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Ford Motor Company
P. O. Box 1904
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September 2, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 14S19

Certain 2005 through 2008 Model Year Escape and Mariner Hybrid Vehicles
Motor Electronics Coolant Pump Replacement

AFFECTED VEHICLES

Certain 2005 through 2008 model year Escape Hybrid and 2006 through 2008 Mariner Hybrid vehicles built at the Kansas City Assembly Plant from Job #1, 2005 through June 20, 2008. 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 September 2, 2014.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the Motor Electronics Coolant Pump (MECP) may fail and cause the motor electronics cooling system to overheat. An overheat condition in the motor electronics cooling system can result in audible and visual warnings in the instrument cluster accompanied by a reduction or loss of motive power without affecting the vehicle's braking and steering systems. A loss of motive power while driving may increase the risk of a crash.

SERVICE ACTION

Dealers are to inspect each vehicle to determine if the brush-type MECP is installed, and if so, replace it. Some vehicles may have already been repaired using the brushless-type MECP service kit, and these vehicles may be returned to the owner after the inspection verifies that the brushless-type MECP has been installed. Only brush-type MECPs should be replaced.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Sufficient quantities of MECPs are not currently available to repair all vehicles. At this time, customer vehicles should be repaired only if the MECP is not functioning. It is anticipated that sufficient quantities of MECPs will be available to repair all vehicles late 4th Quarter, 2014.

OWNER NOTIFICATION MAILING SCHEDULE

Initial Owner Letters are expected to be mailed the week of October 27, 2014 to notify owners of this Safety Recall. Owners will be advised that although parts are not currently available, they may bring their vehicles to dealers for inspection. When parts become available, owners will be instructed to bring their vehicles to dealers for repairs.

Dealers should perform an inspection on any affected vehicles identified in OASIS 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
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Safety Recall 14S19
Certain 2005 through 2008 Model Year Escape and Mariner Hybrid Vehicles
Motor Electronics Coolant Pump Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on September 2, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on September 2, 2014. Owner names and addresses will be available after all owner mailings have been completed.

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

NOTE: In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your used vehicles.

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for inspection.
- Parts are currently not available to replace all MECs. At this time, customer vehicles should be repaired only if the MEC is not functioning.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may 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).

Safety Recall 14S19

Certain 2005 through 2008 Model Year Escape and Mariner Hybrid Vehicles
Motor Electronics Coolant Pump Replacement

OWNER REFUNDS

- **This safety recall must still be performed even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with replacement of the MECP.

RENTAL VEHICLES

For customer vehicles exhibiting concerns with the brush-type MECP: When calling the Special Service Support Center Parts Ordering line at 1-800-207-2444 to order a MECP service kit, rental vehicles may be requested to accommodate parts ordering delays. If you have a unique circumstance which may require additional rental vehicle needs, please contact Special Service Support Center Dealer Assistance at 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.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 14S19
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- 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 the MECP. Brushless-type MECP was previously installed, no further action necessary.	14S19A	0.2 Hours
Inspect the MECP. Repair needed but parts are not currently available. Schedule service appointment to replace MECP when parts are available.	14S19B	0.2 Hours
Inspect the MECP and check DTCs. Repair needed but pump is not the cause of the customer concern and parts are not currently available. Schedule service appointment to replace MECP when parts are available.	14S19C	0.3 Hours
Inspect and replace the MECP (includes check DTCs).	14S19D	1.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
5M6Z-8C419-A	Brushless MECP service kit	1
VC-7DIL-B	Motorcraft Premium Gold pre-diluted coolant (one gallon)	1

The DOR/COR number for this recall is 50555.

At this time, customer vehicles should be repaired only if the MECP is not functioning. To acquire a replacement pump, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444.

When calling to place an order for the brushless MECP service kit, ensure the MECP has been identified as the cause of the concern according to the technical instructions included with this recall. Be prepared to provide dealer P&A code, VIN, RO number, and vehicle mileage.

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

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.

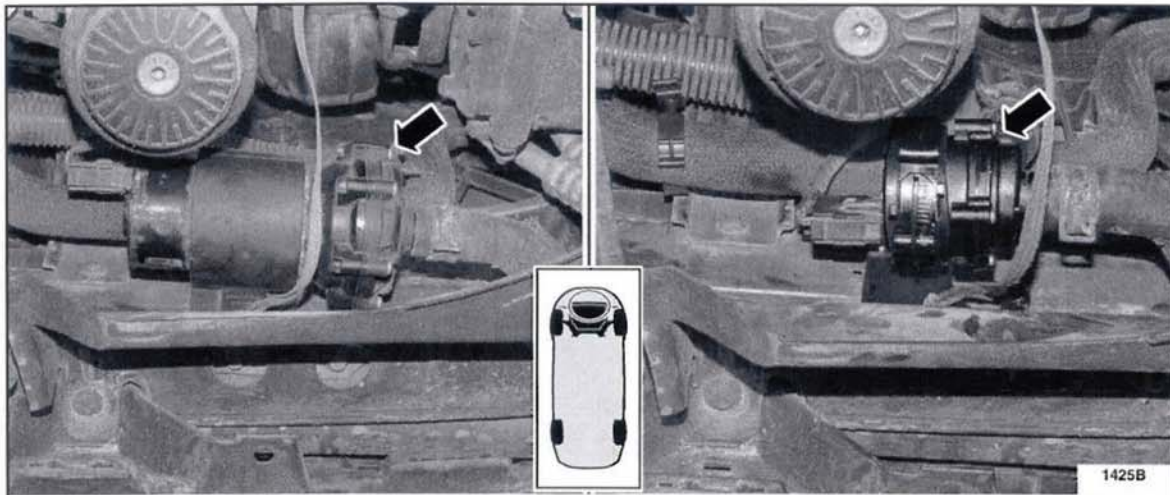
CERTAIN 2005 THROUGH 2008 MODEL YEAR ESCAPE AND MARINER HYBRID VEHICLES — MOTOR ELECTRONICS COOLANT PUMP REPLACEMENT

OVERVIEW

In some of the affected vehicles, the Motor Electronics Coolant Pump (MECP) may fail and cause the motor electronics cooling system to overheat. An overheat condition in the motor electronics cooling system can result in audible and visual warnings in the instrument cluster accompanied by a reduction or loss of motive power without affecting the vehicle's braking and steering systems. Dealers are to inspect each vehicle to determine if the brush-type MECP is installed, and if so, replace it. Only brush-type MECPs should be replaced.

SERVICE PROCEDURE

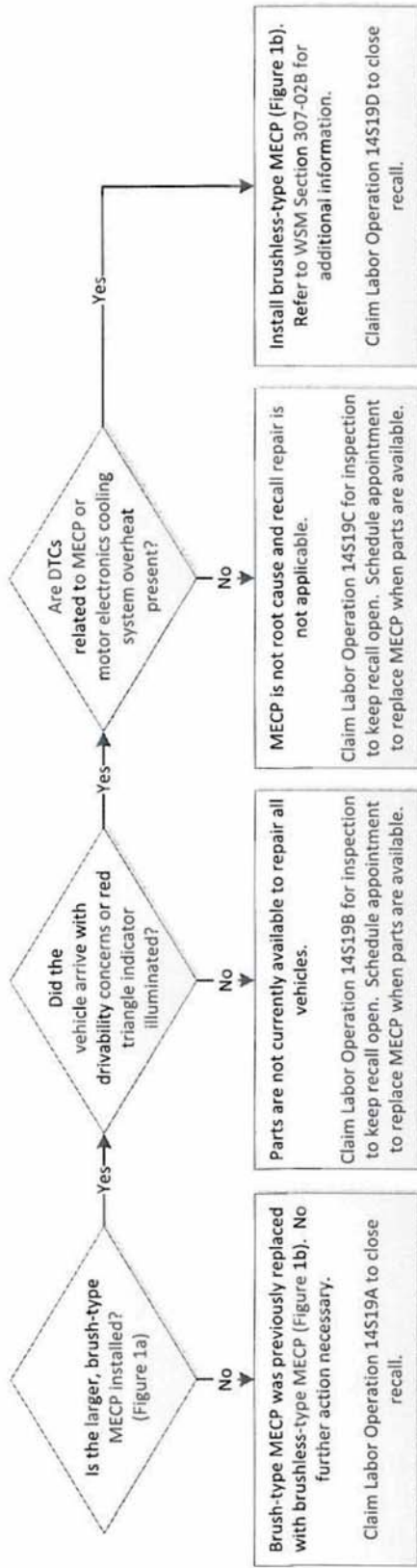
1. Position the vehicle on a hoist. For additional information, refer to Workshop Manual (WSM) Section 100-02.
2. Inspect the MECP located behind the radiator support near the oil filter (see Figure 1a and 1b). Reference the flowchart on Page 2 for inspection and repair criteria.



**FIGURE 1a (Brush-Type)
REPLACE**

FIGURE 1b (Brushless-Type)





3. If directed by the flowchart, install the updated brushless-type MECP (Figure 1b) using the MECP service kit. For additional information, refer to WSM Section 307-02B.

NOTE: The MECP service kit comes with a short length of convolute tubing and a hose clip. Refer to the instructions supplied in the kit for information about the installation of these pieces.

**Ford Motor Company
Recall Reimbursement Plan for 14S19**

Ford and Lincoln Mercury dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 14S19, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to April 30, 2015. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2009. The following is the text of that letter and the Plan:

**General Recall Reimbursement Plan
(As submitted to the NHTSA)**

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 28, 2007 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.