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April 17, 2014

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Safety Recall 14S02 - Supplement #1**  
 Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States  
 Front Subframe Crossbrace Installation

**REF:** **Safety Recall 14S02**  
 Dated April 3, 2014

**New! REASON FOR THIS SUPPLEMENT**

- *Remind dealers that this Safety Recall is for the installation of the reinforcement crossbrace only. Front subframe replacement is not authorized unless the forward attachment of the lower control arm has separated prior to the installation of the crossbrace.*
- *Advise that reinforcement crossbraces are available in limited supply for vehicles that did/do not pass inspection.*
  - *Vehicles that pass the inspection must still be released to owners along with the Passed Front Subframe Inspection Customer Information Sheet.*
  - *Provide information on how to obtain a reinforcement crossbrace for a vehicle that did/does not pass inspection.*
- *Remind dealers to submit any unclaimed 14S02K inspections (dated on or before April 18, 2014) immediately to initiate the crossbrace part order.*
- *Advise that because reinforcement crossbraces are available, claims for new long term rentals will not be paid for repair orders opened after April 18, 2014.*
- *Short term (up to 2 days) rentals will continue to be available to accommodate part delivery time.*
- *Once you receive the crossbrace, dealers must contact any Escape owners who are driving a rental vehicle paid for by Ford and advise them that they have three days to return to the dealership. Ford will not pay for rental expenses beyond this point.*
- *Provide updated service procedures and labor operation information.*
- *Update Dealer Q & A.*

**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.

### **New! SERVICE ACTION**

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 lower control arm.

**NOTE:** *At this time, there are only enough crossbraces to repair vehicles that do not pass inspection. Vehicles that pass the inspection will still have to wait for parts. It is anticipated that crossbrace parts will be available in sufficient quantities to repair all affected vehicles in late May 2014. Dealers are to continue inspecting the front subframe for perforations (holes) on all affected vehicles as described in Attachment III - Technical Information.*

- *If the subframe passed the inspection, return the vehicle to the owner along with the Passed Front Subframe Inspection Customer Information Sheet.*
- *If the subframe did not pass the inspection, offer the owner rental transportation and call the Special Service Support Center to request an emergency part order for a repair.*
- *If the forward attachment of the lower control arm 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 are expected to be mailed the week of May 19, 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

Customer Information Sheet: Passed Front Subframe Inspection  
Recall Reimbursement Plan

### **QUESTIONS & ASSISTANCE**

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

Sincerely,



Michael A. Berardi



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**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.

**RELATED DAMAGE**

**Crossbrace Repairs:**

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 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, 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.

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### **ADDITIONAL LABOR TIME**

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.

### **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.

### **New! 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.*
  - *Once you receive the crossbrace to repair a vehicle inspected on or before April 18, 2014, up to three additional rental days will be authorized to allow the owner time to return the rental vehicle. Rental assistance for additional days requires prior approval from the Special Service Support Center.*
- *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 (1-800-325-5621).*
- **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.



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**New!** **CLAIMS PREPARATION AND SUBMISSION**

- Once crossbraces become available, Ford will automatically begin shipping parts to dealers (to repair grounded vehicles) based on a "first in first out" basis according to the claim repair date for labor operation 14S02K. For this reason, submit claims for 14S02K as soon as possible. Rental claims may not be accepted for vehicles where 14S02K claims were not submitted in a timely manner.
- 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 Special Service Support Center.
- 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 Special Service Support Center.
- "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
- **Handling Allowance for Arranging for a Rental Vehicle for an Extended Time Period: Must be claimed on a separate repair line from 14S02 under program code 14Y01.** *Only claims with a repair date of April 18, 2014 or prior are eligible for this handling allowance. The submission time limit for 14Y01 claims has been reduced to the normal 30 days.*
  - Program Code: 14Y01
  - Misc. Expense Code: ADMIN
  - Misc. Expense Amount: 0.2 Hrs.

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**New!** LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspected front subframe, <b>did not pass</b> inspection, and installed crossbrace. <b>Note:</b> Includes time to put the vehicle on the hoist twice to accommodate the need to order parts.	14S02B	0.5 Hours
Installed crossbrace on a previously inspected vehicle.	14S02C	0.2 Hours
Removed and replaced front subframe - 4X2 vehicles.	14S02D	2.6 Hours
Removed and replaced front subframe - 4X4 vehicles.	14S02E	3.0 Hours
Aligned and set toe (May only be claimed with <u>14S02E</u> or <u>14S02D</u> ).	14S02G	0.5 Hours
Inspected front subframe, <b>passed</b> inspection, and returned vehicle to owner.	14S02J	0.3 Hours
Inspected front subframe, <b>did not pass</b> inspection, and held vehicle for future repair. <b>Note:</b> Only claims with a repair date of April 18, 2014 or prior are eligible for this labor operation.	14S02K	0.3 Hours

**Note:** 14S02J and 14S02K are interim repairs only and will **NOT** close Safety Recall 14S02.

**New!** PARTS REQUIREMENTS / ORDERING INFORMATION

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

Vehicles Previously Inspected:

Ford will begin shipping crossbraces to dealers to repair grounded vehicles on April 17, 2014. These will be emergency order shipments and will be prioritized on a "first in first out" basis according to the claim repair date for labor operation 14S02K.

Vehicles Inspected On or After April 17, 2014:

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444 to request a crossbrace for a vehicle that **did not pass** inspection. When calling to place an order for these vehicles, please be prepared to provide dealer P&A code, VIN, and details of the inspection.

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

The DOR/COR number for this recall is 50534.

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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](mailto:Ford@Renkim.com).

**New! DEALER PRICE**

For latest prices, refer to DOES II.

**New! PARTS RETENTION AND RETURN**

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

**New! EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.