

Ford Motor Company

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OFFICE OF
DEFECTS INVESTIGATION

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

April 23, 2004

Mr. George Person, Chief
Recall Management Division (NVS-215)
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Mr. Person:

**Subject: Safety Recall 04V-165
(Ford Number 04S13)**

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations – Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2001 through 2003 model year Escape vehicles. Specific details were submitted to you in a letter dated April 5, 2004. Owner notification letters were mailed on April 21, 2004.

Sincerely,



J. P. Vondale

Attachment(s)
04S13 Dealer-Owner Bulletin





Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

April 2004

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

SUBJECT: Safety Recall 04S13:
Certain 2001–2003 Model Year Escape Vehicles Equipped with 3.0L V6 Engine
Powertrain Control Module Re-Calibration

AFFECTED VEHICLES

Certain 2001–2003 model year Escape vehicles equipped with 3.0L V6 engines built at the Kansas City Assembly Plant from Job #1 2001 through September 11, 2002. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinilists.dealerconnection.com> the week of April 12, 2004.

REASON FOR THIS SAFETY RECALL

The affected vehicles may exhibit an intermittent engine quit and restart condition due to calibration errors with the EVAP monitor and system interaction between the calibration, the Idle Air Control Valve (IACV), and EVAP system hardware. This condition is most likely to occur while decelerating under 40 mph, and could result in the vehicle being involved in a crash without warning.

SERVICE ACTION

At no charge to the vehicle owner, dealers are instructed to reflash the Powertrain Control Module (PCM) to calibration level B30.7 or later. Be sure that your Worldwide Diagnostic System (WDS) or New Generation STAR Tester (NGS) is updated to the latest calibration level. This must be done on all of the affected vehicles in your inventory prior to delivery as well as vehicles that have been delivered to customers.

PLEASE NOTE:

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

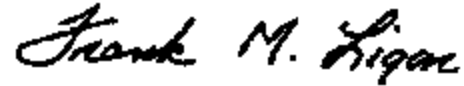
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive style with a large, stylized "F" and "L".

Frank M. Ligon

Safety Recall 04S13
Certain 2001–2003 Model Year Escape Vehicles
Equipped with 3.0L V6 Engine
Powertrain Control Module Re-Calibration

OASIS ACTIVATED? Yes

FSA VIN LIST ACTIVATED? Yes, available the week of April 12, 2004.

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com>.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this action.

STOCK VEHICLES

Correct all affected stock vehicles before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

ADDITIONAL LABOR TIME

- This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement unless approved.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

Safety Recall 04S13
Certain 2001–2003 Model Year Escape Vehicles
Equipped with 3.0L V6 Engine
Powertrain Control Module Re-Calibration

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 1904, Dearborn, MI 48121.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
 - Program Code: 04S13
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refund must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- Refer to ACESII manual for claims preparation and submission information.

Safety Recall 04S13
Certain 2001–2003 Model Year Escape Vehicles
Equipped with 3.0L V6 Engine
Powertrain Control Module Re-Calibration

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check calibration - reflash not required - vehicle is at the latest calibration level (to B30.7 calibration or later)	04S13A	0.2 Hour
Reprogram the Powertrain Control Module to the latest calibration level (to B30.7 calibration or later)	04S13B	0.4 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: PCM replacement will not be covered under this program.

Part Number	Description	Quantity
FPS-8262	Authorized Modifications Label	*1

*Labels are in packages of 25 and are provided to dealers at no charge.

DEALER PRICE

Not applicable.

PARTS RETENTION AND RETURN

Not applicable.

EXCESS STOCK RETURN

Not applicable.

**CERTAIN 2001 THROUGH 2003 MODEL YEAR ESCAPE VEHICLES
EQUIPPED WITH 3.0L V6 ENGINES —
POWERTRAIN CONTROL MODULE (PCM) RE-CALIBRATION**

SERVICE PROCEDURE

1. Reprogram the PCM to the latest level calibration. Use one (1) of the following two (2) methods:
 - Worldwide Diagnostic System (WDS), updated to release level B 30.7 or later.
 - New Generation STAR (NGS) Tester with Rotunda Flash Cable (007-00531) and Rotunda Flash Card (007-00532). The calibration must be downloaded to a flash card using WDS updated to release level B 30.7 or later.

NOTE: If the PCM is already programmed to the latest level calibration, reprogramming is not necessary.

IF UNABLE TO REPROGRAM PCM

- PCM replacement will not be covered under this program.
- Prior to disconnecting the WDS from the vehicle and closing the session, call the Special Service Support Center at 1-800-325-5621.

PREPARE AUTHORIZED MODIFICATIONS LABEL

1. Obtain and prepare the Authorized Modifications Label. Describe the modification performed, and enter your P&A Code, date of repair and the recall program type and program number. See Figure 1.

AUTHORIZED MODIFICATIONS	
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
PCM REPROGRAMMED	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND CARB.	
DEALER NUMBER:	DATE:
CHANGE AUTHORITY:	SAFETY RECALL 04S13
FPS 8282/178	FORD MOTOR COMPANY
	PARTS IN USA

FIGURE 1

2. Clean an area on the upper radiator support.
3. Apply the label to this clean area, then cover it with a clear plastic overlay.



**Ford Motor Company
Recall Reimbursement Plan for 04S13**

Ford Motor Company has historically reimbursed customers for expenses to remedy a safety recall defect or noncompliance that were incurred before the customer was notified of the recall. These reimbursements have been processed through our dealer network, because our dealers are in the best position to quickly and efficiently satisfy these requests. We will continue to provide this service to our customers. However, new federal legislation now requires all motor vehicle manufacturers to establish processes through which customers may alternatively seek recall reimbursement directly from the manufacturer as well as from the dealers.

Regarding the specific reimbursement plan for Recall #04S13, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 1, 2004 (the "ending date" referred to in the letter below). After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2003. The following is the text of that letter and the Plan:

**General Recall Reimbursement Plan
(As submitted to the NHTSA)**

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a safety recall.

As the agency is aware, prior to this rule Ford has routinely reimbursed owners for the cost of such pre-notification remedies. Our practice will continue under the new rule with a few minor modifications. Set forth below is Ford's general reimbursement plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6(c)(8)(i).

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to an ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as 10 calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 1904
Dearborn, MI 48121

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy; however, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized parts), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13(d) (4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- A receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford.

This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.



Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

April 2004

Safety Recall 04S13

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2001–2003 model year Escape vehicles equipped with 3.0L V6 engines.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

- | | |
|---|---|
| What is the issue? | Your vehicle may exhibit an intermittent engine quit and restart condition due to calibration errors within certain system hardware. This condition is most likely to occur while decelerating under 40 miles per hour, and could result in your vehicle being involved in a crash without warning. |
| What will Ford and your dealer do? | Ford Motor Company and your dealer will reprogram the Powertrain Control Module (PCM) in your vehicle to the latest performance level free of charge (parts and labor). We urge you to return to your dealer for this service. |
| How long will it take? | The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. |
| What are we asking you to do? | Please call your dealer without delay and request a service date for Safety Recall 04S13. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access http://www.genuinefordservice.com for dealer addresses, maps, and driving instructions. |

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

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.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673.

For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday - Friday: 8AM - 8PM

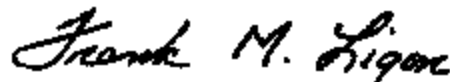
Saturday: 9AM - 5:30PM

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations