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Ford Motor Company
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June 6, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 11S24

Certain 2001-2002 Escape Vehicles Equipped with an Anti-Lock Brake System (ABS)
Fused Relay Installation and Brake Master Cylinder Reservoir Cap Replacement

REF : Advance Notice - Safety Recall 11S24

Dated January 6, 2012

AFFECTED VEHICLES

Certain 2001-2002 model year Escape vehicles equipped with an Anti-Lock Brake System (ABS) built at the Kansas City Assembly Plant from October 22, 1999 through July 19, 2002. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on June 6, 2012.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may have a master cylinder reservoir cap that could allow brake fluid to leak and potentially reach the ABS module connector. If the module connector is not sealed properly, brake fluid may enter the module connector, creating a potential for an electrical short. An electrical short might cause an ABS malfunction that could illuminate the ABS warning light, and in some cases, the module may overheat resulting in burning odor, smoke, and/or fire. This condition could occur either when the vehicle ignition switch is in the off position or while the vehicle is being operated.

SERVICE ACTION

Dealers are to:

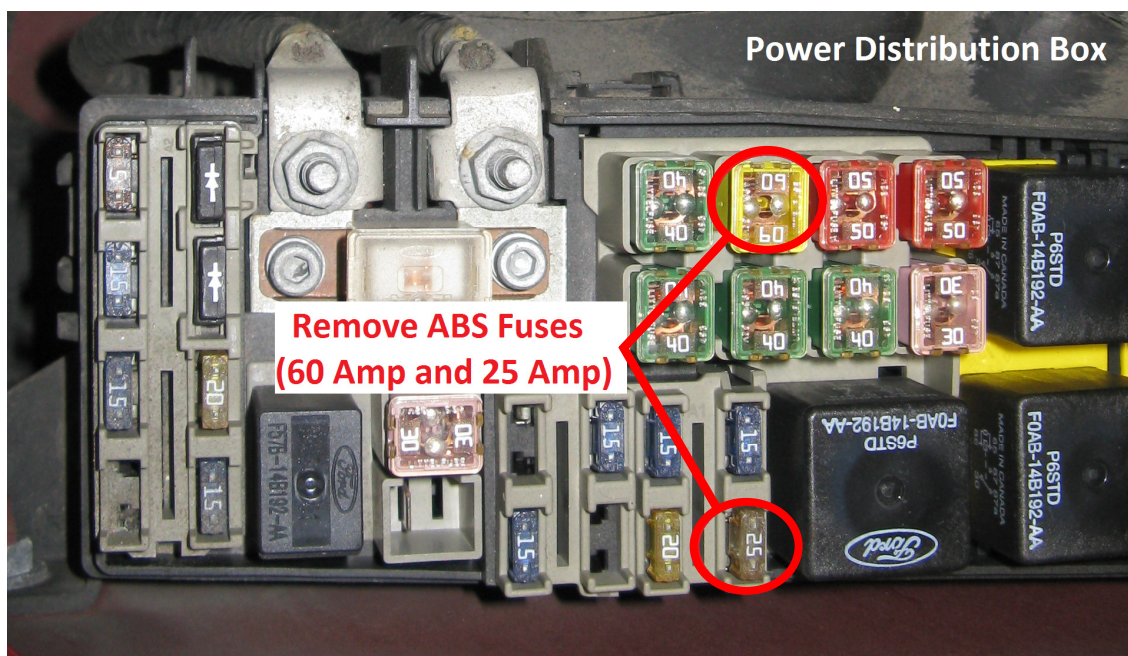
- ensure Safety Recall 07S51 is completed (It is very important that both Safety Recall 07S51 and 11S24 are performed on the vehicle.)
- install a revised brake master cylinder reservoir cap
- disable the original ABS circuit which was powered at all times
- install a new fused ABS relay to provide "Key-On" power only

These services must be performed on all affected vehicles at no charge to the vehicle owner.

SPECIAL SERVICE NOTE:

Service Managers/Service Advisors: When an affected vehicle arrives for service, perform the following steps WHILE the vehicle is in the write up area.

- Check to see if the ABS warning light is illuminated.
 - If illuminated, advise the customer of the condition and ask if they want the dealership to diagnose the concern. The customer should be informed that the likelihood of the illuminated ABS warning light being related to the recall is VERY rare and that it will most likely not be covered under this recall.
- Have dealership personnel remove both ABS fuses (60A and 25A) from the Power Distribution Box (PDB) in the engine compartment to prevent the possibility of an unattended fire. Reference illustration below. Do not instruct customers to pull the fuses before arriving at the dealer as this will disable the ABS. The fuses can only be removed once the vehicle won't be driven on the road. ABS function will be restored with the completion of this recall.



NOTE: If the customer would like to have the ABS warning light diagnosed, Diagnostic Trouble Codes (DTCs) should be retrieved prior to fuse removal. By removing the ABS fuses, all stored DTCs associated with the ABS will be cleared.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to begin mailing the week of June 11, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Dealer Q & A
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621
Special Service Support Center (Parts Ordering)1-800-207-2444

Sincerely,



Michael A. Berardi

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Fused Relay Installation and Brake Master Cylinder Reservoir Cap Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on June 6, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on June 6, 2012. Owner names and addresses will be available by July 6, 2012.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries.

Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (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 recall.

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.

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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

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

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 11S24
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Revised Brake Master Cylinder Reservoir Cap and Fused Relay	11S24B	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

To ensure an equitable distribution of service parts, part number CL8Z-14A411-A will be seed stocked over the next 6 weeks (to dealers with 11 or more VINS assigned to their dealership). Beginning June 6, 2012, dealers will be shipped stock equivalent to approximately 15% of the vehicles assigned to them. Each of the weeks of June 11, 2012 through July 9, 2012, the quantity shipped will be equal to approximately 8% of the vehicles assigned to them. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Part Number	Description	Quantity
CL8Z-14A411-A	Kit - ABS Fused Relay and Brake Master Cylinder Reservoir Cap	1

The DOR/COR number for this recall is 50473.

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

NOTE: For the small percentage of dealers who have 10 VINS or less, contact the Special Service Support Center (1-800-325-5621) if you need a part prior to it being available through open ordering. Please be prepared to provide P&A Code, owner name, and VIN.

NOTE: If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-325-5621), please be prepared to provide P&A Code, owner name, and VIN.

NOTE: If a dealership wishes to discontinue their seed stock, contact the Special Service Support Center (1-800-325-5621). Please note that removing a dealership P&A Code from this seed stock program is a permanent action.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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DEALER Q & A

Q1. What is the issue?

- A. Ford is voluntarily recalling 2001-2002 Model Year Escape vehicles equipped with an Anti-lock Brake System. In some of the affected vehicles, it may be possible for an electrical short to occur causing an Anti-Lock Brake System (ABS) malfunction that may illuminate the ABS warning light, and in some cases, cause the ABS module connector to overheat, resulting in a burning odor, smoke, and/or fire.

Q2. Weren't these vehicles already recalled for this exact issue?

- A. Safety Recall 07S51 was undertaken to address missing or improperly installed cable seals in the ABS connectors. Some Anti-lock Brake System (ABS) module and connector inspections performed by dealers were claimed, but not completed as directed in the 07S51 repair instructions. Subsequently, Ford has also identified the master cylinder reservoir cap in the 2001 and 2002 MY vehicles as a potential source for brake fluid leaks. If a brake fluid leak from the reservoir cap is present, and if the ABS connectors were not correctly remedied under Safety Recall 07S51, corrosion can develop in the electrical connector, leading to the potential for an electrical short to occur causing an Anti-Lock Brake System (ABS) malfunction. Safety Recall 11S24 is being released to address the potential combination of an incorrect 07S51 repair and a leaking master cylinder reservoir cap.

Q3. Why are you only recalling 2001 and 2002 model year Escape vehicles and not the 2003 and 2004 model year vehicles?

- A. The reservoir caps used on the 2003 and 2004 model year vehicles are an improved design from those used on the 2001 and 2002 model year vehicles.

Q4. Are the vehicles safe to drive? Can people continue to drive the vehicle if the dealer cannot provide a permanent repair soon?

- A. Yes, vehicles are safe to drive but should be parked outdoors away from structures to prevent a potential unattended fire from spreading until the recall is performed. In addition, dealers should check OASIS to ensure that Safety Recall 07S51 has been performed. If Safety Recall 07S51 is still open, schedule a service appointment with the customer to have the 07S51 repair performed.