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September 29, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 15S28

Certain 2001 through 2008 Model Year Ford Escape and Mercury Mariner Vehicles
Equipped with a Remanufactured CD4E Automatic Transmission
Shift Control Lever Bolt Torque

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2001-2008	Kansas City	March 31, 2001 through September 1, 2009
Mariner	2001-2008	Kansas City	March 31, 2001 through September 1, 2009

Some vehicles are identified in OASIS and FSA VIN Lists. Remaining vehicles will be added as they are identified by dealers (see SERVICE ACTION).

REASON FOR THIS SAFETY RECALL

Ford remanufactured CD4E transmissions installed in some vehicles between June 20, 2015 and August 11, 2015, may have a shift control lever bolt that may not have been installed to the proper torque specification. If the shift control lever bolt becomes loose, the shift control lever may disengage from the transmission without warning and the transmission may not respond to operator gear selection. This can result in possible vehicle roll-away, increasing the risk of an injury or crash.

SERVICE ACTION

Dealers are to torque the shift control lever bolt to the proper specification using a torque wrench.

Identify affected transmissions using ATTACHMENT IV and the following steps:

- Search ATTACHMENT IV for your Dealer Name and associated Transmission Serial Number.
 - If a VIN is not listed for your affected transmission, use the information provided and your parts sales records to identify an associated VIN. To have a VIN added, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Be prepared to provide the transmission part number, transmission serial number, and invoice date in the comments to the SSSC.
- Contact the owner and arrange a service date after the VIN has been added by the SSSC.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of October 19, 2015. 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
Attachment IV: Table of Affected Transmissions
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

Safety Recall 15S28

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OASIS ACTIVATION

OASIS will be activated for the known VINs on September 29, 2015. Please note that some vehicles serviced with an affected transmission may not be identified in OASIS.

FSA VIN LISTS ACTIVATION

- Some vehicles serviced with an affected transmission may not be identified in OASIS. VINs will only be listed in OASIS for vehicles serviced with an affected transmission where a Ford Powertrain Assembly Service Part Warranty Registration was submitted to Ford Motor Company prior to the launch of this recall.
- FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 29, 2015. Owner names and addresses will be available by October 30, 2015.

NOTE: Your FSA VIN Lists 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

Use OASIS and ATTACHMENT IV to identify any affected vehicles in your used vehicle inventory.

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 and ATTACHMENT IV. Give the customer a copy of the Owner Notification Letter and schedule a service date.
- Correct other affected vehicles identified in OASIS and ATTACHMENT IV, 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

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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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

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 (15S28) 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 SSSC via the SSSC Web Contact Site.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Torque shift control lever bolt	15S28B	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2001-2008 MODEL YEAR ESCAPE AND MARINER VEHICLES EQUIPPED WITH A REMANUFACTURED CD4E AUTOMATIC TRANSMISSION — SHIFT CONTROL LEVER BOLT TORQUE

OVERVIEW

Ford remanufactured CD4E transmissions installed in some vehicles, may have a shift control lever bolt that may not have been installed to the proper torque specification. If the shift control lever bolt becomes loose, the shift control lever may disengage from the transmission without warning and the transmission may not respond to operator gear selection. This can result in possible vehicle roll-away, increasing the risk of an injury or crash. Dealers are to torque the shift control lever bolt to the proper specification using a torque wrench.

SERVICE PROCEDURE

1. Place tire chocks at one of the wheels to prevent vehicle movement during repair.
2. Disconnect the selector lever cable end from the shift control lever at the transmission. See Figure 1.

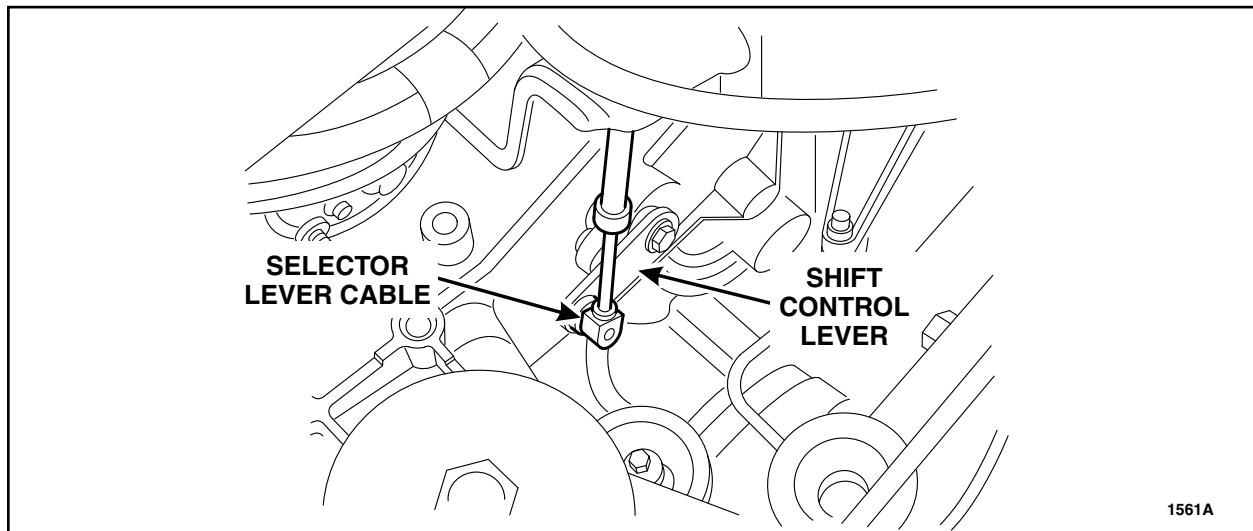


FIGURE 1



3. Rotate the shift control lever to the "Low 1" position. See Figure 2.

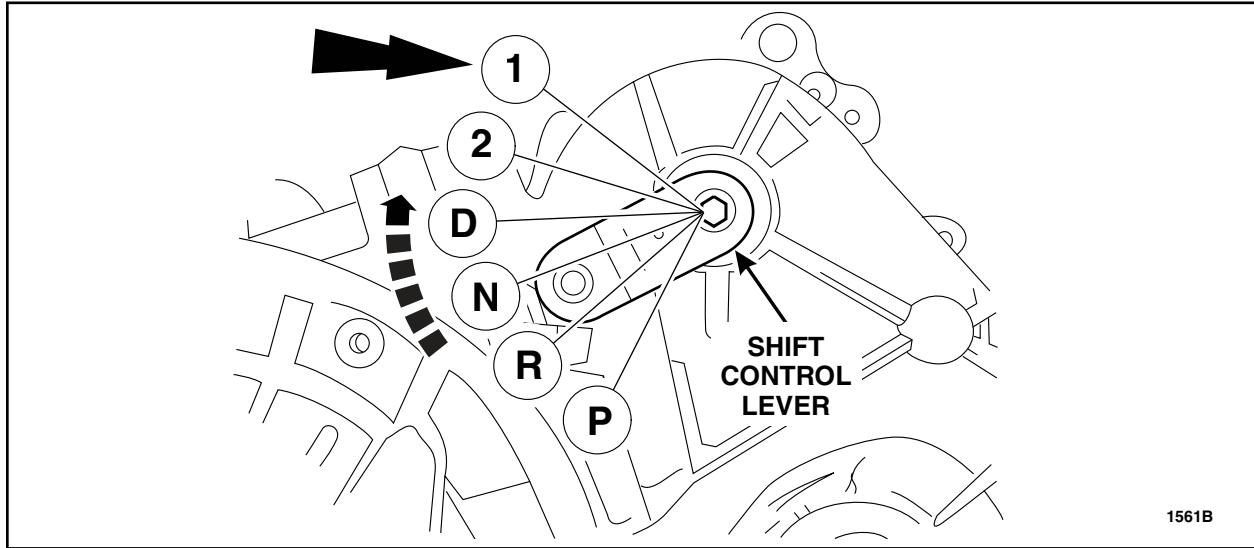


FIGURE 2

4. Tighten the shift control lever bolt to 27 Nm (20 lb-ft). See Figure 3.

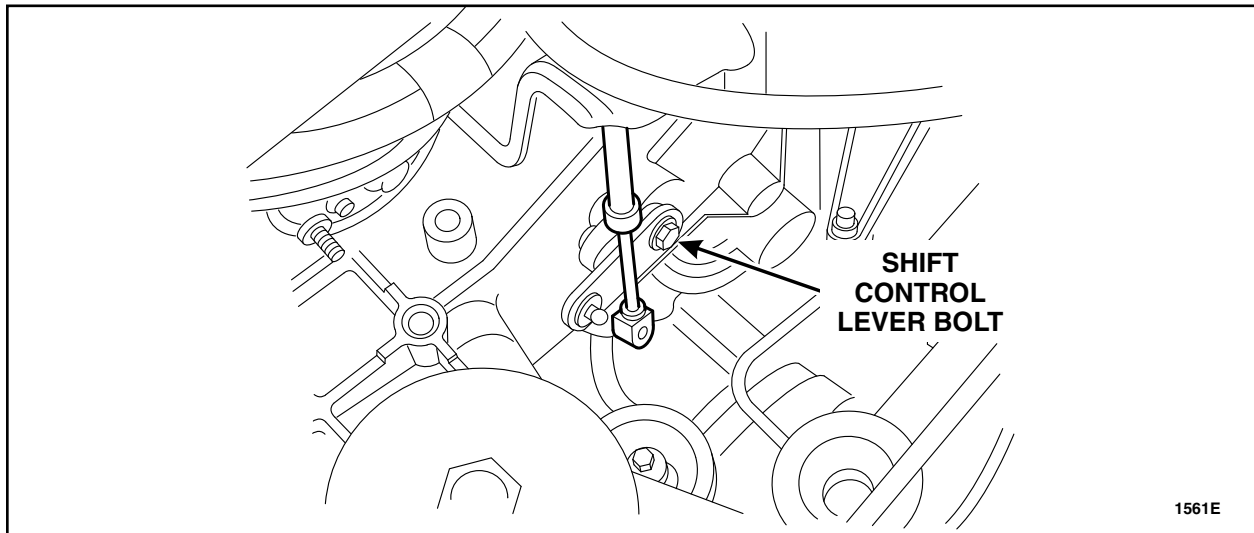


FIGURE 3



5. Rotate the shift control lever to the "Park" position. See Figure 4.

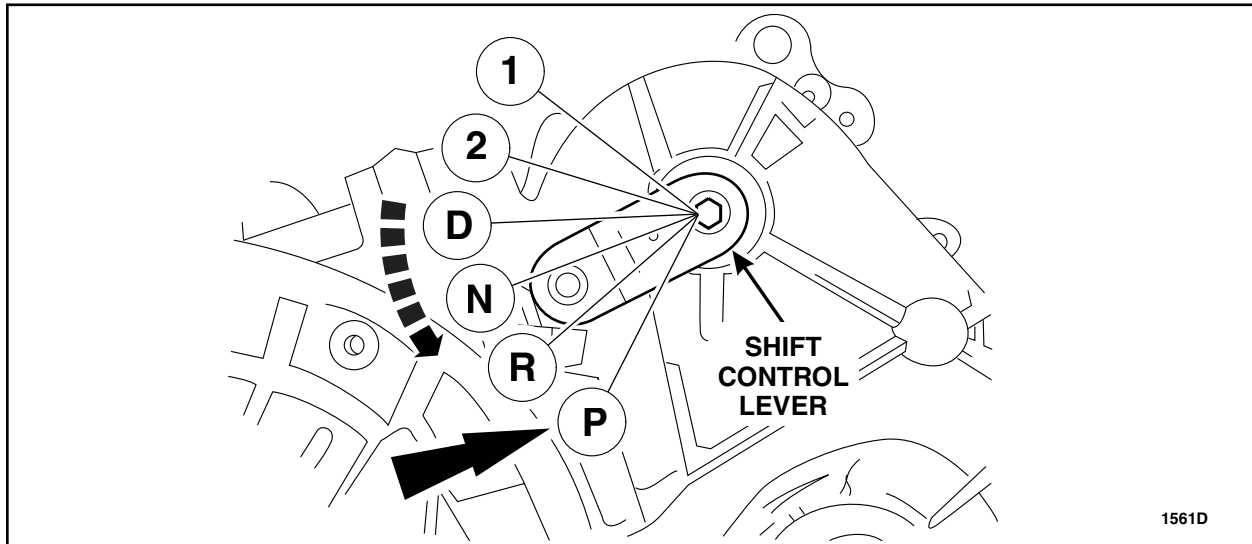


FIGURE 4

6. Reconnect the selector lever cable end to the shift lever. See Figure 1.

7. Remove the tire chocks.

