



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



1684/000562/0003



R. FILE  
330 TOWN CENTER DR  
STE 500  
DEARBORN, MI 48126-2796

January 2014

**\* \* \* IMPORTANT SAFETY RECALL \* \* \***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 13S12**  
**NHTSA Recall 13V583 and 13V584**

**Aviso de Revisión de Seguridad 13S12**

**This notice applies to your vehicle:**

2013 Escape

Your Vehicle Identification Number:

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 vehicle, 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 (NHTSA Recall 13V-583).

Ford is working closely with its suppliers to produce parts to correct the condition. Parts are anticipated to be available by the second quarter of 2014.

In addition, the service fuel line jumper that was installed during previous Safety Recall 12S35 may have been installed incorrectly. An improperly installed 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 (NHTSA Recall 13V-584).

**What will Ford and your dealer do?**

Ford will re-notify you when parts become available to address localized overheating of the engine cylinder head. At that time, Ford Motor Company will authorize your dealer to make enhancements to the engine shielding, cooling and control systems. In addition, at this time, Ford Motor Company has authorized your dealer to inspect the installation of the fuel line jumper and replace it if necessary. These enhancements and repairs will be completed free of charge (parts and labor).

**What should you do?**

Schedule a service appointment now to have the service fuel line jumper inspected.

Ford will re-notify you by mail when replacement parts are available to address overheating. In the meantime,

- 1) If your vehicle exhibits symptoms of overheating, or an engine oil or coolant leak, please contact your dealer and request a service appointment for proper diagnosis and repair.
- 2) Maintain proper engine coolant level by following the Coolant Check procedure in the Maintenance section of your Owner's Manual to substantially reduce the risk of overheating leading to a fire.

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.

**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 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.Fordowner.com](http://www.Fordowner.com).

*Para asistencia en Español:*

*Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.*

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).

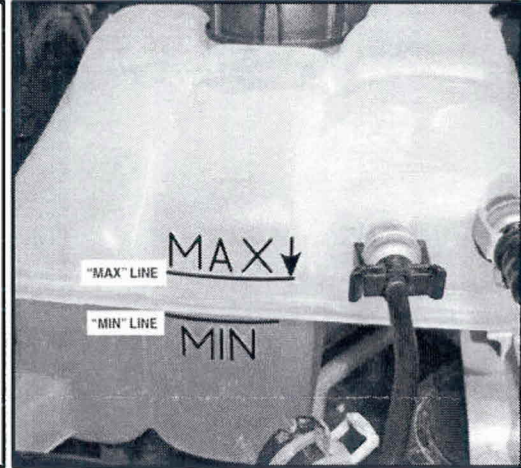
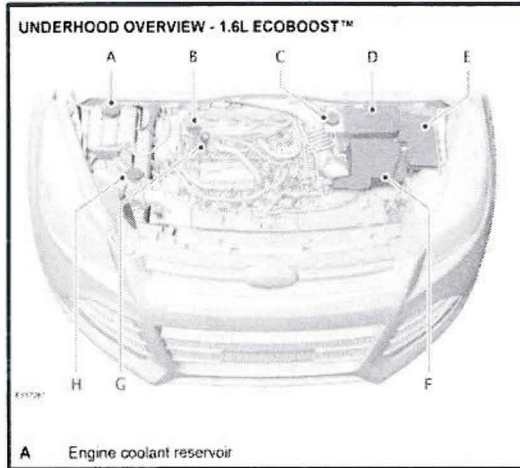
Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

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 13V-583 and 13V-584.

Thank you for your attention to this important matter.

Ford Customer Service Division

## 2013 MODEL YEAR ESCAPE - ENGINE COOLANT CHECK



### CHECKING THE ENGINE COOLANT

Check the level of the engine coolant when the engine is cold. Make sure that the level is between the MIN and MAX marks on the coolant reservoir. If the level is at the MIN mark, below the MIN mark, or empty, add coolant immediately.

**Note:** Coolant expands when it is hot, the level may extend beyond the MAX mark.

### ADDING ENGINE COOLANT

#### WARNING



To reduce the risk of personal injury, make sure the engine is cool before unscrewing the coolant pressure relief cap. The cooling system is under pressure; steam and hot liquid can come out forcefully when the cap is loosened slightly.

Unscrew the cap slowly. Any pressure will escape as you unscrew the cap. Add prediluted engine coolant meeting the Ford specification. Whenever coolant has been added, the coolant level in the coolant reservoir should be checked the next few times you drive the vehicle. If necessary, add enough prediluted engine coolant to bring the coolant level to the proper level.

Item	Capacity	Ford part name or equivalent	Ford part number / Ford specification
Engine Coolant 1.6L EcoBoost	8.5 qt (8 L)	Motorcraft Orange Antifreeze / Coolant Prediluted	VC-3DIL-B (U.S.) CVC-3DIL-B (Canada) / WSS-M97B44-D2

**Note:** Automotive fluids are not interchangeable. Do not use engine coolant or antifreeze or windshield washer fluid outside of its specified function and vehicle location.

Refer to your Owner's Manual for Additional Information