



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

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

July 1, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S14
Certain 2014 Model Year F53 Motorhome and F59 Commercial Chassis Vehicles
Brake Caliper Inspection

AFFECTED VEHICLES

Certain 2014 model year F53 motorhome and F59 commercial chassis vehicles built at the Detroit Chassis Plant from February 14, 2014 through March 7, 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

In some of the affected vehicles, the brake caliper piston bore may be out-of-round causing the piston seal to leak brake fluid. If the caliper piston seal is leaking, the driver of the vehicle would experience longer pedal travel and extended stopping distances, increasing the risk of an accident.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect all four brake calipers 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 28, 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 Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S14
Certain 2014 Model Year F53 Motorhome and F59 Commercial Chassis Vehicles
Brake Caliper Inspection

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 August 8, 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).

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S14
Certain 2014 Model Year F53 Motorhome and F59 Commercial Chassis Vehicles
Brake Caliper Inspection

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 a brake caliper(s) 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 must not 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.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S14
 Certain 2014 Model Year F53 Motorhome and F59 Commercial Chassis Vehicles
 Brake Caliper Inspection

LABOR ALLOWANCES

Due to the variability in the service actions required to repair these vehicles, different levels of labor operations have been created. **All repair orders should claim one labor operation for the Primary Labor Operations listed below.** In addition, if the vehicle requires any brake caliper replacement(s), also claim one labor operation from Group 1 below. Each labor operation must be submitted on the same repair line.

PRIMARY LABOR OPERATIONS: (Claim only one from this group)		
Description	Labor Operation	Labor Time
Inspect casting code on all four calipers and return the vehicle to the owner.	14S14A	0.3 Hours
Inspect casting code on all four calipers. Remove 1 front wheel and inspect manufacturing date code.	14S14B	0.4 Hours
Inspect casting code on all four calipers. Remove 2 front wheels and inspect manufacturing date codes.	14S14C	0.5 Hours
Inspect casting code on all four calipers. Remove 1 dual rear wheel and inspect manufacturing date code.	14S14D	0.5 Hours
Inspect casting code on all four calipers. Remove 2 dual rear wheels and inspect manufacturing date codes.	14S14E	0.6 Hours
Inspect casting code on all four calipers. Remove 1 front and 1 dual rear wheel and inspect manufacturing date codes.	14S14F	0.6 Hours
Inspect casting code on all four calipers. Remove 2 front and 1 dual rear wheel and inspect manufacturing date codes.	14S14G	0.6 Hours
Inspect casting code on all four calipers. Remove 1 front and 2 dual rear wheels and inspect manufacturing date codes.	14S14H	0.7 Hours
Inspect casting code on all four calipers. Remove 2 front and 2 dual rear wheels and inspect manufacturing date codes.	14S14J	0.8 Hours

GROUP 1 – CALIPER REPLACEMENT (Claim only one from this group if appropriate) (Time is associated with the replacement of the brake caliper only - includes time to replace brake pads if contaminated)		
Description	Labor Operation	Labor Time
Replace one caliper	14S14K	0.5 Hours
Replace two calipers	14S14L	0.7 Hours
Replace three calipers	14S14M	0.8 Hours
Replace four calipers	14S14N	0.9 Hours

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S14
 Certain 2014 Model Year F53 Motorhome and F59 Commercial Chassis Vehicles
 Brake Caliper Inspection

POST-REPAIR WHEEL NUT RETIGHTENING

Each wheel that is removed and reinstalled must have the wheel nuts retightened, as stated in the Owner Guide, at 100 miles after service. Additionally, dual rear wheel vehicles must have the wheel nuts retightened again at 500 miles after service. This is required to permit the wheel clamping system to seat correctly so that the wheel nuts will hold a uniform clamp load and remain fully tightened.

These labor operations must be claimed on a separate repair order as related damage when the vehicle returns for this procedure.

POST-REPAIR RETIGHTENING LABOR OPERATION		
Must be claimed on a separate repair order as related damage.		
Description	Labor Operation	Labor Time
Retighten all wheel nuts at 100 Miles (160km) after wheel reinstallation.	14S14WW	0.2 Hours
Retighten all wheel nuts at 500 Miles (800km) after wheel reinstallation.	14S14ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Brake Caliper Part Numbers (**Only required if date falls within the suspect date range**)

Wheel Position	Caliper Mounting Position	Part Number
Left Front	Forward mounted	8U9Z-2B120-AA
Right Front	Forward mounted	8U9Z-2B121-AB
Left Rear	Forward mounted	8U9Z-2B120-AA
Right Rear	Forward mounted	8U9Z-2B121-AB
	Rearward mounted	8U9Z-2B120-AA

Additional Part Numbers (**Only required if date falls within the suspect date range**)

Part Number	Description	Quantity
EOAZ-2149-B	Banjo Washer (Unit of Issue 7)	2 per caliper
PM-1-C	DOT 3 Brake Fluid – Hydro-Boost® 16,000-19,500 lb Gross Vehicle Weight Rating (GVWR)	1
PM-21	DOT 5.1 Brake Fluid – Hydro-Max® 20,500-26,000 lb GVWR	1
8U9Z-2001-AB	Brake Pad Kit	1 per caliper if contaminated

The DOR/COR number for this recall is 50545.

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.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S14
Certain 2014 Model Year F53 Motorhome and F59 Commercial Chassis Vehicles
Brake Caliper Inspection

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 F53 MOTORHOME AND F59 COMMERCIAL CHASSIS VEHICLES — BRAKE CALIPER INSPECTION

OVERVIEW

In some of the affected vehicles, the brake caliper piston bore may be out-of-round causing the piston seal to leak brake fluid. If the caliper piston seal is leaking, the driver of the vehicle would experience longer pedal travel and extended stopping distances, increasing the risk of an accident.

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the casting and manufacturing date code on all four brake calipers to determine if replacement is necessary.

SERVICE PROCEDURE

NOTE: The caliper casting code can be read with the wheels installed. A creeper may be necessary to access the rear caliper casting code.

1. Inspect the caliper casting code on one of the four calipers. See Figure 1.

- **PASS INSPECTION:** If the caliper casting code does not match any of the codes below, no further action is required for this caliper. Repeat Step 1 on the remaining calipers.
- **DID NOT PASS INSPECTION:** If the caliper casting code matches any of the codes below, further inspection is required. Repeat Step 1 on the remaining calipers.

- YMT
- YM9
- YMY
- YNJ

Proceed to Step 2 for all calipers that did not pass inspection. If all calipers passed inspection, return the vehicle to the owner as no further action is required.

NOTE: Caliper removed for clarity.

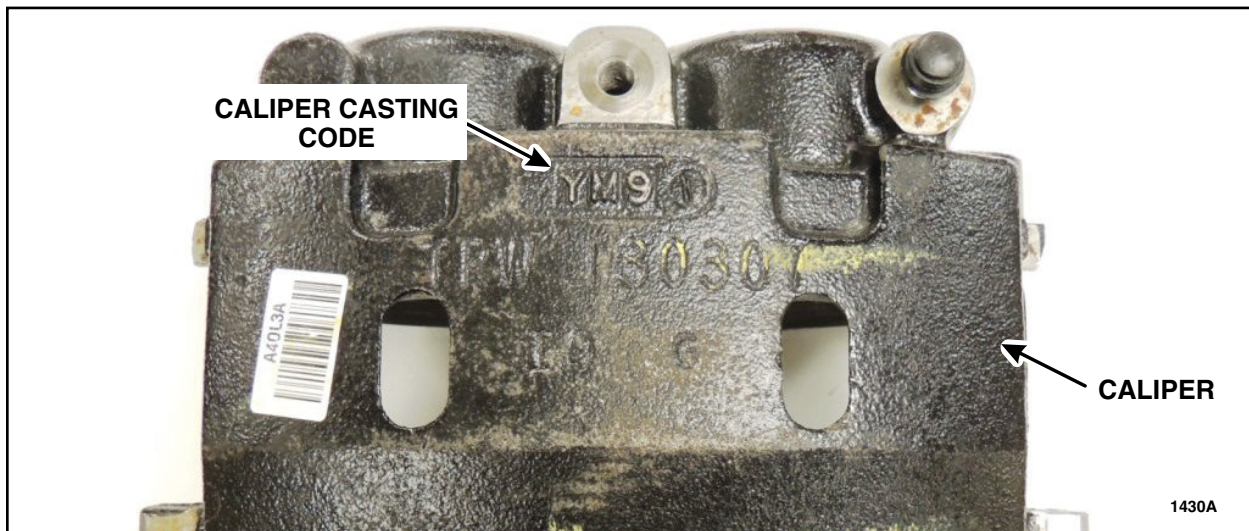


FIGURE 1



2. Remove the wheel and tire assembly for any caliper that did not pass inspection. For additional information, refer to Workshop Manual (WSM) Section 204-04.
3. **NOTE:** If the right rear caliper fails inspection, note the mounting position of the caliper before ordering parts.

Inspect the first five digits of the manufacturing date code. See Figure 2.

- If the manufacturing date code is on or between 03414 and 05714, caliper replacement is required.
- If the manufacturing date code is not between 03414 and 05714, reinstall the wheel and tire assembly as no further action is required for this caliper. For additional information, refer to WSM Section 204-04.

Proceed to "Caliper Replacement" below for any calipers that did not pass inspection. If all calipers passed the second inspection, return the vehicle to the owner as no further action is required.

NOTE: Caliper removed for clarity.

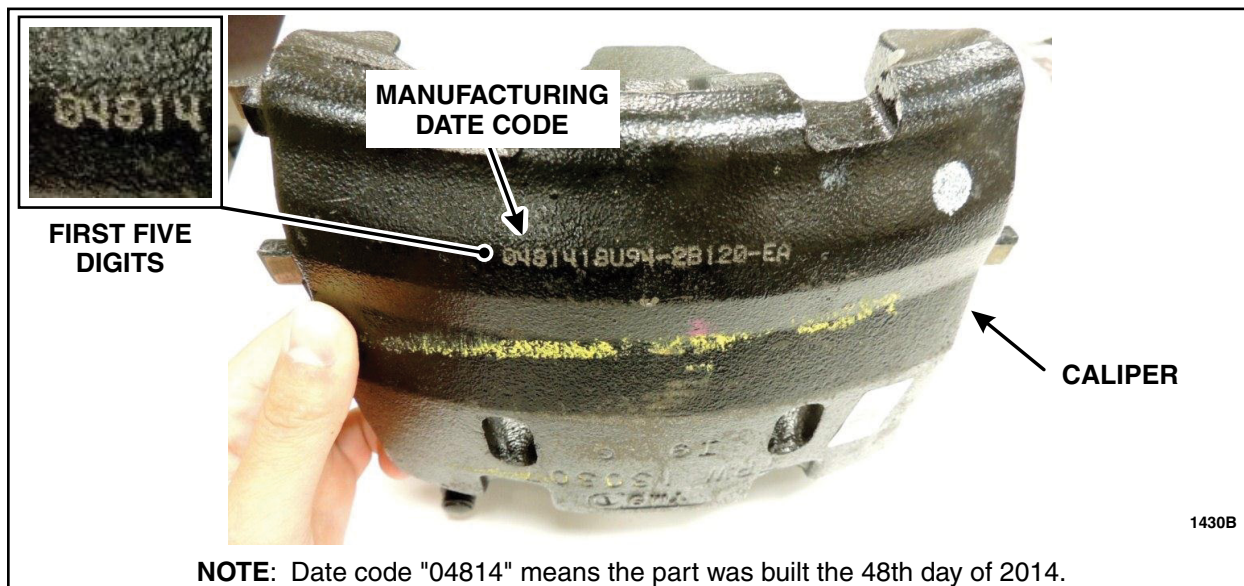


FIGURE 2

CALIPER REPLACEMENT

NOTE: If any brake pads are contaminated with brake fluid, install *new* brake pads.

4. Replace any calipers that failed inspection. For additional information, refer to WSM Section 206-03 (front caliper) and/or 206-04 (rear caliper).

