



Michael A. Berardi
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April 3, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD Advance Notice - Compliance Recall 14C03

Certain 2013-2014 Model Year C-MAX, Escape, Fusion, and MKZ Vehicles
Front Seat Back Frame Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
C-MAX	2013-2014	Michigan	July 23, 2012 through May 28, 2013
Escape	2013-2014	Louisville	June 5, 2012 through August 12, 2013
Fusion/MKZ	2013-2014	Hermosillo	August 15, 2012 through September 10, 2013

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 April 3, 2014.

REASON FOR THIS COMPLIANCE RECALL

Certain front driver and passenger seatback assemblies may have been produced with sub-standard weld joints attaching the seatback recliner mechanism to the seatback frame. A sub-standard recliner to seatback frame weld joint may separate and the operator may notice noise in the seatback or a loose or leaning seatback. Sub-standard recliner to seatback welds may also not meet the requirements of S4.2 of Federal Motor Vehicle Safety Standard 207, potentially increasing the risk of injury in certain collisions.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles involved in this compliance recall. It is anticipated that a complete Dealer Bulletin will be provided to dealers in the second quarter of 2014, once parts to repair this condition are available.

NOTE: Parts are currently not available in sufficient quantities to support this compliance recall. In the interim period, if a vehicle arrives at your dealership with a front seatback that exhibits a loose or leaning condition or for dealer stock vehicles with a customer sales contract, please contact the Special Service Support Center.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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.

QUESTIONS

Special Service Support Center (Dealer Assistance Only).....1-800-325-5621

Sincerely,



Michael A. Berardi