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December 19, 2012

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

**SUBJECT:** **STOP SALE / DEMONSTRATION / DELIVERY HOLD - SAFETY RECALL 12S41  
Supplement #5**  
All 2013 Model Year Escape and Fusion Vehicles Equipped with a 1.6L Engine  
Risk of Overheating that May Result in Engine Fires

**REF:** **STOP SALE / DEMONSTRATION / DELIVERY HOLD - SAFETY RECALL 12S41  
Supplement #4** Dated December 15, 2012

**New! REASON FOR THIS SUPPLEMENT**

- *Inform dealers that prior approval is no longer necessary for related damage or additional (MT) time.*
- *Inform dealers that when parts are in short supply that customer vehicles should be prioritized for repairs. Ford is aware that there are some shortages, and is working to make parts available for these vehicles as soon as possible.*

**AFFECTED VEHICLES**

All 2013 Model Year Escape vehicles equipped with a 1.6L engine built at the Louisville Assembly Plant from Job 1 through November 26, 2012, and all 2013 Model Year Fusion vehicles equipped with a 1.6L engine built at the Hermosillo Assembly Plant from Job 1 through November 29, 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 November 30, 2012.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, engine overheating can lead to fluid leaks that may come into contact with the hot exhaust system, resulting in a fire.

Prior to a fire, engine overheating may be indicated by any of the following instrument cluster messages:

- "Power reduced to lower temperature"
- "High engine temperature Stop safely"
- "Engine Coolant Overtemperature"

The instrument cluster may also sound a chime and illuminate a red Engine Coolant Temperature indicator.

**New! PARTS SHORTAGES AND PRIORITIZING CUSTOMER REPAIRS**

*Ford is aware of some service parts that are on back order or in short supply for the affected vehicles. Ford is working to correct these shortages and prevent additional shortages as soon as possible. This will require that order restrictions be placed on some parts. Customer vehicle repairs will be prioritized over dealer stock. Additional rental days for parts delays may be claimed under Program Code 12Y01.*

**SERVICE ACTION**

Before selling or demonstrating any of the vehicles involved in this recall, dealers are to:

- Check for diagnostic trouble codes.
- Reprogram the Powertrain Control Module (PCM) and the Instrument Panel Cluster (IPC):
  - Escape vehicles: Using IDS version 82.02A or later - available immediately
  - Fusion vehicles: Using IDS version 82.02B or later - available immediately
- Check for engine fluid leaks.

This service must be performed at no cost to the vehicle owner.

**AFFECTED VEHICLES ARE NOT TO BE SOLD OR DEMONSTRATED**

**Stock Vehicles:**

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

**Sold Vehicles:**

Dealers are to perform this service action as soon as possible and return vehicles to customers. All rental vehicles should be returned when the customer picks up their vehicle. A provision to wash and fill the customer vehicle with fuel is being added (see claims preparation and submission in Attachment II for claiming instructions).

**OWNER NOTIFICATION MAILING SCHEDULE**

Initial owner mailing occurred the week of December 3, 2012. A second mailing notifying owners that a service fix is available will occur the week of December 17, 2012. We encourage dealers to use their VIN list to call all affected owners as soon as possible and advise them that repair procedures are available. 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 a 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. Hold all vehicles in your vehicle inventory until further instructions are provided.**

**New! ATTACHMENTS**

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information*
- Attachment V: Dealer Q & A*
- Owner Notification Letter (when available)

**QUESTIONS & ASSISTANCE**

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

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on November 30, 2012.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on November 30, 2012. Owner names and addresses will also be available on November 30, 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.
- Dealers are encouraged to proactively contact owners of affected vehicles to make arrangements for repairs, and if necessary, return of all rental vehicles as soon as possible.
- Special Handling instructions apply to sold vehicles in the recall. Refer to "Special Handling Allowance" for details.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS.
- 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.

**New! RELATED DAMAGE**

*Effective immediately, prior approval is not required for related damage.*

**New! ADDITIONAL LABOR TIME**

*Effective immediately, prior approval is not required for additional labor time.*

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**OWNER REFUNDS**

Alternate transportation refunds will be covered if the customer arranged for their own rental beginning November 30, 2012.

**RENTAL VEHICLES / ALTERNATE TRANSPORTATION ARRANGEMENTS**

**Customers Already In Rentals**

The use of long term rental vehicles should no longer be necessary for Escape or Fusion owners. Dealers should repair customer vehicles as soon as possible and contact customers to return rental vehicles.

**Customers Coming in for Repair After the Service Fix Is Available**

Rentals for up to three days at up to \$55 a day, which includes tax and damage waiver, will be allowed through January 2, 2013 to help clear out vehicles being held. Owners may drive their vehicle to the dealership for repair and should not need a rental if the vehicle can be repaired the same day.

Prior approval for all rentals after January 2, 2013, is required from the Special Service Support Center (1-800-325-5621).

**SPECIAL HANDLING ALLOWANCE (Applies to sold vehicles only)**

Dealers are authorized to:

- Wash and vacuum the customer's vehicle
- Top-off the fuel tank

Dealers are authorized to claim \$75 to cover the above special handling actions.

**TOWING (If required):**

2013 Escapes and Fusion vehicles can be towed as follows:

- 4WD and AWD vehicles must be towed with all 4 wheels off the ground (flatbed or dolly).
- FWD vehicles can be towed with the front wheels off the ground or on a dolly.
- Towing is only reimbursable for transporting the vehicle to the dealership.
- A Special Roadside Assistance phone number is available 24 hours a day at 866-373-7095 to assist with 12S41 vehicle transportation needs.

**RENTAL TRACKING AND ALLOWANCE**

The allowance for rental tracking should no longer be claimed after December 15, 2012. Long term rental should not be required once a service repair is available.

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**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.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- For Recall repairs use Program Code 12S41 along with appropriate labor operations from Attachment II.
- Claiming for towing, rental (long & short term), owner alternate transportation refunds, and special handling (wash, vacuum, & fuel): Use the following claiming instructions:
  - Program Code – 12Y01
    - RENTAL VEHICLES: Enter the total amount as Miscellaneous Expense code "RENTAL".
    - TOWING REIMBURSEMENT: Enter the total amount as Miscellaneous Expense code "TOW".
    - OWNER INITIATED ALTERNATE TRANSPORTATION REFUND: Enter the total amount as Miscellaneous Expense code "REFUND".
    - SPECIAL HANDLING: Enter \$75 as Miscellaneous Expense code "SCHP".
  - It is not necessary to close and reopen all rental claims by December 31, 2012 as stated in Supplement I. Claims should be filed as soon as possible within normal submission timing guidelines.
- Claiming for arranging long-term alternate transportation/rental (Not valid for repair dates after December 15, 2012):
  - Dealers will be paid 0.2 hours handling allowance
  - Claims should be submitted as soon as the customer is provided the rental vehicle. Use the following claiming instructions:
    - Program Code - 62M41
    - Labor Operation 62M41B - 0.2 Hours
    - Repair Date should be the date the customer took delivery of the rental vehicle.
    - **Please file claim as soon as possible so that Ford can track vehicles that have been taken out of service.**

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<b>Escape</b> - Retrieve DTCs, Reprogram PCM & IPC, and inspect for fluid leaks	12S41B	1.4 Hour(s)
<b>Fusion</b> - Retrieve DTCs, Reprogram PCM & IPC, and inspect for fluid leaks	12S41C	1.2 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.