

Baker, Donna (D.J.)

From: Fronckowiak, Todd (T.M.)
Sent: Wednesday, March 06, 2013 11:54 AM
To: 'RMD.ODI@dot.gov' (RMD.ODI@dot.gov)
Cc: 'Kelly.Schuler@dot.gov' (Kelly.Schuler@dot.gov)
Subject: Dealer Bulletins and Technical Instructions for Ford Safety Recalls 13S01 & 13S02

Attached, in accordance with 49CFR Part 579(c)10, is a copy of the dealer bulletins and technical service instructions for Ford's safety recalls 13S01 and 13S02. We do not yet have corresponding NHTSA numbers for these recalls.



13S01 to
NHTSA.pdf



13S02 to
NHTSA.pdf

Please contact me if you have any questions.

Best Regards,

Todd Fronckowiak

Assistant Director
Global Automotive Safety and Compliance
Automotive Safety Office
Ford Motor Company
Phone: (313) 337-6777 | Cell: (734) 837-9409



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

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

March 5, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD – Safety Recall 13S02
Certain 2013 Model Year C-MAX, Escape, and Focus Vehicles
Left Rear Door Latch Inspection and Repair

AFFECTED VEHICLES

Certain 2013 model year C-MAX and Focus vehicles built at the Michigan Assembly Plant from November 17, 2012 through November 21, 2012 and certain 2013 model year Escape vehicles built at the Louisville Assembly Plant from November 14, 2012 through November 24, 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 will be available on March 5, 2013.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the left rear door child lock may have been built incorrectly. As a result, the child lock may not engage when the operator uses normal turning force to activate the child lock, and the operator may incorrectly believe the child lock is engaged. Without the child lock engaged, the door can be opened using the inside door handle. This condition could potentially increase the risk of injury to an unrestrained child.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the left rear door latch and replace as necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of March 25, 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

DEMONSTRATION / DELIVERY HOLD – Safety Recall 13S02
Certain 2013 Model Year C-MAX, Escape, and Focus Vehicles
Left Rear Door Latch Inspection and Repair

OASIS ACTIVATED?

Yes, OASIS will be activated on March 5, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on March 5, 2013. Owner names and addresses will be available by April 12, 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 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.

DEMONSTRATION / DELIVERY HOLD – Safety Recall 13S02
Certain 2013 Model Year C-MAX, Escape, and Focus Vehicles
Left Rear Door Latch Inspection and Repair

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

- If a customer's vehicle requires the replacement of the left rear door latch, and it is necessary to order parts, Ford will pay for up to one day of vehicle rental.
- 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.

DEMONSTRATION / DELIVERY HOLD – Safety Recall13S02
Certain 2013 Model Year C-MAX, Escape, and Focus Vehicles
Left Rear Door Latch Inspection and Repair

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect left rear door latch and return the vehicle to the owner.	13S02A	0.2 Hours
Inspect and replace left rear door latch.	13S02B	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
CP9Z-5426413-A	Left Rear Door Latch	1

The DOR/COR number for this recall is 50492.

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

NOTE: Less than 5% of the affected vehicles are expected to require a replacement door latch.

When calling to place an order for a left rear door latch, please be prepared to provide dealer P&A code, VIN, and the results of the inspection (letters and/or numbers present).

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

Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

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 C-MAX, ESCAPE, AND FOCUS VEHICLES — LEFT REAR DOOR LATCH INSPECTION AND REPAIR

OVERVIEW

In some of the affected vehicles, the left rear door child lock may have been built incorrectly. As a result, the child lock may not engage when the operator uses normal turning force to activate the child lock, and the operator may incorrectly believe the child lock is engaged. Without the child lock engaged, the door can be opened using the inside door handle.

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the left rear door latch and replace as necessary.

SERVICE PROCEDURE

INSPECTION

1. Visually inspect the child safety lock on the LH rear door to determine if the door latch needs to be replaced. See Figure 1.
 - If letters and/or numbers **are not** present, return the vehicle to the customer. No further action is required.
 - If letters and/or numbers **are** present, proceed to "Door Latch Replacement" on page 2.

NOTE: The "incorrect safety lock" shown below is enhanced with color text for clarity. The actual lock will have letters/numbers molded in, no color will be present.

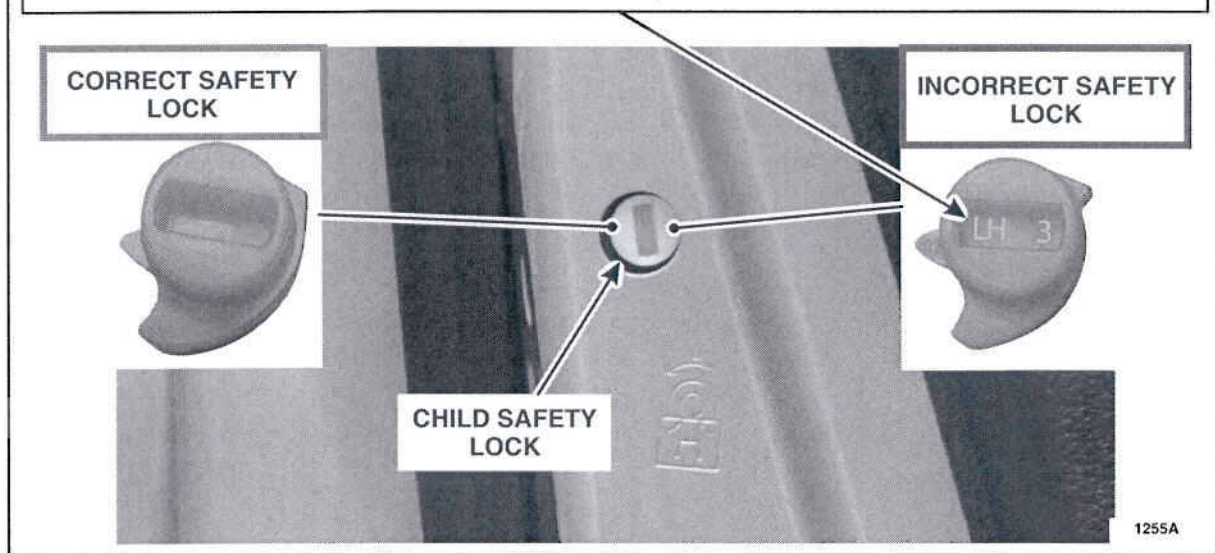


FIGURE 1



DOOR LATCH REPLACEMENT

Removal

NOTE: The LH rear window glass must be completely raised before beginning service procedure.

1. Remove the LH rear door trim panel. For additional information, refer to Workshop Manual (WSM) Section 501-05.
2. Remove the LH exterior rear door handle. For additional information, refer to WSM Section 501-14.
3. Remove the exterior rear door handle bezel screw. See Figure 2.

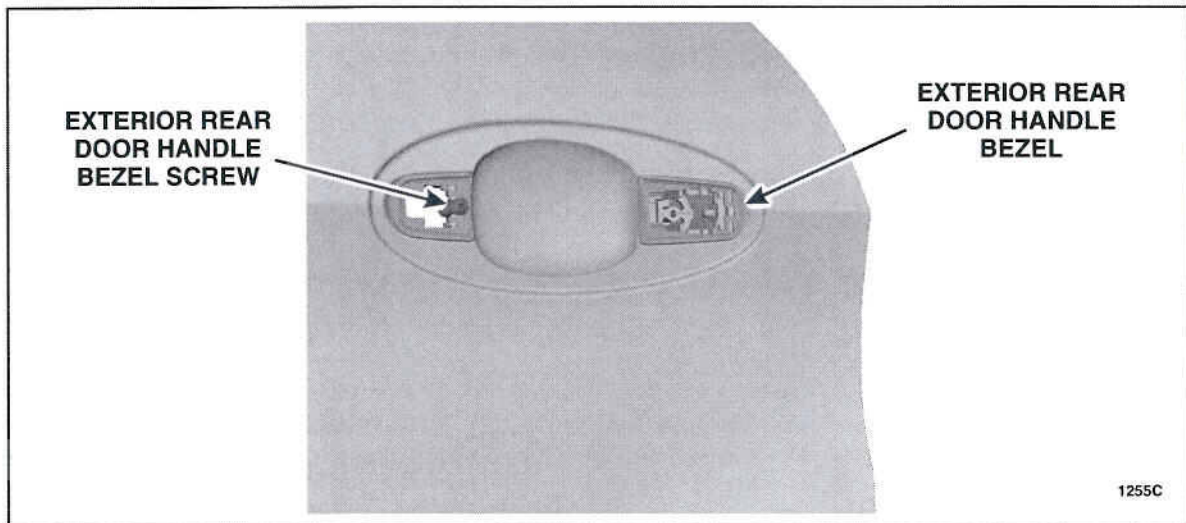


FIGURE 2

4. Position aside the watershield to gain access to the door latch assembly. See Figure 3.

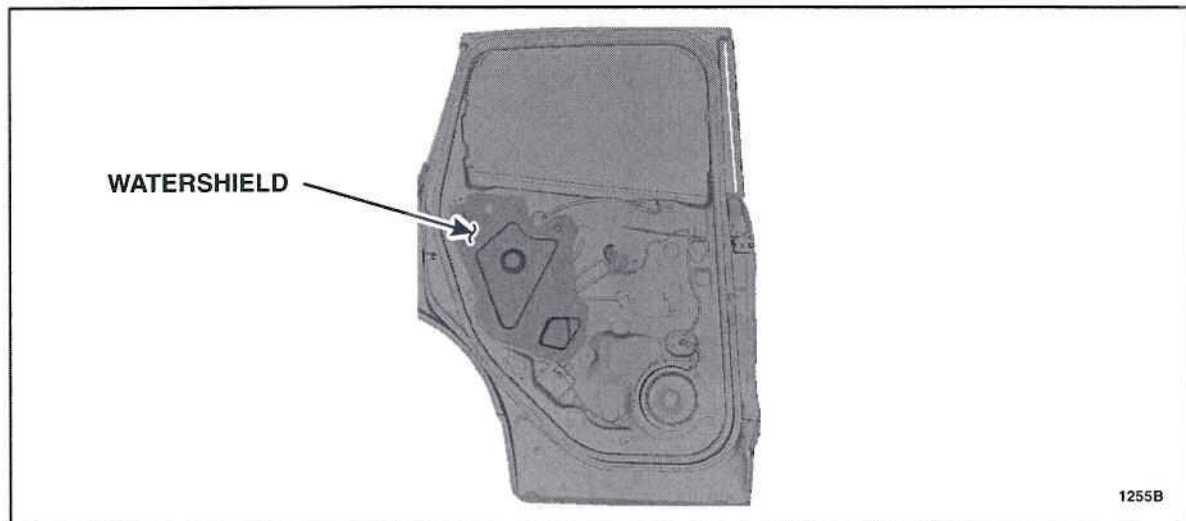


FIGURE 3



5. Disconnect the LH rear door latch electrical connector.

- If equipped, disconnect the Driver Rear Door Module (DRDM) electrical connector and pin-type retainer securing the electrical harness to the window track. See Figure 4.

NOTE: Escape shown, Focus and C-MAX similar.

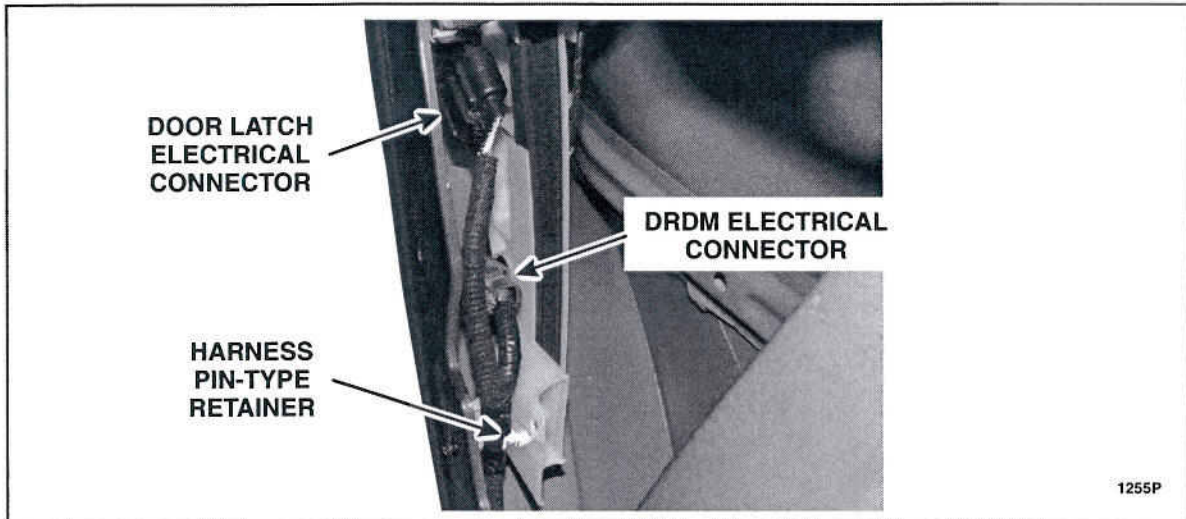


FIGURE 4

6. Remove the three rear door latch fasteners. See Figure 5.

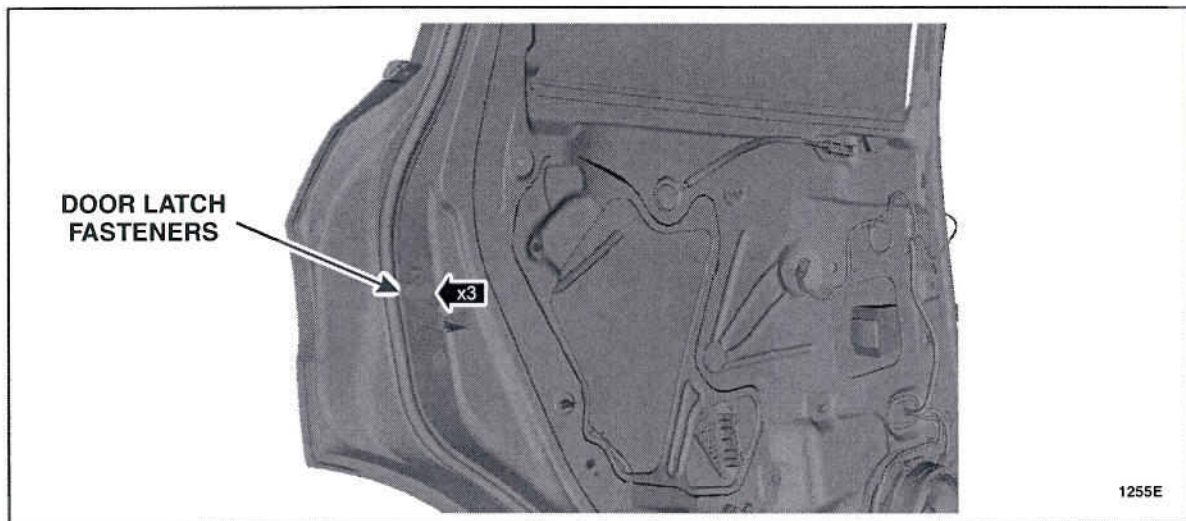


FIGURE 5



7. Remove the window track to door frame fasteners (two for Escape, one for Focus and C-MAX).
See Figure 6.

NOTE: Escape shown on left, Focus shown on right (C-MAX similar to Focus).

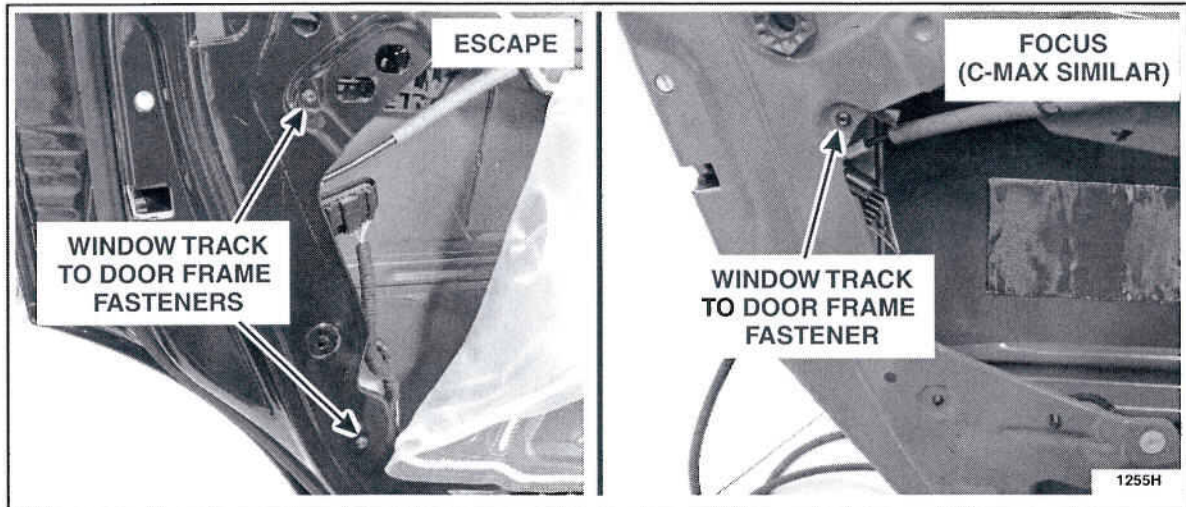


FIGURE 6

8. Disconnect the inside door handle cable retainer from the door frame and remove the door latch assembly from the vehicle. See Figure 7.

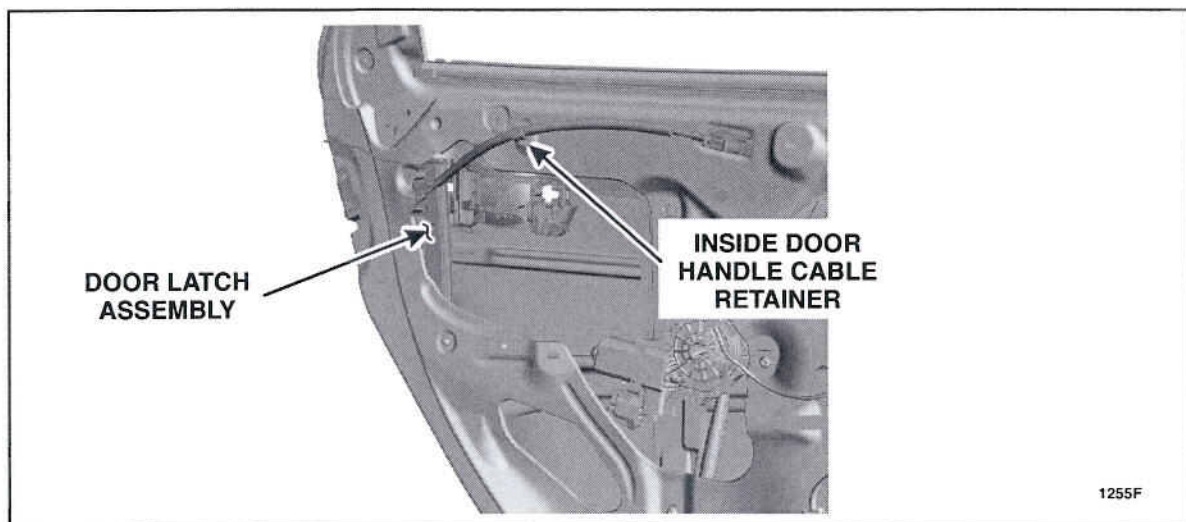


FIGURE 7



9. Release the inside door handle cable from the latch assembly. See Figure 8.

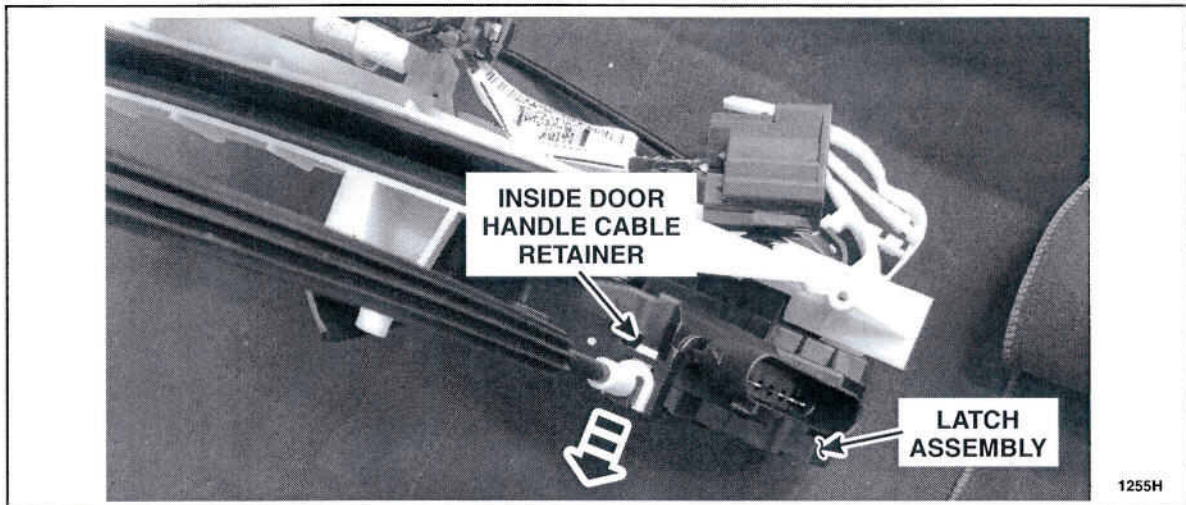


FIGURE 8

10. Release the exterior door handle cable from the latch assembly. See Figure 9.

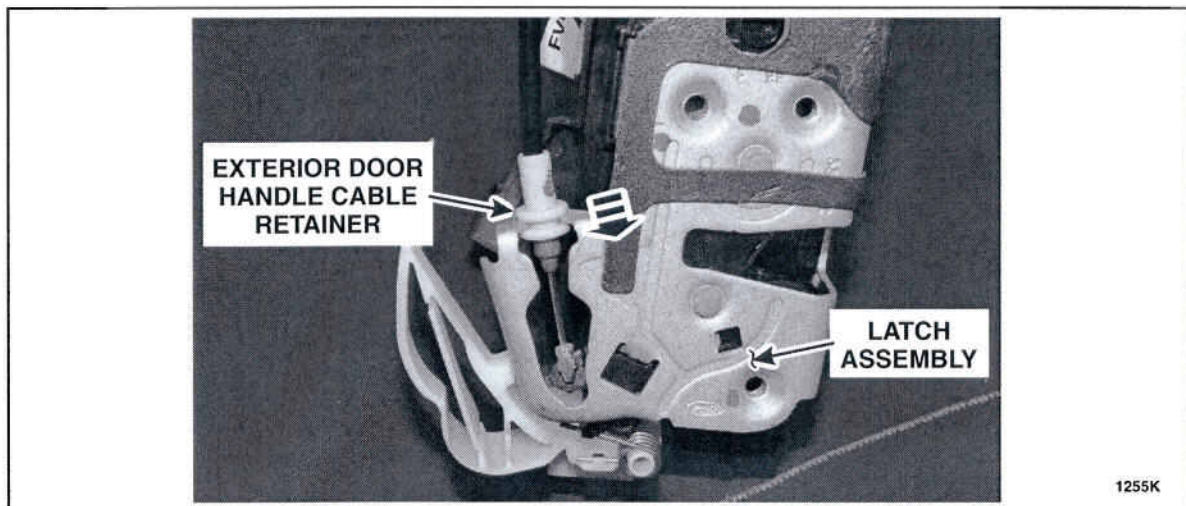


FIGURE 9



11. On Focus and C-MAX vehicles, remove the spring from the latch assembly by releasing it from the tabs on the latch and lever. See Figure 10.

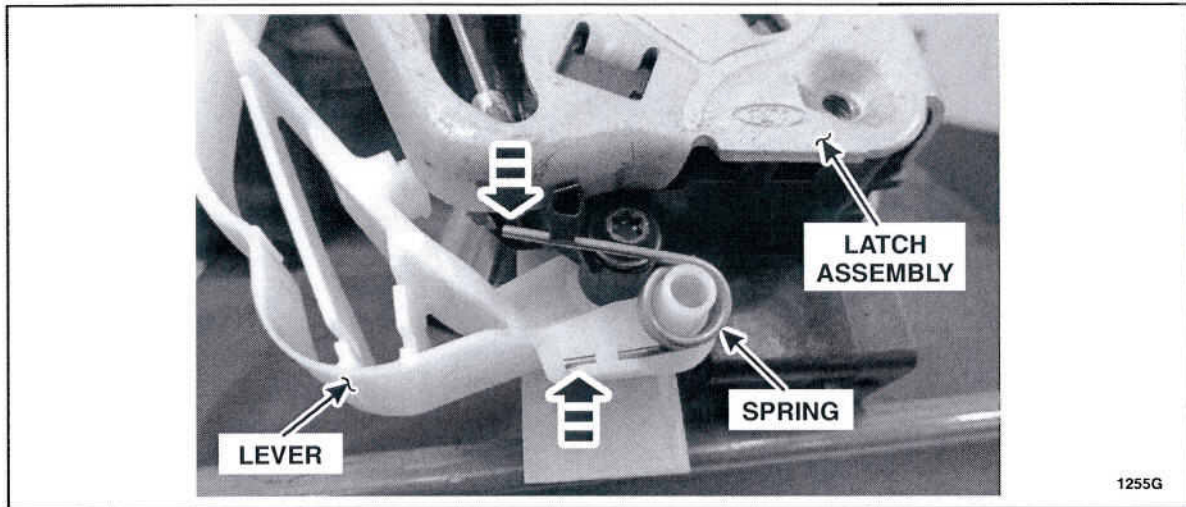


FIGURE 10

12. Remove the two fasteners and separate the door latch from the assembly.
13. On Focus and C-MAX vehicles, remove the lever, and discard the door latch. See Figure 11.

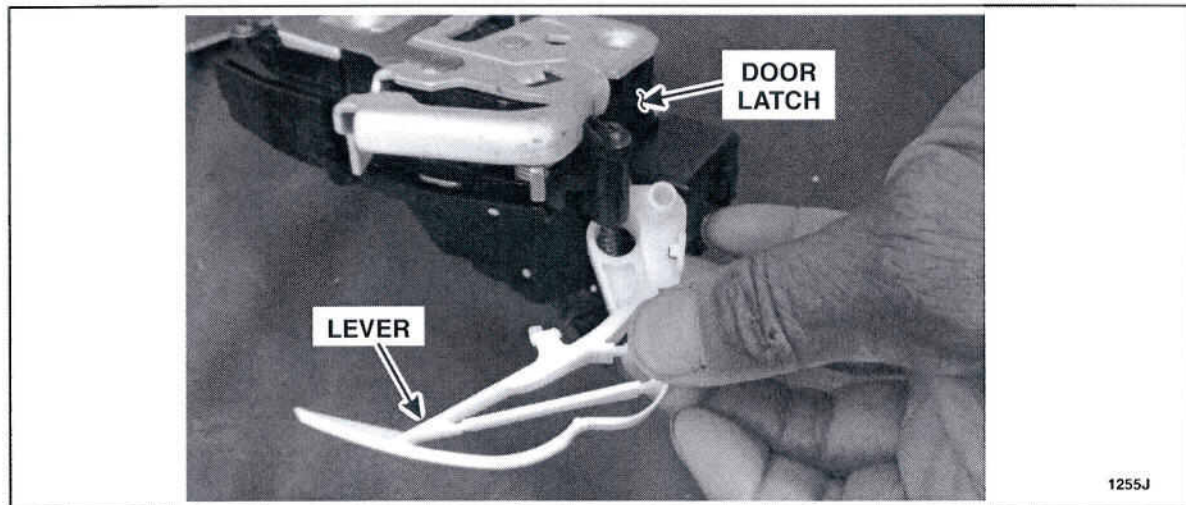


FIGURE 11



Installation

1. On Focus and C-MAX vehicles, install the lever onto the *new* door latch. See Figure 11.
2. **NOTICE: Be careful not to over tighten the latch- to- door latch assembly fasteners.**

Install the *new* latch onto the door latch assembly and tighten fasteners.
3. On Focus and C-MAX vehicles, install the spring onto the door latch assembly by engaging it under the tabs on the latch and lever. See Figure 10.
4. Attach the exterior door handle cable to the door latch assembly. See Figure 9.
5. Attach the inside door handle cable to the door latch assembly. See Figure 8.
6. Install the door latch assembly into the vehicle and attach the inside door handle cable retainer to the door frame. See Figure 7.
7. Install the window track to door frame fasteners (two for Escape, one for Focus and C-MAX). See Figure 6.
8. Install the three door latch fasteners. See Figure 5.
 - Tighten fasteners to 8 Nm (71 lb-in).
9. Connect the LH rear door latch electrical connector.
 - If equipped, connect the Driver Rear Door Module (DRDM) electrical connector and pin-type retainer that secures the electrical harness to the window track. See Figure 4.
10. Reposition the watershield. See Figure 3.
11. Install the LH exterior rear door handle bezel screw. See Figure 2.
12. Install the LH exterior rear door handle. For additional information, refer to WSM, Section 501-14.
13. Install the LH rear door trim panel. For additional information, refer to WSM, Section 501-05.
14. Return vehicle to the customer.

