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December 16, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S13 - Supplement #1**
 Certain 2014 Model Year Focus, Transit Connect, Edge, and Escape Vehicles, and
 2014-2015 Model Year Fiesta Vehicles
 Fuel Pump Replacement

REF: **Safety Recall 15S13**
 Dated June 18, 2015

New! REASON FOR THIS SUPPLEMENT

- **Parts Availability:** Parts are now available in sufficient quantities to repair all vehicles. Owners will be instructed to schedule service appointments to have their fuel pumps replaced.
- **Parts List:** The parts requirements list has been updated to simplify parts ordering.
- **Stock Vehicles:** Instructions regarding new in-stock vehicles were inadvertently omitted from the previous bulletin. This supplement provides information for handling new in-stock vehicles.
- **Labor times:** The labor times for labor operations 15S13C and 15S13D were listed incorrectly in the previous bulletin, and have been corrected in this supplement.

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.

New! SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, 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.

Parts are now available in sufficient quantities to repair all vehicles.

New! OWNER NOTIFICATION MAILING SCHEDULE

Original Owner Letters were mailed the week of June 22, 2015. A follow-up notification is expected to be sent the week of December 21, 2015 to owners of affected vehicles that have not yet been repaired. Owners will be informed that parts are now available to repair their vehicles.

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.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S13 - Supplement #1

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Fuel Pump Replacement

OASIS ACTIVATED?

Yes, OASIS was activated on May 5, 2015.

New! 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 *by January 8, 2016*.

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.

New! STOCK VEHICLES

- *Correct all affected units in your new vehicle inventory before delivery.*
- 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 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.

New! ADDITIONAL LABOR TIME AND/OR PARTS

- *Some vehicles may require additional parts to complete the repair, such as exhaust flange gaskets, single-use fasteners, and other parts that are not listed in the parts table in Attachment II. Refer to the Workshop Manual to identify these parts, and claim on the same repair line on which the FSA is claimed. **Additional parts identified by the Workshop Manual do not require prior approval from the SSSC.***
- Submit a request to the SSSC Web Contact Site prior to the repair 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.

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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Fuel Pump Replacement

OWNER REFUNDS

Refunds are not approved for this program.

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 via the SSSC Web Contact Site.

New! 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.
- *Some vehicles may require additional parts to complete the repair, such as exhaust flange gaskets, single-use fasteners, and other parts that are not listed in the parts table in Attachment II. Refer to the Workshop Manual to identify these parts, and claim on the same repair line on which the FSA is claimed. **Additional parts identified by the Workshop Manual do not require prior approval from the SSSC.***
- Additional labor and/or parts that are not identified in the Workshop Manual 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 not identified in the Workshop Manual require prior approval from the SSSC via the SSSC Web Contact Site.**
- 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".

NOTE: Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

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 Fuel Pump Replacement

New! 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	1.8 Hours
Replace fuel pump and sender unit – Transit Connect	15S13D	2.1 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

New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: The fuel delivery module part number varies by vehicle. To ensure proper fit, use Ford Catalog Advantage to identify the specific part number by VIN.

Part Number	Description	Order Quantity
-9H307-	Fuel pump and sender unit (part number varies by vehicle – use Ford Catalog Advantage to identify the specific part number by VIN)	1
4L3Z-9276-AA	Fuel pump and sender unit seal (all vehicles)	1

NOTE: Some vehicles may require additional parts to complete the repair, such as exhaust flange gaskets, single-use fasteners, and other parts. Refer to the Workshop Manual to identify these parts and order through normal parts ordering channels. See Claims Preparation and Submission in Attachment I for claiming instructions.

The DOR/COR number for this recall is 50593.

Order your parts through normal order processing channels.

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

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.

