T-14C026-BB	FV4T-14C026-BB	FV4T-14C026-BD	FV4T-14C026-BD	FV4T-14C026-BE	FV4T-14C026-BF
Cal bration	F124	FV4T-14C088-EA	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EB	FV4T-14C088-EC	FV4T-14C088-EC
SBL	NA	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC	CV4T-14C025-BC
PII	F110	DSCJ5T-10849-BT	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BU	DSCJ5T-10849-BV	DSCJ5T-10849-BV


Replace
Replacement SW
NEW PRESUFFIX
Assembly1 C 6 10849 C
Assembly2 C 6 10849 D
Assembly3 C 6 10849 E
Assembly C 6 10849 F
CV T-1 F09 -BB
CV T-1 C026-BB
CV T-1 C025-BB
CV T-1 C088-BB
DSCJ5T-108 9-BA
CV T-1 F09 -BC
CV T-1 C026-BC
CV T-1 C025-BC
CV T-1 C088-BC
DSCJ5T-108 9-BE
CV T-1 F09 -BD
CV T-1 C026-BE
CV T-1 C025-BC
CV T-1 C088-BE
DSCJ5T-108 9-BH
CV T-1 F09 -BD
CV T-1 C026-BH
CV T-1 C025-BC
CV T-1 C088-BG
DSCJ5T-108 9-BK
Assembly1 D 6 10849 A
Assembly2 D 6 10849 C
Assembly3 D 6 10849 E
Assembly D 6 10849 F
Assembly5 D 6 10849 G
Assembly6 D 6 10849 H
Assembly7 D 6 10849 HA
D 6 10849 HB
D 6 10849
D 6 10849 K
D 6 10849 L
CV T-1 F09 -BE
CV T-1 C026-BL
CV T-1 C025-BC
CV T-1 C088-BJ
DSCJ5T-108 9-BL
CV T-1 F09 -BF
CV T-1 C026-BN
CV T-1 C025-BC
CV T-1 C088-BK
DSCJ5T-108 9-BM
CV T-1 F09 -BF
CV T-1 C026-BT
CV T-1 C025-BC
CV T-1 C088-BK
DSCJ5T-108 9-BN
CV T-1 F09 -BG
CV T-1 C026-BU
CV T-1 C025-BC
CV T-1 C088-BL
DSCJ5T-108 9-BP
CV T-1 F09 -BG
CV T-1 C026-BV
CV T-1 C025-BC
CV T-1 C088-BM
DSCJ5T-108 9-BR
CV T-1 F09 -BG
CV T-1 C026-BY
CV T-1 C025-BC
CV T-1 C089-BM
DSCJ5T-108 9-BR
CV T-1 F09 -BG
CV T-1 C026-BYA
CV T-1 C025-BC
CV T-1 C089-BM
DSCJ5T-108 9-BR
CV T-1 F09 -BH
CV T-1 C026-BYB
CV T-1 C025-BC
CV T-1 C089-BMA
DSCJ5T-108 9-BR
CV T-1 F09 -BH
CV T-1 C026-BYC
CV T-1 C025-BC
CV T-1 C089-BMA
DSCJ5T-108 9-BR
CV T-1 F09 -BH
CV T-1 C026-BZ
CV T-1 C025-BC
CV T-1 C089-BN
DSCJ5T-108 9-BS
CV T-1 F09 -BH
CV T-1 C026-BZA
CV T-1 C025-BC
CV T-1 C089-BN
DSCJ5T-108 9-BS
DV4 10849 YA
CV T-1 F09 -BH
CV T-1 C026-ZA
CV T-1 C025-BC
CV T-1 C088-BN
DSCJ5T-108 9-BS
D12 2
SA in IVS
ACT0010525
Assembly1 C 6 10849 XC
Assembly2 C 6 10849 XD
Assembly3 C 6 10849 XE
Assembly C 6 10849 XF
CV T-1 F09 -BB
CV T-1 C026-BB
CV T-1 C025-BC
CV T-1 C088-BB
DSCJ5T-108 9-BA
CV T-1 F09 -BC
CV T-1 C026-BC
CV T-1 C025-BC
CV T-1 C088-BC
DSCJ5T-108 9-BE
CV T-1 F09 -BD
CV T-1 C026-BE
CV T-1 C025-BC
CV T-1 C088-BE
DSCJ5T-108 9-BH
CV T-1 F09 -BD
CV T-1 C026-BH
CV T-1 C025-BC
CV T-1 C088-BG
DSCJ5T-108 9-BK
Assembly1 D 6 10849 XA
Assembly2 D 6 10849 XC
Assembly3 D 6 10849 XE
Assembly D 6 10849 XF
Assembly5 D 6 10849 XG
Assembly6 D 6 10849 XH
Assembly7 D 6 10849 XHA
D 6 10849 XHB
D 6 10849 X
D 6 10849 XK
D 6 10849 XL
CV T-1 F09 -BE
CV T-1 C026-BL
CV T-1 C025-BC
CV T-1 C088-BJ
DSCJ5T-108 9-BM
CV T-1 F09 -BF
CV T-1 C026-BN
CV T-1 C025-BC
CV T-1 C088-BK
DSCJ5T-108 9-BN
CV T-1 F09 -BF
CV T-1 C026-BT
CV T-1 C025-BC
CV T-1 C088-BK
DSCJ5T-108 9-BP
CV T-1 F09 -BG
CV T-1 C026-BU
CV T-1 C025-BC
CV T-1 C088-BL
DSCJ5T-108 9-BR
CV T-1 F09 -BG
CV T-1 C026-BV
CV T-1 C025-BC
CV T-1 C088-BM
DSCJ5T-108 9-BR
CV T-1 F09 -BG
CV T-1 C026-BY
CV T-1 C025-BC
CV T-1 C089-BM
DSCJ5T-108 9-BR
CV T-1 F09 -BG
CV T-1 C026-BYA
CV T-1 C025-BC
CV T-1 C089-BM
DSCJ5T-108 9-BR
CV T-1 F09 -BH
CV T-1 C026-BYB
CV T-1 C025-BC
CV T-1 C089-BMA
DSCJ5T-108 9-BR
CV T-1 F09 -BH
CV T-1 C026-BYC
CV T-1 C025-BC
CV T-1 C089-BMA
DSCJ5T-108 9-BR
CV T-1 F09 -BH
CV T-1 C026-BZ
CV T-1 C025-BC
CV T-1 C089-BN
DSCJ5T-108 9-BS
CV T-1 F09 -BH
CV T-1 C026-BZA
CV T-1 C025-BC
CV T-1 C089-BN
DSCJ5T-108 9-BS
DV4 10849 YA
CV T-1 F09 -BH
CV T-1 C026-ZA
CV T-1 C025-BC
CV T-1 C088-BN
DSCJ5T-108 9-BS
D12 2
ACT0010531
F 6 10849 A
CV T-1 F09 -BH
FV T-1 C026-BA
CV T-1 C025-BC
FV T-1 C088-BA
DSCJ5T-108 9-BT
F 6 10849 B
CV T-1 F09 -BH
FV T-1 C026-BB
CV T-1 C025-BC
CV T-1 C025-DM
FV T-1 C088-BB
DSCJ5T-108 9-BU
FV4 10849 YA
CV T-1 F09 -BJ
FV T-1 C026-ZA
CV T-1 C025-BC
FV T-1 C088-BB
DSCJ5T-108 9-BU
D1 2
AC 0004327
F 6 10849 XA
CV T-1 F09 -BH
FV T-1 C026-BA
CV T-1 C025-BC
FV T-1 C088-BA
DSCJ5T-108 9-BT
F 6 10849 XB
CV T-1 F09 -BH
FV T-1 C026-BB
CV T-1 C025-BC
CV T-1 C026-DM
FV T-1 C088-BB
DSCJ5T-108 9-BU
FV4 10849 YA
CV T-1 F09 -BJ
FV T-1 C026-ZA
CV T-1 C025-BC
FV T-1 C088-BB
DSCJ5T-108 9-BU
D1 2
AC 0004328

*0

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 3:20 PM
To: Beltramo, Joel (J.J.)
Subject: FW: Recall Q: What is ultimate root cause?

Importance: High

Drafted QA:

Q. Where does the lost coolant go? Does it leak on the ground? Mix with oil or evaporate?
A. Most of it evaporates. What doesn't evaporate, isn't very noticeable. The engine operates under pressure and if there is a leak, the majority of the coolant would convert to steam.

Q. Will the coolant level sensor be located inside the coolant reservoir? If not, where will it be?
A. The sensor will be mounted adjacent to coolant reservoir in a dedicated tube that helps to read the coolant level in real time as the vehicle is being driven.

Q. If coolant becomes low, how will the customer be notified? Does it illuminate a check-engine light on the dash?
A. The vehicle will notify the customer via a message in the cluster stating that the coolant level is low and they should add coolant. If coolant is very low, the message will change to warn them again (add specific messages). Depending on the situation, the control system will intervene to limit the engine's power but will allow the customer to continue to drive. (Need to add top speed that a customer could drive the vehicle in that condition).

Q. Why is the fix for this recall different than 13S12? *[Note: 13S12 said the fix "will include enhancements to the engine shielding, cooling and control systems."]* – 13S12 has the same issue as 17S09 but, due to a different vehicle population, required a slightly different fix. We are confident, based on the field data, that this is an effective repair.

Q. Why didn't the previously-installed coolant temperature sensor detect this problem?
A. The temperature sensor requires coolant to be present in order to be effective. Without the presence of coolant, it will not provide an accurate reading of the state of the engine.

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 10:47 AM
To: Beltramo, Joel (J.J.); Prescott, Amanda (A.B.)
Cc: Cangany, John (J.); Fronckowiak, Todd (T.M.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.)
Subject: HOT: Recall Q: What is ultimate root cause?
Importance: High

Joel and Amanda – The Associated Press (Tom Krisher) followed up on this Q and I provided our approved answer below. Tom has since obtained the Part 573 and has made the connection between this recall and 13S12. He has also spoken with several experts and mechanics and is under the impression that our stated fix does not fully address the issue. Here are his follow up Qs. Please provide answers as quickly as possible since he could go to press with his update at any moment. Best, Elizabeth

Q. Where does the lost coolant go? Does it leak on the ground? Mix with oil or evaporate?

Q. Will the coolant level sensor be located inside the coolant reservoir? If not, where will it be?

Q. If coolant becomes low, how will the customer be notified? Does it illuminate a check-engine light on the dash?

Q. Why is the fix for this recall different than 13S12? *[Note: 13S12 said the fix "will include enhancements to the engine shielding, cooling and control systems."]*

Q. Why didn't the previously-installed coolant temperature sensor detect this problem?



QA FINAL 17S09
Recall 16L GTDI...

From: Weigandt, Elizabeth (E.M.)
Sent: Thursday, March 30, 2017 8:43 AM
To: Beltramo, Joel (J.J.); Denholm, Jennifer (J.S.); Fronckowiak, Todd (T.M.); Prescott, Amanda (A.B.); Dwan, Patrick (P.J.)
Cc: Cangany, John (J.)
Subject: RE: Recall Q: What is ultimate root cause?

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Elizabeth Weigandt - Safety Communications Manager - 313-845-4147 (O) - [redacted](C) - [redacted]@ford.com

Ford | Q&A

Ford Issues Safety Recall for Certain 2013-15 Ford Escape, Fiesta ST, Fusion and Transit Connect 1.6L GTDI Vehicles for Under-Hood Fire Risk

[Situation: Starting the week of Mar. 27, Ford will begin communicating, first in North America and then in other regions around the world, with regulatory groups, dealers and media on a safety recall for approximately 464,800 2010-15 Ford C-MAX, Escape, Fiesta ST, Focus, Fusion, Kuga and Transit Connect 1.6L GTDI (EcoBoost) vehicles for risk of localized overheating of the engine cylinder head leading to cracks that may cause an oil leak and fire. Ford has investigated 101 reports of fires resulting from this condition in NA, AP, EU and MEA. Some markets will implement the corrective action in two stages, while others will follow a single-stage approach. Final repair parts are not estimated to be available until the end of the fourth quarter 2017].

Embargo & Timing summary:

Region	Lead Up	Mon (3/27)	Tues (3/28)	Wed (3/29)	Post & Q4
NA		Reg. Filing (NHTSA)	Dealer Notice	Media Release (8:30 a.m. EDT) Reg. Filing (Canada)	
AP	3/22 - Australia Govt. Notification (verbal)			ANZ/MALAYSIA: Media notification (via phone) to select media. No release China: No release.	Reg. Filings Australia/NZ/Malaysia 5-days. Notify customers immediately. Reg. Brief China (AQSIQ- 5-days post NHTSA.)
MEA				Govt. Notification S. Africa OGC informs NCC Dealer notice (morning) Media release COB	
EU			Govt. Notification (Germany, U.K.)	Media statement provided on request	Media, Dealers/Customers Alert when parts @ 40%
SA				Reg. Filing (Argentina, Paraguay, Uruguay	Media, Dealers/Customers Alert when parts @ 40%

N.A. Under-Hood Fire Risk Safety Recall

Main Messages

- The safety of our customers is our top priority. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

- Ford is taking precautions to protect its customers by issuing a safety recall in North America for approximately 230,000 2014 Ford Escape, 2014-15 Fiesta ST, 2013-14 Fusion and 2013-15 Transit Connect vehicles equipped with 1.6L GTDI engines. Ford's investigation of these vehicles has identified a risk of under-hood fires.

- In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface increases the risk of a fire in the engine compartment.

- We are aware of 29 reports of fire associated with this issue in the U.S. and Canada. No injuries have been reported.

- Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. Customers can continue to drive their vehicles but should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.

- Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

Q. What exactly is the issue with this recall?

A. In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface, increases the risk of a fire in the engine compartment.

Q. Why isn't coolant circulating? Is there an issue with the parts related to coolant delivery and maintenance in the engine?

A. Over the service life of any vehicle, coolant loss can occur for any number reasons. There is no single root cause for coolant loss over the years in service for these vehicles. Our recall addresses a unique risk of cylinder head cracking and subsequent fire from a loss of coolant. That is why checking coolant levels and refilling as needed is a normal part of routine vehicle maintenance.

Q. Have there been any fires, accidents, or injuries related to this condition?

A. Ford is aware of 29 reports of fire associated with this issue in the U.S. and Canada. No injuries have been reported.

Q. Which vehicles have experienced fires?

A. 21 reports in Escape and 8 reports in Fusion in U.S. and Canada.

Q. What is the expected repair?

A. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. Are there other recalls occurring or planned globally for this issue?
A. This announcement pertains to North America but other markets are affected as well.

Q. What other markets are issuing recalls?
A. Recalls are planned in Asia Pacific, Europe, Middle East, Africa, and South America.

Q. How many total vehicles are involved in this recall globally?
A. A total of 464,800 vehicles are involved globally.

Q. Are there additional vehicle lines involved?
A. 2013-15 Ford Fiesta ST and 2012-15 Ford Kuga – AP, SA and MEA.
2010-15 C-MAX and Focus and 2013-2015 Transit Connect – EU.

Q. When will recalls be issued in each country?
A. We are in the process of informing regulatory authorities. Customer announcements will follow in the near term.

Q. What are the vehicles involved and what are the volumes?
A. Vehicle volumes will be confirmed and announced in each respective market.

Q. Are the repairs all the same?
A. The final repair is the same. While we are waiting for the final repair to become available, we are working with the local markets and/or regulatory authorities to determine what interim actions are appropriate. *[If pressed: In Asia Pacific, dealers will replace the coolant bottle and cap and reroute the turbo coolant return line. In North America and South America, Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.]*

Q. Why do you have an interim action in some countries but not others?
A. Our data shows the safety risk is not the same in every country/market. Different markets and different engine configurations are experiencing different rates of reports. We are working with regulatory authorities in every market to manage the safety risk appropriately. Interim actions may help to reduce the risk of fire while waiting for parts, but are not a replacement for the final recall repair.

Q. You said a new engine temperature sensor would fix this concern, starting with the 2014 Escapes. Why isn't it working?
A. The metal temperature sensor on the 2014 Escape vehicles successfully identified a potential overheat in our testing, avoiding a cracked cylinder head and the risk of fire. While it did substantially reduce the risk of fires, over time, the field data showed that it was not fully effective. We continuously monitor our field data for potential concerns.

Q. The previous recall for 2013 Escape excluded the 2013 Fusion citing "differences that influence engine performance" including under-hood airflow, cooling system and hose routing". Were you wrong to exclude Fusion then?
A. At the time of that decision, the field data did not indicate a safety concern on Fusion. We continuously monitor our field data for potential concerns, even if we believe that there is

no concern at a given time. We move quickly on behalf of our customers when we determine a safety recall is needed.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?

A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. In the interim, we are advising customers of ways to reduce the risk by checking coolant levels and seeing a dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. Is this a condition that can occur when the vehicle is turned off?

A. No.

Q. Are vehicles safe to park and leave inside garages?

A. Yes.

Q. What is the step-by-step process for customers to check their coolant levels themselves?

A. (See section on how to refill coolant)

Q. Will you provide loaner vehicles?

A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. How will this recall impact residual values for these vehicles?

A. We do not believe it will have an effect on residual values.

Q. What vehicles are affected in North America?

A. Affected vehicles include certain vehicles equipped with 1.6L GTDI engines:

- 2014 Escape vehicles built at Louisville Assembly Plant, Feb. 12, 2013 to Sept. 2, 2014
- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014;
- 2013-14 Fusion vehicles built at Hermosillo Assembly Plant, Feb. 15, 2012 to June 6, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to Dec. 14, 2014

Q. What vehicles are affected globally?

A. Affected vehicles include certain vehicles equipped with 1.6L GTDI engines:

- 2014 Escape vehicles built at Louisville Assembly Plant, Feb. 12, 2013 to Sept. 2, 2014
- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014; and built in Cologne Assembly Plant, Sept. 19, 2012 to Dec. 16, 2014
- 2013-14 Fusion vehicles built at Hermosillo Assembly Plant, Feb. 15, 2012 to June 6, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to Dec. 14, 2014
- 2010-2014 C-MAX vehicles built at Valencia Assembly Plant, June 2, 2010 to July 22, 2014, and built in Saarlouis Assembly Plant from Sept. 7, 2014 to Dec. 22, 2014
- Focus vehicles built in Saarlouis Assembly Plant from July 23, 2010 to Sept. 21, 2014
- Kuga vehicles built at Valencia Assembly Plant, May 08, 2012 to Sept. 27, 2014, and built in Elabuga Assembly Plant, July 1, 2013 to Nov. 21, 2014 and at Chongqing Assembly Plant, July 18, 2012 to Nov. 5, 2014

Q. How many vehicles are affected and where are they?

A. This recall involves approximately 208,584 vehicles equipped with 1.6L GTDI engines located in the U.S. and federalized territories, 21,854 in Canada and 318 in Mexico.

Q. How was this issue identified?

A. As part of our normal processes, we identified reports of fires on certain 2014 Escape vehicles starting June 2016. Our team has been investigating these reports and has identified this cause of the fires.

Q. Why didn't you act sooner? Why don't you take the risk of fire more seriously and recall every vehicle that could be associated immediately?

A. After an exhaustive engineering evaluation, we have identified the issue and as a result we are recalling these vehicles. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q. How confident are you that this really is the fix since you've fixed it before?

A. This recall addresses the same condition that was addressed on 2013 Escapes with safety recall 13S12 and, based on the field data, is an effective repair.

Q. When did you become aware of this issue?

A. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed. In this case, we made that determination on Mar. 20, 2017 and notified NHTSA on Mar. 27, 2017.

Q. Are there any open investigations on this issue?

A. No. *[Note: Other investigations were opened and are now complete in Australia and New Zealand but no investigations are open in North America.]*

Q. Is this a design issue or a supplier issue?

A. This is a design issue.

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

A. A visible coolant leak, a low coolant level in the coolant reservoir and/or an engine overheat warning message in the instrument cluster are indications of a potential engine overheat that could result in this condition.

Q. Are parts available?

A. Parts required to complete the recall remedy are not immediately available. Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. Customers should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added. We are working with our suppliers to expedite parts as quickly as possible.

Q. When will parts be available?

A. Ford expects parts to be available in fourth quarter 2017.

Q. If a customer had their vehicles repaired for this issue already, can he/she be reimbursed?

A. Yes. Refunds only will be provided for engine coolant leak or overheating. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box [redacted] Dearborn, Michigan [redacted] Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you. Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

Q. When did you notify NHTSA of this safety recall?

A. NHTSA was notified on Mon., Mar. 27, 2017.

Q. When were dealers notified about the safety recall and the recommended fix?

A. We notified our dealers about the safety recall on Tues., Mar. 28, 2017.

Q. When did/will you notify customers?

A. We will be notifying customers by mail the week of April 18.

Q. What is Ford's reference number for this recall?

A. The Ford reference number for this recall is 17S09.

Q. Is there a Web site customers can visit to determine if their vehicle is included in the recall?

A. We have a simple online tool for customers to determine if their Ford vehicle is included in any recall. Customers can go to Ford.com and click on 'Safety Recalls' near the bottom of the page. Customers can enter their Vehicle Identification Number (VIN) to see open safety, compliance or emissions recalls. Ford created this online database in 2002; it contains information dating back to 1986.

Q. What is your recall process?

A. We take the safety of our customers very seriously. While we continuously evaluate our processes for potential improvements, we are confident in our current methods for quickly identifying and addressing potential vehicle issues. *[If pressed: Our decisions are driven by the data available. When the data indicates a safety recall is needed, we move quickly on behalf of our customers. Sometimes the data provides a clear indication that an action is needed. Other issues can only be identified after detailed reviews of volumes of data that evolves over time.]*

Q. Are you worried what this recall will do to your reputation?

A. We recognize the inconvenience recalls cause our customers. Yet customers also know these actions help ensure their safety and improve quality and customer satisfaction. We are absolutely committed to launching products with top quality and addressing issues when we see them.

Q. Why is Ford having such difficulty with its new product launches?

A. We are absolutely committed to launching products with top quality. Launches are complex, and every one of them presents different challenges and opportunities. Our process is to work through any issues and ensure that our customers receive a quality product.

N.A. Financial

Q. How much is this recall costing Ford?

A. The total cost of the recall is estimated to be about $168 million.

Q. Is this recall financially material, and does it affect your 2017 guidance?

A. This recall is not financially material, however, from time to time, we elect to disclose in Form 8-K filings information that we believe is helpful to investors. As the 8-K states, these costs have already been factored into the EPS guidance for the first quarter of 2017 that we disclosed in the March 23, 2017 Form 8-Ks filed by Ford and Ford Credit. In addition, it does not impact our full year guidance.

Q. What is your 2017 guidance?

A. We continue to expect total company adjusted pre-tax profit to be about $9 billion in 2017, which is lower than in 2016 driven by our planned investments in emerging opportunities, and to improve in 2018.

N.A. Escape Recalls

Q. How many times now has this 1.6L engine been recalled on the Escape?

A. Four different root causes for 2013 Escape fires in North America were previously identified and addressed in production and in the field with recalls 12S35 (July 2012), 12S39 (September 2012), 12S41 (November 2012) and 13S12 (November 2013).

Q. How many times has the Escape been recalled in total?

A. There have been 17 safety or safety compliance recalls for 2013-17 Escapes in North America, not including this action.

Q. How is it possible that you have five different recalls on the same engine configuration for different issues? Why do you continue to offer such a poor quality engine?

A. Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers. This is a voluntary recall that we have chosen to initiate because we believe it is the right thing to do. While we recognize the inconvenience recalls cause our customers, we believe they will appreciate these actions, which we are taking on their behalf to help ensure their safety.

Q. What were the engine-related recalls for Escape and when?

- **12S35** – July 2012 – We recalled approximately 11,500 2013 Ford Escapes with 1.6L engines to replace an engine compartment fuel line which could split and leak fuel, potentially resulting in an engine compartment fire.

- **12S39** – September 2012 – We recalled approximately 7,600 2013 Ford Escapes with the 1.6L engine, due to an issue with the installation of cup plugs in the engine cylinder head, which could result in a significant loss of coolant, leading to potential engine overheating and a possible coolant-related engine compartment fire

- **12S41** – November 2012 – We recalled approximately 73,300 2013 Ford Escapes and Fusions and approximately 15,800 Fusions with 1.6L engines for risk of overheating that may result in engine fires. On December 10, 2012 we announced a corrective action to make software updates to better manage engine temperatures during a unique overheating condition that could occur under unique operating conditions.

- **13S12** – November 2013 – We recalled approximately 161,300 2013 Ford Escapes with the 1.6L engine due to a risk of localized overheating of the engine cylinder head that may lead to oil leak fires.

N.A. 1.6L / Powertrain

Q. Is this 1.6L your EcoBoost engine?
A. Yes.

Q. What Ford vehicles on sale now have the 1.6L engine?
A. Fiesta ST.

Q. Do you have a systemic issue with EcoBoost engines?
A. No.

Q. How many EcoBoost engines do you have on the road?
A. Since October 2011 we have sold 802,423 vehicles with 1.6 liter engine in the U.S. market.

Q. You have such a halo around your engine technology. Are you concerned about how this recall issue may affect customer perception and/or acceptance of your technology?
A. Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

N.A. Customer Satisfaction

Q. What if a customer refuses to drive their vehicle? Will you give them a rental vehicle?
A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. Will you buy back vehicles from customers who no longer want to drive them?
A. Ford and its dealers are committed to taking care of our customers and will work with customers to ensure their satisfaction.

How to Refill Coolant

[Note: This section is from Ford.owner.com and is designed to address specific customer-oriented Qs on how to check coolant levels.]

When an engine is running, it makes power - but it also makes heat. And that's where engine coolant comes in. Coolant circulates through the engine and absorbs heat, helping keep the engine at the right operating temperature. Coolant also helps keep an engine working as efficiently as possible, helps keep its emissions low, and even helps provide that toasty heater air on cold days.

Before you start

1. Check the owner's manual to find your vehicle's correct engine coolant—different engine types require different coolants.
2. Locate or buy a gallon of the correct coolant.
3. Roll up or remove loose clothing, and keep your arms away from the cooling fan(s). Fans can turn on automatically, even when the engine is off.
4. Never remove the coolant reservoir cap when the engine is running or still hot. Let it cool down first.
5. Put a towel or a thick cloth on the reservoir cap before removing it, as the cap is under pressure.

How to refill coolant:

1. Make sure your engine is off and cool, the vehicle is in Park or Neutral, and the parking brake is set.
2. Open the hood and locate the engine coolant reservoir. It is often a translucent white color, and has hose(s) connecting it to the radiator.
3. The reservoir has a fill range marked on the side. If your engine is cold, the coolant level should be up to the cold fill line.
4. Loosen the reservoir cap just a little, then step back while the pressure releases. Then, remove the cap completely.
5. If the coolant level is low, add the correct coolant to the reservoir (not the radiator itself). You can use diluted coolant by itself or a 50/50 mixture of concentrated coolant and distilled water.
6. When the coolant rises to the cold fill line, replace the cap and tighten it until you feel it click. Close the hood.

Ford South Africa/Kuga

Q. Is this related to the issue involving engine fires in the Kuga in South Africa?

A. Similar issues were found in South Africa with certain Ford Kuga 1.6L vehicles. A recall was approved in January 2017 (17S02) in the South Africa market only for approximately 4,500 vehicles.

Based on the current data, we have determined that the fires are due to engine overheating caused by a lack of coolant circulation, which can lead to cracking in the cylinder head and, therefore, an oil leak. If the leaking oil reaches a hot engine surface, it can potentially catch fire. We have started a voluntary safety recall for the affected vehicles to address the engine overheating condition. This action will be completed in two steps: an enhanced dealer safety action, followed by an additional parts repair action. We will continue to work with customers to verify and maintain the integrity of the engine coolant system. With this safety action and proper maintenance of the engine coolant

system – including using the approved coolant at the required concentration level – the vehicles are safe to drive.

Q. What vehicles are affected in South Africa?

A. Affected vehicles include certain Ford Fiesta ST vehicles equipped with 1.6L GTDI engines:

- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014; and built in Cologne Assembly Plant, Sept. 19, 2012 to Dec. 16, 2014

Q. Didn't someone die in one of the vehicles associated with the Ford Kuga recall in South Africa?

A. No. There have not been any injuries or fatalities associated with that recall. While the death of [redacted] is a tragedy that saddens us greatly, it is important to note that the death of [redacted] has nothing to do with our recall to address the risk of engine fires. The engine in [redacted] vehicle was undamaged in the fire. The physical evidence of the [redacted] Kuga shows this unequivocally.

Q. How can you be sure [redacted] death was not the result of the same Kuga fire?

A. Both Ford's investigators and the [redacted] family's investigators came to the conclusion that the fire in [redacted] car was not an engine fire which was the type of fire that led to the recall. The physical evidence of the [redacted] Kuga shows this unequivocally.

Asia Pacific

Main Messages - AP

- The safety of our customers is our top priority. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

- Ford is taking precautions to protect its customers by issuing a safety recall for approximately 95,539 2014 Ford Escape, 2013-15 Ford Fiesta, 2013 Ford Fusion, 2012-15 Ford Kuga vehicles equipped with 1.6L GTDI engines. Ford's investigation of these vehicles has identified a risk of under-hood fires. *[Note: AP Markets to customize this section with their market's specific info.]*

    - Australia – 4450 Kuga, 400 Fiesta ST
    - China – 82,970 Kuga, 435 Fiesta ST
    - Japan – 1271 Kuga
    - New Zealand – 911 Kuga, 69 Fiesta ST
    - Taiwan – 2975 Kuga
    - Cambodia – 8 Escape
    - French Polynesia – 24 Kuga, 1 Fiesta ST
    - Hong Kong – 124 Kuga, 174 Fiesta ST
    - Korea – 172 Fusion, 39 Escape
    - Malaysia – 1381 Kuga
    - New Caledonia – 60 Kuga, 4 Fiesta ST
    - Singapore – 34 Kuga

- In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface increases the risk of a fire in the engine compartment.

- We will implement the recall in two stages. At the first stage, dealers will replace the coolant bottle and cap and re-route the turbo coolant return line. The second stage of the recall will involve dealers installing a coolant level sensor system and wiring harness, and will also reflash the PCM and instrument cluster with updated software.

- The first stage of the recall will be implemented in the second quarter and the second stage in the fourth quarter. Ford will contact customers at each stage, including providing instructions from the owner's manual on how to check and refill coolant. Customers can continue to drive their vehicles but should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

- Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

Q. Have there been any fires, accidents, or injuries related to this condition?

A. *Markets to use their local market number and only use the Asia Pacific answer if pressed.*

AP: We are aware of 29 reports of fire associated with this issue across Asia Pacific. No injuries have been reported.

Australia: We are aware of seven (7) fires associated with this issue in Australia. No injuries have been reported.
NZ: We are aware of two (2) fires associated with this issue in New Zealand. No injuries have been reported.
Malaysia: We are aware of three (3) fires associated with this issue in Malaysia. No injuries have been reported.
Hong Kong: We are aware of one (1) fire associated with this issue in Hong Kong. No injuries have been reported.
China: We are aware of 16 fires associated with this issues in China. No injuries have been reported.

Q. We have seen reports of more fires in (insert market) than what you are confirming. What is the difference?

A. Vehicle fires can be caused by a range of different reasons. The (insert relevant number) is the number we have been able to investigate and confirm are linked to this issue. In some cases, we haven't been given access to the vehicle or able to determine a link to this issue.

Q. Which vehicles have experienced fires?

A. Most reports relate to the Ford Kuga. There has been one report on Fiesta ST.

Q. Have any Fiesta STs experienced fires in Asia Pacific or globally?

A. Yes, there have been five fires associated with this issue globally and 1 in Asia Pacific (Hong Kong).

Q. What is the expected repair?

A. We will implement the recall in two stages. At the first stage, dealers will replace the coolant bottle and cap and re-route the turbo coolant return line. The second stage of the recall will involve dealers installing a coolant level sensor system and wiring harness, and will also reflash the PCM and instrument cluster with updated software.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?

A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. In the

interim, we are advising customers of ways to reduce the risk by checking coolant levels and seeing a dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. When will parts be available?

A. We expect that parts should be available for the first stage of the repair in the second quarter and the second, final stage of the repair in the fourth quarter. We will write to customers again when parts are available for both of these stages. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. When did you inform AQSIQ?

A. AQSIQ will be informed of the details pertaining to China within the required five-day timeframe.

Q. ANZ: Does the Department of Infrastructure and Regional Development (DIRD) or the Australian Competition and Consumer Commission (ACCC) know?

A. DIRD: We are keeping DIRD updated and they are aware of our intent/recall filing.
ACCC: ACCC has not requested any discussions with Ford on this topic at this stage.

Q. What vehicles are affected (AP)?

A. Affected vehicles certain vehicles equipped with 1.6L GTDI engines:

- 2014 Ford Escape vehicles produced in Louisville (USA) from June 10, 2013 to Mar. 14, 2014.
- 2013-15 Ford Fiesta ST vehicles produced in Cologne (Germany) from Feb. 15, 2013 to Nov. 11, 2014.
- 2013 Ford Fusion vehicles produced in Hermosillo (Mexico) from July 7, 2012 to Nov. 26, 2012.
- 2012-14 Kuga vehicles produced in Valencia (Spain) from Nov. 30, 2012 to July 2, 2014.
- 2012-14 Kuga vehicles produced in Chonqing (China) from July 18, 2012to Nov. 5, 2014.
- 2013-15 Kuga vehicles produced in Taiwan from Feb. 25, 2013 to Jan. 26, 2015.

Q. Are there reports of fires in other parts of the world? If so, how many?

A. Yes, we have investigated fire reports in other markets. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q Why the delay with recalling in our markets? How many incidents have there been?

A. We take the safety of our customers very seriously. While we continuously evaluate our processes for potential improvements, we are confident in our current methods for quickly identifying and addressing potential vehicle issues. *[If pressed: Our decisions are driven by the data available. When the data indicates a safety recall is needed, we move quickly on behalf of our customers. Sometimes the data provides a clear indication that an action is needed. Other issues can only be identified after detailed reviews of volumes of data that evolves over time.]*

Q. Can water be used as a replacement for coolant?

A. No. Customers should refer to their Owner's Manual for the appropriate coolant for their vehicle.

Europe

Ford is initiating a safety recall in a number of markets as part of a coordinated campaign among different regions on certain Ford vehicles equipped with the 1.6 L GTDi EcoBoost engine. A lack of coolant circulation in the affected vehicles could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface increases the risk of a fire in the engine compartment.

Of the 464,800 vehicles affected globally, nearly 130,000 vehicles are in Europe. These are C-MAX, Fiesta ST, Focus, Kuga and Transit Connect models built at various times between 2010 and 2015. Safety is our number one priority -- we want to reassure our customers that the affected vehicles remain safe to drive. However, customers should see their dealer if their vehicle exhibits a coolant leak or overheating, or frequently needs coolant added.

Ford will contact customers later in the year with details on service kit availability and installation at dealers. Any action carried out on affected vehicles will be free of charge. We remain committed to providing our customers with safe and high quality vehicles, addressing potential issues and responding quickly for our customers.

Q. What exactly is the issue with this recall?

A. In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface, increases the risk of a fire in the engine compartment.

Q. What is the expected repair?
A. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. What other markets are issuing recalls?
A. Recalls are planned in North America, Asia Pacific, Europe, Middle East, Africa and South America.

Q. How many total vehicles are involved in this recall globally?
A. A total of 464,800 vehicles are involved globally.

Q. Which vehicle lines are involved?
A. In Europe C-MAX, Fiesta ST, Focus, Kuga and Transit Connect.

Q. When will recalls be issued in each country?
A. Regulatory authorities have already been notified and we are advising media of this action today in China and South Africa. Customer announcements will follow in the near term.

Q. Are the repairs all the same?
A. The final repair is the same. While we are waiting for the final repair to become available, we are working with the local markets and/or regulatory authorities to determine what interim actions are appropriate. *[If pressed: In Asia Pacific, dealers will replace the coolant bottle and cap and reroute the turbo coolant return line. In North America and South America, Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.]*

Q. Why didn't you act sooner?
A. After an exhaustive engineering evaluation, we have identified the issue and as a result we are recalling these vehicles. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?
A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. Customers should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. What can customers do in the interim?
A. In general it is important customers follow the maintenance instruction in the individual driver's manual with a special focus on the coolant assuring an appropriate coolant level.

Q. Is this a condition that can occur when the vehicle is turned off?
A. No.

Q. Are vehicles safe to park and leave inside garages?
A. Yes.

Q. Will you provide loaner vehicles?
A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. How will this recall impact residual values for these vehicles?
A. We do not believe it will have an effect on residual values.

Q. What vehicles are affected in Europe?

A. Affected vehicles certain vehicles equipped with 1.6L GTDI engines:

- 2014-15 Fiesta ST vehicles built in Cologne Assembly Plant, September 19, 2012 to December 16, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to December 14, 2014
- 2010-2014 C-MAX vehicles built at Valencia Assembly Plant, June 02, 2010 to July 22, 2014, and built in Saarlouis Assembly Plant from September 07, 2014 to December 22, 2014
- Focus vehicles built in Saarlouis Assembly Plant from July 23, 2010 to September 21, 2014
- Kuga vehicles built at Valencia Assembly Plant, May 08, 2012 to September 27, 2014, and built in Elabuga Assembly Plant, July 01, 2013 to November 21, 2014

Q. How many vehicles are affected and where are they?

A. This recall involves approximately 129,946 vehicles equipped with 1.6L GTDI engines located in Europe.

Q. How was this issue identified?

A. As part of our normal processes, we identified reports of fires on certain vehicles involved in this action. Our team has been investigating these reports and has identified this cause of the fires.

Q. Is this a design issue or a supplier issue?

A. This is a design issue.

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

A. A visible coolant leak, a low coolant level in the coolant reservoir and/or an engine overheat warning message in the instrument cluster are indications of a potential engine overheat that could result in this condition.

Overall N.A. Recall Totals – To be updated

Q. How many safety recalls has NHTSA posted for Ford in 2017 (including safety compliance)?

A. There are currently 5 recalls posted to the NHTSA site for 2017 for Ford.

Q. How many safety recalls has Ford done in 2017 (including safety compliance)?

A. Ford has issued 9 safety recalls in 2017.

Q. How many vehicles did you recall in 2017 for safety concerns?

A. We have recalled approximately 1.1 million vehicles in the U.S. for 9 safety-related concerns in 2017.

Q. How many safety recalls have you done each year beginning in 2000 and how many vehicles have you recalled?

A. This information reflects what is included on the NHTSA Web site and includes safety recalls, safety compliance recalls, vendor safety recalls, safety equipment recalls and certain customer satisfaction programs:

Year	# Recalls	# vehicles recalled (U.S.)
2000	60	7,098,216 (w/Firestone)
2001	37	23,291,309
2002	17	2,672,932
2003	16	3,405,403
2004	21	5,035,095
2005	17	6,705,309
2006	11	1,737,420
2007	15	5,533,853
2008	11	1,604,819
2009	8	4,521,993
2010	9	581,107
2011	16	3,478,803
2012	24	1,505,189
2013	16	1,188,133
2014	38	4,278,317
2015	40	4,994,288
2016	33	5,972,585
2017	9	1,095,114

Q. Why are your numbers different than NHTSA?

A. Ford numbers involving U.S. vehicles are consistent with what is published on NHTSA site as of March 23, 2017 with the addition of actions we have taken that might not be reflected on the NHTSA site yet. (*Note: NHTSA sometimes will publish additional field service actions that we might not include in our recall numbers, including some customer service actions.*) In addition, sometimes the historical numbers might change due to changes in the status of an action (e.g. if NHTSA denies a Petition for Inconsequentiality, that action might be backdated to when the request was submitted.)

March 28, 2017

Contacts: Elizabeth Weigandt [redacted] eweigand@ford.com

John Cangany [redacted] jcangany@ford.com

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 2:56 PM
To: Beltramo, Joel (J.J.)
Subject: FW: Recall Q: What is ultimate root cause?

Joel – If you need to chat, just give me a ring on my cell at [redacted]

From: Prescott, Amanda (A.B.)
Sent: Tuesday, April 04, 2017 10:50 AM
To: Weigandt, Elizabeth (E.M.); Beltramo, Joel (J.J.)
Cc: Cangany, John (J.); Fronckowiak, Todd (T.M.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.)
Subject: RE: Recall Q: What is ultimate root cause?

I'll defer to Joel as he is best equipped to answer these technical questions.

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 10:47 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>
Cc: Cangany, John (J.) <jcangany@ford.com>; Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Denholm, Jennifer (J.S.) <jdenholm@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: HOT: Recall Q: What is ultimate root cause?
Importance: High

Joel and Amanda – The Associated Press (Tom Krisher) followed up on this Q and I provided our approved answer below. Tom has since obtained the Part 573 and has made the connection between this recall and 13S12. He has also spoken with several experts and mechanics and is under the impression that our stated fix does not fully address the issue. Here are his follow up Qs. Please provide answers as quickly as possible since he could go to press with his update at any moment. Best, Elizabeth

Q. Where does the lost coolant go? Does it leak on the ground? Mix with oil or evaporate?

Q. Will the coolant level sensor be located inside the coolant reservoir? If not, where will it be?

Q. If coolant becomes low, how will the customer be notified? Does it illuminate a check-engine light on the dash?

Q. Why is the fix for this recall different than 13S12? *[Note: 13S12 said the fix "will include enhancements to the engine shielding, cooling and control systems."]*

Q. Why didn't the previously-installed coolant temperature sensor detect this problem?
<< File: QA FINAL 17S09 Recall 16L GTDI 3.30.17.docx >>

From: Weigandt, Elizabeth (E.M.)
Sent: Thursday, March 30, 2017 8:43 AM
To: Beltramo, Joel (J.J.); Denholm, Jennifer (J.S.); Fronckowiak, Todd (T.M.); Prescott, Amanda (A.B.); Dwan, Patrick (P.J.)
Cc: Cangany, John (J.)
Subject: RE: Recall Q: What is ultimate root cause?

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QA FINAL 17S09 Recall 16L GTDI...

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Subject: RE: Recall Q: What is ultimate root cause?

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Ford | Q&A

Ford Issues Safety Recall for Certain 2013-15 Ford Escape, Fiesta ST, Fusion and Transit Connect 1.6L GTDI Vehicles for Under-Hood Fire Risk

[Situation: Starting the week of Mar. 27, Ford will begin communicating, first in North America and then in other regions around the world, with regulatory groups, dealers and media on a safety recall for approximately 464,800 2010-15 Ford C-MAX, Escape, Fiesta ST, Focus, Fusion, Kuga and Transit Connect 1.6L GTDI (EcoBoost) vehicles for risk of localized overheating of the engine cylinder head leading to cracks that may cause an oil leak and fire. Ford has investigated 101 reports of fires resulting from this condition in NA, AP, EU and MEA. Some markets will implement the corrective action in two stages, while others will follow a single-stage approach. Final repair parts are not estimated to be available until the end of the fourth quarter 2017].

Embargo & Timing summary:

Region	Lead Up	Mon (3/27)	Tues (3/28)	Wed (3/29)	Post & Q4
NA		Reg. Filing (NHTSA)	Dealer Notice	Media Release (8:30 a.m. EDT) Reg. Filing (Canada)	
AP	3/22 - Australia Govt. Notification (verbal)			ANZ/MALAYSIA: Media notification (via phone) to select media. No release China: No release.	Reg. Filings Australia/NZ/Malaysia 5-days. Notify customers immediately. Reg. Brief China (AQSIQ- 5-days post NHTSA.)
MEA				Govt. Notification S. Africa OGC informs NCC Dealer notice (morning) Media release COB	
EU			Govt. Notification (Germany, U.K.)	Media statement provided on request	Media, Dealers/Customers Alert when parts @ 40%
SA				Reg. Filing (Argentina, Paraguay, Uruguay	Media, Dealers/Customers Alert when parts @ 40%

N.A. Under-Hood Fire Risk Safety Recall

Main Messages

- The safety of our customers is our top priority. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

- Ford is taking precautions to protect its customers by issuing a safety recall in North America for approximately 230,000 2014 Ford Escape, 2014-15 Fiesta ST, 2013-14 Fusion and 2013-15 Transit Connect vehicles equipped with 1.6L GTDI engines. Ford's investigation of these vehicles has identified a risk of under-hood fires.

- In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface increases the risk of a fire in the engine compartment.

- We are aware of 29 reports of fire associated with this issue in the U.S. and Canada. No injuries have been reported.

- Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. Customers can continue to drive their vehicles but should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.

- Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

Q. What exactly is the issue with this recall?

A. In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface, increases the risk of a fire in the engine compartment.

Q. Why isn't coolant circulating? Is there an issue with the parts related to coolant delivery and maintenance in the engine?

A. Over the service life of any vehicle, coolant loss can occur for any number reasons. There is no single root cause for coolant loss over the years in service for these vehicles. Our recall addresses a unique risk of cylinder head cracking and subsequent fire from a loss of coolant. That is why checking coolant levels and refilling as needed is a normal part of routine vehicle maintenance.

Q. Have there been any fires, accidents, or injuries related to this condition?

A. Ford is aware of 29 reports of fire associated with this issue in the U.S. and Canada. No injuries have been reported.

Q. Which vehicles have experienced fires?

A. 21 reports in Escape and 8 reports in Fusion in U.S. and Canada.

Q. What is the expected repair?

A. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. Are there other recalls occurring or planned globally for this issue?
A. This announcement pertains to North America but other markets are affected as well.

Q. What other markets are issuing recalls?
A. Recalls are planned in Asia Pacific, Europe, Middle East, Africa, and South America.

Q. How many total vehicles are involved in this recall globally?
A. A total of 464,800 vehicles are involved globally.

Q. Are there additional vehicle lines involved?
A. 2013-15 Ford Fiesta ST and 2012-15 Ford Kuga – AP, SA and MEA.
2010-15 C-MAX and Focus and 2013-2015 Transit Connect – EU.

Q. When will recalls be issued in each country?
A. We are in the process of informing regulatory authorities. Customer announcements will follow in the near term.

Q. What are the vehicles involved and what are the volumes?
A. Vehicle volumes will be confirmed and announced in each respective market.

Q. Are the repairs all the same?
A. The final repair is the same. While we are waiting for the final repair to become available, we are working with the local markets and/or regulatory authorities to determine what interim actions are appropriate. *[If pressed: In Asia Pacific, dealers will replace the coolant bottle and cap and reroute the turbo coolant return line. In North America and South America, Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.]*

Q. Why do you have an interim action in some countries but not others?
A. Our data shows the safety risk is not the same in every country/market. Different markets and different engine configurations are experiencing different rates of reports. We are working with regulatory authorities in every market to manage the safety risk appropriately. Interim actions may help to reduce the risk of fire while waiting for parts, but are not a replacement for the final recall repair.

Q. You said a new engine temperature sensor would fix this concern, starting with the 2014 Escapes. Why isn't it working?
A. The metal temperature sensor on the 2014 Escape vehicles successfully identified a potential overheat in our testing, avoiding a cracked cylinder head and the risk of fire. While it did substantially reduce the risk of fires, over time, the field data showed that it was not fully effective. We continuously monitor our field data for potential concerns.

Q. The previous recall for 2013 Escape excluded the 2013 Fusion citing "differences that influence engine performance" including under-hood airflow, cooling system and hose routing". Were you wrong to exclude Fusion then?
A. At the time of that decision, the field data did not indicate a safety concern on Fusion. We continuously monitor our field data for potential concerns, even if we believe that there is

no concern at a given time. We move quickly on behalf of our customers when we determine a safety recall is needed.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?

A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. In the interim, we are advising customers of ways to reduce the risk by checking coolant levels and seeing a dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. Is this a condition that can occur when the vehicle is turned off?

A. No.

Q. Are vehicles safe to park and leave inside garages?

A. Yes.

Q. What is the step-by-step process for customers to check their coolant levels themselves?

A. (See section on how to refill coolant)

Q. Will you provide loaner vehicles?

A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. How will this recall impact residual values for these vehicles?

A. We do not believe it will have an effect on residual values.

Q. What vehicles are affected in North America?

A. Affected vehicles include certain vehicles equipped with 1.6L GTDI engines:

- 2014 Escape vehicles built at Louisville Assembly Plant, Feb. 12, 2013 to Sept. 2, 2014
- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014;
- 2013-14 Fusion vehicles built at Hermosillo Assembly Plant, Feb. 15, 2012 to June 6, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to Dec. 14, 2014

Q. What vehicles are affected globally?

A. Affected vehicles include certain vehicles equipped with 1.6L GTDI engines:

- 2014 Escape vehicles built at Louisville Assembly Plant, Feb. 12, 2013 to Sept. 2, 2014
- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014; and built in Cologne Assembly Plant, Sept. 19, 2012 to Dec. 16, 2014
- 2013-14 Fusion vehicles built at Hermosillo Assembly Plant, Feb. 15, 2012 to June 6, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to Dec. 14, 2014
- 2010-2014 C-MAX vehicles built at Valencia Assembly Plant, June 2, 2010 to July 22, 2014, and built in Saarlouis Assembly Plant from Sept. 7, 2014 to Dec. 22, 2014
- Focus vehicles built in Saarlouis Assembly Plant from July 23, 2010 to Sept. 21, 2014
- Kuga vehicles built at Valencia Assembly Plant, May 08, 2012 to Sept. 27, 2014, and built in Elabuga Assembly Plant, July 1, 2013 to Nov. 21, 2014 and at Chongqing Assembly Plant, July 18, 2012 to Nov. 5, 2014

Q. How many vehicles are affected and where are they?

A. This recall involves approximately 208,584 vehicles equipped with 1.6L GTDI engines located in the U.S. and federalized territories, 21,854 in Canada and 318 in Mexico.

Q. How was this issue identified?

A. As part of our normal processes, we identified reports of fires on certain 2014 Escape vehicles starting June 2016. Our team has been investigating these reports and has identified this cause of the fires.

Q. Why didn't you act sooner? Why don't you take the risk of fire more seriously and recall every vehicle that could be associated immediately?

A. After an exhaustive engineering evaluation, we have identified the issue and as a result we are recalling these vehicles. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q. How confident are you that this really is the fix since you've fixed it before?

A. This recall addresses the same condition that was addressed on 2013 Escapes with safety recall 13S12 and, based on the field data, is an effective repair.

Q. When did you become aware of this issue?

A. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed. In this case, we made that determination on Mar. 20, 2017 and notified NHTSA on Mar. 27, 2017.

Q. Are there any open investigations on this issue?

A. No. *[Note: Other investigations were opened and are now complete in Australia and New Zealand but no investigations are open in North America.]*

Q. Is this a design issue or a supplier issue?

A. This is a design issue.

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

A. A visible coolant leak, a low coolant level in the coolant reservoir and/or an engine overheat warning message in the instrument cluster are indications of a potential engine overheat that could result in this condition.

Q. Are parts available?

A. Parts required to complete the recall remedy are not immediately available. Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. Customers should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added. We are working with our suppliers to expedite parts as quickly as possible.

Q. When will parts be available?

A. Ford expects parts to be available in fourth quarter 2017.

Q. If a customer had their vehicles repaired for this issue already, can he/she be reimbursed?

A. Yes. Refunds only will be provided for engine coolant leak or overheating. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box [redacted] Dearborn, Michigan [redacted] Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you. Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

Q. When did you notify NHTSA of this safety recall?

A. NHTSA was notified on Mon., Mar. 27, 2017.

Q. When were dealers notified about the safety recall and the recommended fix?

A. We notified our dealers about the safety recall on Tues., Mar. 28, 2017.

Q. When did/will you notify customers?

A. We will be notifying customers by mail the week of April 18.

Q. What is Ford's reference number for this recall?

A. The Ford reference number for this recall is 17S09.

Q. Is there a Web site customers can visit to determine if their vehicle is included in the recall?

A. We have a simple online tool for customers to determine if their Ford vehicle is included in any recall. Customers can go to Ford.com and click on 'Safety Recalls' near the bottom of the page. Customers can enter their Vehicle Identification Number (VIN) to see open safety, compliance or emissions recalls. Ford created this online database in 2002; it contains information dating back to 1986.

Q. What is your recall process?

A. We take the safety of our customers very seriously. While we continuously evaluate our processes for potential improvements, we are confident in our current methods for quickly identifying and addressing potential vehicle issues. *[If pressed: Our decisions are driven by the data available. When the data indicates a safety recall is needed, we move quickly on behalf of our customers. Sometimes the data provides a clear indication that an action is needed. Other issues can only be identified after detailed reviews of volumes of data that evolves over time.]*

Q. Are you worried what this recall will do to your reputation?

A. We recognize the inconvenience recalls cause our customers. Yet customers also know these actions help ensure their safety and improve quality and customer satisfaction. We are absolutely committed to launching products with top quality and addressing issues when we see them.

Q. Why is Ford having such difficulty with its new product launches?

A. We are absolutely committed to launching products with top quality. Launches are complex, and every one of them presents different challenges and opportunities. Our process is to work through any issues and ensure that our customers receive a quality product.

N.A. Financial

Q. How much is this recall costing Ford?

A. The total cost of the recall is estimated to be about $168 million.

Q. Is this recall financially material, and does it affect your 2017 guidance?

A. This recall is not financially material, however, from time to time, we elect to disclose in Form 8-K filings information that we believe is helpful to investors. As the 8-K states, these costs have already been factored into the EPS guidance for the first quarter of 2017 that we disclosed in the March 23, 2017 Form 8-Ks filed by Ford and Ford Credit. In addition, it does not impact our full year guidance.

Q. What is your 2017 guidance?

A. We continue to expect total company adjusted pre-tax profit to be about $9 billion in 2017, which is lower than in 2016 driven by our planned investments in emerging opportunities, and to improve in 2018.

N.A. Escape Recalls

Q. How many times now has this 1.6L engine been recalled on the Escape?

A. Four different root causes for 2013 Escape fires in North America were previously identified and addressed in production and in the field with recalls 12S35 (July 2012), 12S39 (September 2012), 12S41 (November 2012) and 13S12 (November 2013).

Q. How many times has the Escape been recalled in total?

A. There have been 17 safety or safety compliance recalls for 2013-17 Escapes in North America, not including this action.

Q. How is it possible that you have five different recalls on the same engine configuration for different issues? Why do you continue to offer such a poor quality engine?

A. Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers. This is a voluntary recall that we have chosen to initiate because we believe it is the right thing to do. While we recognize the inconvenience recalls cause our customers, we believe they will appreciate these actions, which we are taking on their behalf to help ensure their safety.

Q. What were the engine-related recalls for Escape and when?

- **12S35** – July 2012 – We recalled approximately 11,500 2013 Ford Escapes with 1.6L engines to replace an engine compartment fuel line which could split and leak fuel, potentially resulting in an engine compartment fire.

- **12S39** – September 2012 – We recalled approximately 7,600 2013 Ford Escapes with the 1.6L engine, due to an issue with the installation of cup plugs in the engine cylinder head, which could result in a significant loss of coolant, leading to potential engine overheating and a possible coolant-related engine compartment fire

- **12S41** – November 2012 – We recalled approximately 73,300 2013 Ford Escapes and Fusions and approximately 15,800 Fusions with 1.6L engines for risk of overheating that may result in engine fires. On December 10, 2012 we announced a corrective action to make software updates to better manage engine temperatures during a unique overheating condition that could occur under unique operating conditions.

- **13S12** – November 2013 – We recalled approximately 161,300 2013 Ford Escapes with the 1.6L engine due to a risk of localized overheating of the engine cylinder head that may lead to oil leak fires.

N.A. 1.6L / Powertrain

Q. Is this 1.6L your EcoBoost engine?
A. Yes.

Q. What Ford vehicles on sale now have the 1.6L engine?
A. Fiesta ST.

Q. Do you have a systemic issue with EcoBoost engines?
A. No.

Q. How many EcoBoost engines do you have on the road?
A. Since October 2011 we have sold 802,423 vehicles with 1.6 liter engine in the U.S. market.

Q. You have such a halo around your engine technology. Are you concerned about how this recall issue may affect customer perception and/or acceptance of your technology?
A. Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

N.A. Customer Satisfaction

Q. What if a customer refuses to drive their vehicle? Will you give them a rental vehicle?
A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. Will you buy back vehicles from customers who no longer want to drive them?
A. Ford and its dealers are committed to taking care of our customers and will work with customers to ensure their satisfaction.

How to Refill Coolant

[Note: This section is from Ford.owner.com and is designed to address specific customer-oriented Qs on how to check coolant levels.]

When an engine is running, it makes power - but it also makes heat. And that's where engine coolant comes in. Coolant circulates through the engine and absorbs heat, helping keep the engine at the right operating temperature. Coolant also helps keep an engine working as efficiently as possible, helps keep its emissions low, and even helps provide that toasty heater air on cold days.

Before you start

1. Check the owner's manual to find your vehicle's correct engine coolant—different engine types require different coolants.
2. Locate or buy a gallon of the correct coolant.
3. Roll up or remove loose clothing, and keep your arms away from the cooling fan(s). Fans can turn on automatically, even when the engine is off.
4. Never remove the coolant reservoir cap when the engine is running or still hot. Let it cool down first.
5. Put a towel or a thick cloth on the reservoir cap before removing it, as the cap is under pressure.

How to refill coolant:

1. Make sure your engine is off and cool, the vehicle is in Park or Neutral, and the parking brake is set.
2. Open the hood and locate the engine coolant reservoir. It is often a translucent white color, and has hose(s) connecting it to the radiator.
3. The reservoir has a fill range marked on the side. If your engine is cold, the coolant level should be up to the cold fill line.
4. Loosen the reservoir cap just a little, then step back while the pressure releases. Then, remove the cap completely.
5. If the coolant level is low, add the correct coolant to the reservoir (not the radiator itself). You can use diluted coolant by itself or a 50/50 mixture of concentrated coolant and distilled water.
6. When the coolant rises to the cold fill line, replace the cap and tighten it until you feel it click. Close the hood.

Ford South Africa/Kuga

Q. Is this related to the issue involving engine fires in the Kuga in South Africa?

A. Similar issues were found in South Africa with certain Ford Kuga 1.6L vehicles. A recall was approved in January 2017 (17S02) in the South Africa market only for approximately 4,500 vehicles.

Based on the current data, we have determined that the fires are due to engine overheating caused by a lack of coolant circulation, which can lead to cracking in the cylinder head and, therefore, an oil leak. If the leaking oil reaches a hot engine surface, it can potentially catch fire. We have started a voluntary safety recall for the affected vehicles to address the engine overheating condition. This action will be completed in two steps: an enhanced dealer safety action, followed by an additional parts repair action. We will continue to work with customers to verify and maintain the integrity of the engine coolant system. With this safety action and proper maintenance of the engine coolant

system – including using the approved coolant at the required concentration level – the vehicles are safe to drive.

Q. What vehicles are affected in South Africa?

A. Affected vehicles include certain Ford Fiesta ST vehicles equipped with 1.6L GTDI engines:

- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014; and built in Cologne Assembly Plant, Sept. 19, 2012 to Dec. 16, 2014

Q. Didn't someone die in one of the vehicles associated with the Ford Kuga recall in South Africa?

A. No. There have not been any injuries or fatalities associated with that recall. While the death of [redacted] is a tragedy that saddens us greatly, it is important to note that the death of [redacted] has nothing to do with our recall to address the risk of engine fires. The engine in [redacted] vehicle was undamaged in the fire. The physical evidence of the [redacted] Kuga shows this unequivocally.

Q. How can you be sure [redacted] death was not the result of the same Kuga fire?

A. Both Ford's investigators and the [redacted] family's investigators came to the conclusion that the fire in [redacted] car was not an engine fire which was the type of fire that led to the recall. The physical evidence of the [redacted] Kuga shows this unequivocally.

Asia Pacific

Main Messages - AP

- The safety of our customers is our top priority. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

- Ford is taking precautions to protect its customers by issuing a safety recall for approximately 95,539 2014 Ford Escape, 2013-15 Ford Fiesta, 2013 Ford Fusion, 2012-15 Ford Kuga vehicles equipped with 1.6L GTDI engines. Ford's investigation of these vehicles has identified a risk of under-hood fires. *[Note: AP Markets to customize this section with their market's specific info.]*

    - Australia – 4450 Kuga, 400 Fiesta ST
    - China – 82,970 Kuga, 435 Fiesta ST
    - Japan – 1271 Kuga
    - New Zealand – 911 Kuga, 69 Fiesta ST
    - Taiwan – 2975 Kuga
    - Cambodia – 8 Escape
    - French Polynesia – 24 Kuga, 1 Fiesta ST
    - Hong Kong – 124 Kuga, 174 Fiesta ST
    - Korea – 172 Fusion, 39 Escape
    - Malaysia – 1381 Kuga
    - New Caledonia – 60 Kuga, 4 Fiesta ST
    - Singapore – 34 Kuga

- In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface increases the risk of a fire in the engine compartment.

- We will implement the recall in two stages. At the first stage, dealers will replace the coolant bottle and cap and re-route the turbo coolant return line. The second stage of the recall will involve dealers installing a coolant level sensor system and wiring harness, and will also reflash the PCM and instrument cluster with updated software.

- The first stage of the recall will be implemented in the second quarter and the second stage in the fourth quarter. Ford will contact customers at each stage, including providing instructions from the owner's manual on how to check and refill coolant. Customers can continue to drive their vehicles but should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

- Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

Q. Have there been any fires, accidents, or injuries related to this condition?

A. *Markets to use their local market number and only use the Asia Pacific answer if pressed.*

AP: We are aware of 29 reports of fire associated with this issue across Asia Pacific. No injuries have been reported.

Australia: We are aware of seven (7) fires associated with this issue in Australia. No injuries have been reported.
NZ: We are aware of two (2) fires associated with this issue in New Zealand. No injuries have been reported.
Malaysia: We are aware of three (3) fires associated with this issue in Malaysia. No injuries have been reported.
Hong Kong: We are aware of one (1) fire associated with this issue in Hong Kong. No injuries have been reported.
China: We are aware of 16 fires associated with this issues in China. No injuries have been reported.

Q. We have seen reports of more fires in (insert market) than what you are confirming. What is the difference?

A. Vehicle fires can be caused by a range of different reasons. The (insert relevant number) is the number we have been able to investigate and confirm are linked to this issue. In some cases, we haven't been given access to the vehicle or able to determine a link to this issue.

Q. Which vehicles have experienced fires?

A. Most reports relate to the Ford Kuga. There has been one report on Fiesta ST.

Q. Have any Fiesta STs experienced fires in Asia Pacific or globally?

A. Yes, there have been five fires associated with this issue globally and 1 in Asia Pacific (Hong Kong).

Q. What is the expected repair?

A. We will implement the recall in two stages. At the first stage, dealers will replace the coolant bottle and cap and re-route the turbo coolant return line. The second stage of the recall will involve dealers installing a coolant level sensor system and wiring harness, and will also reflash the PCM and instrument cluster with updated software.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?

A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. In the

interim, we are advising customers of ways to reduce the risk by checking coolant levels and seeing a dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. When will parts be available?

A. We expect that parts should be available for the first stage of the repair in the second quarter and the second, final stage of the repair in the fourth quarter. We will write to customers again when parts are available for both of these stages. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. When did you inform AQSIQ?

A. AQSIQ will be informed of the details pertaining to China within the required five-day timeframe.

Q. ANZ: Does the Department of Infrastructure and Regional Development (DIRD) or the Australian Competition and Consumer Commission (ACCC) know?

A. DIRD: We are keeping DIRD updated and they are aware of our intent/recall filing.
ACCC: ACCC has not requested any discussions with Ford on this topic at this stage.

Q. What vehicles are affected (AP)?

A. Affected vehicles certain vehicles equipped with 1.6L GTDI engines:

- 2014 Ford Escape vehicles produced in Louisville (USA) from June 10, 2013 to Mar. 14, 2014.
- 2013-15 Ford Fiesta ST vehicles produced in Cologne (Germany) from Feb. 15, 2013 to Nov. 11, 2014.
- 2013 Ford Fusion vehicles produced in Hermosillo (Mexico) from July 7, 2012 to Nov. 26, 2012.
- 2012-14 Kuga vehicles produced in Valencia (Spain) from Nov. 30, 2012 to July 2, 2014.
- 2012-14 Kuga vehicles produced in Chonqing (China) from July 18, 2012to Nov. 5, 2014.
- 2013-15 Kuga vehicles produced in Taiwan from Feb. 25, 2013 to Jan. 26, 2015.

Q. Are there reports of fires in other parts of the world? If so, how many?

A. Yes, we have investigated fire reports in other markets. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q Why the delay with recalling in our markets? How many incidents have there been?

A. We take the safety of our customers very seriously. While we continuously evaluate our processes for potential improvements, we are confident in our current methods for quickly identifying and addressing potential vehicle issues. *[If pressed: Our decisions are driven by the data available. When the data indicates a safety recall is needed, we move quickly on behalf of our customers. Sometimes the data provides a clear indication that an action is needed. Other issues can only be identified after detailed reviews of volumes of data that evolves over time.]*

Q. Can water be used as a replacement for coolant?

A. No. Customers should refer to their Owner's Manual for the appropriate coolant for their vehicle.

Europe

Ford is initiating a safety recall in a number of markets as part of a coordinated campaign among different regions on certain Ford vehicles equipped with the 1.6 L GTDi EcoBoost engine. A lack of coolant circulation in the affected vehicles could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface increases the risk of a fire in the engine compartment.

Of the 464,800 vehicles affected globally, nearly 130,000 vehicles are in Europe. These are C-MAX, Fiesta ST, Focus, Kuga and Transit Connect models built at various times between 2010 and 2015. Safety is our number one priority -- we want to reassure our customers that the affected vehicles remain safe to drive. However, customers should see their dealer if their vehicle exhibits a coolant leak or overheating, or frequently needs coolant added.

Ford will contact customers later in the year with details on service kit availability and installation at dealers. Any action carried out on affected vehicles will be free of charge. We remain committed to providing our customers with safe and high quality vehicles, addressing potential issues and responding quickly for our customers.

Q. What exactly is the issue with this recall?

A. In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface, increases the risk of a fire in the engine compartment.

Q. What is the expected repair?
A. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. What other markets are issuing recalls?
A. Recalls are planned in North America, Asia Pacific, Europe, Middle East, Africa and South America.

Q. How many total vehicles are involved in this recall globally?
A. A total of 464,800 vehicles are involved globally.

Q. Which vehicle lines are involved?
A. In Europe C-MAX, Fiesta ST, Focus, Kuga and Transit Connect.

Q. When will recalls be issued in each country?
A. Regulatory authorities have already been notified and we are advising media of this action today in China and South Africa. Customer announcements will follow in the near term.

Q. Are the repairs all the same?
A. The final repair is the same. While we are waiting for the final repair to become available, we are working with the local markets and/or regulatory authorities to determine what interim actions are appropriate. *[If pressed: In Asia Pacific, dealers will replace the coolant bottle and cap and reroute the turbo coolant return line. In North America and South America, Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.]*

Q. Why didn't you act sooner?
A. After an exhaustive engineering evaluation, we have identified the issue and as a result we are recalling these vehicles. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?
A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. Customers should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. What can customers do in the interim?
A. In general it is important customers follow the maintenance instruction in the individual driver's manual with a special focus on the coolant assuring an appropriate coolant level.

Q. Is this a condition that can occur when the vehicle is turned off?
A. No.

Q. Are vehicles safe to park and leave inside garages?
A. Yes.

Q. Will you provide loaner vehicles?
A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. How will this recall impact residual values for these vehicles?
A. We do not believe it will have an effect on residual values.

Q. What vehicles are affected in Europe?

A. Affected vehicles certain vehicles equipped with 1.6L GTDI engines:

- 2014-15 Fiesta ST vehicles built in Cologne Assembly Plant, September 19, 2012 to December 16, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to December 14, 2014
- 2010-2014 C-MAX vehicles built at Valencia Assembly Plant, June 02, 2010 to July 22, 2014, and built in Saarlouis Assembly Plant from September 07, 2014 to December 22, 2014
- Focus vehicles built in Saarlouis Assembly Plant from July 23, 2010 to September 21, 2014
- Kuga vehicles built at Valencia Assembly Plant, May 08, 2012 to September 27, 2014, and built in Elabuga Assembly Plant, July 01, 2013 to November 21, 2014

Q. How many vehicles are affected and where are they?

A. This recall involves approximately 129,946 vehicles equipped with 1.6L GTDI engines located in Europe.

Q. How was this issue identified?

A. As part of our normal processes, we identified reports of fires on certain vehicles involved in this action. Our team has been investigating these reports and has identified this cause of the fires.

Q. Is this a design issue or a supplier issue?

A. This is a design issue.

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

A. A visible coolant leak, a low coolant level in the coolant reservoir and/or an engine overheat warning message in the instrument cluster are indications of a potential engine overheat that could result in this condition.

Overall N.A. Recall Totals – To be updated

Q. How many safety recalls has NHTSA posted for Ford in 2017 (including safety compliance)?

A. There are currently 5 recalls posted to the NHTSA site for 2017 for Ford.

Q. How many safety recalls has Ford done in 2017 (including safety compliance)?

A. Ford has issued 9 safety recalls in 2017.

Q. How many vehicles did you recall in 2017 for safety concerns?

A. We have recalled approximately 1.1 million vehicles in the U.S. for 9 safety-related concerns in 2017.

Q. How many safety recalls have you done each year beginning in 2000 and how many vehicles have you recalled?

A. This information reflects what is included on the NHTSA Web site and includes safety recalls, safety compliance recalls, vendor safety recalls, safety equipment recalls and certain customer satisfaction programs:

Year	# Recalls	# vehicles recalled (U.S.)
2000	60	7,098,216 (w/Firestone)
2001	37	23,291,309
2002	17	2,672,932
2003	16	3,405,403
2004	21	5,035,095
2005	17	6,705,309
2006	11	1,737,420
2007	15	5,533,853
2008	11	1,604,819
2009	8	4,521,993
2010	9	581,107
2011	16	3,478,803
2012	24	1,505,189
2013	16	1,188,133
2014	38	4,278,317
2015	40	4,994,288
2016	33	5,972,585
2017	9	1,095,114

Q. Why are your numbers different than NHTSA?

A. Ford numbers involving U.S. vehicles are consistent with what is published on NHTSA site as of March 23, 2017 with the addition of actions we have taken that might not be reflected on the NHTSA site yet. (*Note: NHTSA sometimes will publish additional field service actions that we might not include in our recall numbers, including some customer service actions.*) In addition, sometimes the historical numbers might change due to changes in the status of an action (e.g. if NHTSA denies a Petition for Inconsequentiality, that action might be backdated to when the request was submitted.)

March 28, 2017

Contacts: Elizabeth Weigandt [redacted] eweigand@ford.com

John Cangany [redacted] jcangany@ford.com

From: Beltramo, Joel (J.J.)
Sent: Friday, June 09, 2017 5:25 PM
To: Renwick, Rick (R.J.)
Subject: 17S09 14D

Rick,

Here is the latest 17S09 14D for your files.

Thank you,

Joel Beltramo
Manager – Engine Components - B
Phone: [redacted]
Bldg 1 12A044



17S09 14D.pdf

From: Hansen, Randy (R.F.)
Sent: Friday, June 09, 2017 5:39 PM
To: Beltramo, Joel (J.J.)
Subject: FW: PDF's of 14D's

Follow Up Flag: Follow up
Flag Status: Flagged

Per your request.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
Mobile phone: [redacted] (voicemail)
11D137 Building #1, Dearborn, MI

From: Beaker, Melinda (M.)
Sent: Friday, June 09, 2017 1:34 PM
To: Hansen, Randy (R.F.); Bonnici, Jerry (J.P.); Green, Jeffrey (J.T.)
Cc: Beaker, Melinda (M.)
Subject: RE: PDF's of 14D's

Randy,

Here is the 14D for 13S12.



[Untitled].pdf

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs
[redacted]
mbeaker@ford.com

Never go thru life saying "I should have". If you want to do something - you do it. "If I do it and I fail, I tried. If I do it and I succeed - Better for me!"



From: Hansen, Randy (R.F.)
Sent: Friday, June 09, 2017 12:11 PM
To: Bonnici, Jerry (J.P.) <jbonnic1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Green, Jeffrey (J.T.) <jgreen2@ford.com>
Subject: RE: PDF's of 14D's

Jerry,
Thanks.

Melinda,
Can you please send me the 14D that led to 13S12? Thanks.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
Mobile phone: [redacted] (voicemail)
11D137 Building #1, Dearborn, MI

From: Bonnici, Jerry (J.P.)
Sent: Friday, June 09, 2017 10:53 AM
To: Hansen, Randy (R.F.); Beaker, Melinda (M.); Green, Jeffrey (J.T.)
Subject: PDF's of 14D's

Randy – attached is the 14D for 17S09. As always, these pdf's should not be distributed and treated as confidential.

In the future, when you go to your 14D dashboard, there is a blue button below Ford logo that says printable view, click on that and when it comes up, hit print but send it to the PDF designation instead of your normal printer and it will ask where to save the file to.

On the 14D that led to 13S12, it has been archived and to get it, you need Jeff or Melinda to pull it and send it your way.

<< File: [redacted] >>

Thanx in Advance for your Assistance:

Jerry Bonnici [redacted]
Critical Concerns Engineer

From: Hansen, Randy (R.F.)
Sent: Friday, June 09, 2017 4:09 PM
To: Beltramo, Joel (J.J.)
Subject: FW: PDF's of 14D's

Not sure if Jerry sent this to you.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
Mobile phone: [redacted] (voicemail)
11D137 Building #1, Dearborn, MI

From: Bonnici, Jerry (J.P.)
Sent: Friday, June 09, 2017 10:53 AM
To: Hansen, Randy (R.F.); Beaker, Melinda (M.); Green, Jeffrey (J.T.)
Subject: PDF's of 14D's

Randy – attached is the 14D for 17S09. As always, these pdf's should not be distributed and treated as confidential.

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On the 14D that led to 13S12, it has been archived and to get it, you need Jeff or Melinda to pull it and send it your way.

17S09 14D.pdf

Thanx in Advance for your Assistance:

Jerry Bonnici [redacted]
Critical Concerns Engineer