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March 12, 2015

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

**SUBJECT:** **Safety Recall 14S19 – Supplement #2**  
Certain 2005 through 2008 Model Year Escape and Mariner Hybrid Vehicles  
Motor Electronics Coolant Pump Replacement

**REF:** **Safety Recall 14S19 – Supplement #1**  
Dated December 17, 2014

**New! REASON FOR THIS SUPPLEMENT**

- **Parts Availability:** *Parts are now available in sufficient quantities to repair all vehicles. As a result, the interim inspection procedures are no longer necessary. Interim inspection claims containing labor operations 14S19B and 14S19C with repair order dates of March 19, 2015 or later will no longer be accepted. Additionally, vehicles that were inspected and released per the interim inspection procedure should now be repaired.*
- **Owner Notification:** *Owners will be notified the week of March 16, 2015 that parts are available to repair their vehicle.*

**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.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

*A follow-up notification will be sent to all owners advising them to bring their vehicles to dealers for repairs beginning the week of March 16, 2015. Dealers should inspect and repair as needed 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 – Supplement #2**  
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Motor Electronics Coolant Pump Replacement

**OASIS ACTIVATED?**

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

**New! 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 *by March 26, 2015*.

**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.

**New! SOLD VEHICLES**

- *Owners of affected vehicles will be directed to dealers for inspection and repair as needed.*
- *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.*
- *Immediately contact customers whose vehicles were inspected and released using interim inspection labor operations 14S19B or 14S19C to 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.

**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).

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**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.

**New! RENTAL VEHICLES**

*With proper parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique circumstance which may require a rental vehicle, please contact the Special Service Support Center 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: ADMIN
  - Misc. Expense: REFUND
  - 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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**New! 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 and replace the MECP.	14S19D	1.1 Hours

*Labor operations 14S19B and 14S19C will not be accepted on repair orders dated March 19, 2015 or later.*

<i>Inspect the MECP. Repair needed but parts are not currently available. Schedule service appointment to replace MECP when parts are available.</i>	14S19B	0.2 Hours
<i>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.</i>	14S19C	0.3 Hours

**New! 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.

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

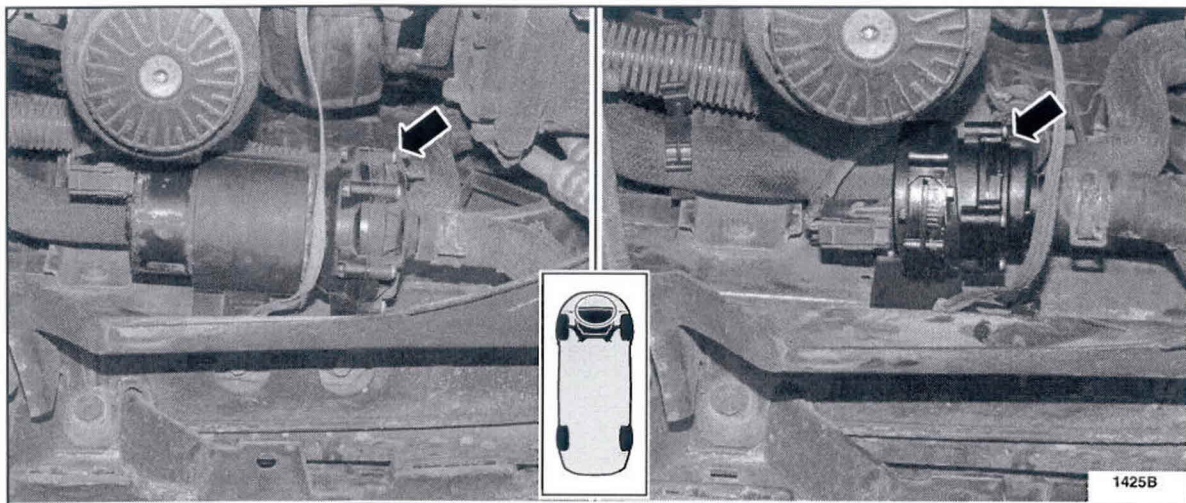
### OVERVIEW

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).
  - If the larger, brush-type MECP is installed, replace it with the brushless-type MECP.
  - If the brushless-type MECP is installed, no repairs are needed.

**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.



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

**FIGURE 1b (Brushless-Type)**



**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.