

Frank M. Ligon Director Service Engineering Operations Ford Customer Service Division Ford Motor Company P. O. Box 1904 Dearborn, Michigan 48121

April 20, 2007

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

**SUBJECT:** DEMONSTRATION / DELIVERY HOLD: Compliance Recall 07C16:

Certain 2007 Crown Victoria and Grand Marquis Vehicles

Brake Line Inspection

# **AFFECTED VEHICLES**

Certain 2007 Crown Victoria and Grand Marquis vehicles built at the St. Thomas Assembly Plant from March 30, 2007 through April 4, 2007. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a>. This information will be available on April 20, 2007.

#### REASON FOR THIS COMPLIANCE RECALL

Affected vehicles may have the two right side brake lines reversed at the Anti-lock Brake System Hydraulic Control Unit. Ford has never tested this misbuild condition to demonstrate compliance to either Canadian of Federal Motor Vehicle Safety Standard (C/FMVSS) No. 135 – Passenger Car Brake Systems. Therefore, Ford is treating this misbuild condition as a compliance recall. The vehicle's brakes may not operate as intended.

#### **SERVICE ACTION**

Dealers are to inspect the right side brake line connections at the Anti-lock Brake System Hydraulic Control Unit to determine if they are connected properly. If the brake lines are found to be incorrectly positioned, the two right side brake lines will be disconnected and properly reconnected. This service must be performed on affected vehicles at no charge to the vehicle owner. Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this compliance recall has been completed.

# OWNER NOTIFICATION MAILING SCHEDULE

Customer letters will be mailed out the week of May 3, 2007.

#### PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

# **ATTACHMENTS**

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information Customer Notification Letter (when available)

# **QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Only) ......1-800-325-5621

Sincerely, Frank M. Ligar

Frank M. Ligon

#### **DEMONSTRATION / DELIVERY HOLD: Compliance Recall 07C16**

Certain 2007 Crown Victoria and Grand Marquis Vehicles
Brake Line Inspection

#### **OASIS ACTIVATED?**

Yes. OASIS was activated on April 20, 2007.

# **FSA VIN LIST ACTIVATED?**

Yes. The FSA VIN List became available through FMCDealer.com and at <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> on April 20, 2007. Owner names and addresses will be available by May 4, 2007.

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

#### STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

#### **SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected 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. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

#### **DEMONSTRATION / DELIVERY HOLD: Compliance Recall 07C16**

Certain 2007 Crown Victoria and Grand Marquis Vehicles
Brake Line Inspection

# **ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval prior to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

#### **OWNER REFUNDS**

Refunds are not authorized for this program.

#### **RENTAL VEHICLES**

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

#### **CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires approval from Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

# **DEMONSTRATION / DELIVERY HOLD: Compliance Recall 07C16**

Certain 2007 Crown Victoria and Grand Marquis Vehicles
Brake Line Inspection

#### **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect right side brake line connections at the ABS HCU for proper routing.	07C16A	0.2 Hour
<b>NOTE:</b> This is the only operation to claim if the right side brake lines are positioned properly.		
Inspect right side brake line connections at the ABS HCU for proper routing and disconnect, reposition and properly reconnect the two right side brake lines at the ABS HCU and bleed the braking system.	07C16B	0.9 Hour
<b>NOTE:</b> This operation should be claimed only if the brake lines are found to be incorrectly positioned. Only about 2% of the affected vehicles will need to have the brake lines repositioned.		
VEHICLES EQUIPPED WITH THE FIRE SUPPRESSION SYSTEM: Inspect the right side brake line connections at the ABS HCU for proper routing and disconnect, reposition and properly reconnect the right side brake lines at the ABS HCU and bleed the braking system.	07C16C	1.1 Hour
<b>NOTE:</b> This operation should be claimed only if the brake lines are found to be incorrectly positioned. Only about 2% of the affected vehicles will need to have the brake lines repositioned.		

NOTE: Only claim one of the above labor operations.

# PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
Obtain Locally	DOT 3 Brake Fluid	As Needed

**NOTE:** Brake Fluid is only necessary to replenish the master cylinder reservoir while bleeding the brakes as part of labor operation 07C16B or C. Only about 2% of the affected vehicles will need to have this operation performed.

#### **ATTACHMENT II**

Page 2 of 2

# DEMONSTRATION / DELIVERY HOLD: Compliance Recall 07C16 Certain 2007 Crown Victoria and Grand Marquis Vehicles

Certain 2007 Crown Victoria and Grand Marquis Vehicles
Brake Line Inspection

# **HANDLING ALLOWANCE**

An allowance of \$2.00 per repair is being provided to cover the costs of locally obtained DOT 3 brake fluid. To claim the allowance, enter \$2.00 as "HANDLG" in the "MISC EXPENSE" area of the claim form.

# CERTAIN 2007 MODEL YEAR CROWN VICTORIA AND GRAND MARQUIS VEHICLES — ABS BRAKE LINE INSPECTION

#### **OVERVIEW**

This program involves inspecting and, if necessary, repositioning the right side brake lines at the hydraulic control unit (HCU) and bleeding the brake system. Figure 1 shows a routing overview of the right side brake lines.

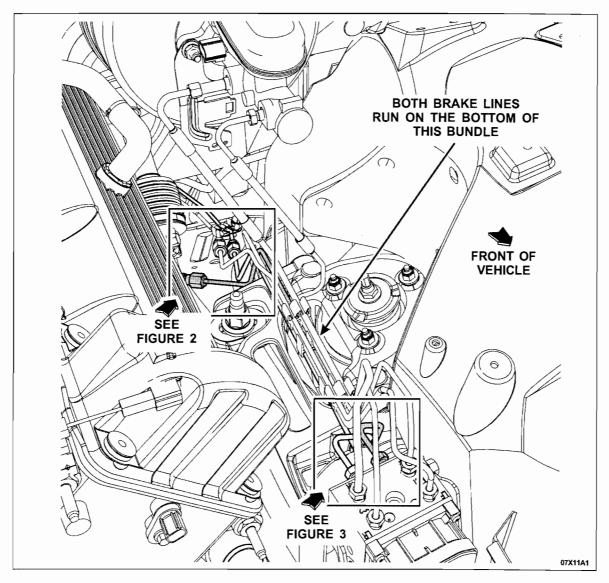


FIGURE 1



#### INSPECTION

Trace the brake line from the Engine Side connection shown in Figure 2 back to the HCU port shown in Figure 3.

- If it traces back to the Fender Side connection of the HCU, the connections are correct. Release the vehicle, no service is necessary.
- If it traces back to the Engine Side connection of the HCU, the connections are <u>NOT</u> correct.
   Perform the Service Procedure in this Attachment III.

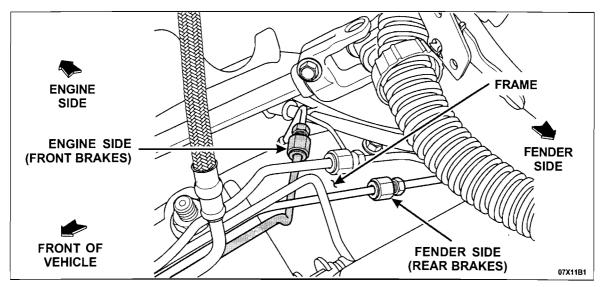


FIGURE 2

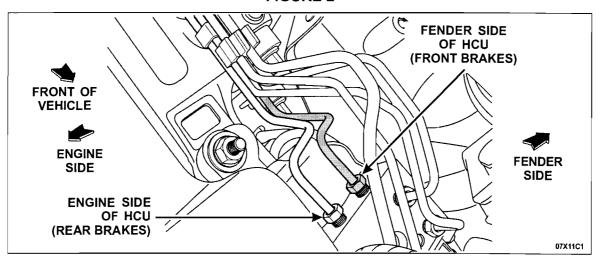
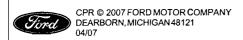


FIGURE 3



#### SERVICE PROCEDURE

WARNING: USE OF ANY OTHER THAN APPROVED DOT 3 BRAKE FLUID WILL CAUSE

PERMANENT DAMAGE TO BRAKE COMPONENTS AND WILL RENDER THE BRAKES INOPERATIVE. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY

RESULT IN SERIOUS PERSONAL INJURY.

WARNING: CAREFULLY READ CAUTIONARY INFORMATION ON PRODUCT LABEL.

FOR EMERGENCY MEDICAL INFORMATION SEEK MEDICAL ADVICE.

IN THE USA OR CANADA ON FORD/MOTORCRAFT PRODUCTS CALL: 1-800-959-3673. FOR ADDITIONAL INFORMATION, CONSULT THE PRODUCT MATERIAL SAFETY DATA SHEET (MSDS) IF AVAILABLE. FAILURE TO FOLLOW THESE INSTRUCTIONS

MAY RESULT IN SERIOUS PERSONAL INJURY.

CAUTION: Brake fluid is harmful to painted or plastic surfaces. If brake fluid is spilled onto a

painted or plastic surface, immediately wash it with water.

1. Disconnect the mass air flow (MAF) sensor electrical connector, loosen the air cleaner outlet pipe clamps and remove the air cleaner cover and air cleaner outlet pipe.

2. Disconnect the brake lines at the HCU. See Figure 4.

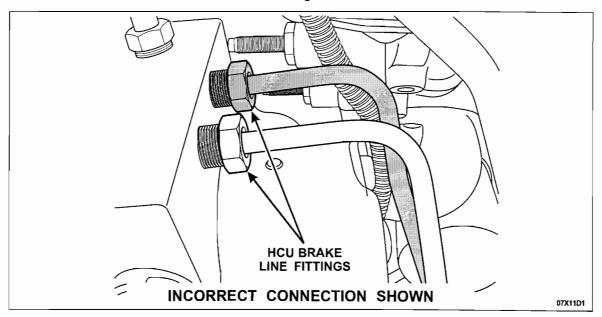


FIGURE 4

3. Disengage the brake lines from the brake line retaining clips. See Figure 5.

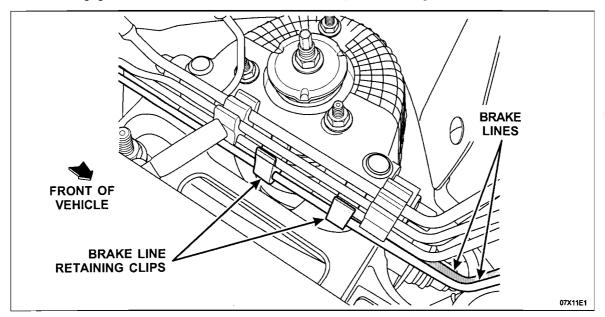


FIGURE 5

4. Position the brake lines and install to the correct port openings on the HCU. See Figure 6.

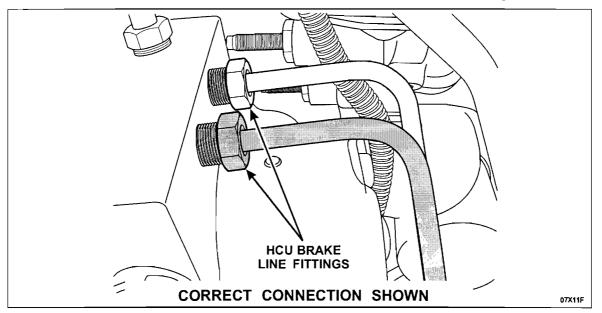
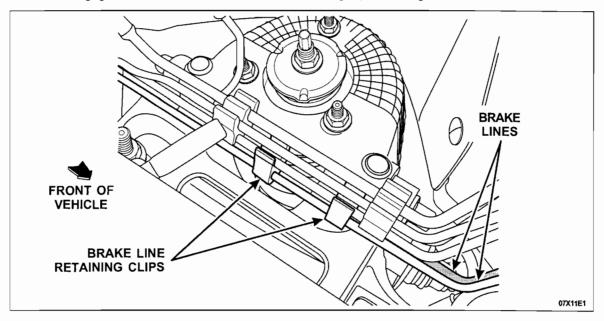


FIGURE 6



5. Re-engage the brake lines into the brake line retaining clips. See Figure 7.



# FIGURE 7

- 6. Tighten the brake lines at the HCU to 15 Nm (11 lb-ft).
- 7. Install the air cleaner cover, air cleaner outlet pipe, tighten the air cleaner outlet pipe clamps to 4 Nm (35 lb-in) and connect the MAF sensor electrical connector.
- 8. Bleed the brake system. For additional information, refer to Section 206-00 of the workshop manual.

