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Ford Motor Company  
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July 1, 2014

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD – SAFETY RECALL 14S12**  
Certain 2014 Model Year Fiesta Vehicles  
Fuel Tank Replacement

### **AFFECTED VEHICLES**

Certain 2014 model year Fiesta vehicles built at the Cuautitlan Assembly Plant from October 25, 2013 through February 27, 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 July 1, 2014.

### **REASON FOR THIS SAFETY RECALL**

Fuel tanks built during a specific time period may be missing an adhesive layer. Without this adhesive layer, a tank may leak fuel from a seam. A fuel leak in the presence of an ignition source may result in a fire.

### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the fuel tank. 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 July 14, 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.**

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Letter

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621  
Special Service Support Center Parts Order Line..... 1-800-207-2444

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD – SAFETY RECALL 14S12**

Certain 2014 Model Year Fiesta Vehicles

Fuel Tank Replacement

**OASIS ACTIVATED?**

Yes, OASIS will be activated on July 1, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 1, 2014. Owner names and addresses will be available by July 21, 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.
- 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.
- 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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**OWNER REFUNDS**

Refunds are not authorized for this program.

**RENTAL VEHICLES**

With proper parts ordering and service appointment scheduling, rental vehicles should not be required; however, Ford Motor Company will pay for one day of vehicle rental if needed. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but is not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

**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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Fuel Tank Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Fuel Tank Assembly. Includes transfer of all parts.	14S12B	1.7 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
AE8Z-9002-D	Fuel Tank Assembly	1
4L3Z-9276-AA	Fuel Delivery Module Seal	1
W500013-S442	Fuel Tank Strap Bolt	3

The DOR/COR number for this recall is 50547.

To manage part availability for the 210 vehicles involved in this program, at this time the fuel tank assembly and bolts are on emergency order only. All other parts requirements should be ordered through normal order processing channels.

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

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).

**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 2014 MODEL YEAR FIESTA VEHICLES — FUEL TANK REPLACEMENT**

### **OVERVIEW**

Fuel tanks built during a specific time period may be missing an adhesive layer. Without this adhesive layer, a tank may leak fuel from a seam. A fuel leak in the presence of an ignition source may result in a fire.

### **SERVICE PROCEDURE**

1. Replace the fuel tank. For additional information, refer to Workshop Manual (WSM) Section 310-01.

