



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 30, 2014

Mr. Todd Fronckowiak  
Assistant Director, Global Automotive Safety Compliance  
Ford Motor Company  
Fairlane Plaza South, Suite #500  
330 Town Center Drive  
Dearborn, MI 48126-2738

NVS-215SM  
14V-597

**Subject:** Air Bags may not Deploy as Intended

Dear Mr. Fronckowiak:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/C-MAX/2013-2014  
FORD/ESCAPE/2013-2014  
FORD/FUSION/2013-2014  
LINCOLN/MKZ/2013-2014

**Mfr's Report Date:** September 25, 2014

**NHTSA Campaign Number:** 14V-597

**Components:**

AIR BAGS  
AIR BAGS:SIDE/WINDOW  
SEAT BELTS

**Potential Number of Units Affected:** 746,842

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2013-2014 Ford C-Max vehicles manufactured January 19, 2012, to November 21, 2013; Ford Fusion vehicles manufactured February 3, 2012, to August 24, 2013; Ford Escape vehicles manufactured October 5, 2011, to November 1, 2013; and Lincoln MKZ vehicles manufactured April 25, 2012, to September 30, 2013. The coating on portions of the Restraint Control Module (RCM) may crack, and when exposed to humidity, circuits on the printed circuit board may short.

**Consequence:**

The short circuits could cause the frontal air bags, side curtain air bags and the seat belt pretensioners to not function as intended when needed, increasing the risk of occupant injury in the event of a crash.

**Remedy:**

Ford will notify owners, and dealers will replace the RCM, free of charge. Parts are not currently available. Owners will be sent an

interim notification in mid-November 2014. A second notification will be sent when the remedy parts are available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 14S21.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

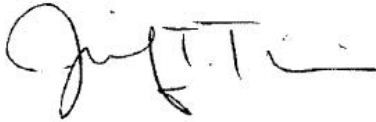
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement