



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

June 18, 2015

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

**SUBJECT: Safety Recall 15S13**  
Certain 2014 Model Year Focus, Transit Connect, Edge, and Escape Vehicles, and  
2014-2015 Model Year Fiesta Vehicles  
Fuel Pump Replacement

**REF: Advance Notice – Safety Recall 15S13 – Supplement #1**  
Dated May 28, 2015

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Engine	Build Dates
Fiesta	2014-2015	Cuautitlan	1.6L (except ST)	April 10, 2014 through June 17, 2014
Focus	2014	Michigan	2.0L (except ST)	October 26, 2013 through May 22, 2014
Transit Connect	2014	Valencia	2.5L	November 11, 2013 through August 29, 2014
Edge	2014	Oakville	2.0L	April 30, 2014 through May 21, 2014
Escape	2014	Louisville	1.6L, 2.0L	February 14, 2014 through March 7, 2014

Affected vehicles are identified in OASIS and FSA VIN list.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the fuel pump may have been manufactured incorrectly, leading to increased susceptibility to mechanical pump seizure accompanied by a loss of fuel pressure. This may result in a no start condition, or an engine stall without warning or the ability to restart the vehicle. An engine stall without warning while driving increases the risk of a crash.

**SERVICE ACTION**

Dealers are to replace the fuel pump and sender unit. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Fuel pump and sender units are currently available in limited quantities only. Until parts are available in sufficient quantities to repair all vehicles, customer vehicles should be repaired only if they exhibit symptoms of no start or stalling. Parts to repair all vehicles are anticipated to be available in 4<sup>th</sup> Quarter, 2015.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of June 22, 2015, advising that parts are available in limited quantities at this time, and that vehicles should only be brought in for repairs if there are symptoms of no start or stalling. Dealers should repair any affected vehicles that arrive at their dealerships with symptoms of no start or stalling, 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  
Special Service Support Center (Parts Ordering) .....1-800-207-2444

Sincerely,



Michael A. Berardi

**Safety Recall 15S13**

Certain 2014 Model Year Focus, Transit Connect, Edge, and Escape Vehicles,  
and 2014-2015 Model Year Fiesta Vehicles  
Fuel Pump Replacement

**OASIS ACTIVATED?**

Yes, OASIS was activated on May 5, 2015.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on May 5, 2015. Owner names and addresses will be available once parts are available to repair all vehicles.

**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**

- At this time, owners of affected vehicles will be directed to dealers for repairs only if their vehicle is exhibiting symptoms of no start or stalling.
- Correct other affected vehicles identified in OASIS which are brought to your dealership with symptoms of no start or stalling.

**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).

**OWNER REFUNDS**

Refunds are not approved for this program.

**Safety Recall 15S13**

Certain 2014 Model Year Focus, Transit Connect, Edge, and Escape Vehicles,  
and 2014-2015 Model Year Fiesta Vehicles  
Fuel Pump Replacement

**RENTAL VEHICLES**

Ford Motor Company will pay for one day 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 day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: Refer to ACESII manual for claims preparation and submission information.
  - OWS: When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S13) is the sub code.
- 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".

**Safety Recall 15S13**

Certain 2014 Model Year Focus, Transit Connect, Edge, and Escape Vehicles,  
and 2014-2015 Model Year Fiesta Vehicles  
Fuel Pump Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace fuel pump and sender unit – Fiesta	15S13B	1.7 Hours
Replace fuel pump and sender unit – Focus	15S13C	2.1 Hours
Replace fuel pump and sender unit – Transit Connect	15S13D	1.8 Hours
Replace fuel pump and sender unit – Edge	15S13E	1.8 Hours
Replace fuel pump and sender unit – Escape (FWD only)	15S13F	2.2 Hours
Replace fuel pump and sender unit – Escape (AWD only)	15S13G	2.4 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
<b><i>Fuel pump and sender units (order one per vehicle)</i></b>		
D2BZ-9H307-C	Fuel pump and sender unit – Fiesta	1
BV6Z-9H307-U	Fuel pump and sender unit – Focus (unleaded fuel only)	1
BV6Z-9H307-T	Fuel pump and sender unit – Focus (flex fuel only)	1
DV6Z-9H307-F	Fuel pump and sender unit – Transit Connect	1
DT4Z-9H307-B	Fuel pump and sender unit – Edge	1
CV6Z-9H307-K	Fuel pump and sender unit – Escape (1.6L and 2.0L only)	1
<b><i>Additional parts needed to complete the repair (order all that apply)</i></b>		
4L3Z-9276-AA	Fuel pump and sender unit seal (all vehicles)	1
W700222-S442	Fuel tank strap bolts (Fiesta, Transit Connect, Escape)	1
W710544-S442	Fuel tank strap bolts (Focus)	1
N811781-S439	Fuel tank strap bolts (Edge)	1
CV6Z-9450-C	Exhaust gasket (Transit Connect)	1
CV6Z-9450-D	Exhaust gasket (Escape)	1
W520103-S403	Exhaust nut (Escape)	1
5F9Z-4682-AA	Driveshaft bolts (Escape AWD only)	3

The DOR/COR number for this recall is 50593.

**Safety Recall 15S13**

Certain 2014 Model Year Focus, Transit Connect, Edge, and Escape Vehicles,  
and 2014-2015 Model Year Fiesta Vehicles  
Fuel Pump Replacement

**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

At this time, customer vehicles should be repaired only if the vehicle is exhibiting symptoms of no start or stalling. To acquire a replacement fuel pump and sender unit, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444. When calling to place an order for the fuel pump and sender unit, 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. 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 2014 MODEL YEAR FOCUS, TRANSIT CONNECT, EDGE, AND ESCAPE VEHICLES, AND 2014-2015 MODEL YEAR FIESTA VEHICLES — FUEL PUMP REPLACEMENT**

### **OVERVIEW**

In some of the affected vehicles, the fuel pump may have been manufactured incorrectly, leading to increased susceptibility to mechanical pump seizure accompanied by a loss of fuel pressure. This may result in a no start condition, or an engine stall without warning or the ability to restart the vehicle. An engine stall without warning while driving increases the risk of a crash. Dealers are to replace the fuel pump and sender unit.

### **SERVICE PROCEDURE**

1. Replace the fuel pump and sender unit. Please follow the Workshop Manual (WSM) procedures in Section 310-01.



