



Ford Motor Company
Ford Customer Service Division
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April 2017

***** IMPORTANT SAFETY RECALL ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 17S09 / NHTSA Recall 17V-209
Aviso de Revisión de Seguridad 17S09**

2014 Escape
Your Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

What will Ford and your dealer do? Ford Motor Company is working closely with its suppliers to produce parts for Safety Recall 17S09. Parts are expected to become available in the fourth quarter 2017. When a repair is available, Ford Motor Company will re-notify you via mail to schedule a service appointment with your dealer to make enhancements to the engine cooling system. These enhancements will be completed free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

What should you do? Ford Motor Company will re-notify you via mail when replacement parts are available. In the meantime,
1) Maintain proper engine coolant level by following the Engine Coolant Check procedure in the Maintenance section of your Owner's Manual to reduce the risk of overheating that could lead to a fire. Included with this letter is a copy of this section of your Owner's Manual.
2) If your vehicle exhibits a coolant leak, overheating, or frequently needs coolant added, please contact your dealer and request a service appointment for diagnosis and repair.

**What should you do?
(Continued)**

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. **Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.

Do you need a rental vehicle?

If your dealer determines that a coolant leak or overheating repair is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you have previously paid for a coolant leak or overheating repair, you still need to have this recall performed to make enhancements to the engine cooling system.

You may be eligible for a refund of previously paid repairs that were the result of manufacturer defect in parts or workmanship. Refunds will only be provided for service related to coolant leak or overheating repairs. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Can we assist you further? (Continued)

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 17V209.

Para asistencia en Español

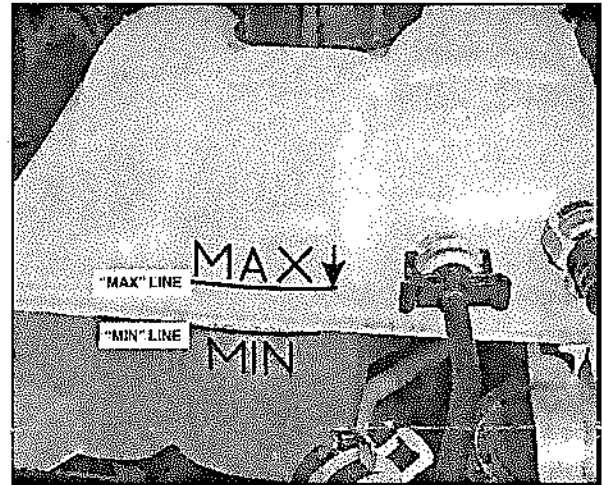
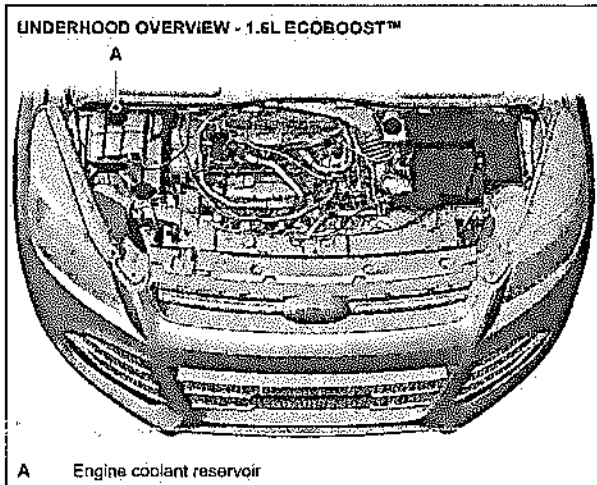
Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Ford Customer Service Division

ESCAPE - ENGINE COOLANT CHECK




CHECKING THE ENGINE COOLANT

Check the level of the engine coolant when the engine is cold. Make sure that the level is between the MIN and MAX marks on the coolant reservoir. If the level is at the MIN mark, below the MIN mark, or empty, add coolant immediately.

Note: Coolant expands when it is hot, the level may extend beyond the MAX mark.

ADDING ENGINE COOLANT

WARNING

 To reduce the risk of personal injury, make sure the engine is cool before unscrewing the coolant pressure relief cap. The cooling system is under pressure; steam and hot liquid can come out forcefully when the cap is loosened slightly.

Unscrew the cap slowly. Any pressure will escape as you unscrew the cap. Add prediluted engine coolant meeting the Ford specification. Whenever coolant has been added, the coolant level in the coolant reservoir should be checked the next few times you drive the vehicle. If necessary, add enough prediluted engine coolant to bring the coolant level to the proper level.

Item	Capacity	Ford part name or equivalent	Ford part number / Ford specification
Engine Coolant 1.6L EcoBoost	8.5 qt (8 L)	Motorcraft Orange Antifreeze / Coolant Prediluted	VC-3DIL-B (U.S.) CVC-3DIL-B (Canada) / WSS-M97B44-D2

Note: Automotive fluids are not interchangeable. Do not use engine coolant or antifreeze or windshield washer fluid outside of its specified function and vehicle location.