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13V-303
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Steve M. Kenner, Global Director
Automotive Safety Office
Sustainability, Environment & Safety Engineering

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330 Town Center Drive
Dearborn, MI 48126-2738

July 8, 2013

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

Subject: Ford Motor Company (Ford) recall No. 13C02 - Certain 2013 Model Year C-Max
Vehicles Without Panoramic Roof

Summary

- Ford Action - Ford is conducting a voluntary compliance recall involving certain 2013 model year C-Max vehicles, without panoramic roofs, to install a plastic energy absorber between the headliner and the roof on both the left and right side of the vehicle to address a non-compliance with FMVSS 201.
- Number of Vehicles Involved - Approximately 33,021 vehicles in the United States and federalized territories.
- Description of Non-Compliance - A 2013 model year Ford C-Max was tested by NHTSA's Office of Vehicle Safety Compliance to the requirements of S6.2(b) of FMVSS 201, and one target location exceeded the limit specified by S7.
- Service Program - Ford will notify dealers to stop demonstrating or delivering the affected vehicles until the headliner modifications are performed. Ford will notify owners and instruct them to take their vehicles to a Ford or Lincoln dealer for the repair.

The detailed information required by the applicable portions of 49 CFR Part 573 - Defect and Non-Compliance Information Report is attached.

Sincerely,

A handwritten signature in blue ink that reads "S. M. Kenner".

for Steven M. Kenner

ATTACHMENT

49 CFR Part 573 - NON-COMPLIANCE INFORMATION REPORT
13C02 - 2013 MODEL YEAR FORD C-MAX

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Non-Compliance Reports, Ford Motor Company (Ford) submits the following information concerning a non-compliance to the requirements of Section S6.2(b) of FMVSS 201 for certain 2013 model year C-Max vehicles.

573.6 (c) (2) - Potentially Affected Vehicles

Certain C-Max vehicles, without panoramic roofs, built from January 19, 2012, through June 25, 2013, at the Michigan Assembly Plant are potentially affected.

Because these vehicles are not produced in VIN order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

573.6 (c) (3) - Estimated Population of Vehicles Potentially Affected

Approximately 33,021 vehicles in the United States and federalized territories.

573.6 (c) (4) - Estimated Percentage of Affected Vehicles with the Condition

Unknown.

573.6 (c) (5) - Description of Non-Compliance

A 2013 model year Ford C-Max was tested by NHTSA's Office of Vehicle Safety Compliance to the requirements of S6.2(b) of FMVSS 201. One target location exceeded the limit specified by S7.

Ford is not aware of any accidents or injuries related to this non-compliance.

573.6 (c) (7) - Basis of Non-Compliance Determination

On April 16, 2013, Ford was informed by NHTSA of the results recorded for a 2013 C-Max in a test conducted pursuant to the requirements of S6.2(b) of FMVSS 201. An investigation was undertaken, including assessment of the test setup conditions. Ford's investigation included a test on June 25, 2013, that was witnessed by agency personnel to further evaluate test setup conditions and vehicle performance to the standard. Following these evaluations, it was determined that the subject vehicles do not comply as noted above.

573.6 (c) (8) - Service Program

Ford will notify dealers to stop demonstrating or delivering the affected vehicles until plastic energy absorbers are installed between the headliner and the roof. Ford will notify owners and instruct them to take their vehicles to a Ford or Lincoln dealer for the repair. There will be no charge to owners for this service.

Mailing of owner notification letters will occur during the week of August 19, 2013. Notification to dealers will occur on July 10, 2013.

In accordance with Part 573.13 (d)(1), Ford is excluding reimbursement for costs incurred by owners for repair of this problem because Ford's original warranty program would provide for a free repair for this concern for customers.

573.6 (c) (10) - Press statement and Dealer/Owner Letters

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued. A copy of the notification letters to dealers and owners from Ford will be forwarded to the agency when available.

573.6 (c) (11) - Recall Number

Ford has assigned recall number 13C02 to this action.