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Ford Motor Company  
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November 24, 2014

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD – Safety Recall 14S23**  
Certain 2015 Model Year Transit Vehicles with Diesel Engine  
Install Fuel Filter Reinforcement Bracket

**REF :** **DEMONSTRATION / DELIVERY HOLD Advance Notice – Safety Recall 14S23**  
Dated November 3, 2014

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015	Kansas City	July 28, 2014 through August 7, 2014

Ford Motor Company is issuing a recall for a small number (92 total vehicles) of 2015 model year vehicles listed above. 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 was available November 3, 2014.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the fuel filter reinforcement bracket was not installed on the crossmember during vehicle assembly. This may result in the fuel filter separating from the crossmember over time, and an engine stall due to fuel starvation. An engine stall without warning, with the inability to restart the engine, can increase the risk of a crash.

**SERVICE ACTION**

**NOTE:** Parts are currently not available to repair vehicles. We are publishing this bulletin to enable dealers to perform inspections on stock vehicles since we do not expect all vehicles will require a repair. It is anticipated that parts will be available by mid-December 2014.

**NOTE:** In the interim period, if a vehicle arrives at your dealership with a fuel filter that has separated from the crossmember, please contact the Special Service Support Center.

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to perform an inspection.

- If the vehicle passes inspection, no repair is required.
- If the vehicle does not pass inspection, the vehicle will require further repair once parts are available. These vehicles cannot be demonstrated or delivered until the repair has been completed.

Once parts are available, dealers are to weld a reinforcement bracket to the crossmember. This repair requires MIG welding and may be sublet to a competent body shop.

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

**NOTE:** If you need assistance locating a body shop capable of performing this repair, contact the Special Service Support Center.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of December 15, 2014. Dealers should inspect 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 14S23**  
Certain 2015 Model Year Transit Vehicles with Diesel Engine  
Install Fuel Filter Reinforcement Bracket

**OASIS ACTIVATED?**

Yes, OASIS was activated on November 3, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on November 3, 2014. Owner names and addresses will be available by January 6, 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**

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 installation of a fuel filter bracket reinforcement, Ford Motor Company will pay for up to two days of vehicle rental. The daily rate can include applicable taxes but must not exceed \$55 per day. Rentals will only be reimbursed for the day(s) 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).

**TOWING TO BODY SHOP**

If a vehicle requires installation of a fuel filter bracket reinforcement and your service department cannot complete the repair, dealers are pre-approved to tow the vehicle to and from a body shop capable of completing the repair. The total cost of the tow, both to and from the body shop, cannot exceed \$400.

**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, the daily rate cannot exceed \$55. Enter the total amount of the rental expense under Miscellaneous Expense code "RENTAL".
- For towing reimbursement, the total cost cannot exceed \$400. Enter the total amount of the towing expense under Miscellaneous Expense code "TOW".
- For a sublet repair, follow Warranty & Policy Manual Section 1 for claiming instructions.
- **Provision for Locally Obtained Supplies:** Includes 3M™ 05913 Weld Thru Coating, VG-101A Valugard Rust Preventative, and VG-226 Valugard Rust Preventative Applicator. Submit on the same line as the repair.
  - Program Code: 14S23
  - Misc. Expense: OTHER
  - Misc. Expense: Claim Actual Cost up to \$100

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect - no repair required	14S23A	0.5 Hours
Inspect and Install Fuel Filter Bracket Reinforcement (includes time to inspect, remove and install bracket, and to drive the vehicle in and out of the shop twice)	14S23B	4.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Claim Quantity
CK4Z-6110692-B	Fuel Filter Reinforcement Bracket	1
PM-13-A	Motorcraft Anti-Corrosion Coating	1
3M™ 05913	Weld-Thru Coating (obtain locally)	Claim as MISC OTHER
VG-101A	Valugard Rust Preventative (obtain from <a href="http://www.valugard.net">www.valugard.net</a> )	
VG-226	Valugard Rust Preventative Applicator (obtain from <a href="http://www.valugard.net">www.valugard.net</a> )	

The DOR/COR number for this recall is 50568.

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 2015 MODEL YEAR TRANSIT VEHICLES WITH DIESEL ENGINE — INSTALL FUEL FILTER REINFORCEMENT BRACKET

### OVERVIEW

Dealers are to inspect the crossmember area behind the fuel filter bracket to determine if repair is required. If repair is required, dealers are to weld a reinforcement bracket to the crossmember.

### SERVICE PROCEDURE

1. Remove the fuel cooler. Please follow the Workshop Manual (WSM) procedures in Section 310-01C, which include instructions for fuel filter removal.
2. Remove the two bolts and the fuel filter bracket. See Figure 1.

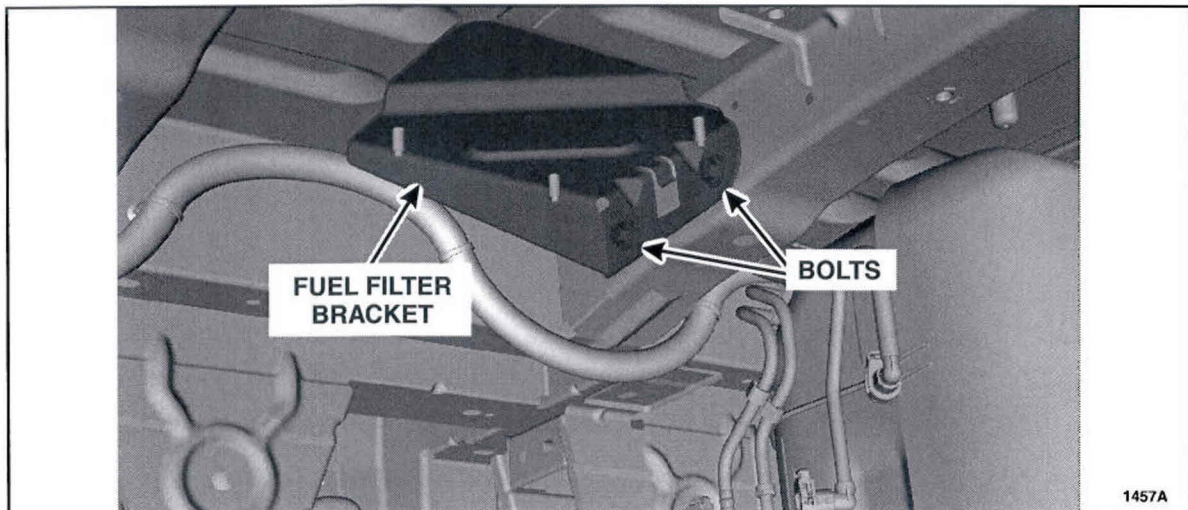


FIGURE 1



3. Inspect the crossmember area behind the fuel filter bracket location to determine if Rivnuts® have been installed. Rivnuts® are identifiable by a raised surface on the crossmember similar to a rivet. See Figure 2.

- If Rivnuts® have been installed, proceed to Step 4 below.
- If Rivnuts® have not been installed, proceed to Step 19.

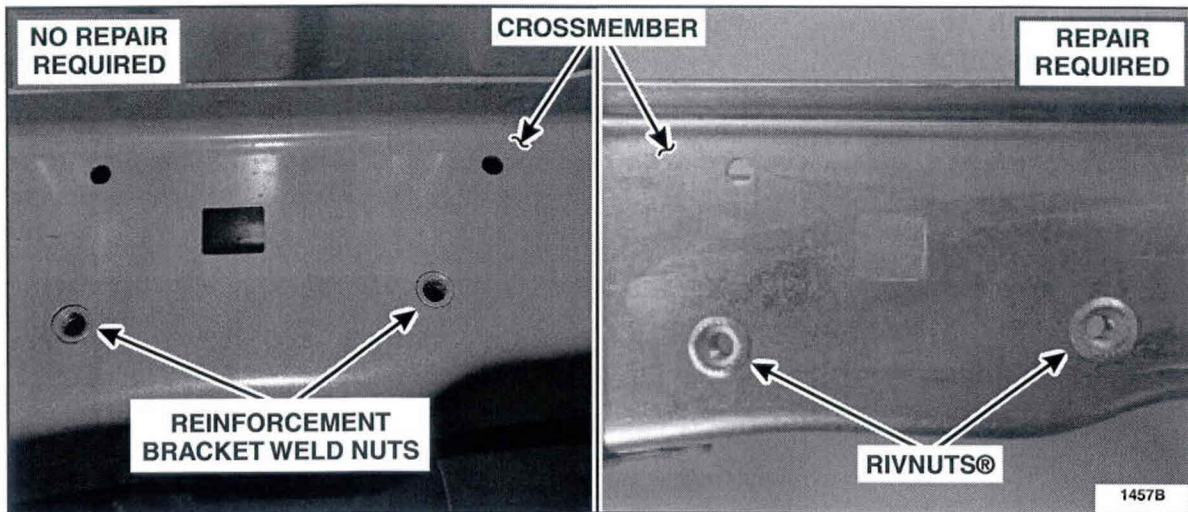


FIGURE 2

4. Remove the fuel tank. Please follow WSM procedures in Section 310-01C, which include instructions for draining the fuel tank and disconnecting the battery.
5. Unclip and position wire harness away from the crossmember to prevent damage to the harness during welding. See Figure 3.

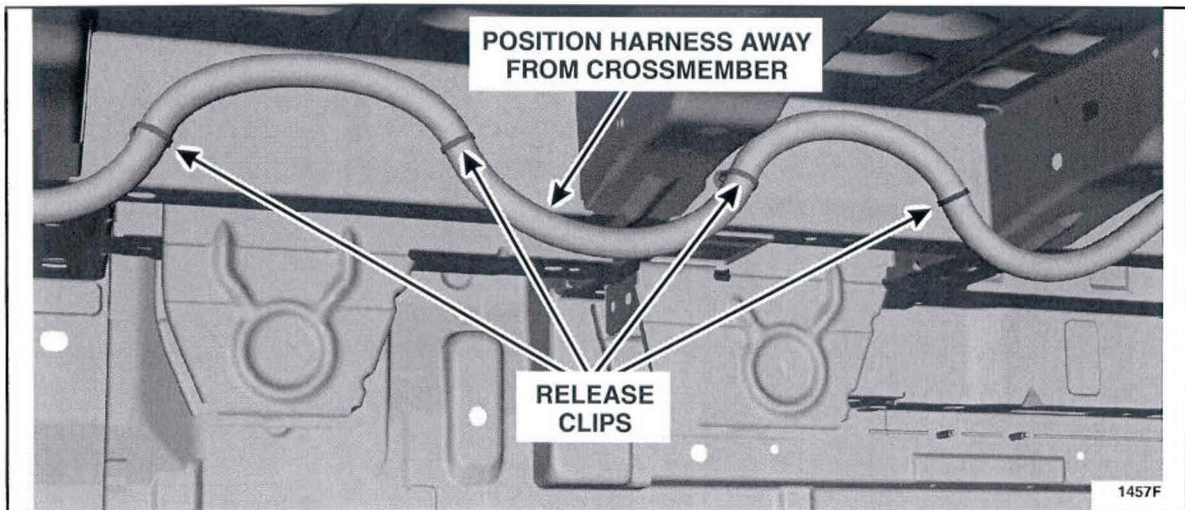


FIGURE 3



6. Drill out both Rivnuts® using a 29 mm (1 1/8") hole saw bit. Retrieve the Rivnuts® from the crossmember after drilling.
7. Clean and prepare the crossmember surface for installation of the reinforcement bracket by grinding away the paint to expose the metal for welding. See Figure 4.

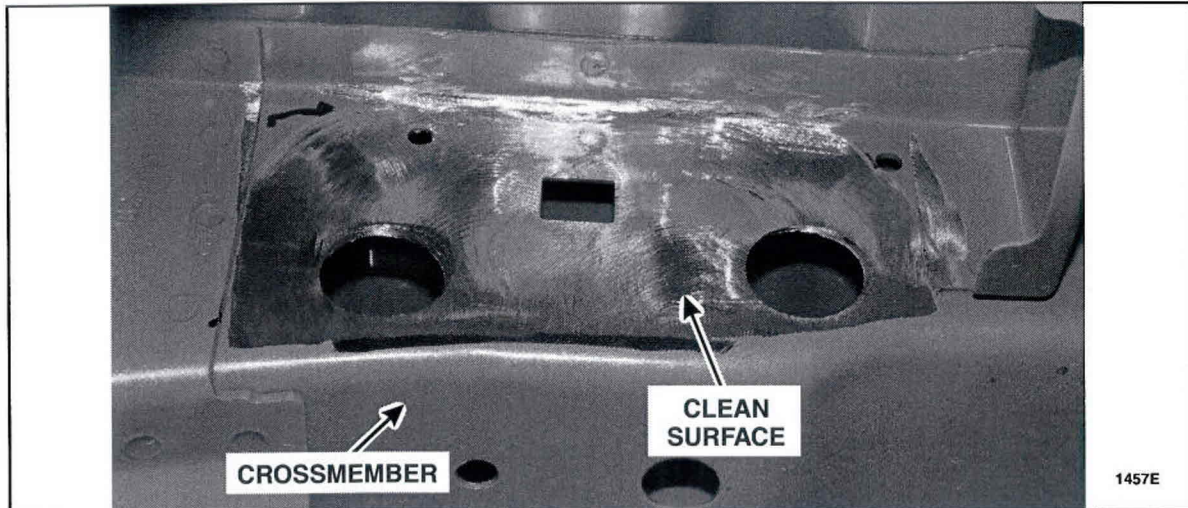


FIGURE 4

8. Clean and prepare the reinforcement bracket surface by grinding away the paint to expose the metal for welding. See Figure 8.
9. Apply 3M™ 05913 Weld-Thru Coating to the entire mating surfaces between the crossmember and reinforcement bracket. See Figure 5.

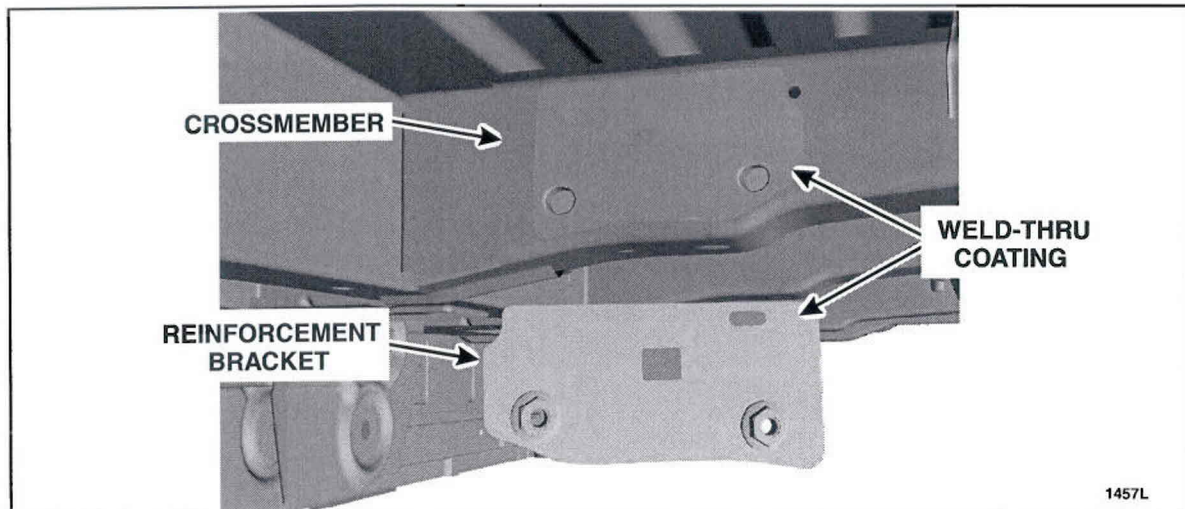


FIGURE 5



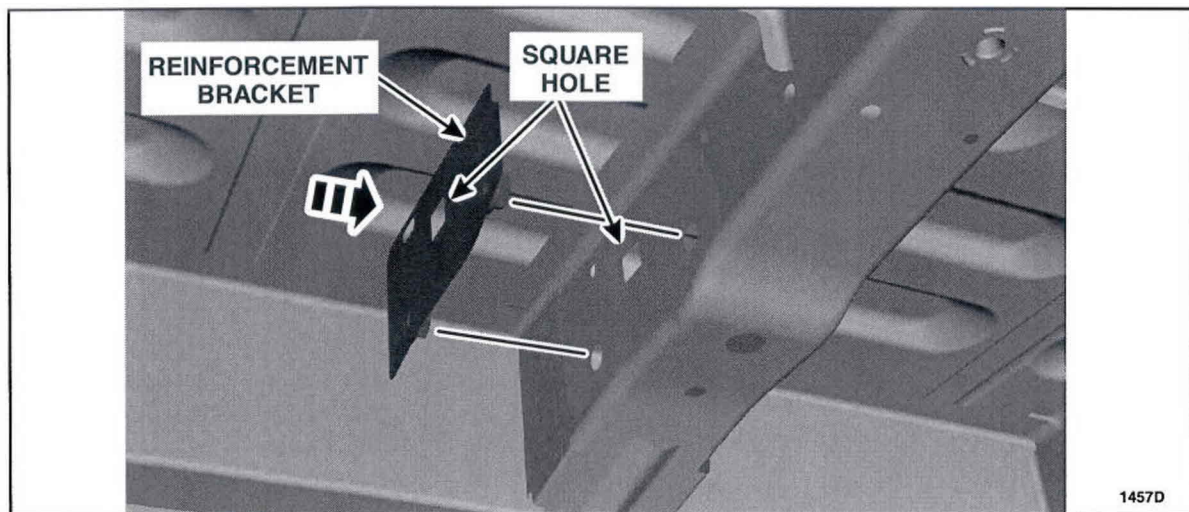


10. Clean an area of the flange behind the crossmember surface for the MIG welder ground clamp.  
See Figure 6.



**FIGURE 6**

11. Place the reinforcement bracket on the crossmember, locating the weld nuts into the 29 mm (1 1/8") holes drilled in Step 6. Align the square hole on the reinforcement bracket and crossmember.  
See Figure 7.



**FIGURE 7**

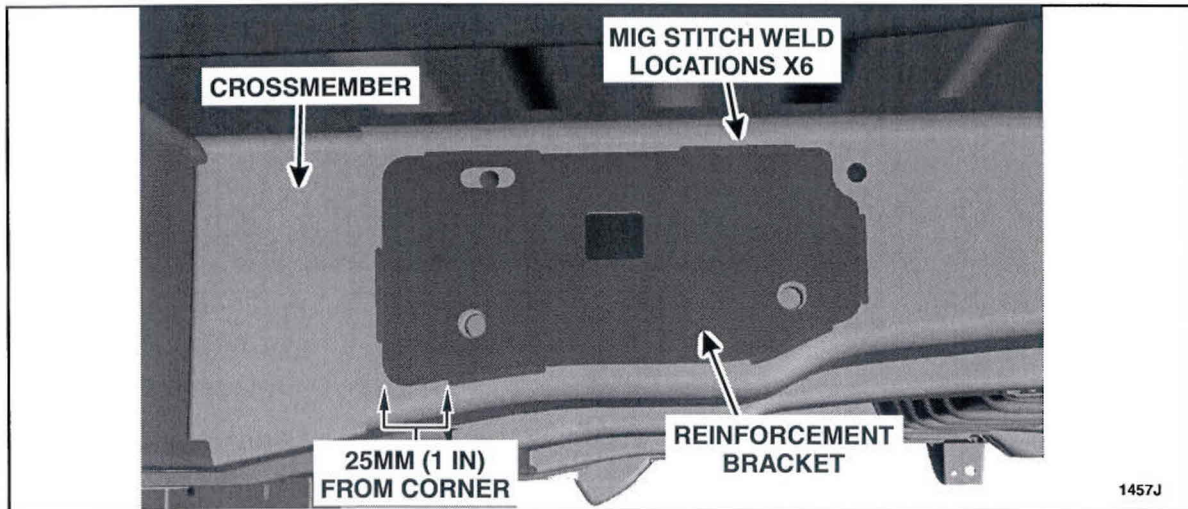


12. MIG tack weld the reinforcement bracket to the crossmember.

**NOTE:** Verify the square hole on the reinforcement bracket and crossmember are aligned.

13. Attach the reinforcement bracket to the crossmember using standard MIG welding practices:

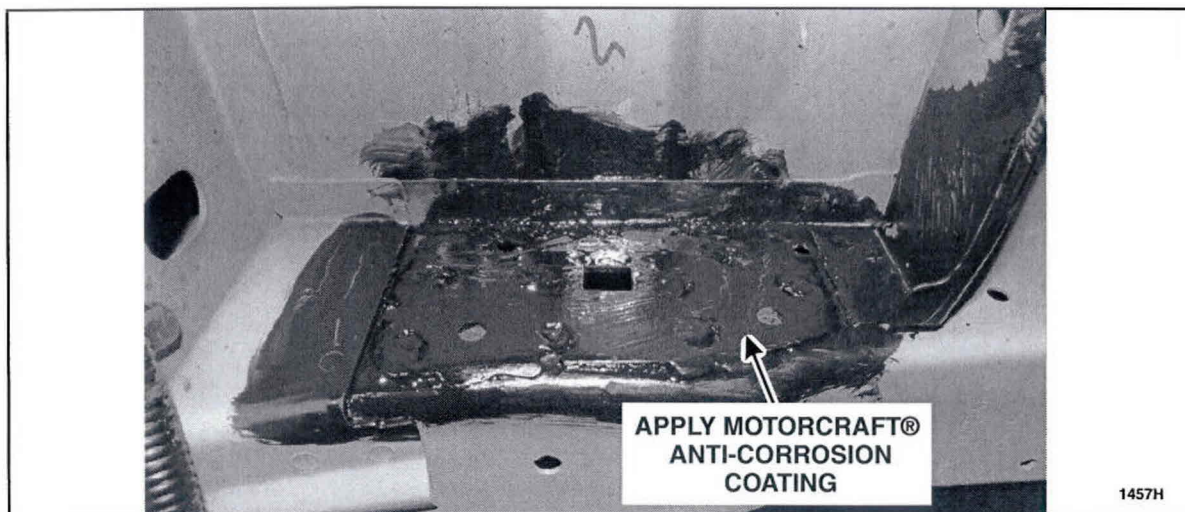
- a. MIG stitch weld the bracket to the crossmember in six places, 40mm long each, shown in Figure 8.
- b. Finish the bracket and welded surfaces by grinding away welding slag and excess material. The bracket surface must be flat to accommodate the fuel filter bracket.



**FIGURE 8**

14. Apply 3M™ 05913 Weld-Thru Coating to the reinforcement bracket, welds, and crossmember.

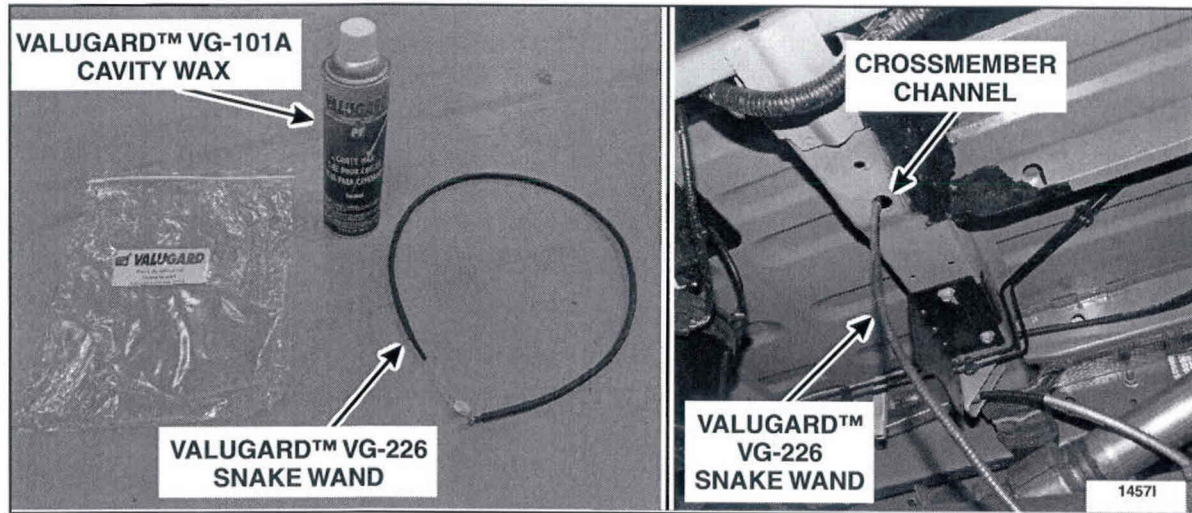
15. Apply Motorcraft® anti-corrosion coating to the reinforcement bracket, welds, crossmember, and ground clamp location. See Figure 9.



**FIGURE 9**



16. Apply Valugard™ Cavity Wax VG-101A to the crossmember channel using Valugard™ Snake Wand VG-226. See Figure 10.



**FIGURE 10**

17. Reposition wire harness and secure clips. See Figure 3.
18. Install the fuel tank. Please follow the WSM procedures in Section 310-01C, which include instructions to reconnect the battery.
19. Install the fuel filter bracket. See Figure 1.
20. Install the fuel cooler. Please follow the WSM procedures in Section 310-01C, which include instructions for fuel filter installation.

