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July 1, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S13
Certain 2014 Model Year Escape Vehicles
Front Panorama Roof Glass Assembly Inspection

AFFECTED VEHICLES

Certain 2014 model year Escape vehicles built at the Louisville Assembly Plant from October 15, 2013 through October 22, 2013. 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

In some of the affected vehicles, the front panorama roof glass may have insufficient adhesion to the frame due to the two part urethane epoxy not being mixed correctly. A panorama roof glass assembly with an improperly cured urethane bond may result in noise, water leak, or separation of the glass panel from the vehicle, potentially increasing the risk of an accident or injury.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the build date and sequence number of the front panorama roof glass and replace as necessary. 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 inspect and 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 Notification Letter

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 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 25, 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).

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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.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the front panorama roof glass assembly and it is necessary to order parts, Ford Motor Company will pay for one day of vehicle rental. 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). The parts order must be an emergency order (unit down) to guarantee the shortest delivery time.

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.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect label and return the vehicle to the owner.	14S13A	0.3 Hours
Inspect label and replace front panorama roof glass assembly.	14S13B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
CJ5Z-78500A18-A	Front Panorama Roof Glass Assembly	1

The DOR/COR number for this recall is 50546.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: 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 ESCAPE VEHICLES — FRONT PANORAMA ROOF GLASS ASSEMBLY INSPECTION

OVERVIEW

In some of the affected vehicles, the front panorama roof glass may have insufficient adhesion to the frame due to the two part urethane epoxy not being mixed correctly. A panorama roof glass assembly with an improperly cured urethane bond may result in noise, water leak, or separation of the glass panel from the vehicle, potentially increasing the risk of an accident or injury.

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the build date and sequence number of the front panorama roof glass and replace as necessary.

SERVICE PROCEDURE

1. Open the shade and locate the “accordion” style seal on the passenger side of the front panorama roof glass assembly. See Figure 1.

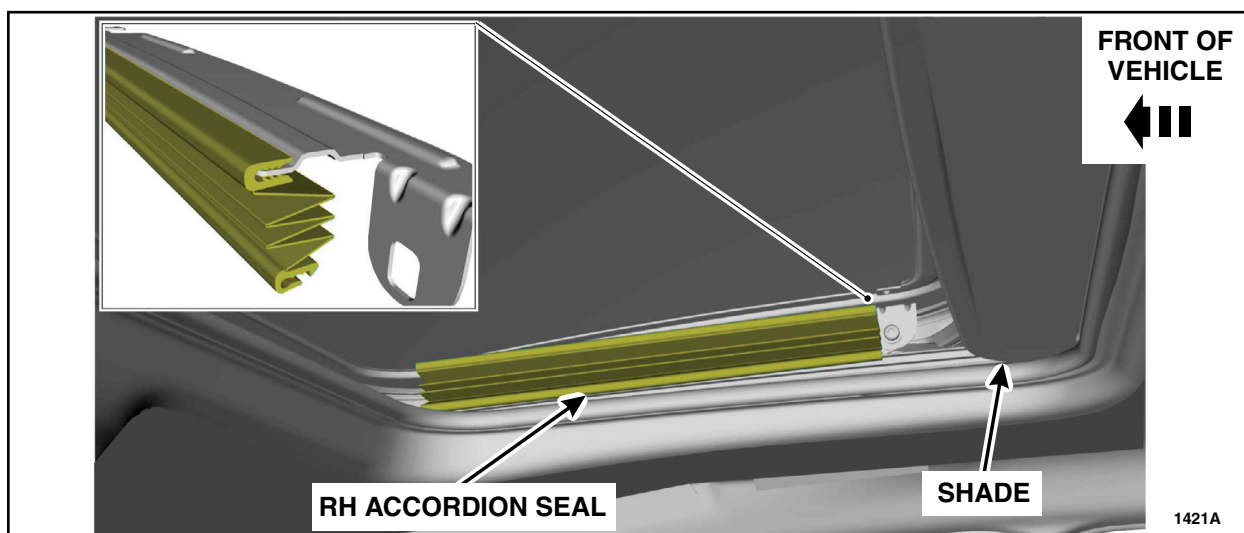


FIGURE 1



2. Starting on one end of the seal, pull the upper part of the seal away from the panorama roof flange. See Figure 2.

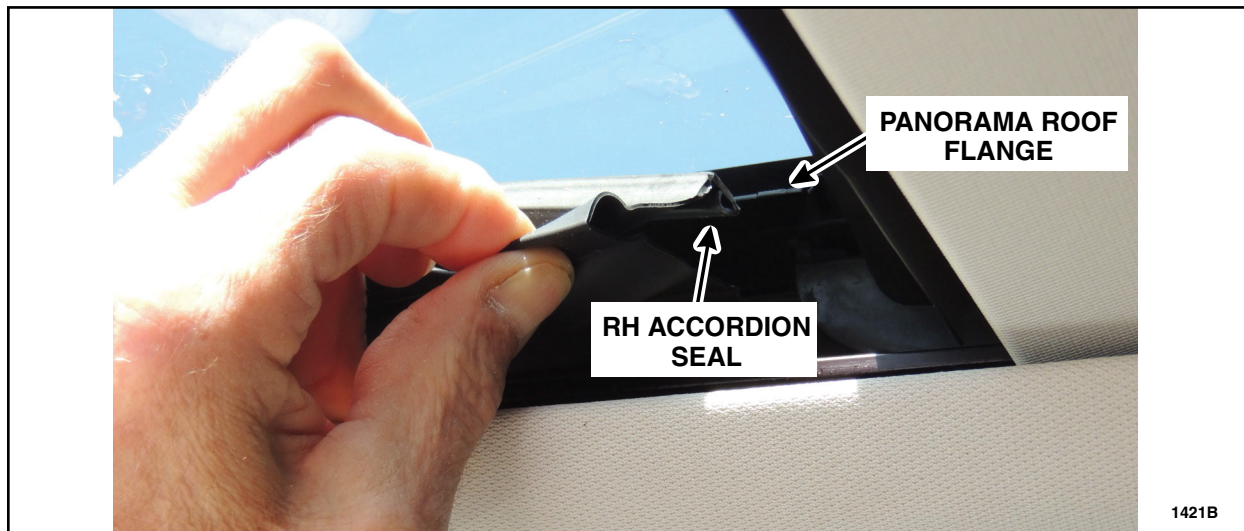


FIGURE 2

3. Locate the label on the front panorama roof glass frame. See Figure 3.



FIGURE 3

4. Read the date and sequence number on the label. See Figure 3.
 - a. If the date is 10/10/13 and the sequence number is 253 through 287, install a *new* front panorama roof glass assembly. For additional information, refer to Workshop Manual (WSM) Section 501-17.
 - b. If the label does **NOT** meet the criteria above, reattach the accordion seal and release the vehicle.

