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Ford Motor Company
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January 8, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD – Safety Recall 14S30**
Certain 2014 Model Year Escape and 2015 Model Year MKC Vehicles Equipped with
1.6L, 2.0L, or 2.5L Engines
Fuel Pump Replacement

REF: **DEMONSTRATION / DELIVERY HOLD Advance Notice – Safety Recall 14S30**
Dated December 31, 2014

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Option	Build Dates
Escape	2014	Louisville	1.6L, 2.0L, and 2.5L Engines	April 15, 2014 through May 8, 2014
MKC	2015	Louisville	2.0L Engines	April 21, 2014 through May 15, 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 was available on December 31, 2014.

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

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 not currently available to repair all vehicles. Until they become available, repairs should only be made to customer vehicles which exhibit symptoms of no start or stalling, or to unsold vehicles with a signed sales contract.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of February 23, 2015.

Parts to repair all vehicles are expected to be available late 1st Quarter, 2015. Once they become available, 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
- Owner Notification Letters

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

DEMONSTRATION / DELIVERY HOLD – Safety Recall 14S30
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OASIS ACTIVATED?

Yes, OASIS was activated on December 31, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on December 31, 2014. Owner names and addresses will be available after owner letters have mailed.

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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Once parts are available to repair all vehicles, 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.
- Once parts are available to repair all vehicles, 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 pump and it is necessary to order parts, 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. The parts order must be an emergency order (unit down) to guarantee the shortest delivery time. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

LINCOLN CLIENT SPECIAL HANDLING (Applies to sold vehicles only)

To “surprise & delight” Lincoln Owners, Lincoln Dealers are authorized to provide the following services to Lincoln owners under Safety Recall 14S30 up to a maximum combined value of \$100 beyond the allowed rental day.

- Lincoln Service Loaner (Rental beyond standard one day ESP guideline)
- Fuel Fill
- Vehicle Pick-up and Delivery

This program is exclusive to Lincoln Dealers. Ford stand-alone dealerships servicing Lincoln Owners are not authorized to claim the special handling allowance. Owners will not be notified of this service in owner mailings.

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 requires 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".

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CLAIMS PREPARATION AND SUBMISSION (continued)

- For Lincoln Client Special Handling (sold vehicles only), claim up to a combined value of \$100 beyond the allowed rental day. All Special Handling claims must be on the same repair line.
 - **Rental:**
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
 - **Fuel Fill:**
 - Misc. Expense Code: FUEL
 - Misc. Expense Amount: Total amount
 - **Vehicle Pick-up and Delivery:**
 - Misc. Expense Code: LCHP
 - Misc. Expense Amount: Total amount

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

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace pump and sender unit (FWD only)	14S30B	2.1 Hours
Replace pump and sender unit (AWD only)	14S30C	2.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
CV6Z-9H307-H	Fuel pump and sender unit (1.6L and 2.0L only)	1
CV6Z-9H307-J	Fuel pump and sender unit (2.5L only)	1
4L3Z-9276-AA	Fuel pump to fuel tank o-ring	1
W700222-S442	Fuel tank strap bolts (4 bolts per package)	4 bolts
CV6Z-9450-D	Exhaust gasket	1
W520103-S403	Exhaust nuts (4 nuts per package)	2 nuts
5F9Z-4682-AA	Driveshaft bolts (AWD only)	3 packages

The DOR/COR number for this recall is 50578.

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444 to order fuel pump and sender units.

When calling to place an order for a fuel pump and sender unit for a customer vehicle, please be prepared to provide dealer P&A code, VIN, RO, and customer name. For unsold vehicles, be prepared with a signed sales contract.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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 ESCAPE AND 2015 MODEL YEAR MKC VEHICLES EQUIPPED WITH 1.6L, 2.0L, OR 2.5L ENGINES — 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. Before demonstrating or delivering any of the vehicles involved in this recall, 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, which include instructions for fuel tank removal.

