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September 6, 2012

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD – Safety Recall 12S40**  
Certain 2012 Model Year Edge Vehicles Equipped with 2.0L Engine  
Fuel Line Inspection and Replacement

### **AFFECTED VEHICLES**

Certain 2012 model year Edge vehicles equipped with the 2.0L engine built at the Oakville Assembly Plant from September 2, 2010 through October 31, 2011. 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 September 6, 2012.

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the fuel line assembly may experience a crack in the housing of the pulse damper. A cracked housing may result in a combination of fuel odor, weepage, or a continuous leak while the fuel system is pressurized. A fuel leak in the presence of an ignition source could result in a fire.

### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to check the tag on the fuel/brake line bundle assembly and perform the following:

- If the sequence number is within the suspect range, or the tag is not fully readable or is missing, replace the fuel line.
- If the sequence number is not within the suspect range, return the vehicle to the owner as no further repair is necessary.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** Parts are currently not available to replace the fuel line. If the vehicle does not pass inspection, dealers are authorized to provide rental transportation until service parts are available. It is anticipated that parts will be available mid to late September 2012. We will supplement the bulletin with repair instructions and parts information once parts become available.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of September 24, 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.**

**ATTACHMENTS**

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

**QUESTIONS & ASSISTANCE**

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

Sincerely,



Michael A. Berardi

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Certain 2012 Model Year Edge Vehicles Equipped with 2.0L Engine  
Fuel Line Inspection and Replacement

**OASIS ACTIVATED?**

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

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on September 6, 2012. Owner names and addresses will be available by October 12, 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**

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

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

**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.



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**RENTAL VEHICLES**

- If a customer's vehicle requires a fuel line replacement and it is necessary to order parts, Ford will pay for a vehicle rental, related insurance, surcharge, and tax. Fuel will be at the owner's expense. This is a very specific exception to apply **only to 12S40**:
- Due to the unique circumstances of 12S40, maximum daily rental rate has been increased to \$36.00 a day to cover costs associated with the vehicle and insurance, when required. This is a very specific exception to apply **only to 12S40**:
- Rentals will only be reimbursed for the days the vehicle is at the dealership waiting for parts. If parts are not available, call the Special Service Support Center (1-800-325-5621) to order parts and receive rental approval.

**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.
- For rental vehicle claiming, enter the total amount of the rental expense (including related insurance, surcharge, and tax) under Miscellaneous Expense code "Rental".

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**LABOR ALLOWANCES****PASSED INSPECTION**

Description	Labor Operation	Labor Time
Inspect the tag on the fuel/brake line bundle assembly and return the vehicle to the owner as no further repair is necessary.	12S40A	0.2 Hours

**DID NOT PASS INSPECTION**

Description	Labor Operation	Labor Time
Inspect the tag on the fuel/brake line bundle assembly and “ground” the vehicle. <b>NOTE: This is an interim action only and will not close Safety Recall 12S40.</b>	12S40J	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
DT4Z-9S317-A	Fuel Line Kit	1
W708748-S439	Cross Brace Bolts	2

To manage part availability, dealers must contact the Special Service Support Center at 1-800-325-5621 to order a fuel line kit and cross brace bolts if the vehicle did not pass inspection.

When calling to place an order, please be prepared to provide the part number suffix and sequence number from the fuel/brake line bundle tag along with the dealer P&A code, owner name, and VIN.

The DOR/COR number for this recall is 50484.

Questions regarding parts should be directed to the Special Service Support Center 1-800-325-5621 or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Affected fuel lines are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for “Parts Retention and Return Procedures.”

**EXCESS STOCK RETURN**

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

## CERTAIN 2012 MODEL YEAR EDGE VEHICLES EQUIPPED WITH 2.0L ENGINE — FUEL LINE INSPECTION AND REPLACEMENT

### OVERVIEW

In some of the affected vehicles, the fuel line assembly may experience a crack in the housing of the pulse damper. A cracked housing may result in a combination of fuel odor, weepage, or a continuous leak while the fuel system is pressurized.

### INSPECTION

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to Workshop Manual (WSM), Section 100-02.
2. Locate the fuel/brake line bundle tag located on the LH brake line just forward of the LH rear coil spring. See Figure 1.

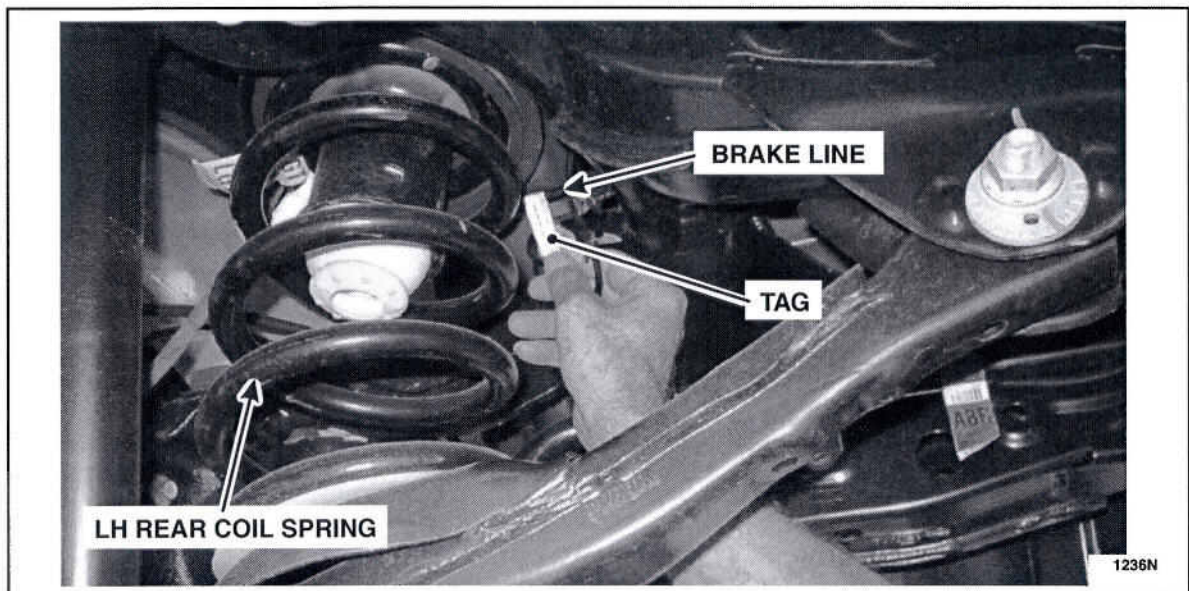


FIGURE 1





3. Compare the last two letters of the part number and the fifth through eighth digits of the sequence number with the chart below to determine if the fuel line needs to be replaced. See Figure 2.

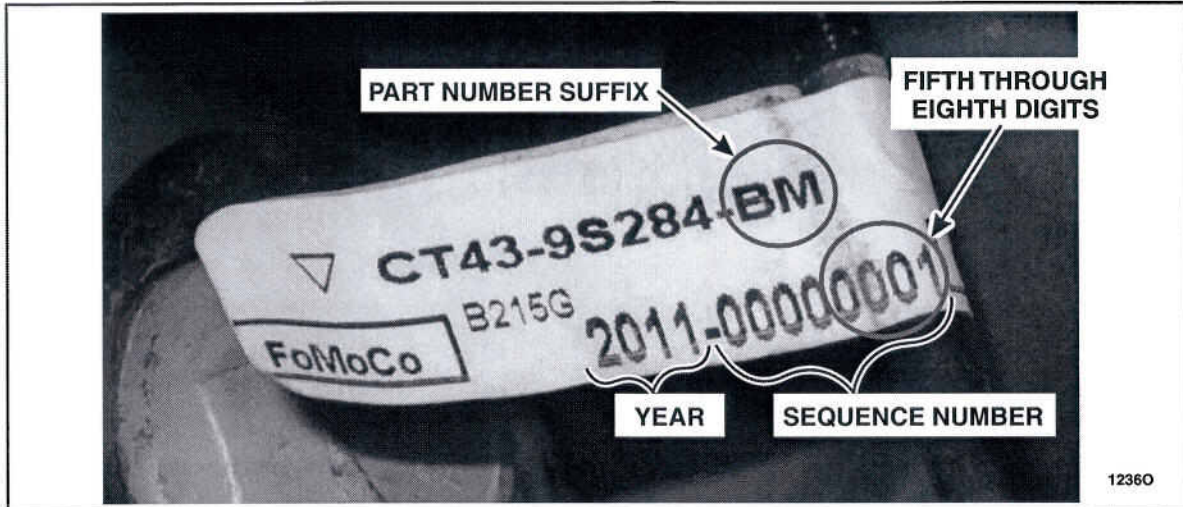


FIGURE 2

TAG IS READABLE		
Part Number	Sequence Number (fifth through eighth digits)	Inspection Results
CT43-9S284-BM	1200 or higher	Pass
CT43-9S284-BM	0001 through 1199	Did not pass
CT43-9S284 - BA through BL		Did not pass

TAG IS NOT FULLY READABLE OR IS MISSING		
Part Number	Sequence Number (fifth through eighth digits)	Inspection Results
Unable to read or tag is missing		Did not pass
CT43-9S284-BM	If only the fifth digit can be read	Pass if two or higher (2???)
CT43-9S284-BM	If only the fifth and sixth digit can be read.	Pass if twelve or higher (12??)

4. Action:

- If the fuel line passed inspection, return the vehicle to the owner. No further repair is required.
- If the fuel line did not pass inspection, offer the customer rental transportation and contact the Special Service Support Center to order replacement parts.

