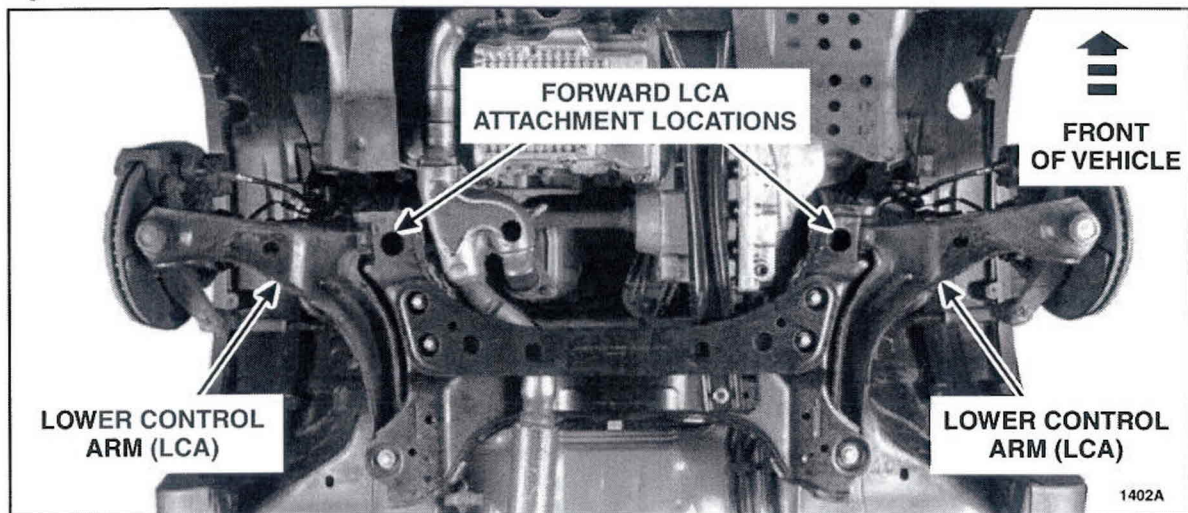


## CERTAIN 2001-2004 MODEL YEAR ESCAPE VEHICLES OPERATED IN CORROSION STATES — FRONT SUBFRAME CROSSBRACE INSTALLATION

### **NEW!** OVERVIEW

In some of the affected vehicles, a corrosion-related separation of the forward attachment of the lower control arm from the subframe may occur when vehicles are operated for an extended period in high-corrosion environments. See Figure 1.



**FIGURE 1**

Dealers are to install a reinforcement crossbrace on the subframe. *Parts are now available in limited supply to support the repair of vehicles that do not pass inspection. Dealers are to continue inspecting the front subframe for perforations (holes) on all affected vehicles.*

- If the front subframe **passed** the inspection, return the vehicle to the owner and provide a copy of the Passed Front Subframe Inspection Customer Information Sheet. The owner will be notified when parts are available to complete the final repair.
- If the front subframe **did not pass** the inspection, offer the owner rental transportation and *call the Special Service Support Center (SSSC) to request an emergency part order for a repair.*
- If the forward attachment of the lower control arm has already separated, complete the required steps to request approval to replace the subframe.

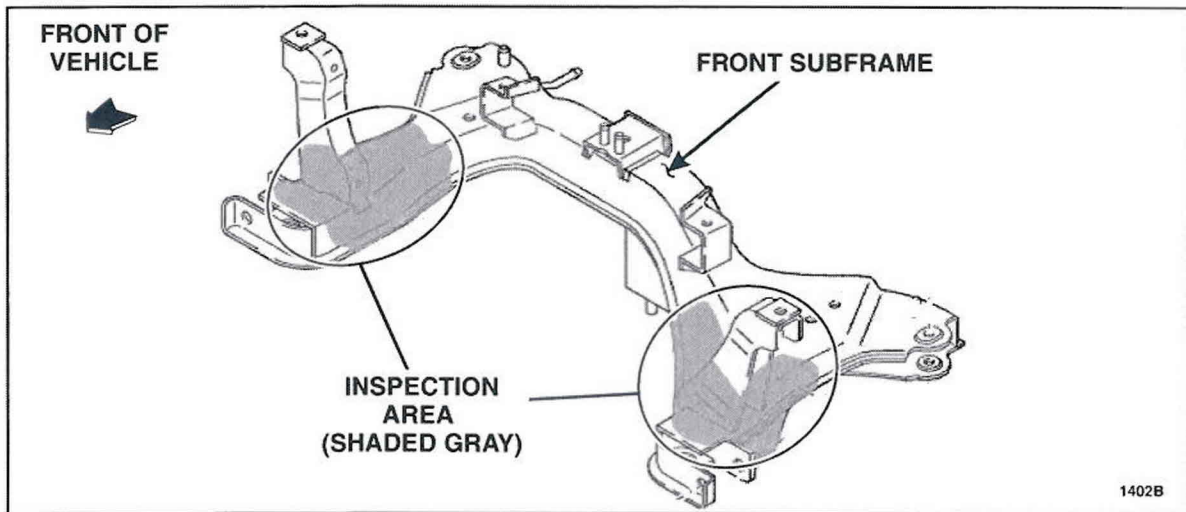


**NEW!** FRONT SUBFRAME INSPECTION PROCEDURE

**NOTE:** The purpose of this inspection is to determine if there is a near term corrosion concern in the area of the front lower control arm attachment location.

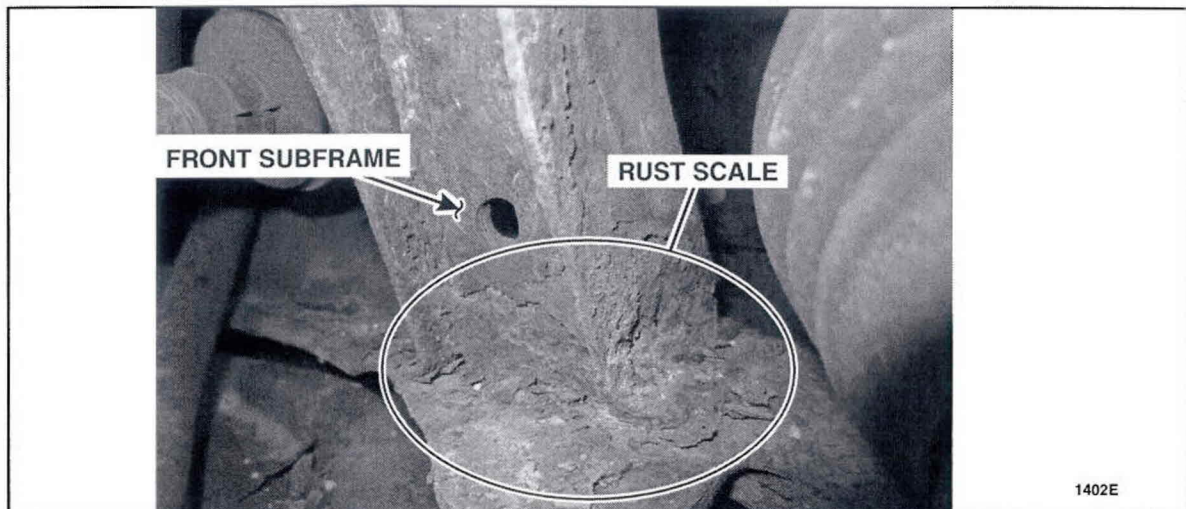
**NOTE:** If the lower control arm has already separated from the front subframe, proceed to "Inspection Results" on Page 6.

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to Workshop Manual (WSM) Section 100-02.
2. Inspect the front subframe in the areas indicated. See Figure 2.



**FIGURE 2**

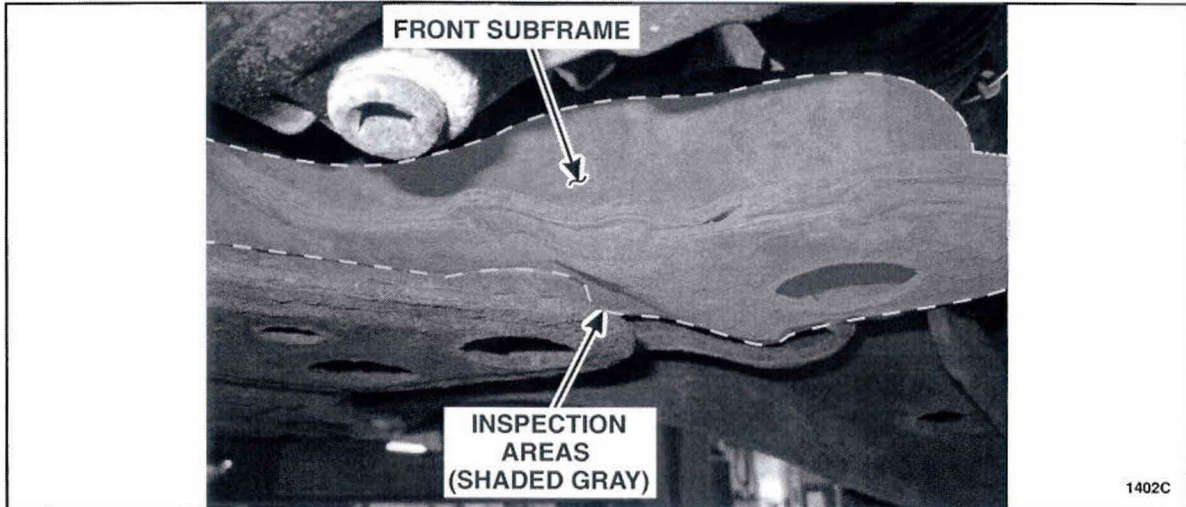
3. It may be necessary to remove heavy rust scale in order to identify a rust hole. See Figure 3.



**FIGURE 3**

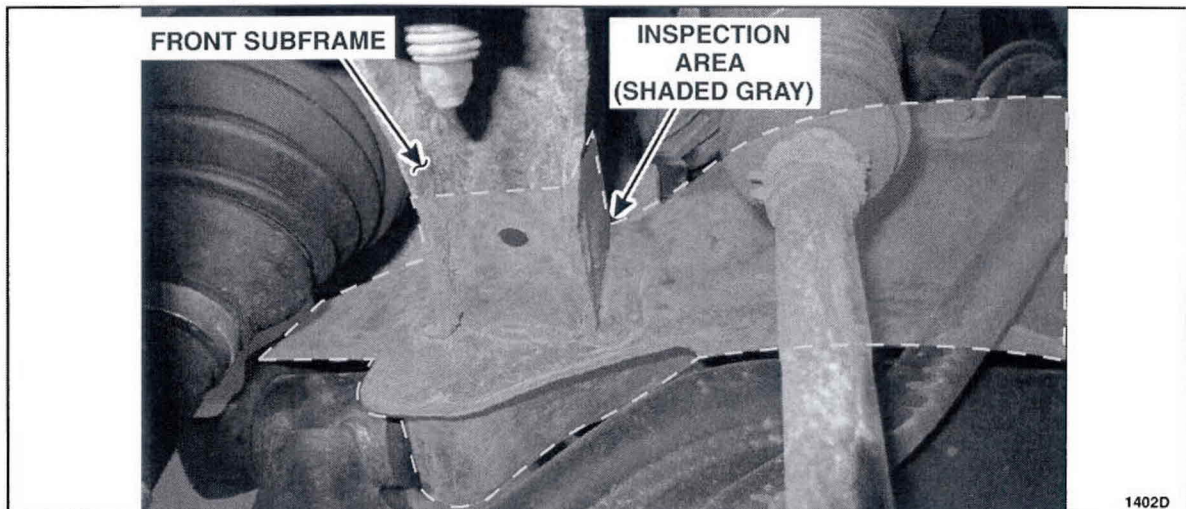


4. Inspect the bottom and inboard side of the subframe. Look for holes that are rusted completely through the metal. See Figure 4.



**FIGURE 4**

5. Inspect the upper and outboard side of the front subframe. Again, look for holes that are rusted completely through the metal. See Figure 5.



**FIGURE 5**



6. INSPECTION CRITERIA AND ILLUSTRATED EXAMPLES

Front Subframe that is Safe for the Customer to Drive.

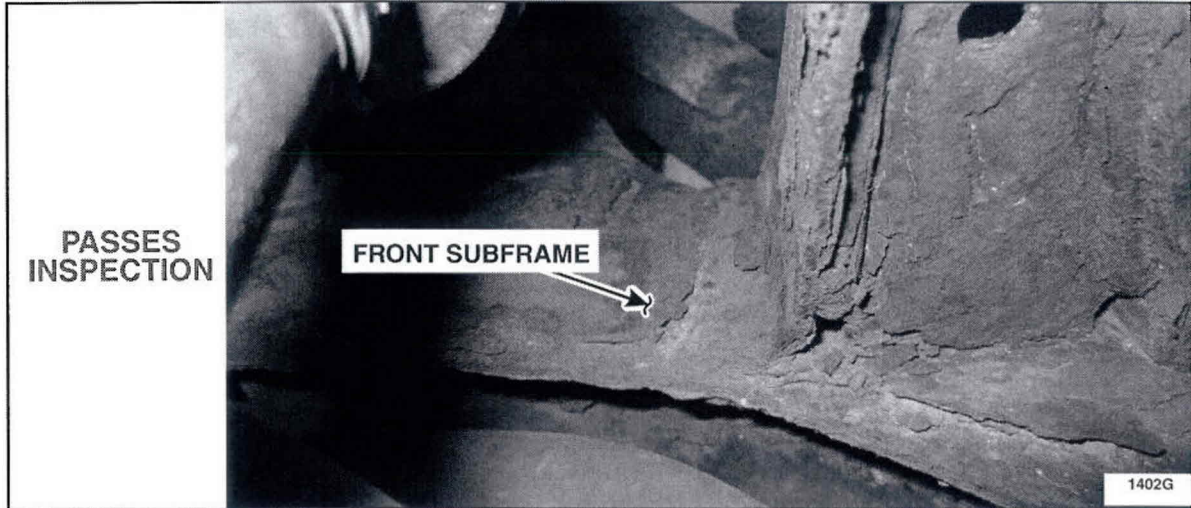


FIGURE 6

Front Subframe with Round Rust Hole.

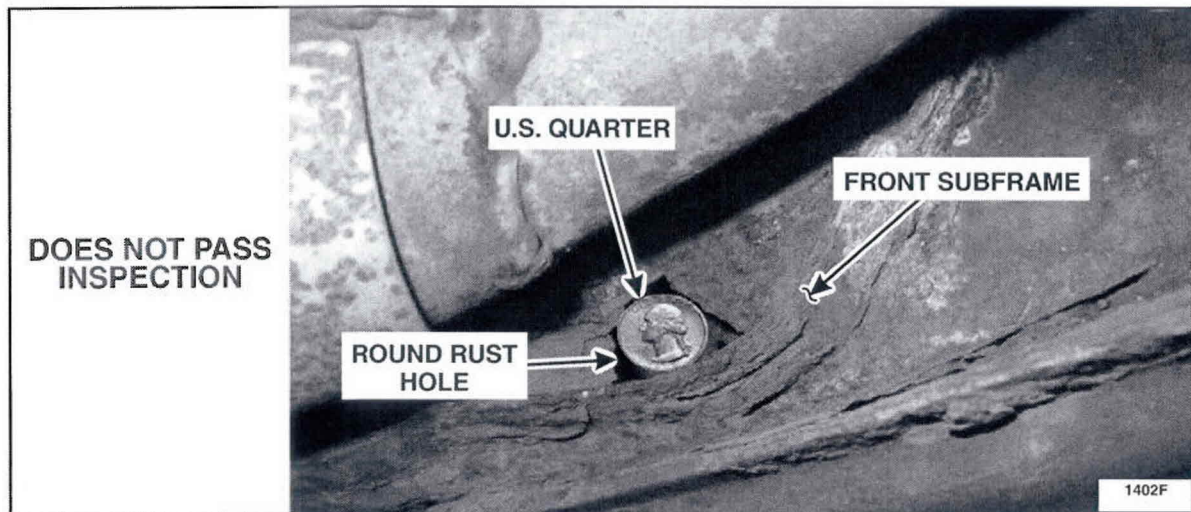


FIGURE 7

- If any hole is the size of a U.S. quarter or larger (25 mm (0.98 in) in diameter), the vehicle does not pass inspection.



Front Subframe with an Oblong or Irregular Rust Hole

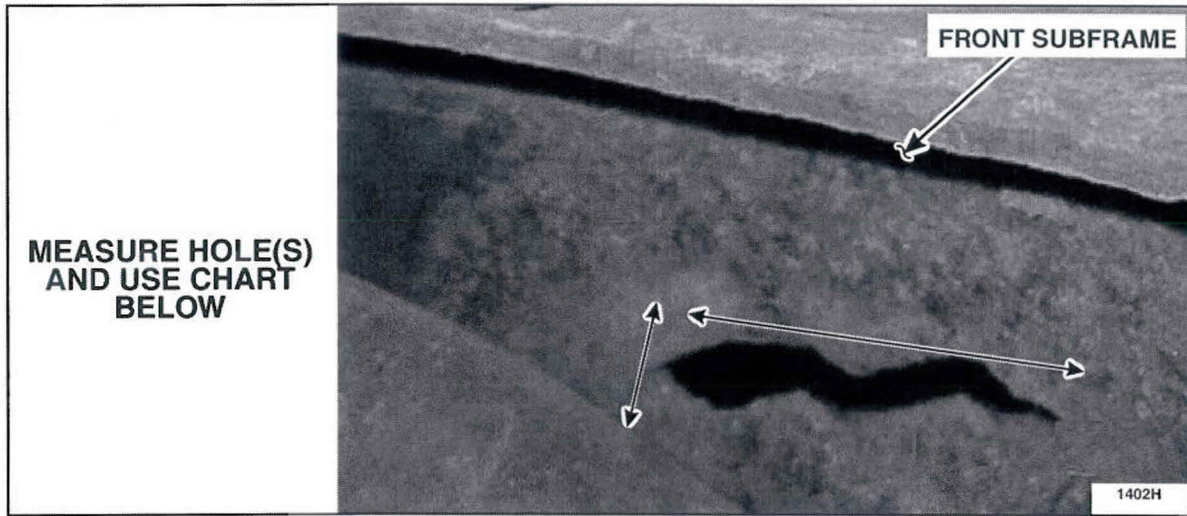


FIGURE 8

- Measure the height and width of the hole(s) and use the chart below to inspect the vehicle. If any hole is equal or larger than the guidance chart dimensions, the vehicle does not pass inspection.

Guidance for Determining when a Vehicle Does Not Pass Inspection		
Height	by	Width
25 mm or longer	by	20 mm
22 mm	by	23 mm
19 mm	by	26 mm
15 mm	by	34 mm
12 mm	by	42 mm
9 mm	by	56 mm
6 mm	by	85 mm
3 mm	by	169 mm

Guidance for Determining when a Vehicle Does Not Pass Inspection		
Height	by	Width
1" or longer	by	3/4" or wider
7/8"	by	7/8" or wider
3/4"	by	1" or wider
5/8"	by	1 1/4" or wider
1/2"	by	1 1/2" or wider
3/8"	by	2" or wider
1/4"	by	3" or wider
1/8"	by	6" or wider



**7. INSPECTION RESULTS:**

**- PASS INSPECTION:**

- a. Return the vehicle to the owner and provide them with a copy of the Passed Front Subframe Inspection Customer Information Sheet.
- b. Claim Labor Operation 14S02J. (This labor operation will not close the recall.)

**- DID NOT PASS INSPECTION:**

- a. Offer the owner rental transportation and call the Special Service Support Center to request an emergency part order for the repair.
- b. When the crossbrace arrives, install the part and claim Labor Operation 14S02B.

**- LOWER CONTROL ARM IS SEPARATED FROM FRONT SUBFRAME:**

a. Submit Pictures to Ford:

1. Using the VIN for the affected vehicle, run an OASIS report, *using symptom code "3\*\*\*\*\* - Fit/Finish/Body"*.
2. At the bottom of the main OASIS page, select the "Prior Approval" link (located in the purple menu bar).
3. Select the appropriate form, by clicking on the button labeled "14S02 Subframe".
4. Fill out the form, attach the required images, and submit for review.

b. Retrieve Subframe Review Status:

1. Log onto the PTS website.
2. Click on the "Tech Hotline" tab near the top of the page.
3. Click on "Prior Approval Status".
4. Search by Repair Order Number or VIN to locate your response.



**NEW** CROSSBRACE INSTALLATION

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to WSM Section 100-02.
2. Install the two crossbrace attachment nut plates into the RH and LH forward LCA attachment locations of the subframe.
  - Install the crossbrace attachment nut plates through the forward LCA attachment location holes shown in Figure 9a.
  - Ensure that the crossbrace attachment nut plates are centered within the forward attachment locations. Also ensure that the nut plates do not extend outside of the forward attachment locations. See Figure 9a.
  - The position of the nut plates is incorrect if they are not centered or if any part of the plate is visible outside of the attachment location. See Figure 9b.

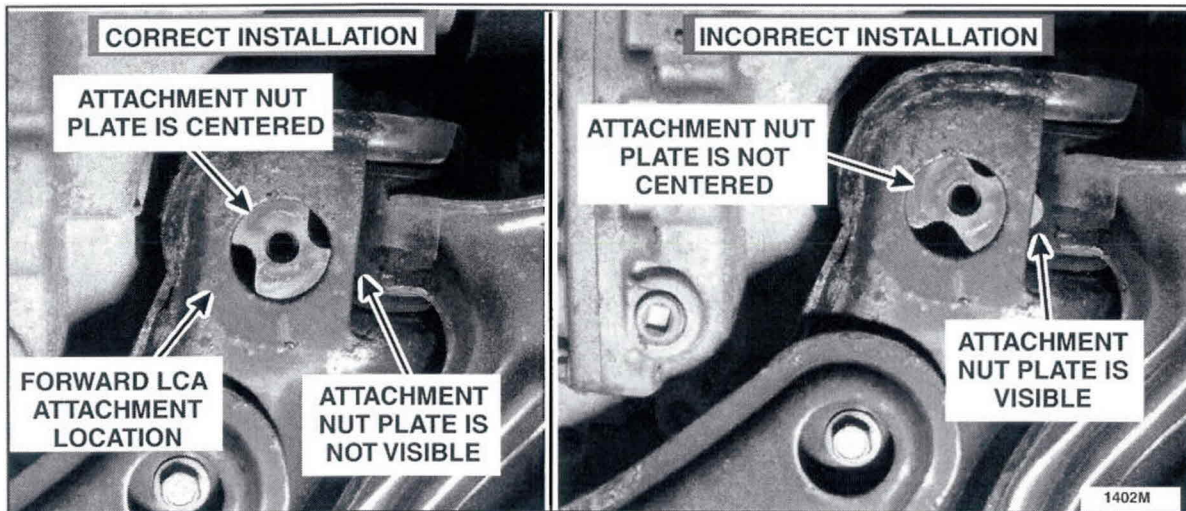


FIGURE 9a

FIGURE 9b



3. Check the crossbrace bolts for a thread lock patch. If the patch is not present, apply Threadlock and Sealer - Motorcraft® Part Number TA-25-B before proceeding to Step 4. See Figure 10.

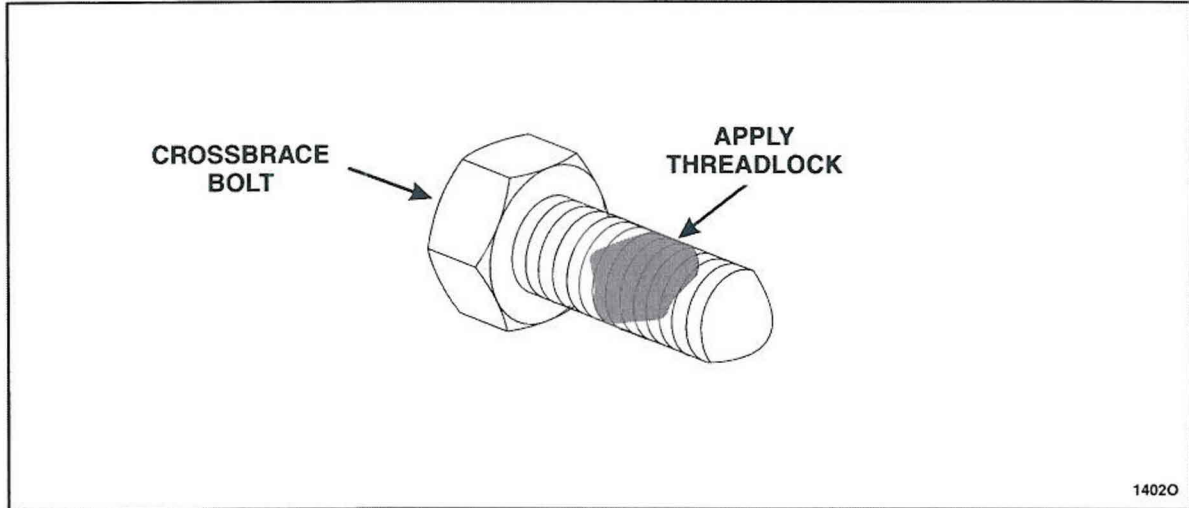


FIGURE 10

4. Install the crossbrace and two bolts onto the forward LCA attachment locations of the subframe. See Figure 11.
  - a. Align the crossbrace to the forward attachment locations and loosely install the two bolts.
  - b. **While holding the crossbrace toward the rear of the vehicle**, tighten the bolts to 103 Nm (75 lb-ft).

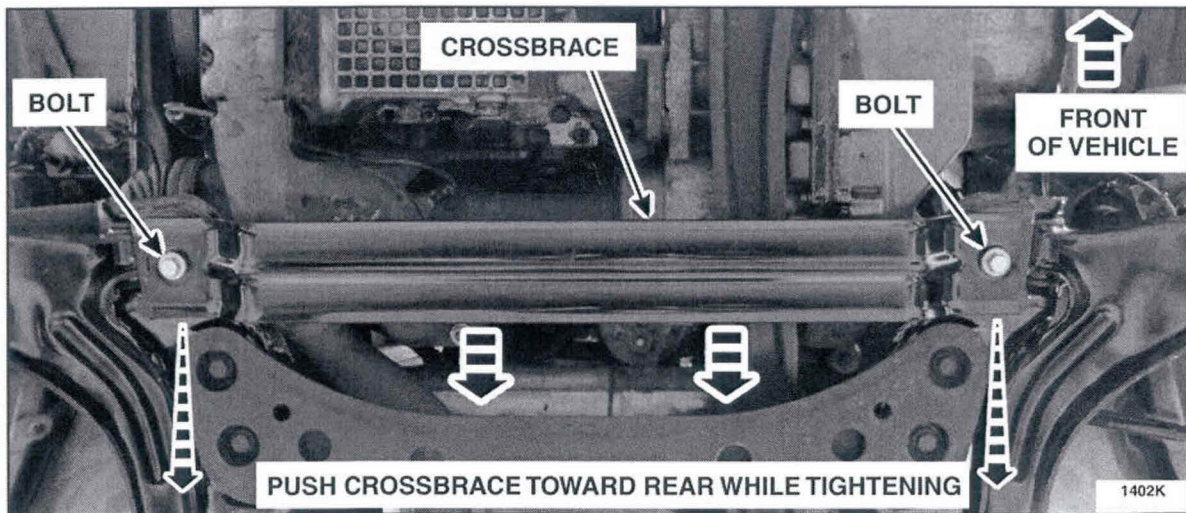


FIGURE 11





5. Check to ensure that no part of the nut plate is visible outside of the attachment location. If the nut plate is visible outside the attachment location, loosen the bolt and reposition the nut plate. After adjustment is complete, tighten the bolt to 103 Nm (75 lb-ft). See Figure 12.

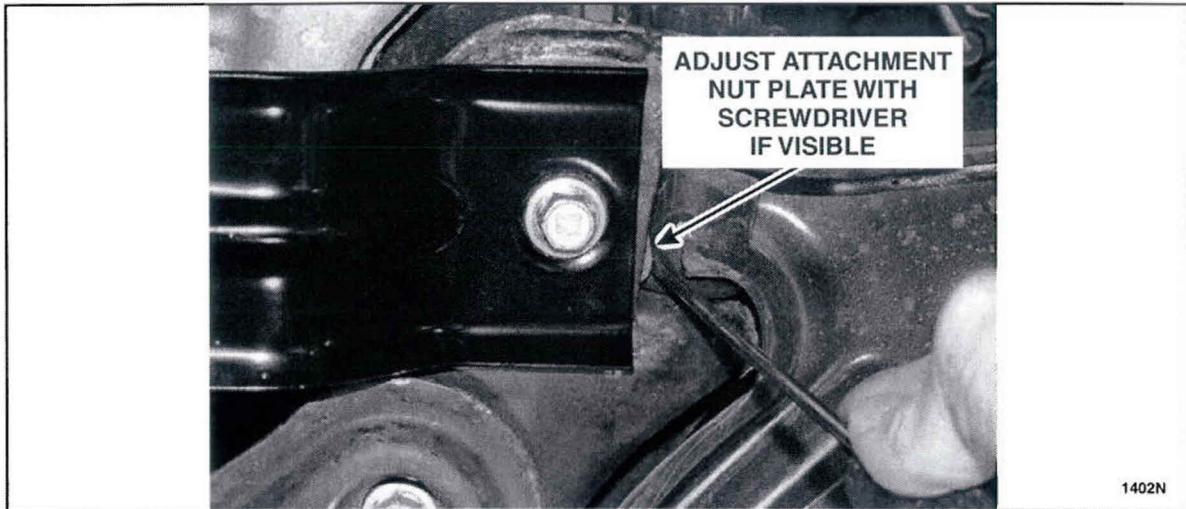


FIGURE 12

**NEW!** SUBFRAME INSTALLATION

**NOTE:** Crossbrace installation is not necessary if the front subframe is replaced with a *new* subframe.

Replace the front subframe. For additional information, refer to WSM Section 502-00.



**Safety Recall 14S02 - Supplement #1**  
Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States  
Front Subframe Crossbrace Installation

**New! DEALER Q & A**

**Q1. What is the problem?**

- A. Ford is voluntarily recalling certain 2001-2004 model year Escape vehicles to address concerns relating to front subframe corrosion. In some of the affected vehicles, a corrosion-related separation of the forward attachment of the lower control arm from the subframe may occur when vehicles are operated for an extended period in high-corrosion environments. Separation of the lower control arm from the subframe may result in diminished vehicle directional control.

**Q2. Why are you only recalling vehicles in corrosion states?**

- A. The overwhelming majority of reports of front subframe corrosion are from high-corrosion states. We will continue to monitor the performance of vehicles in all states as we always do.

**Q3. What should I do if an owner believes their vehicle has been operated in a high corrosion environment and requests their vehicle be inspected?**

- A. If a vehicle is not included in OASIS, and an owner believes it should be included in the recall (due to evidence of subframe corrosion at a LCA mounting area, or having been operated in a corrosion environment), contact the Special Service Support Center at 1-800-325-5621 to request approval to be covered by Safety Recall 14S02.

**Q4. Are the vehicles safe to drive? Can people continue to drive the vehicle if the dealer cannot provide a final repair soon?**

- A. Dealers should inspect any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.
- If the vehicle passes inspection, provide a copy of the Passed Front Subframe Inspection Customer Information Sheet and return the vehicle to the owner.
  - *If the vehicle does not pass inspection, offer the owner rental transportation and call the Special Service Support Center to request a crossbrace.*

**Q5. How will customers with unique transportation issues (handicap or other extenuating circumstances) be handled?**

- A. Dealers should contact the Special Service Support Center at 1-800-325-5621 for assistance.

**Q6. Do you have an estimate of when the front subframe repair parts will be available?**

- A. *We expect sufficient quantities of parts to service all affected vehicles in late May 2014. Ford will publish a supplement with parts ordering information when parts become available.*

**Q7. The bulletin indicates that Ford will begin shipping crossbraces to dealers on April 17, 2014. When the crossbrace arrives, how can I reference what vehicle it was ordered for?**

- A. *When looking up the parts information with the DOR/COR# 50534; the Order Detail screen will list the first 3 and last 8 characters of the VIN.*

**Safety Recall 14S02 - Supplement #1**  
Certain 2001-2004 Model Year Escape Vehicles Operated in Corrosion States  
Front Subframe Crossbrace Installation

**Q8. What if the subframe is severely corroded, but is not separated?**

- A. Dealers are to install a reinforcement crossbrace to maintain steering control in the event of a separation of the forward attachment of the lower control arm. If the reinforcement crossbrace can be installed as described in the technical instructions, this repair will close Field Service Action 14S02. Subframe replacement is not covered under this recall.

**Q9. What if a condition exists that will prevent crossbrace installation?**

- A. If a condition exists that will prevent crossbrace installation, dealers should photograph the condition and contact the Special Service Support Center at 1-800-325-5621 for assistance.

**Q10. What if a forward lower control arm attachment separates from the subframe after repair, and is retained only by the crossbrace?**

- A. The installation of the reinforcement crossbrace is to ensure that steering control can be maintained in the event of a separation of the forward attachment of the lower control arm. Any subsequent subframe repairs required after completion of the reinforcement crossbrace installation are not covered by this recall.

**Q11. What should I tell a customer who has a forward lower control arm attachment separate from the subframe after repair, and is retained only by the crossbrace?**

- A. The reinforcement crossbrace was installed to maintain steering control in the event of a separation of the forward attachment of the lower control arm and will allow the driver to get the vehicle to a safe location. Customers should be advised that the replacement of the subframe is at their expense.