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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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July 10, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD Advance Notice - Compliance Recall 13C02**
Certain 2013 Model Year C-MAX Vehicles Built without a Panorama Roof
Headliner Head Impact Protection

AFFECTED VEHICLES

Certain 2013 model year C-MAX vehicles without a Panorama Roof built at the Michigan Assembly Plant from Job #1 through June 26, 2013. 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 July 10, 2013.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 201, Occupant Protection in Interior Impact. Affected vehicles were built with insufficient interior head impact protection at the roof/B-Pillar area.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles until the necessary repairs have been performed. Parts are not currently available to complete this repair. A complete Dealer Bulletin containing parts ordering information and repair instructions will be provided to dealers as soon as parts are available, which is expected to be before the end of July, 2013.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 prior to delivery

QUESTIONS?

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

Sincerely,

Michael A. Berardi