

STOP SALE / DEMONSTRATION / DELIVERY HOLD – Safety Recall 13S12 – Supplement #2

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

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.

Additionally, some vehicles have been observed with an engine oil overfill condition that occurred during service when the oil capacity was not properly identified. An improved dip stick and label will be added to facilitate proper maintenance and improve customer satisfaction.

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. 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. What is the recommended repair?

A. The final repair will include enhancements to engine shielding, cooling, and control systems. An engine oil capacity label will also be installed and the dipstick will be replaced.

Q. How should a Dealership prepare?

A. Review the repair procedures which include 14 modular sub-procedures as identified in the technical information (Attachment III). Identify technician(s) to perform the repairs. Watch the instructional video and become familiar with the technical instructions and parts.

Q. Why may it initially take additional time to complete the repairs?

A. Due to the comprehensive technical instructions and repair procedures, initial repairs may take longer to complete. Over time, technicians will improve their productivity and reduce the time to complete the recall. To assist, we are allowing up to 2.0 hours of additional actual labor time to be claimed without prior approval.

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Q. Which vehicles require fuel line inspection?

A. If 13Y03 is open in OASIS for certain vehicles built on or before July 11, 2012; inspect the fuel line jumper for correct orientation and replace it only if it is **not** installed properly.

Q. Which vehicles require the thermostat to be replaced?

A. Vehicles built on or before April 19, 2013, will require thermostat replacement to improve cooling system performance. On these vehicles, the current part will be replaced with an 82 deg. C thermostat as used in vehicles built on or after April 20, 2013.

Q. Which vehicles will receive the dipstick and identification label?

A. All affected vehicles will receive a new dipstick and identification label to facilitate proper maintenance and improve customer satisfaction.

Q. When will parts be available?

A. Parts are available. Refer to the dealer bulletin for parts identification and order information.

Q. When do you plan to notify owners?

A. Owners of record were notified via first-class mail the week of January 20, 2014. Owners will be re-notified beginning the week of April 7, 2014 informing that parts are available and they should contact their dealership to schedule an appointment to complete the enhancements.

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). Owners are advised to maintain proper engine coolant level by following the Coolant Check procedure in the Maintenance section of the Owner's Manual to substantially reduce the risk of overheating leading to a fire.

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.

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

A. Yes.

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- 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 engine temperature sensor is not backwards compatible. The updates in this recall will detect low coolant level and manage overheat conditions.
- Q. How do we align scheduling of customer vehicles with shop capacity?**
- A. As the vehicle repairs will take about a day to complete, please plan accordingly and work with your Service Advisor team to schedule appointments. Dedicated technicians will become familiar with the repairs and complete the recall in less than a day. You are authorized to provide a rental vehicle up to 2 days while the vehicle is at the dealership for repairs.