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Ford Motor Company  
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November 25, 2013

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

**SUBJECT: STOP SALE / DEMONSTRATION / DELIVERY HOLD**

**Advance Notice – Safety Recall 13S12**

All 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine

Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak Fires

**AFFECTED VEHICLES**

All 2013 model year Escape vehicles equipped with a 1.6L engine built at the Louisville Assembly Plant. 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 25, 2013.

**REASON FOR THIS SAFETY RECALL**

In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

In a subset of the affected vehicles built through July 11, 2012; the service fuel line jumper that was installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

**SERVICE ACTION**

Service parts and repair procedures are not currently available. A complete Dealer Bulletin will be provided to dealers in the first quarter of 2014 when it is anticipated that repair instructions and parts ordering information will be available to support this safety recall.

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail in January 2014.

**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.**

## **ATTACHMENTS**

Administrative Information  
Dealer Q & A

## **QUESTIONS?**

Customer Service Manager (Dealer Assistance Only) .....1-866-631-3788  
Customer Relationship Center (Customer Assistance Only) .....1-800-392-3673  
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 25, 2013.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on November 25, 2013.

**CUSTOMER HANDLING**

Starting Monday, November 25, 2013, dealers will likely be contacted by some Escape Owners regarding this field service action. Please advise them that:

- Based on existing warning systems, Ford has NOT issued a “Do Not Drive” directive.
- As always, owners should seek service if gauges, warnings, or vehicle performance indicate unusual conditions while operating the vehicle.

Some 2013 Escape owners may have experienced multiple recalls during their ownership experience. Based on this, there may be customers who require some extraordinary actions to be satisfied under the current situation. Ford has increased staff to assist you with customer handling. Contact your Customer Service Manager for customers requiring additional support:

- Call your Customer Service Manager directly at 1-866-631-3788, select 2 for dealership employees, enter P&A code, and select 1 to reach your Ford CSM, or
- Open an FMC360 case for your customer that will automatically be directed to your facing Customer Service Manager (CSM). The CSM will contact you within 2 hours to discuss the customer's unique handling requirements.

**NOTE:** We are NOT advising customers to stop driving their vehicles at this time. An improved control system was implemented both in production and in the field through the November 2012 recall (12S41) to reduce the potential for severe engine overheats, to detect severe overheats earlier, and to warn the driver to ‘stop safely now.’

**SPECIAL HANDLING ALLOWANCE (to be applied to vehicles after FSA repairs are available)**

After FSA repairs are completed on a vehicle, dealers will be provided an allowance to:

- Wash and vacuum the customer's vehicle,
- Top off the fuel tank, and/or
- Provide vehicle pick-up and/or delivery.

Dealers will be authorized to claim \$75 to cover a combination of the above special handling actions as they choose.



**STOP SALE / DEMONSTRATION / DELIVERY HOLD SAFETY RECALL 13S12**

All 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine  
Risk of Overheating that May Result in Engine Fires

**DEALER Q & A**

Ford is taking precautions to protect its customers by conducting a safety recall of 2013MY Ford Escapes equipped with a 1.6L engine. Ford's investigation of these vehicles has identified a potential localized overheating of the engine cylinder head. The localized overheating may cause the engine cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment.

- We are not aware of any injuries as a result of this condition.
- The fix will include enhancements to the engine shielding, cooling and control systems.
- A subset of these vehicles (built through July 11, 2012) will also be inspected to determine whether the engine compartment fuel line may have been installed incorrectly by service technicians in a previous recall. If installed incorrectly, the engine compartment fuel line could chafe over a period of time and leak fuel.
- Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

**Q. What is the issue?**

A. There is the potential for localized overheating of the engine cylinder head. The localized overheating may cause the engine cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment.

**Q. What is the recommended repair?**

A. The repair will include enhancements to the engine shielding, cooling and control systems.

**Q. Is this the same issue as the earlier recalls for 2013 Escapes for potential fires?**

A. No. Our extensive engineering analyses show there is a specific risk for localized overheating of the engine cylinder head. The localized overheating may cause the engine cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment. The prior recalls were effective in addressing the other root causes.

**Q. Why aren't you advising customers to stop driving the affected Escape models when that was the course of action you took for a possible fire situation last year?**

A. We implemented an improved control system to reduce the potential for severe engine overheats, detect severe overheats earlier and warn the driver to 'stop safely now,' both in production and in the field through our November 2012 recall (12S41).

**Q. Are there any early warning signs or symptoms a customer would notice that would indicate a problem?**

A. In addition to implementing an improved control system to reduce the potential for severe engine overheats and detect severe overheats earlier, we also implemented a warning for the driver to 'stop safely now,' both in production and in the field through our November 2012 recall (12S41).

**Q. Is this a condition that can occur when the vehicle is turned off?**

A. No.

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**Q. Is it safe for customers to park their vehicles in their garage?**

A. Yes.

**Q. When will parts be available?**

A. We are still finalizing repair instructions. A complete Dealer Bulletin will be provided to dealers in the first quarter of 2014 when it is anticipated that repair instructions and parts ordering information will be available to support this safety recall.

**Q. When do you plan to notify owners?**

A. Owners of record will be notified via first-class mail in January 2014.

**Q. In November 2012, you recalled both the 2013MY Escape and the Fusion for overheat conditions that may lead to an engine compartment fire. Why isn't Fusion included in this recall?**

A. The engine application is different in the Fusion than the Escape. We do not see similar reports in the Fusion.

**Q. Why aren't the 2014MY Escapes included in this recall? What's different?**

A. In the 2014MY, we introduced a new engine temperature sensor. We are not aware of any reports of issues in 2014MY Escapes.

**Q. Why don't you put that same sensor in the 2013MY Escapes?**

A. The incorporation of the sensor required a change in design of the engine and is not backwards compatible.

## **DEALER EXECUTIVE SUMMARY**

### **STOP SALE / DEMONSTRATION / DELIVERY HOLD Advance Notice – Safety Recall 13S12**

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#### **PROGRAM**

Program Type	Safety Recall
Stop Sale	Yes
Demonstration Hold	Yes
Delivery Hold	Yes
Program Expiration	None

#### **PARTS & SERVICE**

Parts Required	Yes
Parts Available	No (First quarter of 2014)
Interim Repair Available	No
Repair Universe/Percentage of vehicles expected to require a repair	100% of affected vehicles
New FSA Special Service Tools Needed	TBD
Unique Related Damage Provision	TBD
Labor Time	TBD

#### **CUSTOMER HANDLING**

Towing Reimbursement	Not Required
Rental Assistance / Customer Handling	TBD at the time of repair / For customer satisfaction assistance prior to repair availability, contact your Customer Service Manager
Refunds Authorized	No
Special Handling	Yes (\$75 to cover combination or choice of fuel fill, wash, vacuum, pick-up and delivery)
Vehicle Storage	TBD

#### **ADMINISTRATION**

OASIS On	November 25, 2013
Owner Notification	January 2014