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Ford Motor Company  
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February 13, 2018

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Safety Recall 18S04**  
Certain 2018 Model Year Escape and MKC Vehicles  
Front Brake Flexible Hose Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2018	Louisville	October 29, 2017 through October 30, 2017
MKC			October 29, 2017 through October 29, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, one or both of the front brake flexible hoses may be incorrect for the vehicle, potentially causing the brake flexible hose(s) to contact adjacent components during normal usage. This may cause premature wear to the brake flexible hose(s), and can potentially lead to a brake fluid leak. A leaking brake flexible hose can cause the brake fluid warning light to illuminate, and may result in increased pedal travel and extended stopping distance while braking, increasing the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect both front brake flexible hoses, and replace one or both if they are incorrect for the vehicle. 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 March 5, 2018. 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 \$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

**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,

A handwritten signature in black ink, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on February 13, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 13, 2018. Owner names and addresses will be available by March 20, 2018.

**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**

- 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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner, from their dealership. For details, reference EFC06121 2018 Lincoln Pickup & Delivery Updates.

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**LINCOLN CLIENT SPECIAL HANDLING**

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC06196, Lincoln Loyalty Program Announcement for additional details.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 18S04 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.
- For Lincoln Client Special Handling, reference EFC06196, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect both front brake flexible hoses - pass (no repair needed)	18S04A	0.3 Hours
Inspect both front brake flexible hoses - replace one side	18S04B	0.7 Hours
Inspect both front brake flexible hoses - replace both sides	18S04C	0.9 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
EJ7Z-2078-A	Front brake flexible hose (left or right side)	As Required (if inspection does not pass)	
PM-20	DOT 4 brake fluid (4 per sell pack, up to 1 required)		

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

**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 2018 MODEL YEAR ESCAPE AND MKC VEHICLES - FRONT BRAKE FLEXIBLE HOSE INSPECTION

### OVERVIEW

In some of the affected vehicles, one or both of the front brake flexible hoses may be incorrect for the vehicle, potentially causing the brake flexible hose(s) to contact adjacent components during normal usage. This may cause premature wear to the brake flexible hose(s), and can potentially lead to a brake fluid leak. A leaking brake flexible hose can cause the brake fluid warning light to illuminate, and may result in increased pedal travel and extended stopping distance while braking, increasing the risk of a crash. Dealers are to inspect both front brake flexible hoses, and replace one or both if they are incorrect for the vehicle.

### SERVICE PROCEDURE

#### Recommended Tool List:

General Tools	
Wrenches - 10mm, 11mm, 13mm, 15mm	1/4" Drive Impact
Crowsfoot - 11mm, 13mm	1/4" Ratchet
1/4" Torque Wrench	Vise Grips
1/4" to 3/8" Adapter	Ball Peen Hammer
Medium Length Flat Head Screwdriver	

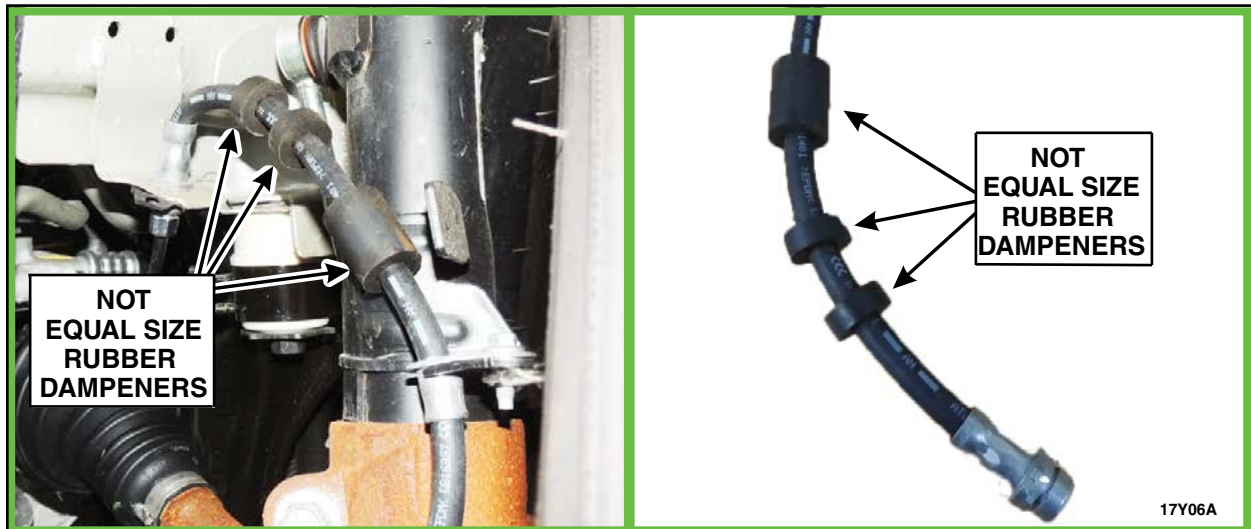


**NOTE:** Hoisting and tire removal is not required for the brake hose visual inspection.

1. With the vehicle on the ground and the steering wheel turned to the full lock position for RH and LH positions visually inspect the RH and LH front flexible brake hoses.

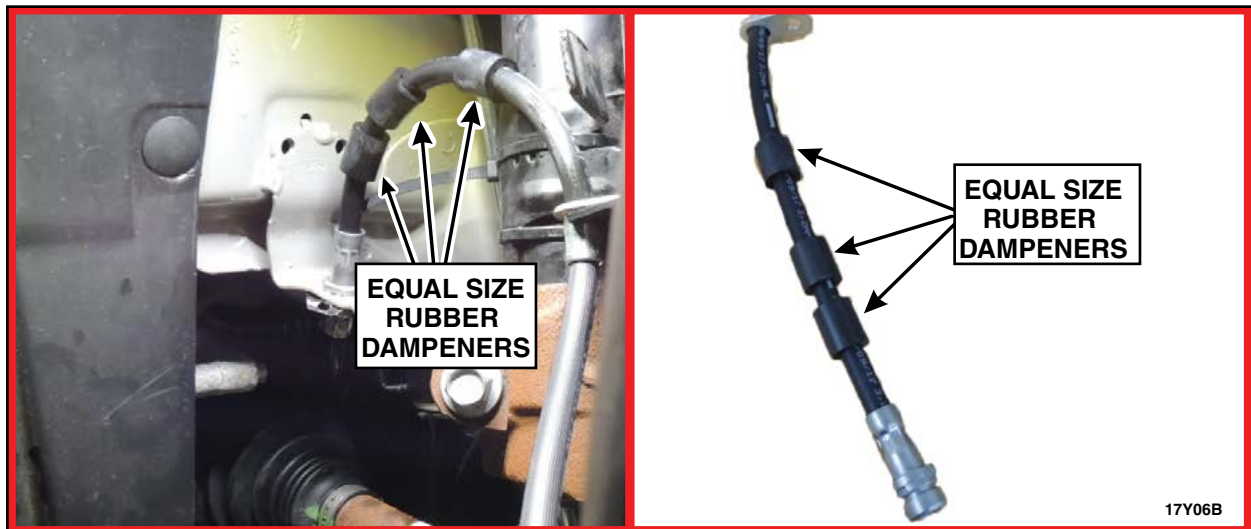
- If the flexible brake hoses have rubber dampeners that are not equal in size, they will not require replacement. See Figure 1.
- If one or both front brake flexible hoses have rubber dampeners that are equal in size, replace the affected hoses and then bleed the brake system. See Figure 2. Please follow the Workshop Manual (WSM) Procedures in Section 206-03.

**PASS**



**FIGURE 1**

**FAIL**



**FIGURE 2**

