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Ford Customer Service Division

Ford Motor Company
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January 6, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD – Safety Recall 12S40 – Supplement #2**
Certain 2012 Model Year Edge Vehicles Equipped with 2.0L Engine
Fuel Line Inspection and Replacement

REF: **DEMONSTRATION / DELIVERY HOLD – Safety Recall 12S40 – Supplement #1**
Dated September 18, 2012

New! REASON FOR THIS SUPPLEMENT

Effective immediately, Safety Recall 12S40 has been superseded by Safety Recall 13S13. All affected vehicles have been closed in Safety Recall 12S40 and opened in Safety Recall 13S13. Also, effective immediately, Ford Customer Service Division is issuing a Stop Sale and Return for part number DT4Z-9S317-A (see Attachment II for details).

Special Claiming Note: *Claims for vehicles repaired on or before January 6, 2014 can be submitted for payment. CLAIMS FOR REPAIRS AFTER JANUARY 6, 2014 WILL NOT BE ACCEPTED.*

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances, Parts Return and Claiming Instructions

QUESTIONS & ASSISTANCE

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

Sincerely,

Michael A. Berardi

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New! OASIS ACTIVATED?

Affected vehicles will not be identified in OASIS after January 6, 2014 but repairs dated on or before this date can be submitted for payment.

New! CLAIMS PREPARATION AND SUBMISSION

- *CLAIMS WITH A REPAIR ORDER DATE AFTER JANUARY 6, 2014 WILL NOT BE ACCEPTED.*
- 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". (Ensure approval code is included if rental is for more than one day.)
- All rental costs must be submitted on same repair line as repair.

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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
Install new fuel line. (Includes time to inspect the tag.) Note: Also includes time to put the vehicle on the hoist twice to accommodate the need to order parts.	12S40B	1.0 Hours

PARTS INFORMATION

Part Number	Description	Quantity
DT4Z-9S317-A	Fuel Line Kit	1
W708748-S439	Cross Brace Bolts (package of 4 bolts)	2 bolts per vehicle

The DOR/COR number for this recall is 50484.

New! PARTS RETURN AND CLAIMING INSTRUCTIONS

Effective immediately, Ford Customer Service Division is issuing a Stop Sale and Return for part number DT4Z-9S317-A. If you have any of these parts in inventory, they should be returned immediately. Isolate all on-hand inventories and return per instructions below.

CLAIMING INSTRUCTIONS:

- Create a claim through the DOESII system and enter using the Parts Claim System (PCS).
 - Shipper Number Field: 13S13
 - Return Reason Code: CG
- Wait for a PART RETURN AUTHORIZATION before returning parts.
- Attach barcode return label and return parts to the specified location once RETURN AUTHORIZATION is issued.

NOTE: Claims filed with an incorrect part number or past February 8, 2014 will be denied. Please ensure all parts returned meet the requirements outlined in this communication.

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PARTS RETURN INSTRUCTIONS:

Dedicated Delivery Service Customers: please follow your normal return process.

Non-Dedicated Delivery Service Customers:

- Shipments under 150 pounds / Small Package Shipments:
 - Contact FedEx for a pick-up and charge the return to account # 347509582.
 - Select 3RD PARTY BILLING plus FedEx Ground.
 - Please provide the Fed-Ex Tracking Number and your Claim Number to the Claims Department either via email fordclaimsteam@schneider.com or FAX: 1-800-891-7153. This should be faxed or emailed after the parts have shipped, as this will provide your Proof of Delivery needed for payment.
- Shipments over 150 pounds / those that exceed the dimensions for Small Package Shipments:
 - Call 1-800-222-8403 and select option one. Indicate that you are a dealer with a parts return pick-up request.
 - Attach a copy of the return authorization screen to the shipment for each claim.
 - Prepare a Bill of Lading (BOL).
 - Use this third party billing address:
 - FCSD C/O U.S. Bank Freight Payment Services
P.O. Box 3001
Naperville, IL 60566-7001