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August 28, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 14S02 – Supplement #3**
 Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States
 Front Subframe Crossbrace Installation

REF: **Safety Recall 14S02 – Supplement #2**
 Dated May 27, 2014

New! REASON FOR THIS SUPPLEMENT

The purpose of this supplement is to update Special Service Support Center (SSSC) contact information, and to advise dealers to use the SSSC Web Contact Site instead of Digital Imaging.

AFFECTED VEHICLES

Certain 2001 through 2004 model year Escape vehicles built at the Kansas City Assembly plant from Job #1 2001 through Job Last 2004, and certain 2004 model year Escape vehicles built at the Ohio Assembly Plant from Job #1 2004 through Job Last 2004, and originally sold in, or currently registered in the following states:

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

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 SAFETY RECALL

In some of the affected vehicles, a corrosion-related separation of the forward attachment of the lower control arm from the subframe may occur when vehicles are operated for an extended period in high-corrosion environments. Separation of the lower control arm from the subframe may result in diminished vehicle directional control, increasing the risk of a crash.

SERVICE ACTION

NOTE: *Vehicle inspections are no longer necessary. Install a reinforcement crossbrace on all affected vehicles unless the forward attachment of the Lower Control Arm (LCA) has already separated. Vehicles that have a subframe replaced under this recall due to separation do not require crossbrace installation.*

Dealers are to install a reinforcement crossbrace on the subframe so that steering control can be maintained in the event of a separation of the forward attachment of the LCA.

If the forward attachment of the LCA has already separated, provide the required information as indicated in Attachment III: Technical Information, to request approval to replace the subframe. We

have a limited supply of subframes available currently, and are working with our suppliers to obtain additional quantities.

These services must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters will be mailed the week of May 26, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Dealer Q & A

Recall Reimbursement Plan

New! QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

Safety Recall 14S02 – Supplement #3
Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States
Front Subframe Crossbrace Installation

OASIS ACTIVATED?

Yes, OASIS will be activated on April 3, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on April 3, 2014. Owner names and addresses will be available by June 13, 2014.

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

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

New! ADDITIONAL LABOR TIME AND/OR PARTS

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- *Damage that you believe was caused by the covered condition.*
- *A condition that requires additional labor and/or parts to complete the repair.*
- *Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.*

Requests for approval after completion of the repair may 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 related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

Subframe Replacements:

Dealers are authorized to:

- Claim up to an additional 2.0 hours in related damage labor without contacting the Special Service Support Center for authorization.
- Claim up to an additional \$225 in related damage parts without contacting the Special Service Support Center for authorization.

*If a related damage condition exists that you believe to be caused by the covered condition exceeds these amounts, submit a request to the SSSC Web Contact Site **prior** to the repair of any related damage.*

Safety Recall 14S02 – Supplement #3
Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States
Front Subframe Crossbrace Installation

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the repair or replacement of a perforated front subframe.

RENTAL VEHICLES

Based on the unique circumstances of Safety Recall 14S02, the rental guidelines have been enhanced.

- Long term rentals will no longer be available for 14S02 repairs dated after April 18, 2014.
- To accommodate part delivery time, Ford will pay for up to two days of vehicle rental, except for fuel, which will be at the owner's expense.
 - Rentals will only be reimbursed for the days the vehicle is at the dealership for subframe or crossbrace installation. Prior approval for more than two rental days is required from the Special Service Support Center.
- **ALL RENTAL EXPENSES, TAXES, LOCAL SURCHARGES, AND INSURANCE (IF REQUIRED), MUST BE CLAIMED ON A SEPARATE REPAIR LINE FROM 14S02 UNDER PROGRAM CODE 14Y01.** A maximum base daily rental rate of \$30 per day with a total cost of up to \$50 per day (including tax, surcharges, and insurance) can be claimed without prior approval. For questions and unique transportation issues, please contact the Special Service Support Center.
- The rental vehicle claim (under 14Y01) submission time limit has been reduced to the normal 30 days.
- 14S02 claims are still subject to normal submission time limits and should be submitted as soon as possible.

Safety Recall 14S02 – Supplement #3

Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States
Front Subframe Crossbrace Installation

New! 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, with the related damage flag checked.
- *Related damage for **crossbrace installation** requires prior approval from the SSSC via the SSSC Web Contact Site.*
- Related damage for **subframe replacement** must be claimed as “MT14S02” on a repair line that is separate from the repair line on which the FSA is claimed, with the related damage flag checked. Prior approval is not required unless related damage exceeds 2.0 hours labor or \$225 in parts. *Related damage in excess of these limits requires prior approval from the SSSC via the SSSC Web Contact Site.*
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Submit refunds on a separate repair line.
 - Program Code: 14S02
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Rental Expenses for Vehicles Awaiting Subframe Crossbrace: Must be claimed on a separate repair line from 14S02 under program code 14Y01.** The submission time limit for 14Y01 claims has been reduced to the normal 30 days.
 - Program Code: 14Y01
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount

Safety Recall 14S02 – Supplement #3

Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States
Front Subframe Crossbrace Installation

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect front subframe and install crossbrace. (did not pass inspection) Note: Includes time to put the vehicle on the hoist twice to accommodate the need to order parts. Note: Only claims with a repair date of May 30, 2014 or prior are eligible for this labor operation.	14S02B	0.5 Hours
Install crossbrace.	14S02C	0.2 Hours
Remove and replace front subframe - 4X2 vehicles.	14S02D	2.6 Hours
Remove and replace front subframe - 4X4 vehicles.	14S02E	3.0 Hours
Align and set toe (May only be claimed with <u>14S02E</u> or <u>14S02D</u>).	14S02G	0.5 Hours
Inspect front subframe and return vehicle to owner. (passed inspection) Note: Only claims with a repair date of May 30, 2014 or prior are eligible for this labor operation.	14S02J	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
9L8Z-5F057-A	Crossbrace Kit	1

The DOR/COR number for this recall is 50534.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

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 2001-2004 MODEL YEAR ESCAPE VEHICLES OPERATED IN CORROSION STATES — FRONT SUBFRAME CROSSBRACE INSTALLATION

OVERVIEW

In some of the affected vehicles, a corrosion-related separation of the forward attachment of the Lower Control Arm (LCA) from the subframe may occur when vehicles are operated for an extended period in high-corrosion environments. See Figure 1.

Dealers are to install a reinforcement crossbrace on all vehicles where the forward attachment of the LCA has not separated. Dealers are to install a new subframe only if the forward attachment of the LCA has already separated completely.

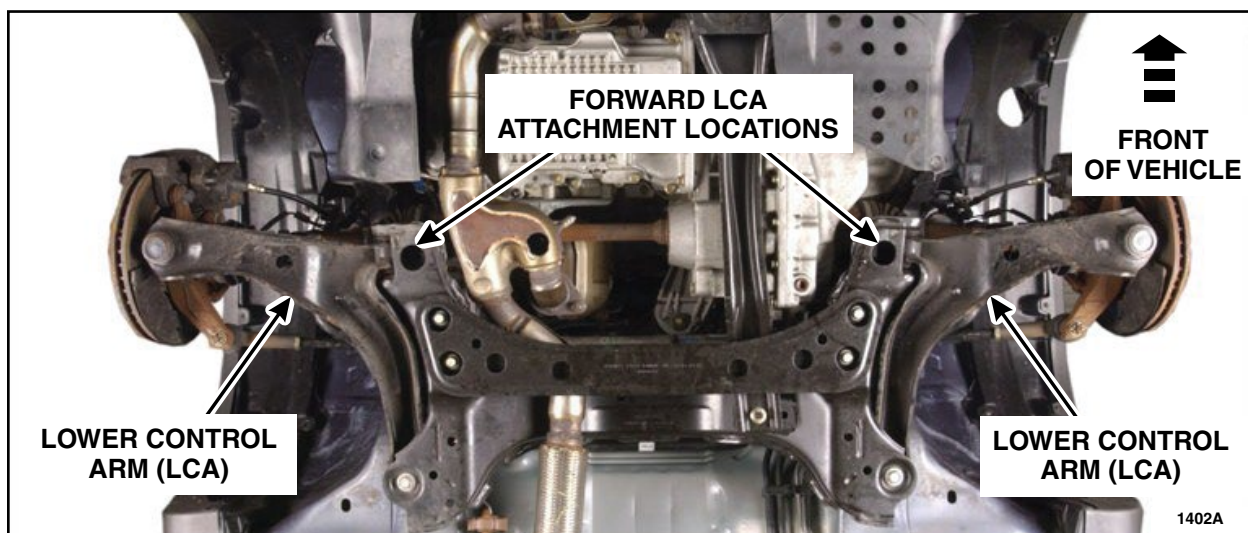


FIGURE 1



SERVICE PROCEDURE

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to Workshop Manual (WSM) Section 100-02.
2. Evaluate the front subframe in the areas indicated. See Figure 2.
 - If the forward attachment of the LCA has not separated, install the reinforcement crossbrace. See "Crossbrace Installation" on Page 3.
 - If the forward attachment of the LCA has already separated completely, see "Lower Control Arm Is Completely Separated from Front Subframe" on Page 5.

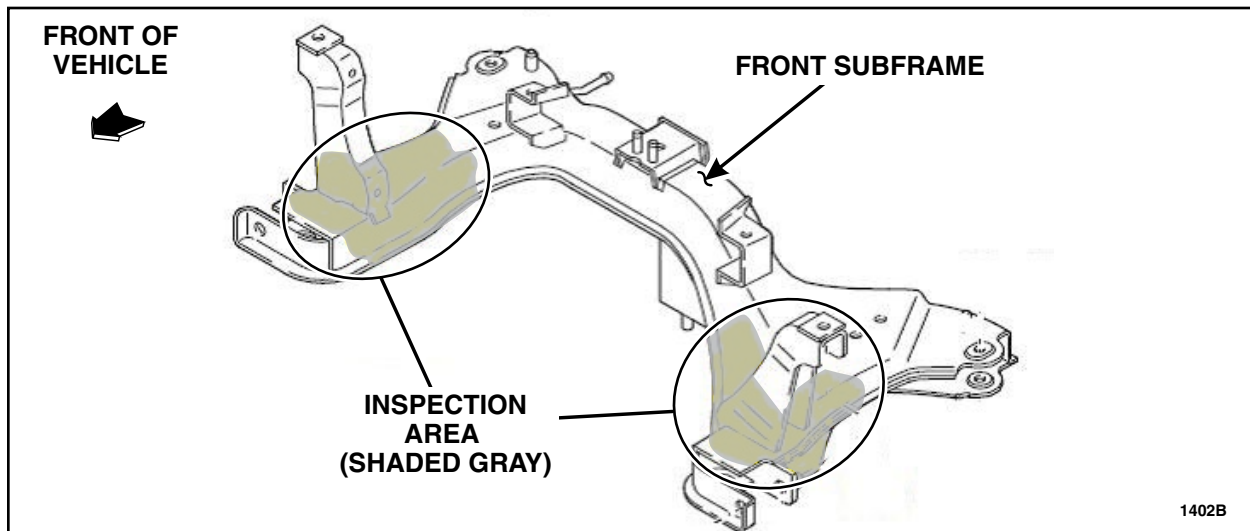


FIGURE 2



CROSSBRACE INSTALLATION

1. Install the two crossbrace attachment nut plates into the RH and LH forward LCA attachment locations of the subframe.

- Install the crossbrace attachment nut plates through the forward LCA attachment location holes shown in Figure 3a.
- Ensure that the crossbrace attachment nut plates are centered within the forward attachment locations. Also ensure that the nut plates do not extend outside of the forward attachment locations. See Figure 3a.
- The position of the nut plates is incorrect if they are not centered or if any part of the plate is visible outside of the attachment location. See Figure 3b.

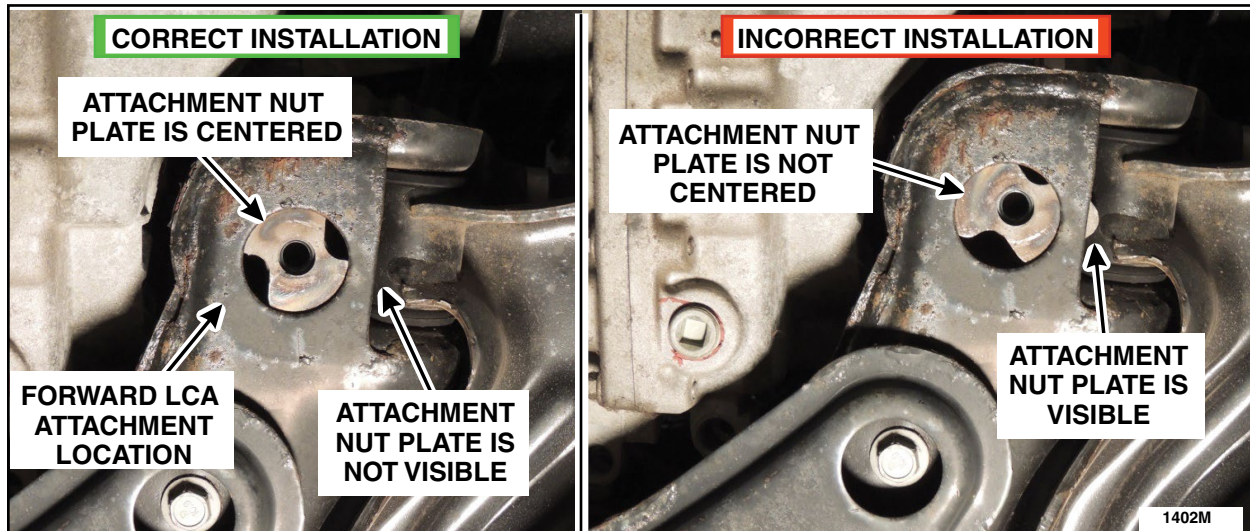


FIGURE 3a

FIGURE 3b



2. Check the crossbrace bolts for a thread lock patch. If the patch is not present, apply Threadlock and Sealer - Motorcraft® Part Number TA-25-B before proceeding to Step 3. See Figure 4.

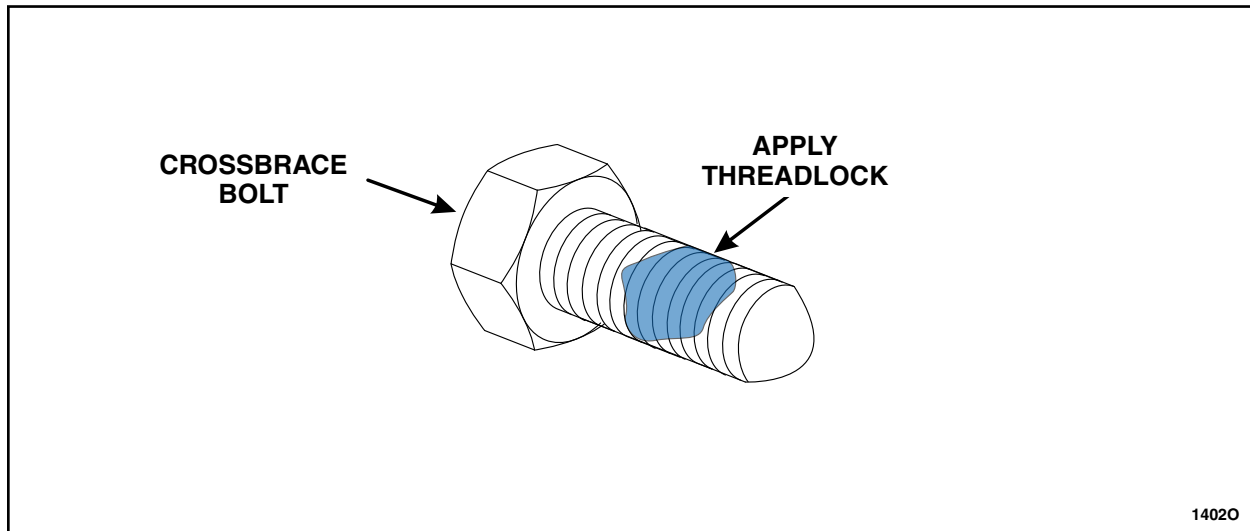


FIGURE 4

3. Install the crossbrace and two bolts onto the forward LCA attachment locations of the subframe. See Figure 5.
 - a. Align the crossbrace to the forward attachment locations and loosely install the two bolts.
 - b. **While holding the crossbrace toward the rear of the vehicle**, tighten the bolts to 103 Nm (75 lb-ft).

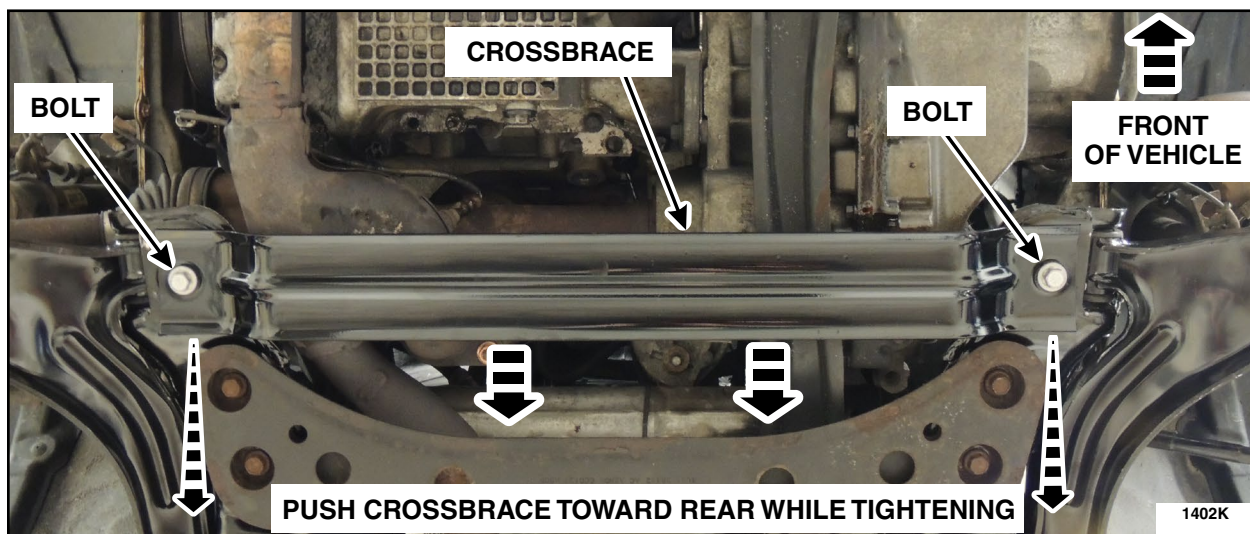


FIGURE 5



4. Check to ensure that no part of the nut plate is visible outside of the attachment location. If the nut plate is visible outside the attachment location, loosen the bolt and reposition the nut plate. After adjustment is complete, tighten the bolt to 103 Nm (75 lb-ft). See Figure 6.

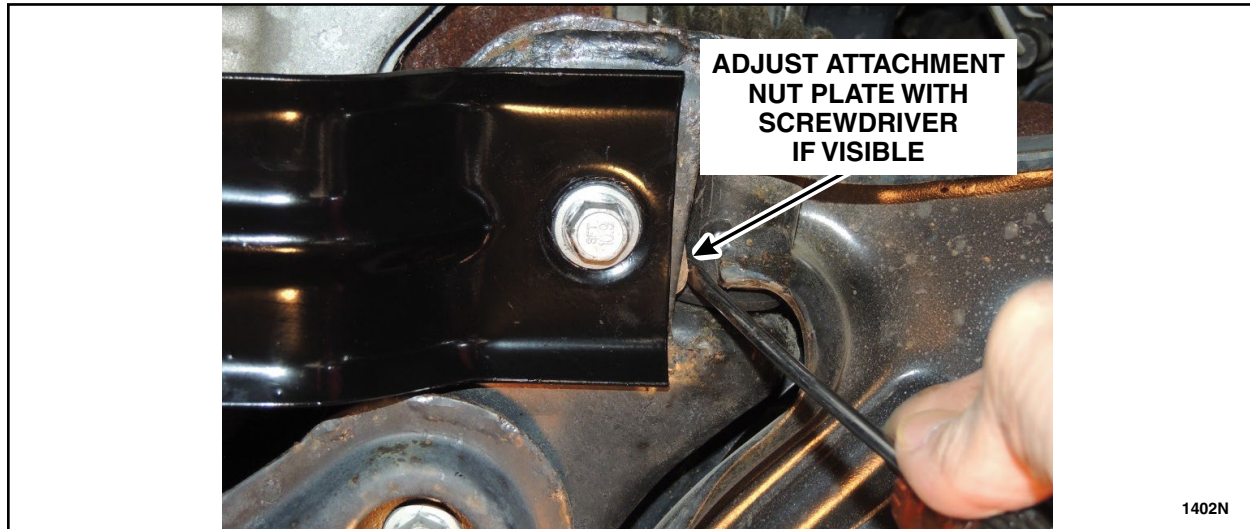


FIGURE 6

NEW ! LOWER CONTROL ARM IS COMPLETELY SEPARATED FROM FRONT SUBFRAME

1. *Submit Pictures to SSSC:*
 - a. *Using the VIN for the affected vehicle, run an OASIS report.*
 - b. *At the bottom of the main OASIS page, select the "SSSC" link (located in the purple menu bar).*
 - c. *Select FSA 14S02.*
 - d. *Select "Related Damage" in the "Contact Type" dropdown list.*
 - e. *Fill out the form, attach the required images, and submit for review.*
 - f. *Provide images showing the separation on the top, bottom, and both sides of the subframe in the area of the front LCA attachment to illustrate complete separation.*
2. Retrieve Subframe Review Status:
 - a. Log onto the PTS website.
 - b. *Hover over the "SSSC" tab near the top of the page.*
 - c. *Click on "Request Status".*
 - d. Search by Repair Order Number or VIN to locate your response.

SUBFRAME INSTALLATION

NOTE: Crossbrace installation is not necessary if the front subframe is replaced with a new subframe.

1. Replace the front subframe. For additional information, refer to WSM Section 502-00.



Safety Recall 14S02 – Supplement #3
Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States
Front Subframe Crossbrace Installation

New! DEALER Q & A

Q1. What is the problem?

- A. Ford is voluntarily recalling certain 2001-2004 model year Escape vehicles to address concerns relating to front subframe corrosion. In some of the affected vehicles, a corrosion-related separation of the forward attachment of the lower control arm from the subframe may occur when vehicles are operated for an extended period in high-corrosion environments. Separation of the lower control arm from the subframe may result in diminished vehicle directional control.

Q2. Why are you only recalling vehicles in corrosion states?

- A. The overwhelming majority of reports of front subframe corrosion are from high-corrosion states. We will continue to monitor the performance of vehicles in all states as we always do.

Q3. What should I do if an owner believes their vehicle has been operated in a high corrosion environment and requests their vehicle be inspected?

- A. *If the vehicle is not in the program, but is a 2001 through 2004 model year Escape, contact the SSSC through the SSSC Web Contact Site by running the VIN in OASIS and clicking on the SSSC link at the bottom of the main OASIS page. In the FSA area of the SSSC Assistance Request Initial screen, select "enter FSA" from the drop down list and then type in 14S02. In the Contact Type area of the Initial screen, select "Non-Involved Vehicle" from the drop down list and click submit. Complete the remaining information in the SSSC Main screen and request that the vehicle be covered by Safety Recall 14S02.*

Q4. How will customers with unique transportation issues (handicap or other extenuating circumstances) be handled?

- A. Dealers should contact the SSSC for assistance.

Q5. The bulletin indicates that Ford will begin shipping crossbraces to dealers on April 17, 2014. When the crossbrace arrives, how can I reference what vehicle it was ordered for?

- A. When looking up the parts information with the DOR/COR# 50534; the Order Detail screen will list the first 3 and last 8 characters of the VIN.

Q6. What if the subframe is severely corroded, but is not separated?

- A. Dealers are to install a reinforcement crossbrace to maintain steering control in the event of a separation of the forward attachment of the lower control arm. If the reinforcement crossbrace can be installed as described in the technical instructions, this repair will close Field Service Action 14S02. Subframe replacement is not covered under this recall.

Q7. What if a condition exists that will prevent crossbrace installation?

- A. If a condition exists that will prevent crossbrace installation, dealers should photograph the condition and contact the SSSC for assistance.

Safety Recall 14S02 - Supplement #2

Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States
Front Subframe Crossbrace Installation

- Q8. What if a forward lower control arm attachment separates from the subframe after repair, and is retained only by the crossbrace?**
- A. The installation of the reinforcement crossbrace is to ensure that steering control can be maintained in the event of a separation of the forward attachment of the lower control arm. Any subsequent subframe repairs required after completion of the reinforcement crossbrace installation are not covered by this recall.
- Q9. What should I tell a customer who has a forward lower control arm attachment separate from the subframe after repair, and is retained only by the crossbrace?**
- A. The reinforcement crossbrace was installed to maintain steering control in the event of a separation of the forward attachment of the lower control arm and will allow the driver to get the vehicle to a safe location. Customers should be advised that the replacement of the subframe is at their expense.