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Ford Motor Company  
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November 3, 2014

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

**SUBJECT: DELIVERY HOLD - Safety Recall 14S24**

Certain 2014 Model Year Transit Connect Vehicles Equipped with a 2.5L Engine  
Fuel and Vapor Line Routing Inspection

**AFFECTED VEHICLES**

Certain 2014 model year Transit Connect vehicles equipped with a 2.5L engine built at the Valencia Assembly Plant from Job #1 2013 through July 10, 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 November 3, 2014.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the fuel and vapor lines may have been incorrectly routed and could contact each other. Over time, hard contact between the fuel line and the protective convolute on the vapor line, along with vibration and road contamination, may cause abrasion and wear of the fuel line, resulting in a leak. A fuel leak in the presence of an ignition source may result in a fire.

**SERVICE ACTION**

Before delivering any of the vehicles involved in this recall, dealers are to check the routing of the fuel and vapor lines.

- If the lines are not crossed, no further action is required.
- If the lines are crossed, dealers are to replace the fuel line.

**Note:** While the fuel line is on order, either perform the interim repair so the vehicle can be safely driven, or provide the customer with rental transportation until the repair can be completed.

These services 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 November 17, 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  
Customer Information Sheet: Did Not Pass Inspection  
Owner Notification Letter

## **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

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on November 3, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on November 3, 2014. Owner names and addresses will be available by December 5, 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.

**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**

Refunds are not approved for this program.

**RENTAL VEHICLES**

If a customer's vehicle requires the replacement of the fuel line and it is necessary to order parts, Ford Motor Company will pay for up to two days 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 days the vehicle is at the dealership for part replacement. Prior approval for more than two rental days 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.
- 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 require 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".
- Rental is authorized when claiming only Labor Operation 14S24B.

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**LABOR ALLOWANCES****Passed Inspection**

Description	Labor Operation	Labor Time
Inspect fuel and vapor line routing, return the vehicle to the owner as no further repair is necessary.	14S24A	0.2 Hours

**Did Not Pass Inspection**

Description	Labor Operation	Labor Time
Inspect fuel and vapor line routing, disconnect and re-route vapor line.  <b>NOTE: This is an interim action only (in lieu of rental) and will not close Safety Recall 14S24.</b>	14S24J	0.5 Hours
Inspect fuel and vapor line routing and install new fuel line.  <b>NOTE: This labor operation can be claimed in combination with labor operation 14S24J.</b>	14S24B	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
CV6Z-9J280-A	Fuel Line	1

The DOR/COR number for this recall is 50569

**NOTE:** Parts are currently not available in sufficient quantities to allow for open ordering.

To manage part availability, dealers must use the web link below to access the VIN specific 14S24 Part Availability Web Tool.

The VIN specific web tool link is located in the web index box for this recall at [www.FMCDealer.com](http://www.FMCDealer.com), or go to <https://www.techhotline.dealerconnection.com/dealerpa/Lookup14S24.aspx>. 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).

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**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 TRANSIT CONNECT VEHICLES EQUIPPED WITH A 2.5L ENGINE — FUEL AND VAPOR LINE ROUTING INSPECTION

### OVERVIEW

In some of the affected vehicles, the fuel and vapor lines may have been incorrectly routed and contact each other. Over time, contact between the fuel and vapor lines can cause abrasion which may compromise the fuel line and result in fuel leakage.

### SERVICE PROCEDURE

#### Inspection

1. Locate the under-hood liquid and fuel vapor lines near the brake master cylinder. See Figure 1.

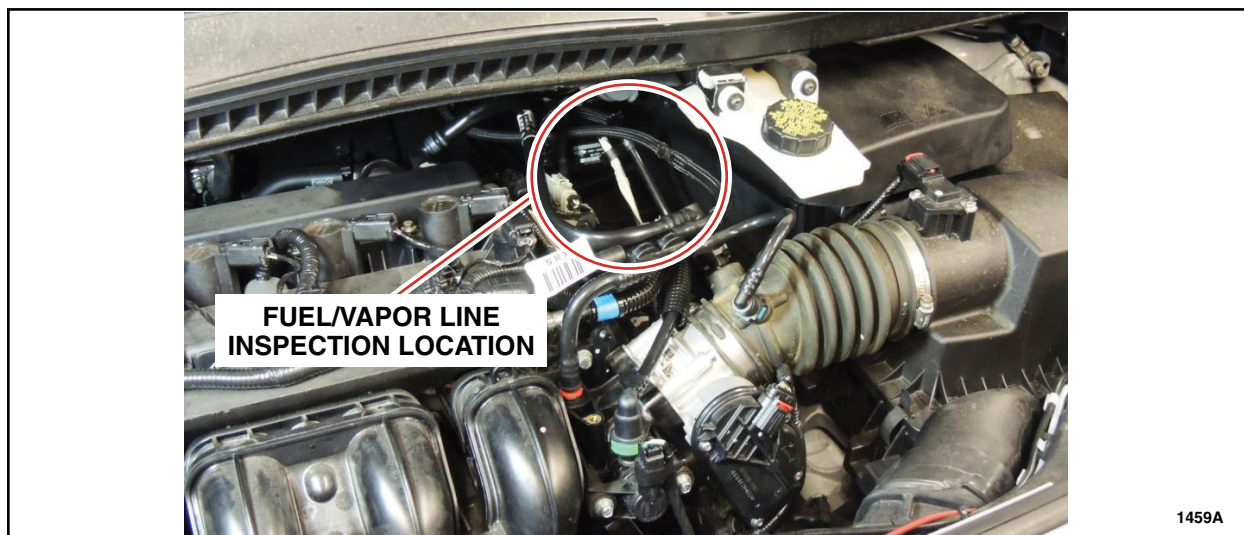


FIGURE 1



2. Inspect the fuel and vapor line routing (see Figure 2a and 2b).

- If the lines **are not** crossed, no further action is required.
- If the lines **are** crossed, dealers are to replace the fuel line.

**NOTE:** While the fuel line is on order, either perform the interim repair so the vehicle can be safely driven, or provide the customer with rental transportation until the repair can be completed.

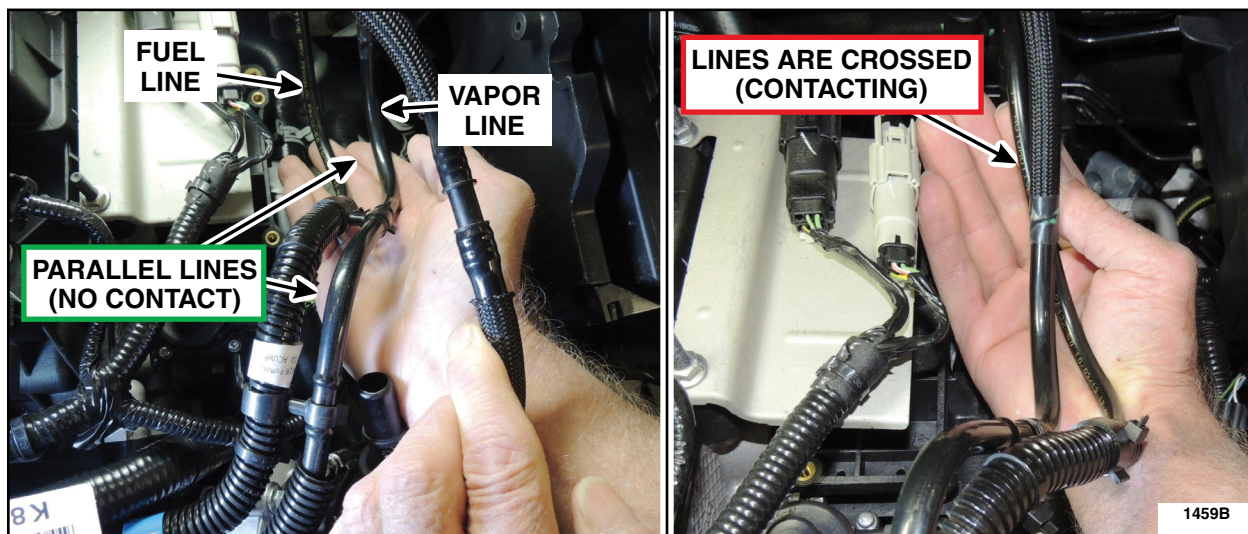


FIGURE 2a

FIGURE 2b

### Interim Repair

1. Disconnect, re-route, and reconnect vapor line (vapor line must be parallel to fuel line).

### Fuel Line Replacement

1. Release the fuel system pressure. For additional information, refer to Workshop Manual (WSM) Section 310-00.
2. Disconnect and remove the fuel line. For additional information, refer to WSM Section 310-00.
3. Install a *new* fuel line. For additional information, refer to Workshop Manual (WSM) Section 310-00. See Figure 2a.
4. Pressurize the fuel system. For additional information, refer to WSM Section 310-00.







**Did Not Pass Fuel and Vapor Line Inspection  
Customer Information Sheet**

Your dealer has completed an inspection of your vehicle and has determined that the fuel line requires replacement. The replacement fuel line has been ordered and an interim repair has been performed on your vehicle to allow it to be safely driven. Please work with your dealer to arrange a service appointment to have the new fuel line installed.

This recall will remain open until the new fuel line is installed. We apologize for any inconvenience this situation may have caused.

Sincerely,

Ford Motor Company  
Ford Customer Service Division