



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

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

October 8, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S04 – Supplement #1**
Certain 2013-2014 Model Year C-MAX and Escape Vehicles
Reprogram Restraints Control Module

REF: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S04**
Dated May 7, 2014

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S21
Certain 2013-2014 Model Year C-MAX, Escape, Fusion, and MKZ Vehicles
Restraints Control Module Replacement

New! REASON FOR THIS SUPPLEMENT

Some of the vehicles in Safety Recall 14S04 are also affected by recall 14S21, Restraints Control Module (RCM) replacement. Dealers are to check OASIS to determine if 14S21 is open prior to performing 14S04.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
C-MAX	2013-2014	Michigan	Job #1 through February 24, 2014
Escape	2013-2014	Louisville	Job #1 through February 14, 2014

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 May 7, 2014.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, a restraints control module software concern may cause delayed deployment of the safety canopy in certain roll-over circumstances, potentially increasing the risk of injury.

New! SERVICE ACTION

NOTE: Vehicles built through February 2014 were affected by 14S04 for reprogramming the RCM. Safety Recall 14S21 for RCM replacement only affects vehicles built through November 2013.

Dealers are to check OASIS to determine if 14S21 is open prior to performing 14S04.

- If recall 14S21 is not open in OASIS, reprogram the RCM under 14S04 using IDS version 90.02 or later.
- If recall 14S21 is open and the airbag warning indicator is not illuminated, reprogram the RCM under 14S04. Owners will still need to have Safety Recall 14S21 repair completed, once parts are available.
- If recall 14S21 is open and the airbag warning indicator is illuminated, replace the RCM under 14S21. **DO NOT** reprogram the RCM under 14S04. Because the new RCM contains the updated software, owners no longer need to have Safety Recall 14S04 performed. The Ford system will automatically close Safety Recall 14S04 upon claim payment of 14S21.

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 May 26, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, 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.

New! 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

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S04 - Supplement #1

Certain 2013-2014 Model Year C-MAX and Escape Vehicles
Reprogram Restraints Control Module

OASIS ACTIVATED?

Yes, OASIS will be activated on May 7, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 7, 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

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 related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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.

OWNER REFUNDS

Refunds are not authorized for this program.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S04 - Supplement #1

Certain 2013-2014 Model Year C-MAX and Escape Vehicles
Reprogram Restraints Control Module

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

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. 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.

Note: *The Ford system will automatically close Safety Recall 14S04 upon claim payment of 14S21.*

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S04 - *Supplement #1*

Certain 2013-2014 Model Year C-MAX and Escape Vehicles

Reprogram Restraints Control Module

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram Restraints Control Module	14S04B	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2013 THROUGH 2014 MODEL YEAR C-MAX AND ESCAPE VEHICLES — REPROGRAM RESTRAINTS CONTROL MODULE

NEW ! OVERVIEW

In all of the affected vehicles, a Restraints Control Module (RCM) software concern may cause delayed deployment of the safety canopy in certain roll-over circumstances, potentially increasing the risk of injury. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to reprogram the RCM to the latest level using IDS 90.02 or later.

NOTE: If the RCM is being replaced under Safety Recall 14S21, reprogramming is not required. The Ford system will automatically close Safety Recall 14S04 upon claim payment of 14S21.

SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Reprogram the RCM using IDS release 90.02 or higher.

NOTE: Calibration files may also be obtained at www.motorcraft.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.



**Recovering a module when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
- i. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





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

May 2014

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14S04 / NHTSA Recall 14V-237
Aviso de Revisión de Seguridad 14S04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- | | |
|---|--|
| What is the issue? | On your vehicle, a software concern may cause a delay in the deployment of the safety canopy in certain roll-over circumstances, potentially increasing the risk of injury. |
| What will Ford and your dealer do? | Ford Motor Company has authorized your dealer to reprogram the restraints control module free of charge (parts and labor). |
| How long will it take? | The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. |
| What should you do? | Please call your dealer without delay and request a service date for Recall 14S04. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. |

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

**What should you do?
(Continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:
www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 14V-237.

Thank you for your attention to this important matter.

Ford Customer Service Division