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Ford Motor Company
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March 28, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 17S09

Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine Coolant Level Sensor System Installation

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2014	Louisville	February 12, 2013 through September 2, 2014
Fiesta ST	2014-2015	Cuautitlan	January 22, 2013 through May 27, 2014
Fusion	2013-2014	Hermosillo	February 15, 2012 through June 6, 2014
Transit Connect	2013-2015	Valencia	June 13, 2013 through December 14, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack, causing a pressurized oil leak that may result in a fire in the engine compartment.

SERVICE ACTION

Service parts and repair procedures are not currently available to address this safety recall. A Dealer Bulletin Supplement will be provided to dealers in the fourth quarter 2017 when it is anticipated that parts ordering information and repair instructions will be available to complete this recall.

In the interim period, some customers may arrive at your dealership if their vehicle exhibits a coolant leak, overheating, or frequently needs coolant added. If the vehicle arrives with any of these symptoms, dealers are to use the technical information in Attachment III to perform a cooling system pressure test and repairs, as necessary.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of record will be notified of this safety recall via first-class mail the week of April 18, 2017. Owners will be notified again after repair instructions and parts ordering information have been provided to dealers.

In the interim period, dealers are to address customer symptoms described in the Service Action, 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 \$21,000 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
Recall Reimbursement Plan

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 17S09

Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and
2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

OASIS ACTIVATION

OASIS will be activated on March 28, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 28, 2017. Owner names and addresses will be available in the fourth quarter 2017.

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.

SOLD VEHICLES

Until repair instructions and parts ordering information are available to complete this recall, owners of affected vehicles will be directed to dealers ONLY if their vehicle exhibits a coolant leak, overheating, or frequently needs coolant added.

DEALER-OPERATED RENTAL VEHICLES

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, dealers are pre-approved to claim up to \$500 in related damage for labor and/or parts.
 - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with an engine coolant leak or overheat.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

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 17S09 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Dealers are authorized to claim up to \$500 of additional labor and/or parts without contacting the SSSC for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual.
- 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.
- Submit refunds on a separate repair line.
 - Program Code: 17S09
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

NOTE: These are interim labor operations and will NOT close the safety recall.

Description	Labor Operation	Labor Time
Perform cooling system pressure test and add coolant as needed - Escape	17S09XX	0.6 Hours
Perform cooling system pressure test and add coolant as needed - Fiesta ST and Fusion	17S09YY	0.3 Hours
Perform cooling system pressure test and add coolant as needed - Transit Connect	17S09ZZ	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
VC-3DIL-B (US) CVC-3DIL-B (Canada)	Motorcraft Orange Antifreeze / Coolant Prediluted	Up to 1 Gallon (only as required)	Up to 1 Gallon (only as required)

The DOR/COR number for this recall is 51077.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 5% of the affected vehicle population is expected to require an interim repair for an engine coolant leak or overheat.

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 2013-2014 FUSION, 2013-2015 TRANSIT CONNECT, 2014 ESCAPE, AND 2014-2015 FIESTA ST VEHICLES EQUIPPED WITH A 1.6L ECOBOOST ENGINE — COOLANT LEVEL SENSOR SYSTEM INSTALLATION

OVERVIEW

In the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack, causing a pressurized oil leak that may result in a fire in the engine compartment. Service parts and repair procedures are not currently available to address this safety recall. A Dealer Bulletin Supplement will be provided to dealers in the fourth quarter 2017 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

In the interim period, some customers may arrive at your dealership if their vehicle exhibits a coolant leak, overheating, or frequently needs coolant added. If the vehicle arrives with any of these symptoms, dealers are to use this Interim Service Action to perform a cooling system pressure test and repairs, as necessary.

SERVICE PROCEDURE

Interim Service Action

NOTE: These are interim repairs and will NOT close the safety recall.

1. Perform a cooling system pressure test per Workshop Manual Section 303-03_Diagnosis and Testing.
 - If the cooling system pressure does not drop, add coolant, as necessary, and release the vehicle.
 - If the cooling system pressure drops, perform required repairs and add coolant, as necessary.



Ford Motor Company
Recall Reimbursement Plan for 17S09

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 17S09, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 8, 2017. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2015. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2015 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.