



Michael A. Berardi  
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Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

July 23, 2012

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE - SAFETY RECALL 12S35  
Supplement #2**  
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  
Supplement #1**  
Dated July 19, 2012

**New! REASON FOR THIS SUPPLEMENT**

Provide dealers with:

- Repair instructions.
- Parts requirements, seed stock plan, and ordering information.
- Claiming instructions.

**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 was 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.**

*Once within dealership property, vehicles can be driven at low speeds directly from the servicing dealer lot into the service bay. The HVAC (blower motor) should be turned off and windows down. If you notice any fuel odor, warning lights, overheat, or loss-of-power, the vehicle should not be driven.*

*Dealers are to replace the fuel jumper line. In addition, as a quality assurance action unrelated to the fuel line, dealers are to inspect the Positive Crankcase Ventilation (PCV) hose connection to the Air Induction System and confirm that it is properly installed.*

**Stock Vehicles:**

*Repairs must be performed before demonstrating, delivering, or driving any of the affected vehicles.*

**Sold Vehicles:**

*Dealers are to provide rental transportation to owners of affected vehicles and coordinate towing of their vehicle to the dealership.*

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters were mailed 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*
  - New!** Attachment II:                *Labor Allowances and Parts Ordering Information*
  - New!** Attachment III:               *Technical Information*
  - New!** Attachment IV:               *Dealer Q & A*
- Owner Notification Letter

**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 #2**  
Certain 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine  
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**OASIS ACTIVATED?**

Yes, OASIS was activated on July 18, 2012.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on July 18, 2012. Owner names and addresses were 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****VEHICLES ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED.**

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

**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 towing 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.

**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**

Refunds are not authorized for this program.

**New! TOWING**

- *2013 Escapes can be towed as follows:*
  - *4WD must be towed with all 4 wheels off the ground (flatbed or dolly).*
  - *FWD can be towed with the front wheels off the ground or on a dolly.*
- *A Special Roadside Assistance phone number is available 24 hours a day at 866-373-7095 to assist with 12S35 vehicle transportation needs.*
- *Towing is only reimbursable for transporting the vehicle to the dealership.*

**New! 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 or special rental needs is required from the Special Service Support Center (1-800-325-5621).
- *Traveling owners may incur additional rental fees for one-way rentals, which are also reimbursable under this FSA.*
- *Rental vehicle days for this FSA will NOT be removed from dealer's TAP allocation/budget.*

*Note: Dealers may need to use their shuttles or demo vehicles to pick a customer up and take them to the local rental car agency if a rental can't be delivered to the customer. This service is included as part of the \$300 Special Handling compensation.*

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**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 towed to the dealership.**
- 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**

- *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 as Miscellaneous Expense code "RENTAL" on the same line as the repair.*
- *For claiming towing reimbursement, enter the total amount as Miscellaneous Expense code "TOW" on the same line as the repair.*
- *For claiming the Special Handling Allowance, enter \$300 as Miscellaneous Expense Code "SCHP" on the same line as the repair.*

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**New!** LABOR ALLOWANCES

<i>Description</i>	<i>Labor Operation</i>	<i>Labor Time</i>
<i>Replace Fuel Jumper Line. Inspect, and if necessary, reinstall PCV Hose connection.</i>	12S35B	0.5 Hours

**New!** PARTS REQUIREMENTS / ORDERING INFORMATION

**SOLD VEHICLES – SEED STOCK PLAN:** Parts to repair all sold vehicles will automatically arrive at dealers the week of July 23, 2012.

**STOCK VEHICLES:** Parts to repair stock vehicles will be available for ordering beginning July 25, 2012 by contacting the Special Service Support Center Parts Order Line at 1-800-207-2444. When calling to place an order for Fuel Jumper Line, please be prepared to provide dealer P&A code and VIN.

Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

<i>Part Number</i>	<i>Description</i>	<i>Quantity</i>
CV6Z-9J280-C	Pipe – Fuel (Fuel Jumper Line)	1

The DOR/COR number for this recall is 50477.

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](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

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 2013 MODEL YEAR ESCAPE VEHICLES EQUIPPED WITH A 1.6L ENGINE — ENGINE FUEL JUMPER LINE REPLACEMENT

### OVERVIEW

Dealers are to replace the fuel jumper line between the body mounted fuel line and the rear of the engine that may have been damaged during the manufacturing process. Also, dealers are to inspect the Positive Crankcase Ventilation (PCV) hose connection to the air induction system and reconnect if necessary.

**NOTICE:** Affected vehicles are not to be driven on roads until this repair has been performed.

Vehicles can be driven at low speeds within dealership property into the service bay.

The HVAC (blower motor) should be turned off and windows down. If you notice any fuel odor, warning lights, overheat, or loss-of-power, the vehicle should not be driven.

### SERVICE PROCEDURE

#### Fuel Jumper Line Removal

**⚠ WARNING:** Before beginning this service procedure, review the Safety Warnings contained in Workshop Manual (WSM), Section 100-00.

**NOTICE:** Do not loosen any fittings or plugs on the fuel injection pump.

1. Remove the two retainers and the lower passenger side Instrument Panel (IP) insulator. See Figure 1.

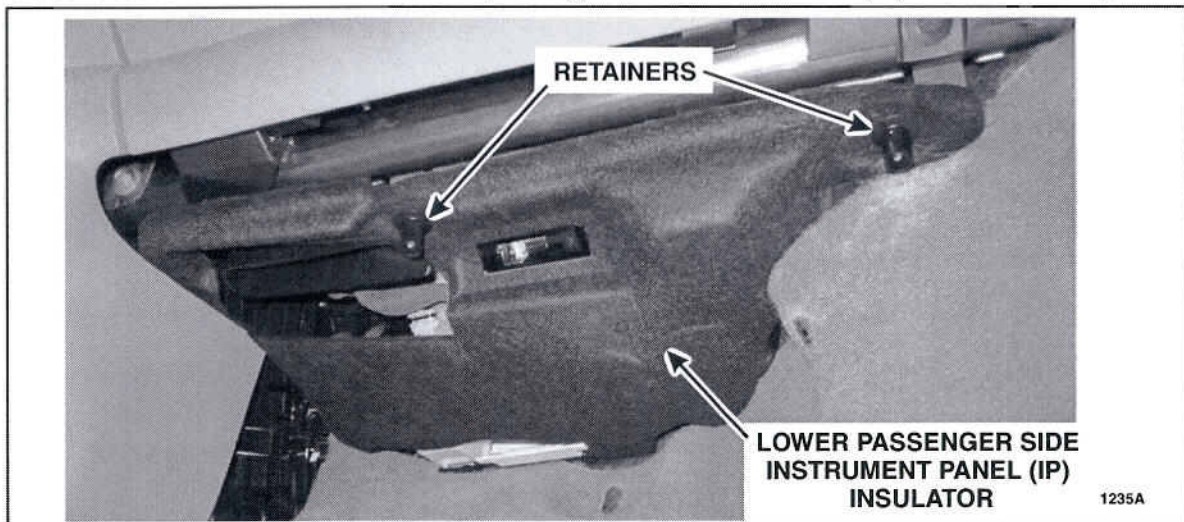
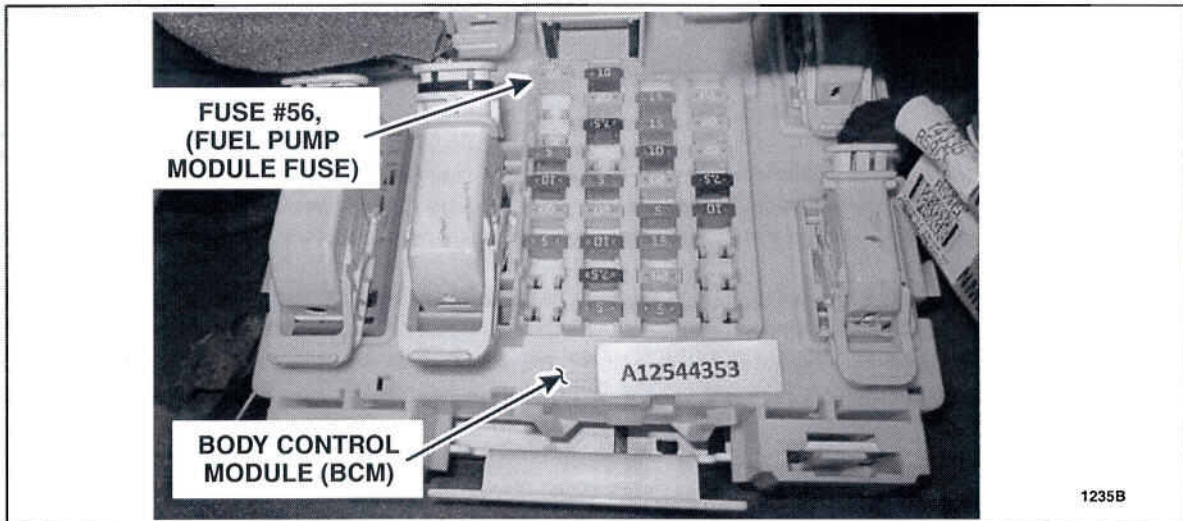


FIGURE 1



2. Remove the Body Control Module (BCM) Fuse #56, (Fuel Pump Module fuse). See Figure 2.



**FIGURE 2**

3. Start the engine and allow it to idle until the engine stalls.
4. Crank the engine for approximately five seconds to make sure that the fuel rail pressure is released.
5. Turn the ignition switch to the OFF position.
6. Disconnect the battery ground cable. Refer to WSM, Section 414-01.
7. Remove the engine appearance cover.





**NOTICE:** When working with liquid or vapor tube connectors, make sure to use compressed air to remove any foreign material from the connector retaining clip area before separating from the tube or damage to the tube or connector retaining clip can occur. Apply clean engine oil to the end of the tube before inserting the tube into the connector.

**NOTICE:** Fuel injection equipment is manufactured to very precise tolerances and fine clearances. It is essential that absolute cleanliness is observed when working with these components or component damage can occur. Always install plugs to any open orifices or tubes.

**NOTICE:** Do not use any tools to disconnect the quick connect coupling on the air intake tube center section. The use of tools may cause a deformity in the clip components which may cause leaks.

**NOTICE:** Whenever turbocharger air intake system components are removed, always cover open ports to protect from debris. It is important that no foreign material enter the system. The turbocharger compressor vanes are susceptible to damage from even small particles. All components should be inspected and cleaned, if necessary, prior to installation or reassembly.

8. Disconnect the EVAP line quick connect coupling from the air intake tube center section. See Figure 3.

- Set the clip aside for reinstallation to prevent it from falling into the engine compartment.

9. Loosen the 2 clamps and remove the air intake tube center section. See Figure 3.

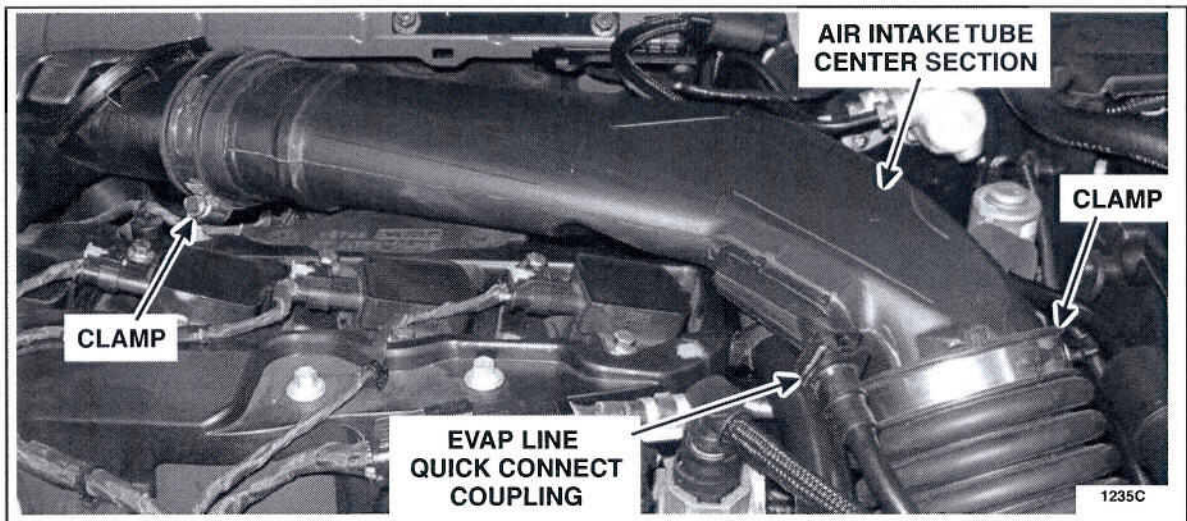
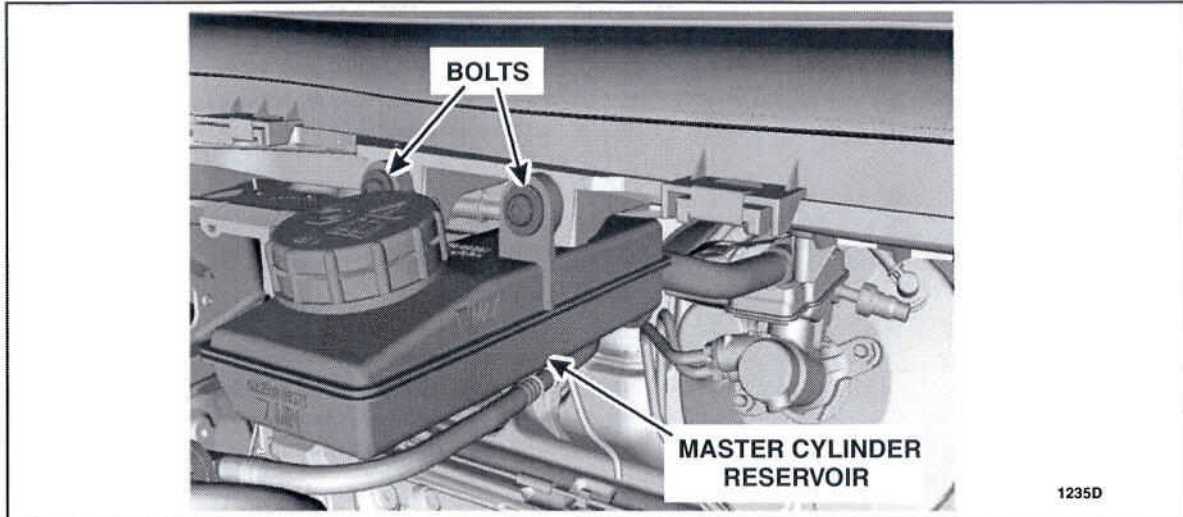


FIGURE 3



10. Remove the two bolts and position the master cylinder reservoir aside. See Figure 4.

- To install, tighten to 2.5 Nm (22 lb-in).

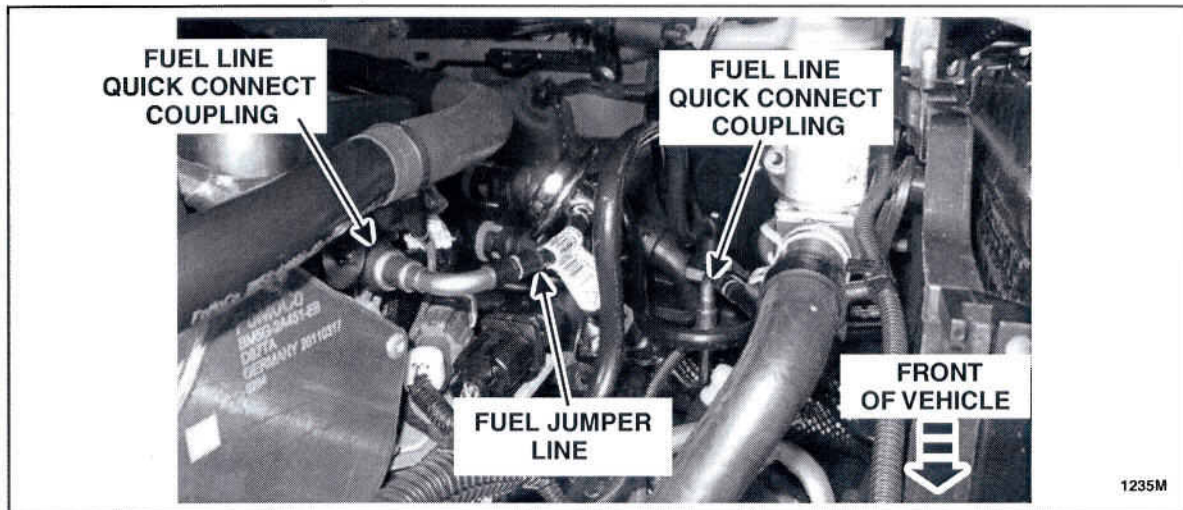


**FIGURE 4**

**NOTE:** Use a shop towel to absorb any residual fuel that is released when disconnecting the fuel lines.

11. Remove and discard the fuel jumper line. See Figure 5.

- Using Special tool 310-S039 or equivalent disconnect the fuel line quick connect couplings.
- Remove the fuel jumper line.



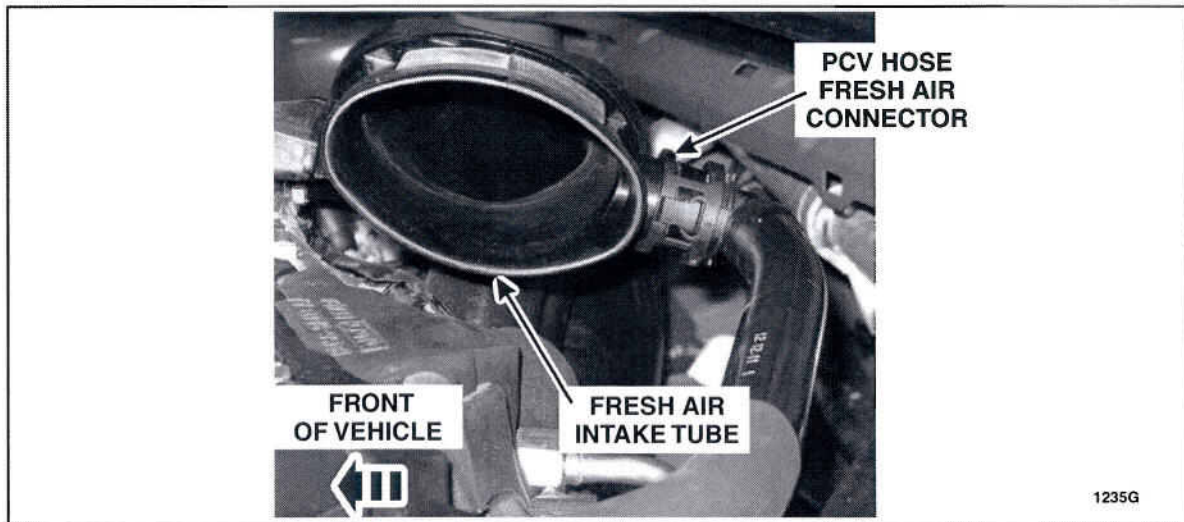
**FIGURE 5**



**NOTE:** Perform the "PCV Hose Inspection" procedure before installing a *new* fuel jumper line.

### PCV Hose Inspection

1. Inspect the PCV hose fresh air connector for correct installation/seating into the rear of the fresh air intake tube. See Figure 6.
2. Push lightly on the hose toward the rear of the vehicle at the fresh air intake tube connection. See Figure 6.



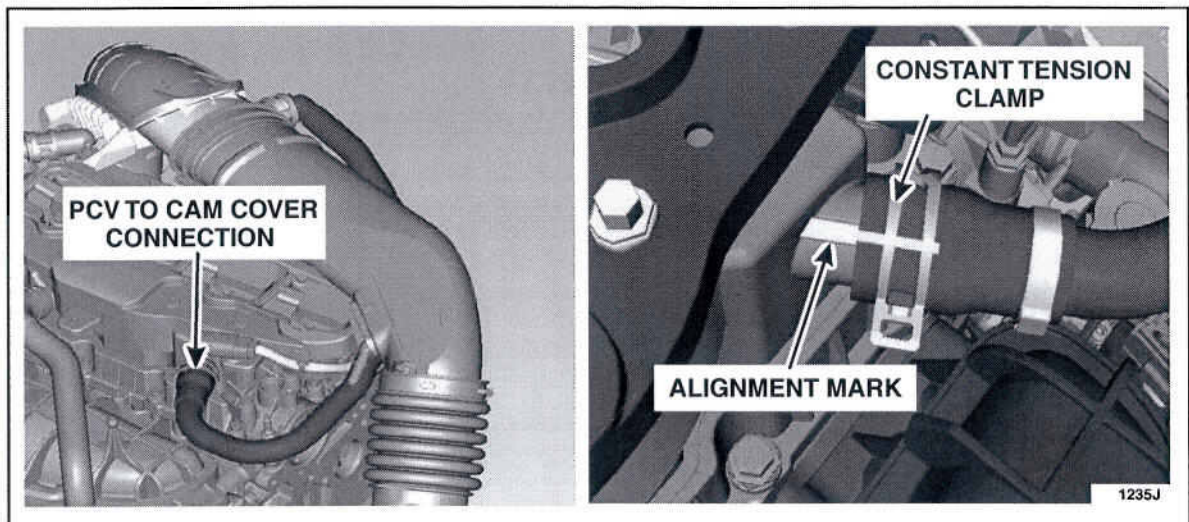
**FIGURE 6**

#### Inspection Results:

- If the hose is loose or disconnected, attempt to reconnect the hose and listen for an audible click to verify it is securely connected. Push lightly toward the rear of the vehicle to ensure a secure connection has been made. If the hose does not securely attach to the fresh air intake tube, call the Special Service Support Center.
- If the hose is seated properly, pull forward on the hose toward the front of the vehicle at the fresh air intake tube connection to ensure it is firmly attached.

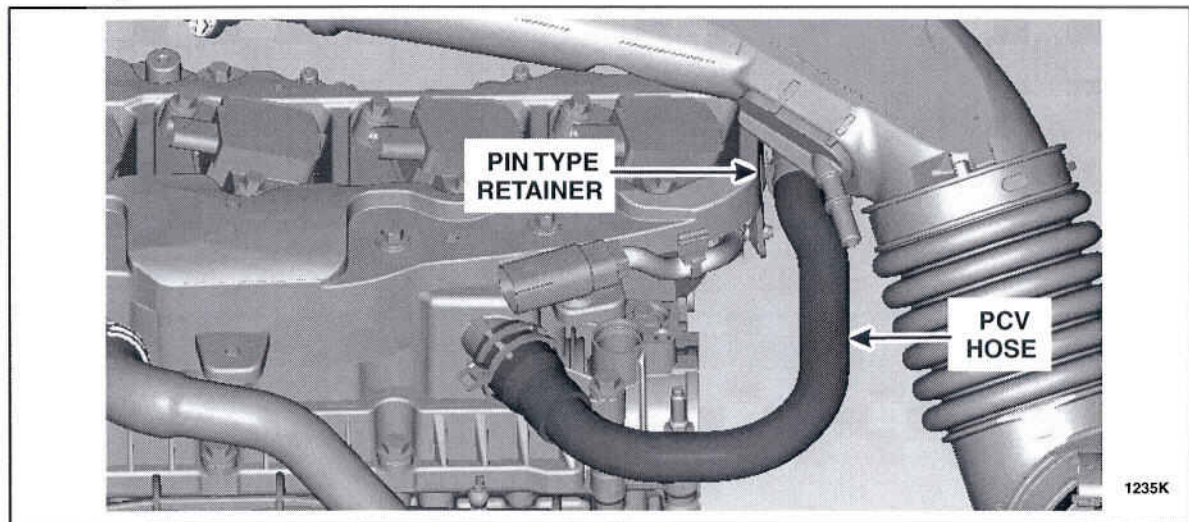


3. Check the constant tension clamp on the PCV hose to cam cover connection and ensure that it is properly installed. Verify the PCV hose is fully seated and aligned with the mark on the cam cover. See Figure 7.



**FIGURE 7**

4. Verify that the PCV hose pin type retainer is pressed firmly in the side of the coil bracket. See Figure 8.

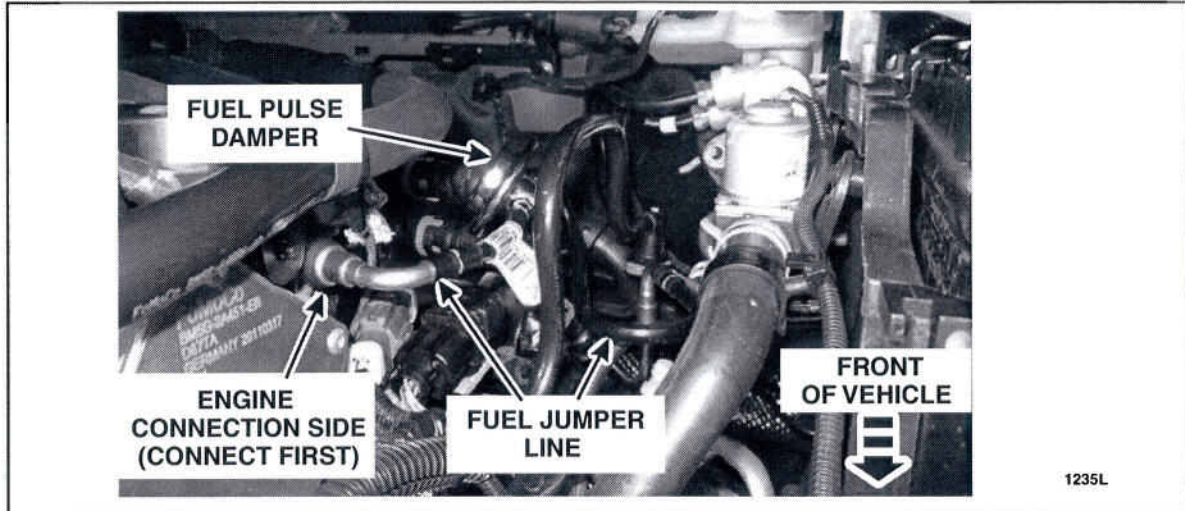


**FIGURE 8**



## Fuel Jumper Line Installation

**NOTE:** The fuel pulse damper should be positioned closest to the engine connection side. See Figure 9.



**FIGURE 9**

**NOTICE:** When connecting the *new* fuel jumper line, do not force it in at an angle or damage to the fuel line o-rings may occur. Minimal effort is required to connect the fuel line. If excessive effort is observed, re-align and try again.

1. To install the *new* fuel jumper line, reverse the removal procedure.
  - Be sure that the fuel pulse damper is positioned closest to the engine connection side of the system before attachment. Confirm the tag on the *new* fuel jumper line is oriented toward the engine as indicated on the tag. See Figure 9.
  - Connect the engine side of the fuel jumper line first.
  - Position the air cleaner outlet pipe back to allow clearance during installation of the *new* fuel line.
  - After installation is complete, carry out a Key ON Engine OFF (KOEO) visual inspection for fuel leaks.



**DEMONSTRATION / DELIVERY HOLD / DO NOT DRIVE  
SAFETY RECALL 12S35 - Supplement #2**

Certain 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine  
Fuel Jumper Line Replacement

**DEALER Q & A**

**Q1. What is the issue?**

- A. Ford Motor Company announced a voluntary safety recall of 2013 Ford Escape vehicles equipped with the 1.6L engine, which were built through July 11, 2012; all other 2013 Escape vehicles equipped with the 2.0L and the 2.5L engines are unaffected. 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.

**Q2. What should Dealers do?**

- A. Demonstration/Delivery Hold/Do Not Drive ([Safety Recall 12S35](#)) was posted on FMC Dealer.com on July 18, 2012 to direct dealers to not demonstrate or deliver affected vehicles until the issue has been resolved. Dealers are to provide rental transportation to owners of affected vehicles and coordinate towing of their vehicle to the dealership where it will be held until repairs can be completed. Dealers will return the vehicle after the repair has been completed.

**Q3. Realizing dealers and customers are not to drive the vehicles on the road, can the vehicle be driven from the dealer lot to the service bay?**

- A. Vehicles can be driven at low speeds directly from the servicing dealer lot into the service bay. The HVAC (blower motor) should be turned off and windows down. If you notice any fuel odor, warning lights, overheat, or loss-of-power, the vehicle should not be driven.

**Q4. Why has Ford issued a Do Not Drive and provided Special Handling Instructions?**

- A. There are several unique circumstances surrounding this recall, and Ford wanted to assist affected customers who have recently chosen the all new Escape.

**Q5. Should a dealer contact a fleet customer on their FSA VIN list and make arrangements to have the vehicle towed?**

- A. Yes. Fleet & retail customers are to be handled in the same manner.



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

July 2012

## Safety Recall Notice 12S35 / NHTSA Recall 12V-336

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** On your Escape vehicle equipped with a 1.6L engine, an engine compartment fuel line may have been damaged during the manufacturing process. When the engine is running, a damaged fuel line may quickly result in a significant fuel leak. In the presence of an ignition source, this fuel leak poses a risk of fire. **Until this recall service has been completed, DO NOT DRIVE YOUR VEHICLE.**

**What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to do the following:

- Transport your vehicle to the dealership for repairs.
- Provide you with a comparable vehicle while your vehicle is in for service.
- Return your vehicle to you when repairs are complete.

These services will be provided to you free of charge.

**How long will it take?** Parts are not currently available to repair your vehicle. We expect to have recall service parts available at your dealership the week of July 23, 2012.

**What should you do?** **Until the recall service has been completed, DO NOT DRIVE YOUR VEHICLE.** Please contact your dealer immediately to make arrangements for your vehicle to be transported to the dealership to have Safety Recall 12S35 performed. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

**What should you do?  
(continued)**

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 12V-336.

Thank you for your attention to this important matter.

Ford Customer Service Division