



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

July 22, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DELIVERY HOLD – Safety Recall 13S07**
Certain 2013 Model Year Explorer, Taurus, and MKS Vehicles
Rear Door Child Safety Lock Test and Replacement

REF : **DELIVERY HOLD Advance Notice - Safety Recall 13S07**
Dated June 26, 2013

AFFECTED VEHICLES

Certain 2013 model year Explorer, Taurus, and MKS vehicles built at the Chicago Assembly Plant from November 29, 2012 through December 12, 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 June 26, 2013.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the rear door latches may contain an improperly formed component that results in a low child safety lock detent torque. With sufficient door openings/closings, this condition may allow the child safety lock to change from activated to deactivated without input from the operator. If the rear door is unlocked, a deactivated child lock would not prevent the door from opening when the interior door handle is activated. This condition could potentially increase the risk of injury to an unrestrained child.

SERVICE ACTION

Before delivering any of the vehicles involved in this recall, dealers are to test both child safety locks using the special "Child Safety Lock Test Tool" and replace the latch assembly as necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

This Rotunda tool, number 501-407, will be shipped to all dealers the week of July 22, 2013.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed by August 2, 2013. Dealers should repair any affected vehicles that arrive at their dealership, 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 \$7,000 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
Special Service Support Center (Parts Ordering) 1-800-207-2444

Sincerely,



Michael A. Berardi

DELIVERY HOLD – Safety Recall 13S07
Certain 2013 Model Year Explorer, Taurus, and MKS Vehicles
Rear Door Child Safety Lock Test and Replacement

OASIS ACTIVATED?

Yes, OASIS was activated on June 26, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on June 26, 2013. Owner names and addresses will be available by August 9, 2013.

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.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- 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 related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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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OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

- If a customer's vehicle requires the replacement of the left or right rear door latch, and it is necessary to order parts, Ford Motor Company will pay for up to one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts.
- Rentals will only be reimbursed for the day the vehicle is at the dealership waiting for parts. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

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, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental". The rental expense must be submitted on the same repair line on which the FSA is claimed. Rental expenses for one day do not require approval; additional days require prior approval from the Special Service Support Center.

DELIVERY HOLD – Safety Recall 13S07
 Certain 2013 Model Year Explorer, Taurus, and MKS Vehicles
 Rear Door Child Safety Lock Test and Replacement

LABOR ALLOWANCES**PASSED TEST**

Vehicle	Description	Labor Operation	Labor Time
All vehicles	Test both rear door child safety locks using special tool and return vehicle to owner.	13S07A	0.2 Hours

DID NOT PASS TEST ON ONE OR BOTH CHILD SAFETY LOCKS

Vehicle	Description	Labor Operation	Labor Time
2013 Taurus/MKS	Test both rear door child safety locks using special tool and replace one latch.	13S07B	1.0 Hours
2013 Taurus/MKS	Test both rear door child safety locks using special tool and replace both latches.	13S07C	1.7 Hours
2013 Explorer	Test both rear door child safety locks using special tool and replace one latch.	13S07D	0.7 Hours
2013 Explorer	Test both rear door child safety locks using special tool and replace both latches.	13S07E	1.3 Hours

REQUIRED SPECIAL TOOLS

Rotunda Special Service Tool 501-407, specifically developed to test the function of the child safety lock, will be shipped to dealers the week of July 22, 2013. Each dealer will be provided one tool at no charge. The tool will arrive in a box with "For use with Safety Recall 13S07" on the label.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DG1Z-5426412-A	RH Rear Latch Assembly	1
DG1Z-5426413-A	LH Rear Latch Assembly	1

The DOR/COR number for this recall is 50511.

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444.

When calling to place an order for a rear latch assembly, please be prepared to provide dealer P&A code, VIN, and RO#.

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Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

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 EXPLORER, TAURUS, AND MKS VEHICLES — REAR DOOR CHILD SAFETY LOCK TEST AND REPLACEMENT

OVERVIEW

In some of the affected vehicles, the rear door latches may contain an improperly formed component that results in a low child safety lock detent torque. With sufficient door openings/closings, this condition may allow the child safety lock to change from activated to deactivated without input from the operator. If the rear door is unlocked, a deactivated child lock would not prevent the door from opening when the interior door handle is activated. This condition could potentially increase the risk of injury to an unrestrained child.

Before delivering any of the vehicles involved in this recall, dealers are to test both child safety locks using the special "Child Safety Lock Test Tool" and replace the latch assembly as necessary.

INSPECTION

1. On each rear door, insert the "Child Safety Lock Test Tool" into the child lock. See Figure 1.
2. **Gently** lower the tool until you feel the resistance of the lock detent.

NOTE: Taurus shown, other vehicles similar.

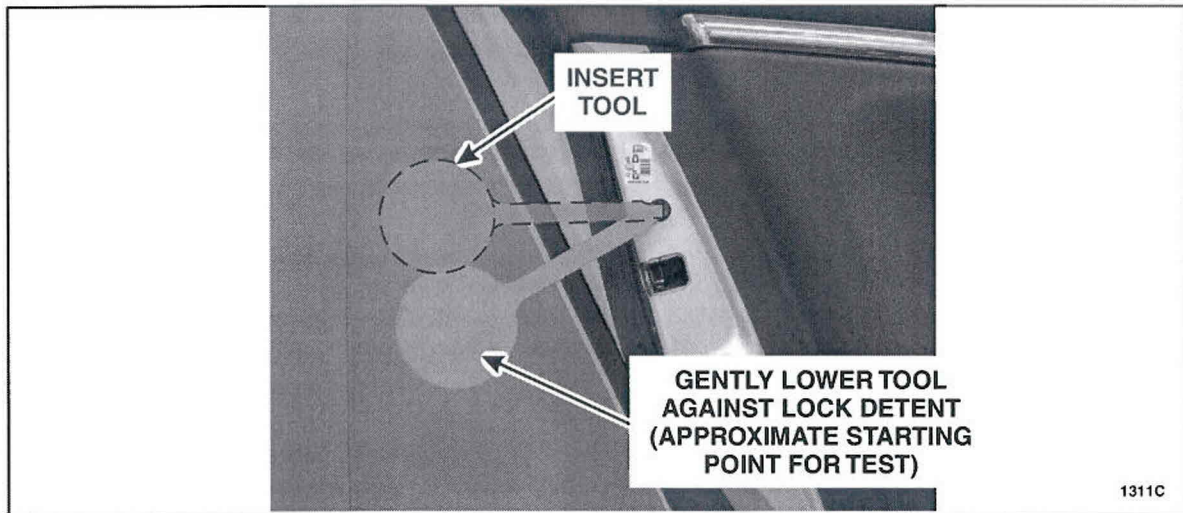


FIGURE 1



3. Perform the test while no longer supporting the tool.

- If the lock detent can hold the weight of the tool, the child lock passes the test.
- If the tool moves downward, the child lock does not pass the test. See Figure 2.

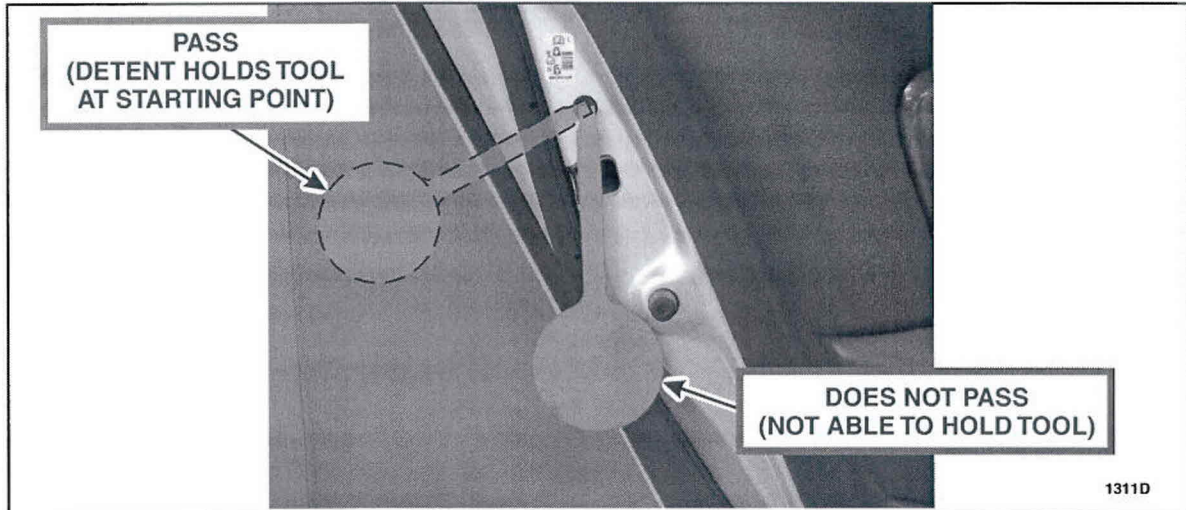


FIGURE 2

4. Test results:

- If both rear child locks pass the test, no further action is necessary. Return vehicle to the customer.
- If either rear child lock does not pass the test, proceed to "Door Latch Replacement" below to replace the affected latch(es).

DOOR LATCH REPLACEMENT

Replace the rear door latch. For additional information, refer to Workshop Manual (WSM) Section 501-14.





THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 2013

Safety Recall Notice 13S07/ NHTSA Recall 13V270

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.

The Lincoln 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 vehicle, it may be possible that the rear door latches contain an improperly formed component. This condition may allow the child safety lock to change from activated to deactivated without input from the operator. If the rear door is unlocked, a deactivated child safety lock would not prevent the door from opening when the interior door handle is activated. This condition could potentially increase the risk of injury to an unrestrained child. |
| What will Lincoln and your dealer do? | The Lincoln Motor Company has authorized your dealer to test the child safety lock and replace the latch assembly as necessary free of charge (parts and labor). |
| How long will it take? | The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will need to be tested to determine if parts need to be ordered. |
| What should you do? | <p>Please call your dealer without delay and request a service date for Recall 13S07. 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.</p> <p>If you need to use the child safety lock feature before Safety Recall 13S07 is completed, it is recommended that the child safety lock be set prior to each drive (see your Owner Manual for details).</p> <p>If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.</p> |

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

The Lincoln 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. Therefore, please have this recall performed as soon as possible.

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.

Do you need a rental vehicle?

If your dealer determines the door latch assembly must be replaced and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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 our 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 - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is www.Lincolnowner.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 - 8:00PM (Eastern Time).

Or you may contact us through the Internet at 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. Reference NHTSA Safety Recall 13V270.

Thank you for your attention to this important matter.

The Lincoln Motor Company



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Ford Customer Service Division
P. O. Box 1904
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July 2013

Safety Recall Notice 13S07 / NHTSA Recall 13V270

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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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.

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