



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

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

May 19, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S03 - Supplement #1
Certain 2013-2014 Model Year Escape Vehicles
Exterior Door Handle Inspection and Adjustment

REF: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S03
Dated May 7, 2014

New! REASON FOR THIS SUPPLEMENT

- Provide updated service procedure and associated labor operation. (Previously inspected vehicles do not need to be re-inspected.)
- Add Dealer Q & A.

AFFECTED VEHICLES

Certain 2013-2014 model year Escape vehicles built at the Louisville Assembly Plant from Job #1 2013 through April 11, 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 some of the affected vehicles, the exterior door handle may have been misaligned to the door outer panel during assembly. A misalignment of the handle may cause internal interference and a binding condition. This may result in a door which is difficult to close, or potentially opens while driving, increasing the risk of injury to an occupant.

New! SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect all four exterior door handles and reposition and modify, as required. 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*
Attachment IV: *Dealer Q & A*
Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S03 - Supplement #1

Certain 2013-2014 Model Year Escape Vehicles
Exterior Door Handle Inspection and Adjustment

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.

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Certain 2013-2014 Model Year Escape Vehicles
Exterior Door Handle Inspection and Adjustment

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

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

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.

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Certain 2013-2014 Model Year Escape Vehicles
Exterior Door Handle Inspection and Adjustment

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect all four exterior door handles and return the vehicle to the owner as no further repair is necessary.	14S03A	0.2 Hours
Inspect all four exterior door handles and adjust one handle.	14S03B	0.2 Hours
Inspect all four exterior door handles and adjust two handles.	14S03C	0.3 Hours
Inspect all four exterior door handles and adjust three handles.	14S03D	0.4 Hours
Inspect all four exterior door handles and adjust all four handles.	14S03E	0.6 Hours
<i>Modify door handle(s) (May be claimed with labor operations 14S03B, 14S03C, 14S03D, or 14S03E).</i>	<i>MT14S03</i>	<i>Actual Time up to 0.5 Hours</i>

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2013 AND 2014 MODEL YEAR ESCAPE VEHICLES — EXTERIOR DOOR HANDLE INSPECTION AND ADJUSTMENT

NEW! OVERVIEW

In some of the affected vehicles, the exterior door handle may have been misaligned to the door outer panel during assembly. A misalignment of the handle may cause internal interference and a binding condition. This may result in a door which is difficult to close, or potentially opens while driving, increasing the risk of injury to an occupant. *Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect all four exterior door handles and reposition and modify, as required.*

NEW! INSPECTION

1. Obtain a standard flat blade feeler gauge with a 64 mm (2 1/2 inch) or longer blade. See Figure 1.

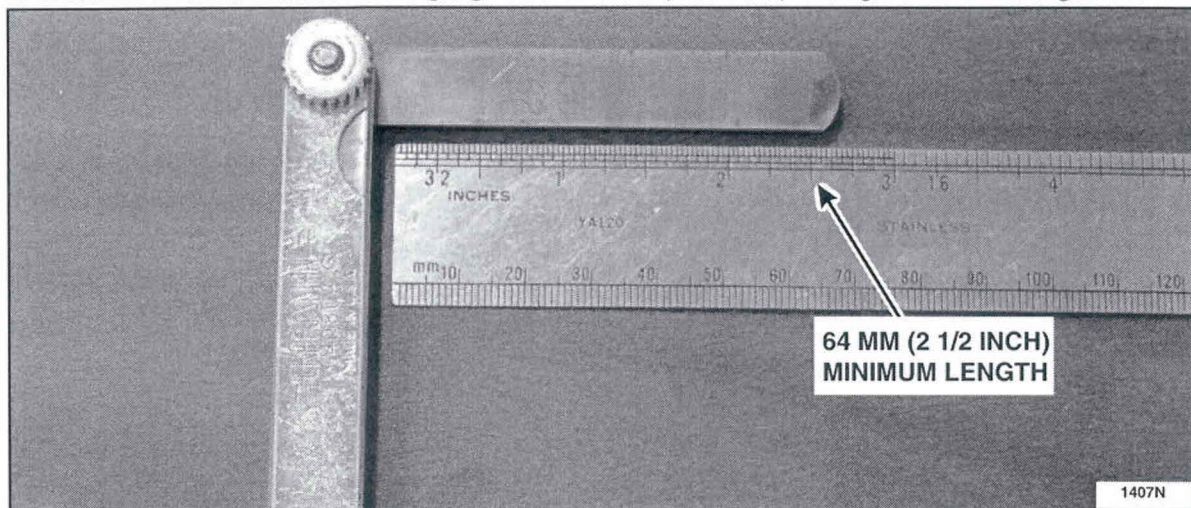


FIGURE 1



2. Open the door to the fully opened position.
3. Slide the door handle away from the bezel as far as possible to open the gap between the door handle and bezel. See Figure 2.

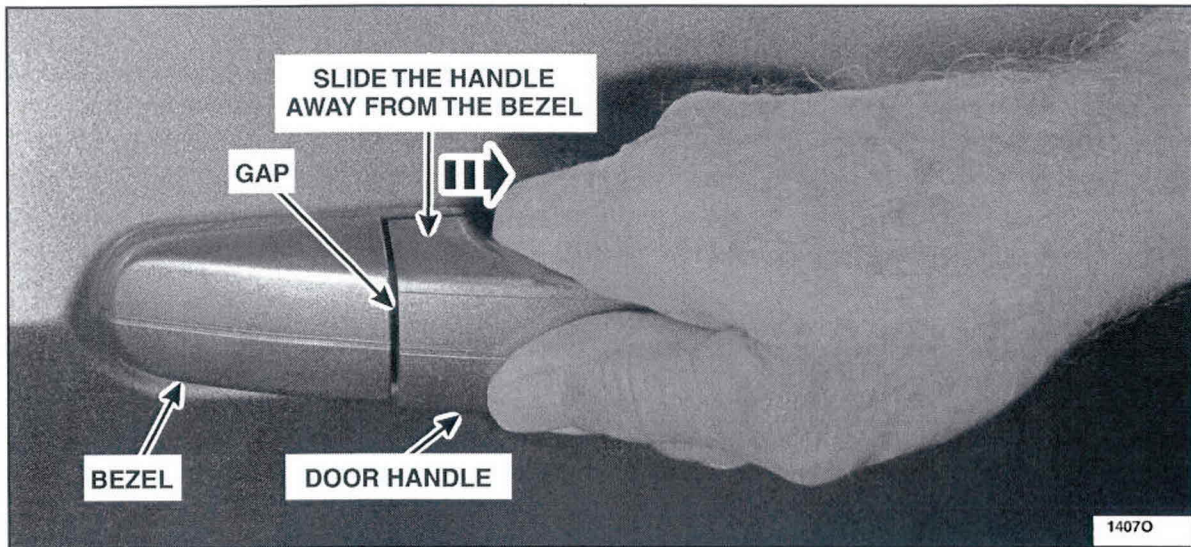


FIGURE 2

4. Insert the 0.30 mm (0.012 in) feeler gauge between the door handle and the bezel as shown. See Figure 3.

- The feeler gauge should be inserted:
 - at the center of the bezel.
 - at least 51 mm (2 inches).

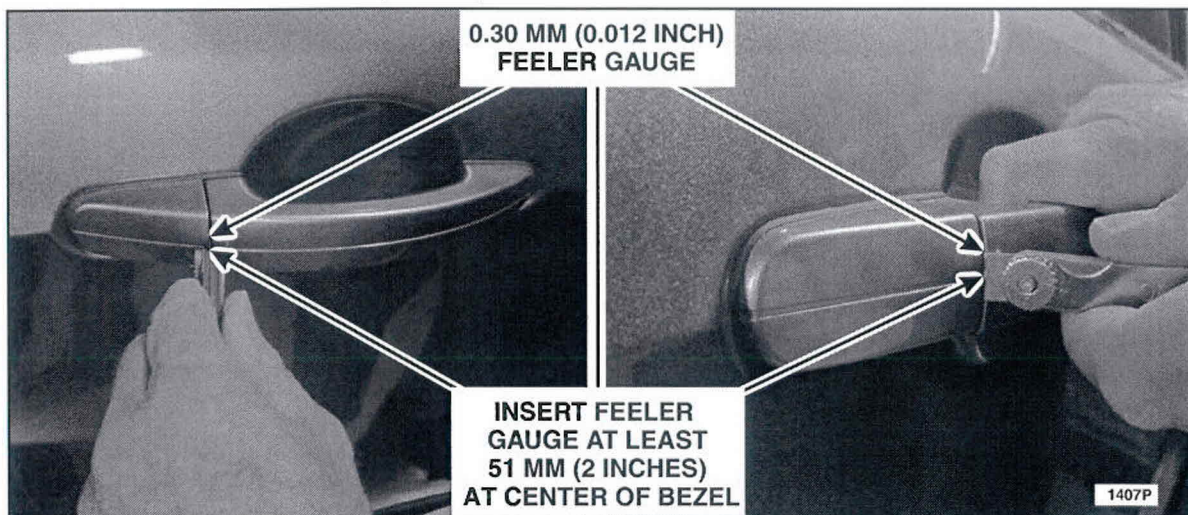


FIGURE 3



5. While holding the feeler gauge in position, complete the following steps in the order indicated.
See Figure 4.

- (1) Pull the door handle all the way open.
- (2) While holding the door handle in the open position, force the door handle forward (toward the front of the vehicle) as far as possible to increase the gap.
- (3) Gently pull the feeler gauge.

- **PASS INSPECTION:** If no resistance is felt when removing the feeler gauge, no further action is required for this door handle. Repeat Step 2 through Step 5 for remaining door handles.
- **DID NOT PASS INSPECTION:** If any resistance is felt when removing the feeler gauge, the door handle reinforcement needs adjustment. Repeat Step 2 through Step 5 for remaining door handles.

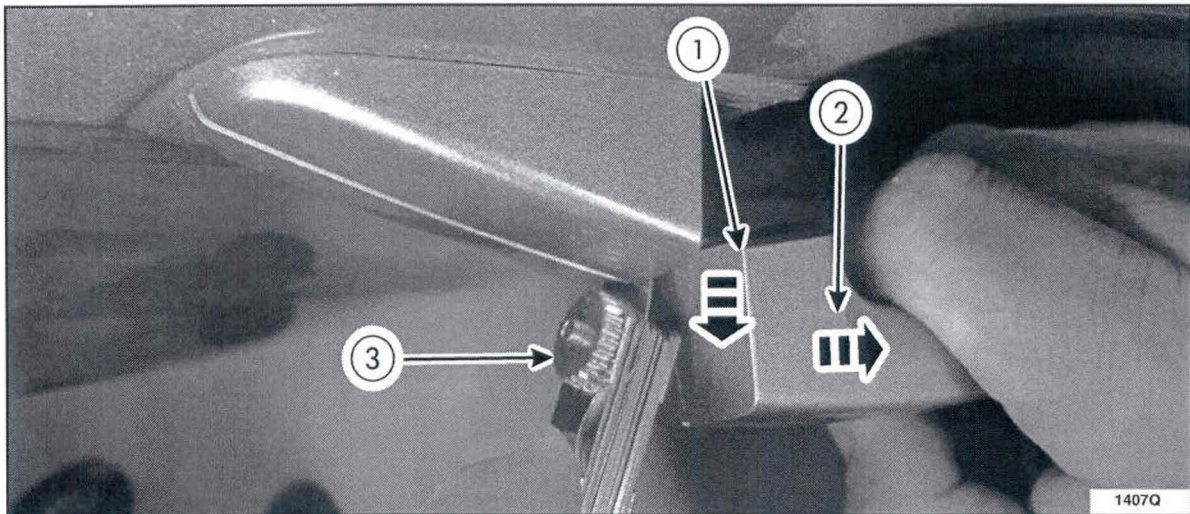


FIGURE 4

6. Proceed to "Adjustment Procedure" on Page 4 for all door handles that did not pass inspection. If all door handles passed inspection, return the vehicle to the owner as no further action is required.



NEW ! ADJUSTMENT PROCEDURE

1. Remove the body plug from the door. See Figure 5.

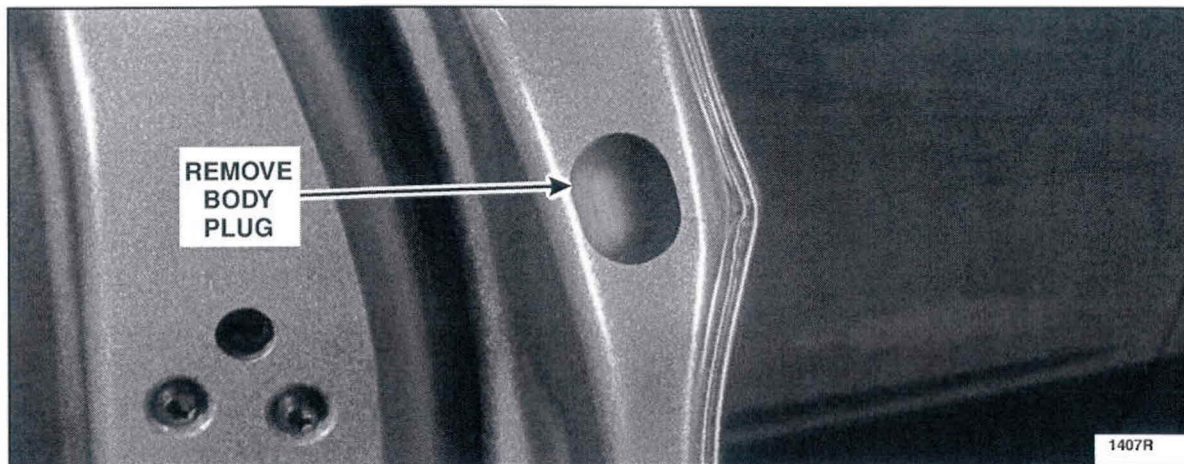


FIGURE 5

2. Using a T-20 Torx® driver, loosen the bezel retainer screw until the exterior door handle bezel can be removed. See Figure 6.

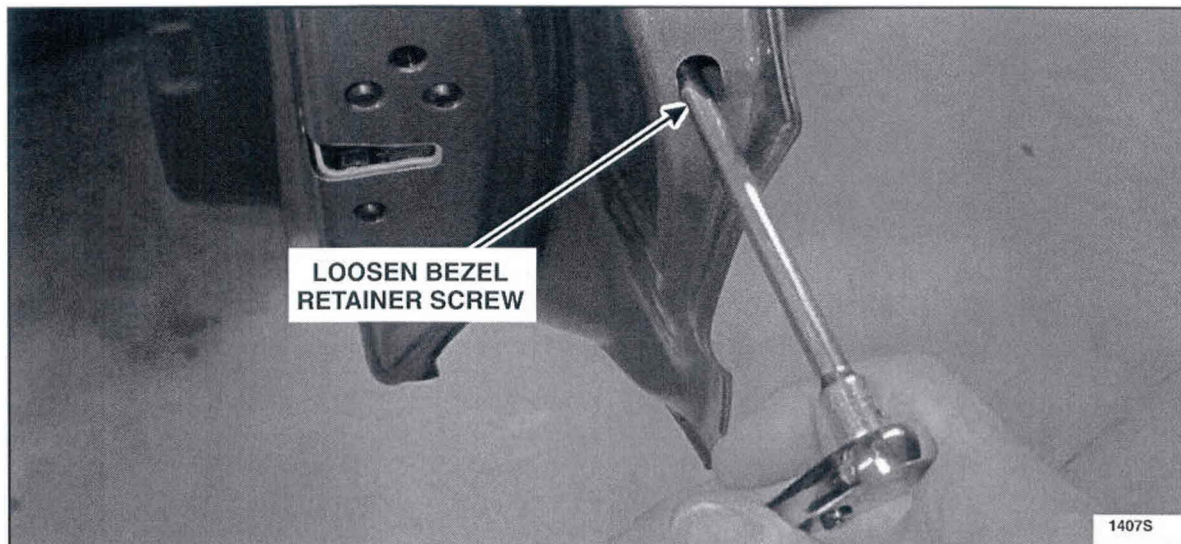


FIGURE 6



3. Remove the bezel and the door handle (**do not** remove gaskets). See Figure 7.

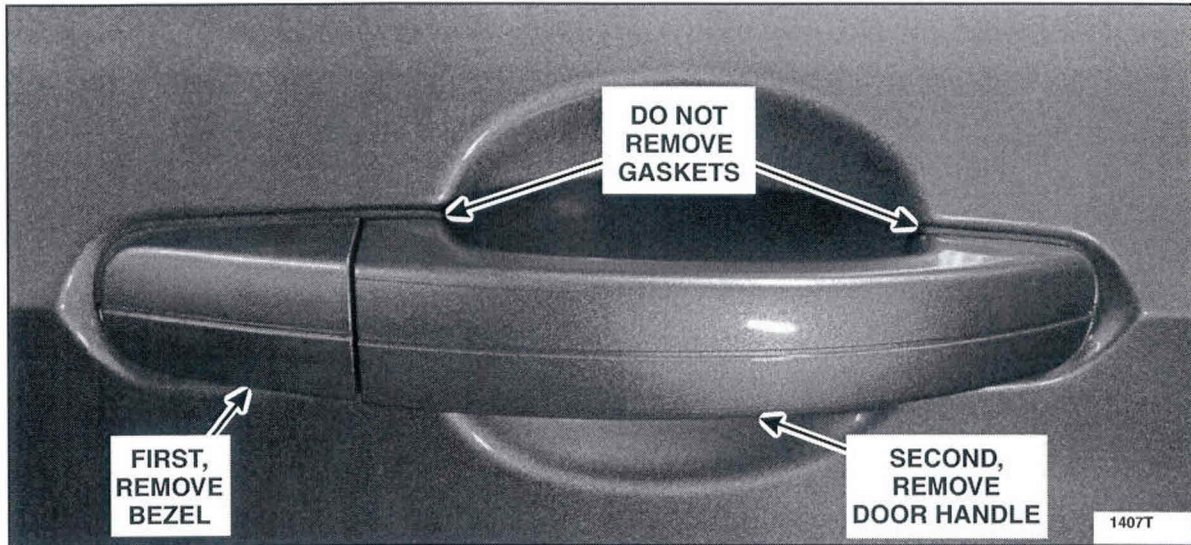


FIGURE 7

4. Loosen the door handle reinforcement front screw. See Figure 8.

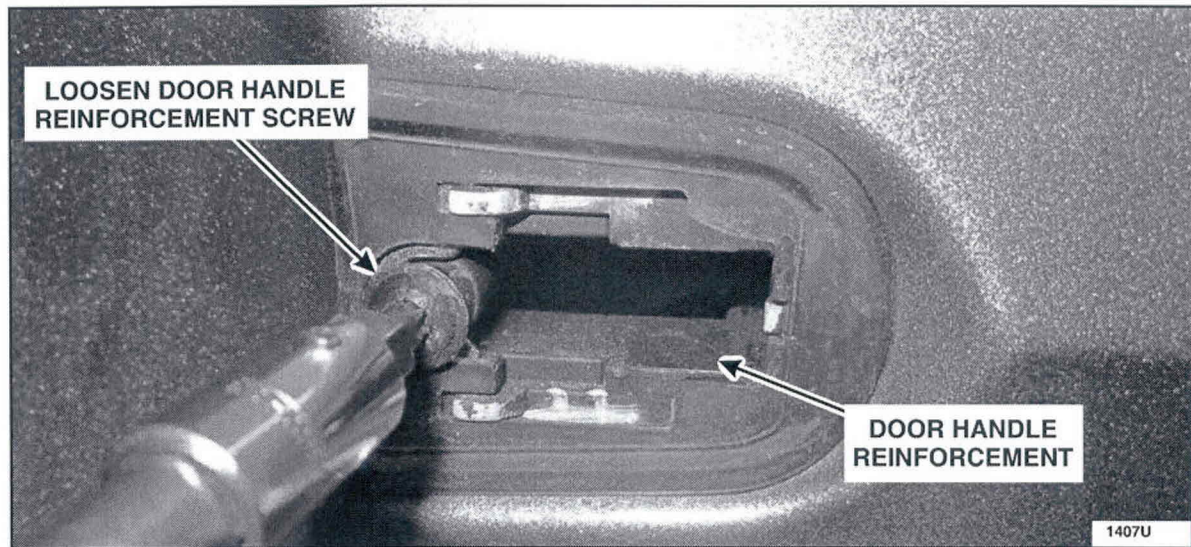


FIGURE 8



5. Slide the door handle reinforcement rearward as far as possible. Apply force to hold in place while tightening the door handle reinforcement screw to 1.9 Nm (17 lb-in). See Figure 9.

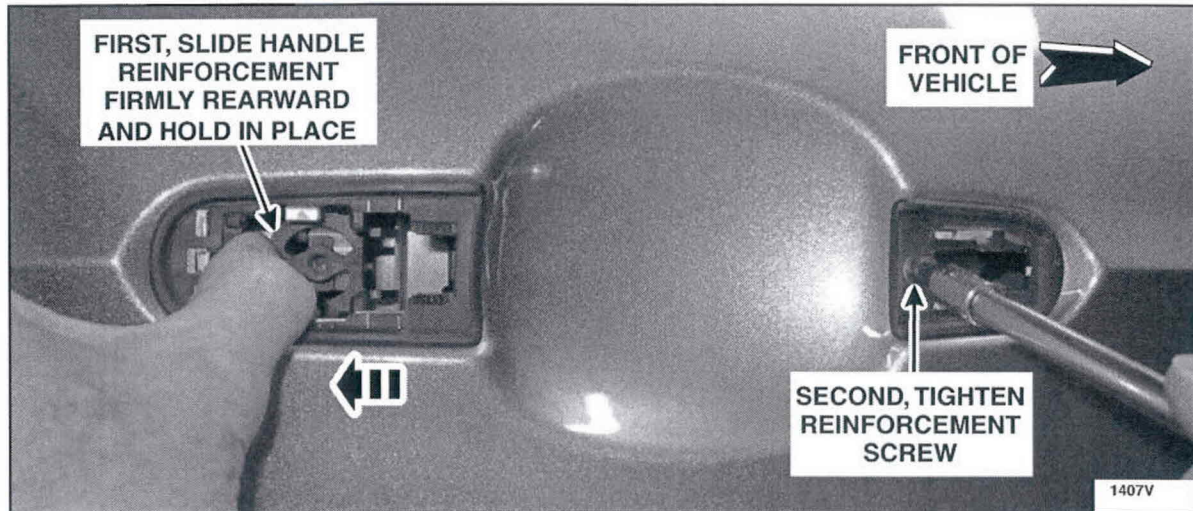


FIGURE 9

6. Install the door handle and bezel. See Figure 7.
7. Using a T-20 Torx® driver, tighten the bezel retainer screw. See Figure 6.
8. Install the body plug. See Figure 5.

NOTE: The initial inspection was performed using a 0.30 mm (0.012 in) feeler gauge for added confidence on an unadjusted handle. The 0.10 mm (0.004 in) feeler gauge is used for confirmation on adjusted handles only.

9. **Confirmation Check:** Using a 0.10 mm (0.004 in) feeler gauge and the procedure indicated on Page 3, recheck all door handles that were adjusted.

- **PASS CONFIRMATION CHECK:** If no resistance is felt when removing the 0.10 mm (0.004 in) feeler gauge, no further action is required.
- **DID NOT PASS CONFIRMATION CHECK:** If any resistance is felt when removing the 0.10 mm (0.004 in) feeler gauge, proceed to "Door Handle Modification Using Emery Cloth" on Page 7.



NEW Door Handle Modification Using Emery Cloth

NOTE: This procedure is only to be used for door handles that fail the confirmation check after adjusting the door handle reinforcement.

1. Remove the body plug from the door. See Figure 5.
2. Using a T-20 Torx® driver, loosen the bezel retainer screw until the exterior door handle bezel can be removed. See Figure 6.
3. Remove the bezel and the door handle (**do not** remove gaskets). See Figure 7.
4. Using a digital caliper, measure and record the door handle lever thickness at the center of the area where material will be removed. See Figure 10.

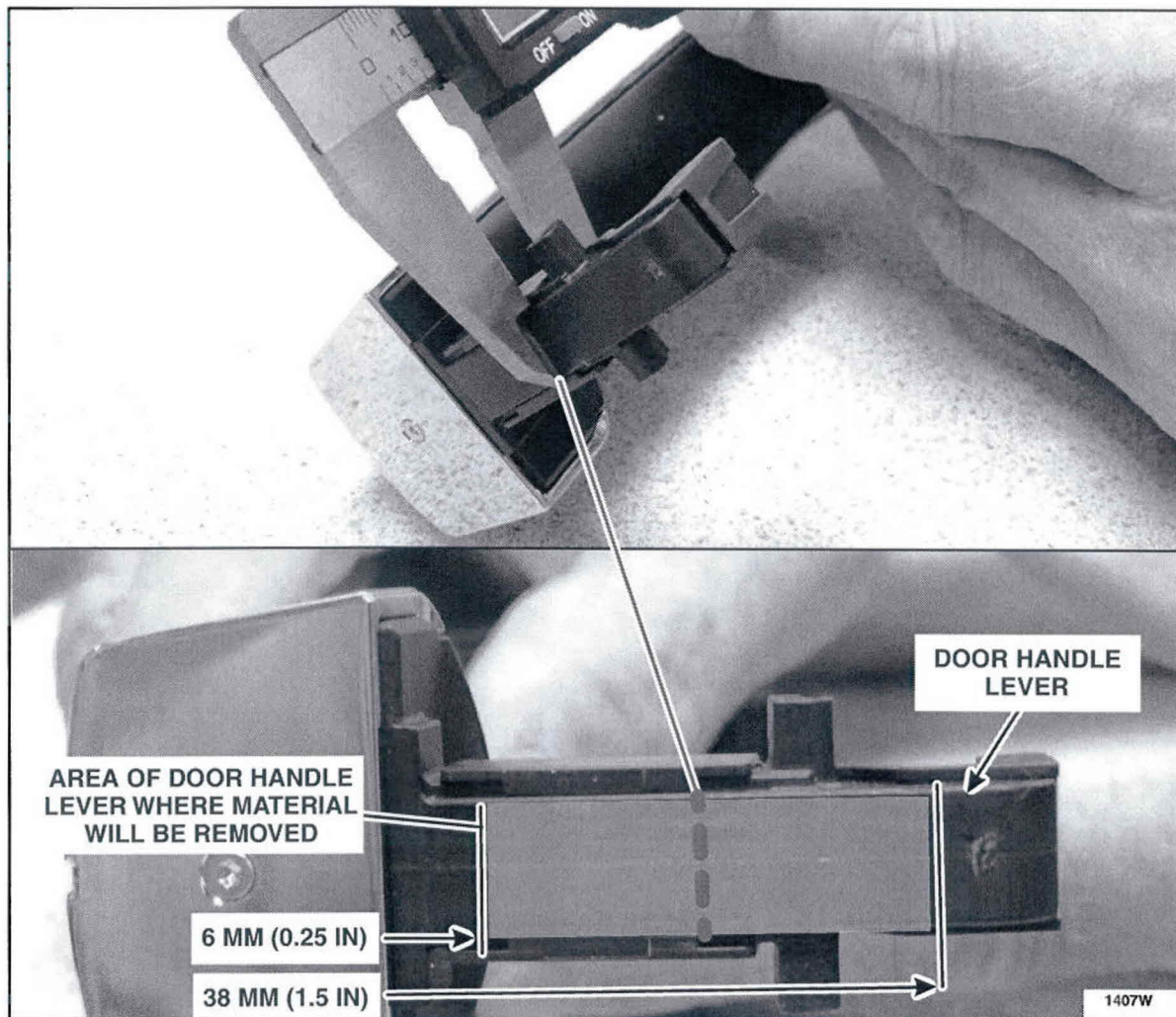


FIGURE 10



5. Apply protective tape to the end of the door handle to prevent damage. See Figure 11.

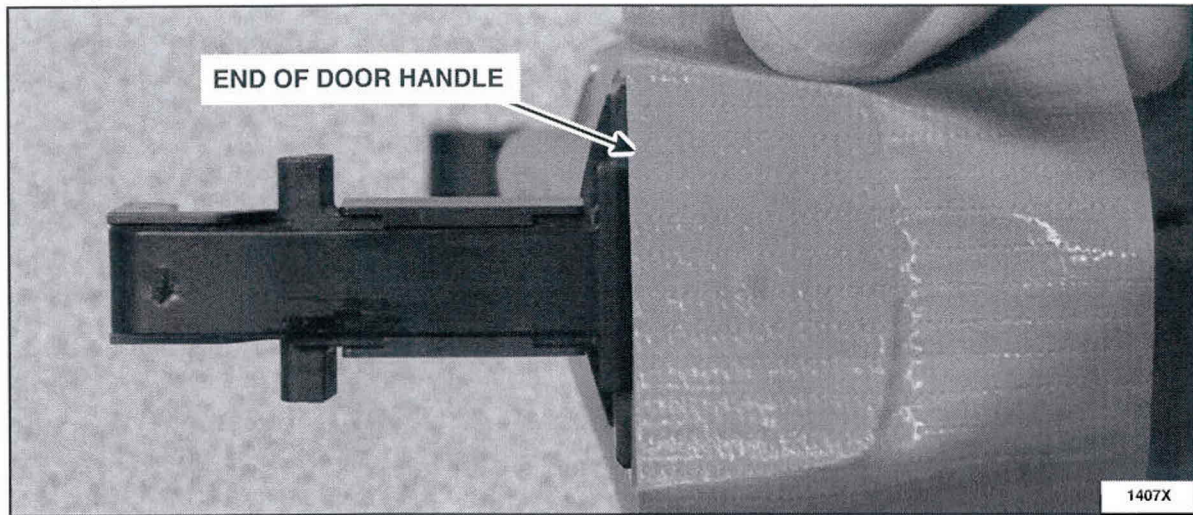


FIGURE 11

NOTICE: Do not use a power grinder or sander to remove material from the door handle. Use of these tools could cause an excessive amount of material to be removed which may damage the door handle.

6. Place a sheet of 80-120 grit emery cloth on the edge of a table and place the door handle lever on top of it. (DO NOT USE SAND PAPER) See Figure 12.

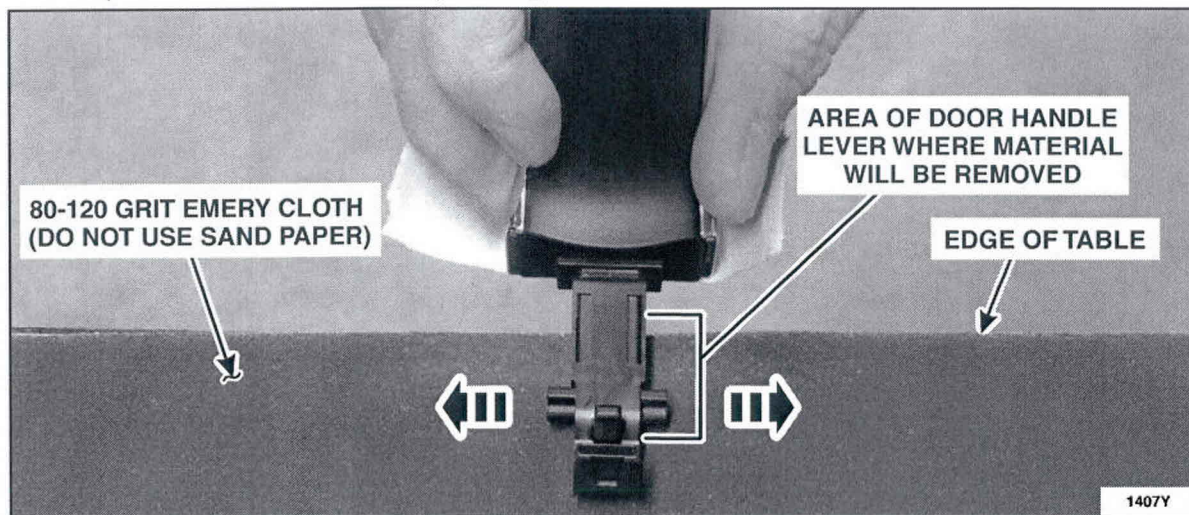


FIGURE 12



7. Rub the handle back and forth across the emery cloth until 0.508 mm (0.020 in) of material is removed from the door handle. See Figures 12 and 13.

- Measure to confirm the appropriate amount of material has been removed.

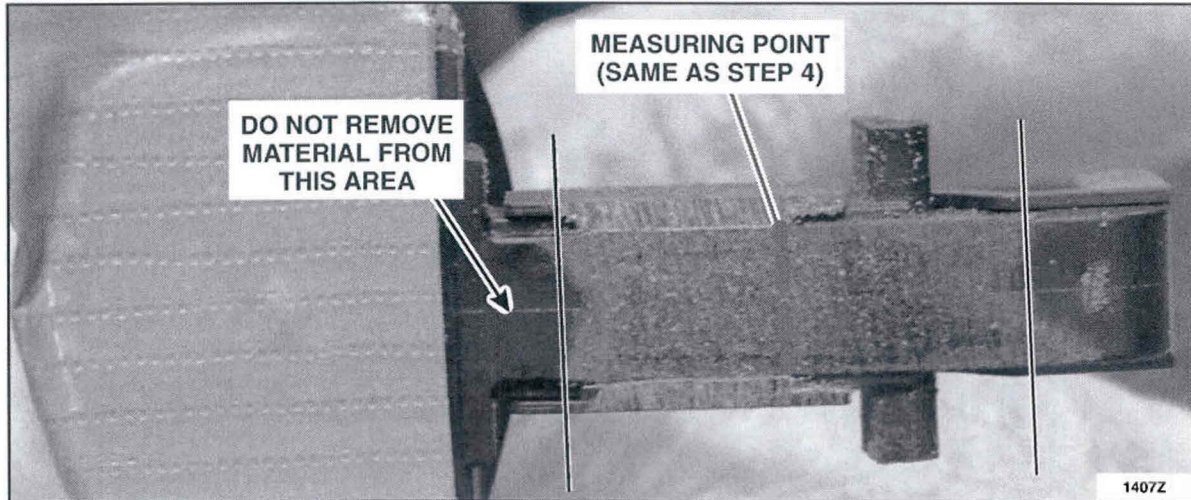


FIGURE 13

8. Install the door handle and bezel as previously described. Perform the confirmation check as described on Page 6.

- If all door handles pass inspection, return the vehicle to the owner.
- If any door handle fails the confirmation check after modification using emery cloth, contact the Special Service Support Center (SSSC) at 1-800-325-5621.



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Certain 2013-2014 Model Year Escape Vehicles

Exterior Door Handle Inspection and Adjustment

New **DEALER Q & A**

- Q1. In the Technical Information, why are technicians instructed to use a 0.30 mm (0.012 in) feeler gauge for checking the door handles, but then instructed to use a 0.10 mm (0.004 in) feeler gauge for the Confirmation Check?**
- A. The purpose of the recall is to identify and correct all vehicles that have a misaligned exterior door handle. By using the 0.30 mm (0.012 in) feeler gauge, we are ensuring all vehicles that may need a door handle adjustment are checked. However, a gap of 0.10mm (0.004 in) is sufficient clearance to prevent the binding condition. Therefore, as a final confirmation, technicians are to verify that a 0.10 mm (0.004 in) gap is present by performing the Confirmation Check.
- Q2. Under what conditions is sanding the door handle with emery cloth necessary?**
- A. Removing material from the door handle with emery cloth is only performed if the door handle does not pass the Confirmation Check after the door handle reinforcement is properly adjusted.