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July 19, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE - SAFETY RECALL 12S35**
Supplement #1
Certain 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine
Fuel Jumper Line Replacement

REF: **DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE - SAFETY RECALL 12S35**
Dated July 18, 2012

New! REASON FOR THIS SUPPLEMENT

- *Provide additional information regarding methods for transporting affected vehicles to the dealership.*
- *Inform dealers of a special Roadside Assistance phone number for this FSA.*

AFFECTED VEHICLES

Certain 2013 model year Escape vehicles equipped with a 1.6L engine built at the Louisville Assembly Plant from Job 1 through July 11, 2012. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on July 18, 2012.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, a fuel jumper line between the body mounted fuel line and the rear of the engine may have been damaged during the manufacturing process. If the fuel line is damaged, a significant fuel leak may occur without warning. A fuel leak in the presence of an ignition source may result in a fire.

New! SERVICE ACTION

AFFECTED VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED.

Parts to complete the required repair are expected to be available the week of July 23, 2012.

Stock Vehicles:

Dealers are to hold all stock vehicles until repairs are performed.

Sold Vehicles:

Dealers are to provide rental transportation to owners of affected vehicles and coordinate transportation of their vehicle to the dealership *via flat bed or appropriate towing procedures*, where it will be held until repairs can be completed.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to begin mailing on July 20, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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.

New! ATTACHMENTS

New! Attachment I: *Administrative Information*

Attachment II: Labor Allowances and Parts Ordering Information*

Attachment III: Technical Information*

Attachment IV: Dealer Q & A*

Owner Notification Letter*

* Expected to be available the week of July 23, 2012.

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE
SAFETY RECALL 12S35 - *Supplement #1*
Certain 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine
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OASIS ACTIVATED?

Yes, OASIS will be activated on July 18, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 18, 2012. Owner names and addresses will also be available on *July 19, 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

Dealers are to hold all stock vehicles until repairs are completed. ***VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED.***

SOLD VEHICLES

- **VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED.**
- Dealers are encouraged to proactively contact owners of affected vehicles to make rental and affected vehicle transportation arrangements. Concurrently, Ford Motor Company Customer Service Managers (CSMs) will conduct an outbound call process to contact affected owners and coordinate logistics with your dealership.
- Special Handling Instructions apply to this recall. Refer to "Special Handling Instructions" in Attachment I for details.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

- Dealers are to provide owners of affected vehicles with rental transportation, including drop-off and pick-up service at the location of their preference.
- Ford Motor Company will provide reimbursement for rental vehicle costs of \$36 per day, plus tax and insurance, for up to 10 days. Rental reimbursement will be provided from the time the rental vehicle is dropped off, while repairs are completed, and the owner's vehicle is returned to them. Prior approval for additional rental days is required from the Special Service Support Center (1-800-325-5621).

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New! SPECIAL HANDLING INSTRUCTIONS

Dealers are authorized to:

- Pick-up the customer's vehicle at the location of their preference, such as their home or place of business. ***VEHICLES ARE NOT TO BE DRIVEN. Affected vehicles must be transported to the dealership using a flatbed or appropriate towing procedures.***

Note: A Special Roadside Assistance phone number is available 24 hours per day at 866-373-7095 to assist with 12S35 vehicle transportation needs.

- Deliver a comparable rental vehicle
- Wash and vacuum the customer's vehicle
- Top-off the fuel tank
- Return the vehicle to the owner after repairs are completed
- Pick-up the rental vehicle

Dealer compensation:

Dealers are authorized to claim \$300 (in addition to rental and towing costs) to cover the following:

- Delivery and pick up of the rental vehicle to the location of the customer's preference
- Top-off of the fuel tank
- Wash and vacuum the vehicle

New! CLAIMS PREPARATION AND SUBMISSION

Claiming instructions are expected to be published the week of July 23, 2012 and include:

- Repair (parts and labor)
- *Costs for one-way towing*
- Rental costs
- \$300 Special Handling allowance