



May 22, 2018

TO: Emerging Market Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION/DELIVERY HOLD - Compliance Recall 18C04
Certain 2018 Model Year EcoSport Vehicles
Brake Fluid Reservoir Cap and Owner's Manual Kit Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
EcoSport	2018	Chennai	October 27, 2017 through March 6, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles may not conform to the requirements specified by U.S. Federal Motor Vehicle Safety Standard (FMVSS) 135 which requires vehicles to be equipped with a specific brake fluid warning statement. Affected vehicles may instead have a European brake reservoir pictogram cap, which has pictures rather than the required text on the top surface. Without the required warning, owners may be confused by the European pictogram cap and may either mistakenly refill the brake fluid with the incorrect replacement brake fluid, or may not properly clean the cap or fill the reservoir. Any of these errors could affect brake performance, increasing the risk of a crash.

Additionally, affected vehicles may have the European English language owner's manual kit instead of the required U.S. FMVSS owner's manual. Multiple U.S. FMVSSs require specific language to be included in the owner's manual to reduce the risk of crash or injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the brake fluid reservoir cap and owner's manual kit with the U.S. FMVSS compliant versions, following the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Each affected dealer has been shipped Owner's Manual Kits the week of May 21, 2018 for all unsold VINs assigned to them.

OWNER NOTIFICATION MAILING SCHEDULE

In applicable countries, owner letters are expected to be mailed the week of June 4, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

- In applicable countries, U.S. 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.
- Dealers must complete this recall service before a new vehicle is delivered to a buyer or lessee. The Dealer sales and service agreement (“Dealer Agreement”) requires Dealers to perform all campaign, recall, and program service as specified in campaign, recall or program instructions issued by the Company from time to time. In addition, Dealers must comply with all applicable laws, rules, and regulations in the sales and service of Company Products pertaining to motor vehicle safety and emissions control. If a Dealer fails to comply with this requirement, Ford may take action pursuant to the Dealer Agreement. In addition, violations could subject Dealer to significant penalties under local law. 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 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,

Ford Customer Service Division

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OASIS ACTIVATION

OASIS was activated on May 18, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on May 18, 2018. Owner names and addresses will be available by June 18, 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 U.S. 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 owners identified in OASIS. Give the owner a copy of the Customer 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.

DEALER-OPERATED RENTAL VEHICLES

The U.S. 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.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 approval is required.

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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 18C04 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 repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval. Dealers must submit a Warranty Inquiry Assistance from through FMC dealer prior to completing the repair. **IMPORTANT:** Click the radio button on the Related Damage Indicator.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Brake Fluid Reservoir Cap and Owner Manual Kit	18C04B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Each affected dealer has been shipped Owner's Manual Kits the week of May 21, 2018 for all unsold VINs assigned to them.

SSSC Web Part Order Tool:

To request additional Owner Manual Kits, please submit a contact using the SSSC link at the bottom of the OASIS VIN report screen.

- Ask for Owner Manual Kit for 18C04.
- Provide your name, dealership P/A code, and mailing address **(packages cannot be shipped to a P.O. Box)**.

Part Number	Description	Order Quantity	Claim Quantity
GN15-19G219-ZFP	Owner's Manual Kit (Order at no cost through SSSC)	Order through SSSC.	

Order the following part through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
BV6Z-2162-A	Brake Reservoir Fluid Cap	1	1

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to current Dealer Price List.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Follow instruction in the Parts Inventory Protection Program (PIPP)/Parts Obsolescence Protection Program (POPP) or Stock Idle Allowance (SIA) Programs.

CERTAIN 2018 MODEL YEAR ECOSPORT - BRAKE FLUID RESERVOIR CAP AND OWNER'S MANUAL KIT REPLACEMENT

OVERVIEW

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 135 which requires vehicles to be equipped with a specific brake fluid warning statement. Affected vehicles may instead have a European brake reservoir pictogram cap, which has pictures rather than the required text on the top surface. Without the required warning, owners may be confused by the European pictogram cap and may either mistakenly refill the brake fluid with the incorrect replacement brake fluid, or may not properly clean the cap or fill the reservoir. Any of these errors could affect brake performance, increasing the risk of a crash.

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Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the brake fluid reservoir cap and owner's manual kit with the FMVSS compliant versions, following the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

1. Remove the brake fluid reservoir cap and discard. See Figure 1.

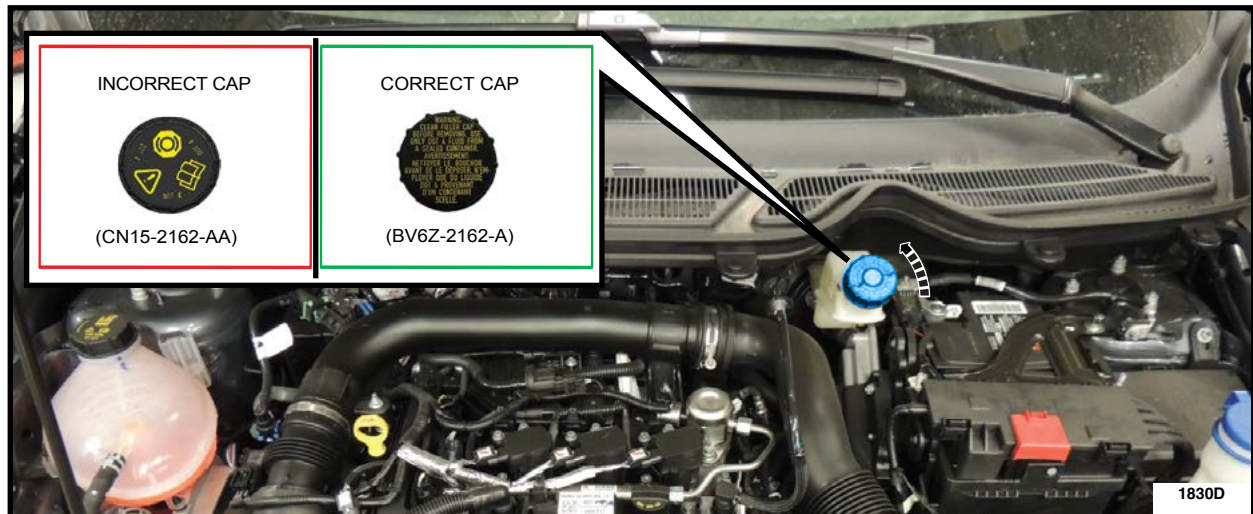


FIGURE 1



2. Install the new brake fluid reservoir cap. See Figure 2.

- Part must be assembled clean and installed securely to brake fluid reservoir.

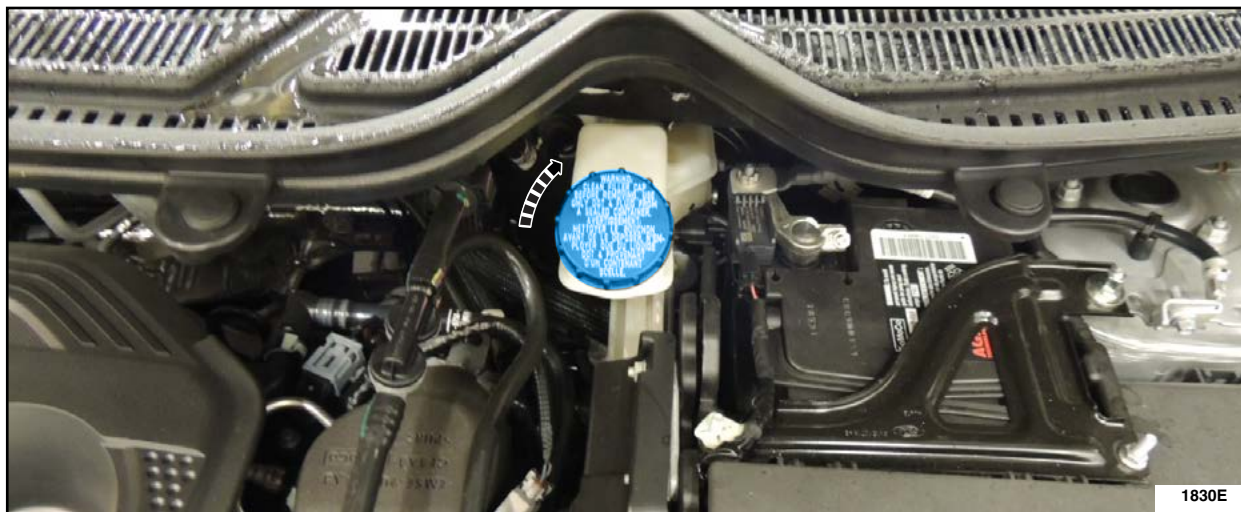


FIGURE 2

3. Remove Owner's Manual Kit and discard. Replace with P/N GN15-19G219-ZFP. See Figure 3.



FIGURE 3

