



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

October 8, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 18S20 – Supplement 1
 Certain 2013-2016 Fusion and 2013-2014 Escape with a 6F35 Transmission
 Shift Cable Bushing Replacement and Protective Service Cap

New! REASON FOR THIS SUPPLEMENT

- **Service Action:** Adding protective service cap to remaining open population
- **Technical Instructions:** Updated procedure for adding protective service cap

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2014	Flat Rock	June 18, 2013 through September 15, 2013
	2014-2016		June 2, 2014 through August 31, 2015
	2013-2014	Hermosillo	May 15, 2013 through September 15, 2013
	2014-2016		June 2, 2014 through August 31, 2015
Escape	2013-2014	Louisville	May 15, 2013 through September 15, 2013

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the bushing at the transmission end of the shifter cable may be damaged or missing which can result in the shifter not completely moving the transmission to the proper gear position. The transmission may lose Park function, even when the shifter position indicates the vehicle is in park.

This condition could allow the ignition key, if equipped, to be removed with no instrument panel warning message or warning chime while exiting the vehicle indicating the vehicle is not secured in park. This could result in unintended vehicle movement, increasing the risk of injury or crash.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the bushing and install the protective service cap over the selector at the transmission end of the shifter cable. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Vehicles that previously had shift bushing replacement under this program will not be required to come back for protective service cap.

Some customers may have paid for shifter cable replacement, and can be reimbursed for the repair but the recall must still be performed in order close the recall on the vehicle.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of September 17, 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 Letter
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,



David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 18S20– Supplement 1
Certain 2013-2016 Fusion and 2013-2014 Escape with a 6F35 Transmission
Shift Cable Bushing Replacement

OASIS ACTIVATION

OASIS was activated on July 17, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists was available through <https://web.fsavinlists.dealerconnection.com> on July, 17, 2018. Owner names and addresses will be available by October 1, 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

- **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.
- Refunds will only be provided for the cost associated with Shift Cable Replacement.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 18S20– Supplement 1
Certain 2013-2016 Fusion and 2013-2014 Escape with a 6F35 Transmission
Shift Cable Bushing Replacement

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 SSSC approval is required.
 - Ford vehicles – 3 years or 36,000 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 18S20 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.
- Submit refunds on a separate repair line.
 - Program Code: 18S20
 - 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 18S20– Supplement 1**

Certain 2013-2016 Fusion and 2013-2014 Escape with a 6F35 Transmission
Shift Cable Bushing Replacement

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Shift Cable Bushing, add Protective Service Cap and Adjust Shifter	18S20B	0.6 hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
DG9Z-7K340-A	Shift Cable Bushing	1	1
DG9Z-7S004-A	Protective Service Cap	1	1

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

ADDITIONAL PARTS ORDERING INFORMATION

NOTE: Although Shift Cable Hold Down Bracket damage is not likely, we are making dealers aware of part availability in lieu of replacing the entire shifter cable. Less than 5% of the affected vehicle population is expected to require the Shift Cable Hold Down Bracket.

Part Number	Description	Order Quantity	Claim Quantity
DG9Z-7H181-A	Shift Cable Hold Down Bracket (Only replace if damaged when removing shift cable.)	1	1

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.

**NEW ! CERTAIN 2013-2016 MODEL YEAR FUSION AND 2013-2014 ESCAPE VEHICLES
 EQUIPPED WITH A 6F35 TRANSMISSION — SHIFTER CABLE BUSHING
 REPLACEMENT *AND PROTECTIVE SERVICE CAP***

NEW ! OVERVIEW

In some of the affected vehicles, the bushing at the transmission end of the shifter cable may be damaged or missing which can result in the shifter not completely moving the transmission to the proper gear position. The transmission may lose Park function, even when the shifter position indicates the vehicle is in park. This condition could allow the ignition key, if equipped, to be removed with no instrument panel warning message or warning chime while exiting the vehicle indicating the vehicle is not secured in park. This could result in unintended vehicle movement, increasing the risk of injury or crash. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the bushing *and install the protective service cap over the selector* at the transmission end of the shifter cable.

NEW ! SERVICE PROCEDURE

Recommended Tool List:

General Tools	
1/4" Drive Ratchet (Power and Hand Tool)	1/4" Drive Torque Wrench
1/4" Drive 5mm and 7mm Shallow Sockets	Straight Jaw Pliers
3/8" Drive Ratchet (Power and Hand Tool)	Pocket Screwdriver
3/8" Drive 10mm and 15mm Shallow Socket	Lisle® 38350 - Pipe hanger tool - Optional
3/8" Drive Torque Wrench	10mm (0.394 in.) Punch

All Vehicles

1. Apply the parking brake, chock wheels to make sure vehicle does not roll.
2. Position the gear shift lever in Drive (D).



3. Remove the air cleaner assembly. Please follow the Workshop Manual (WSM) procedures in Section 303-12.
4. For all Escape vehicles equipped with 1.6L and 2.0L engines, loosen the clamp and remove the air cleaner outlet pipe. See Figure 1.

- Torque to 44 lb.in (5 Nm)

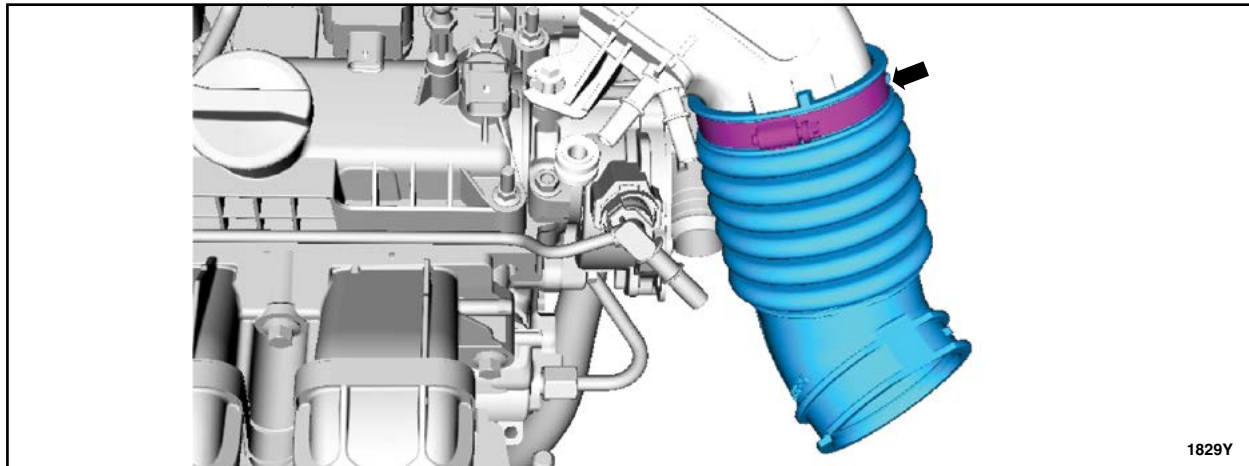


FIGURE 1

5. Disconnect the selector lever cable from the transmission manual lever and the bracket. See Figure 2.

1. Remove the selector lever cable bracket bolt.
2. Disengage the selector lever cable holding clip.
 - Use caution when removing hold down bracket to avoid damage. Hold down bracket is available separate of shift cable.
3. Disconnect the selector lever cable.
 - Torque to 62 lb.in (7 Nm).

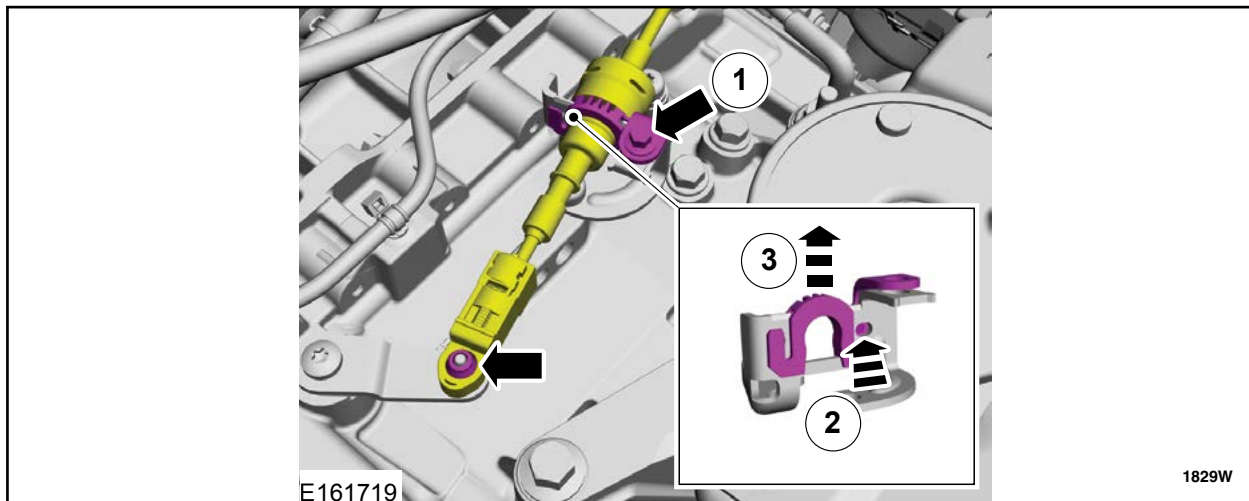


FIGURE 2



NOTE: Selector Lever Cable Bushing Replacement/Orientation. See Figure 3.

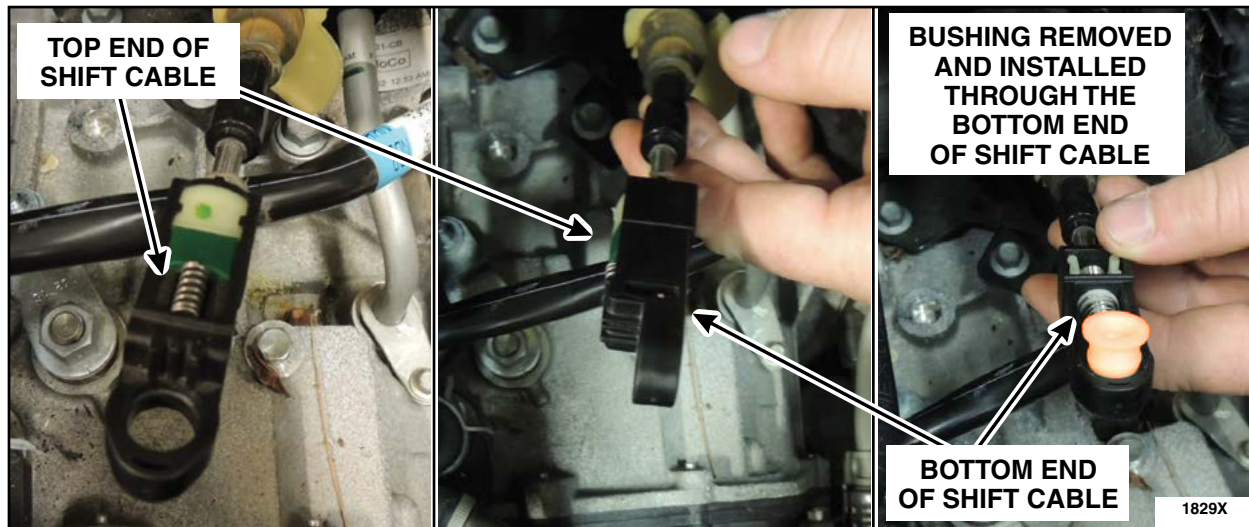


FIGURE 3

2013 Model Year Vehicles Only

6. Using a pair of Straight Jaw Adjustable pliers and a 15mm shallow socket push the bushing partially out of the selector lever cable end. See Figure 4.

- Use caution not to damage the shifter cable during this procedure.
- Inspect for damage before installing the new shifter cable bushing.

NOTE: For all 2013 Fusion and Escape vehicles equipped with original shift cable, the bushing is taller than the replacement bushing.

NOTE: The 15mm socket will rest against the hard plastic bottom end of shift cable, and will be large enough to allow bushing to be pressed partially out.

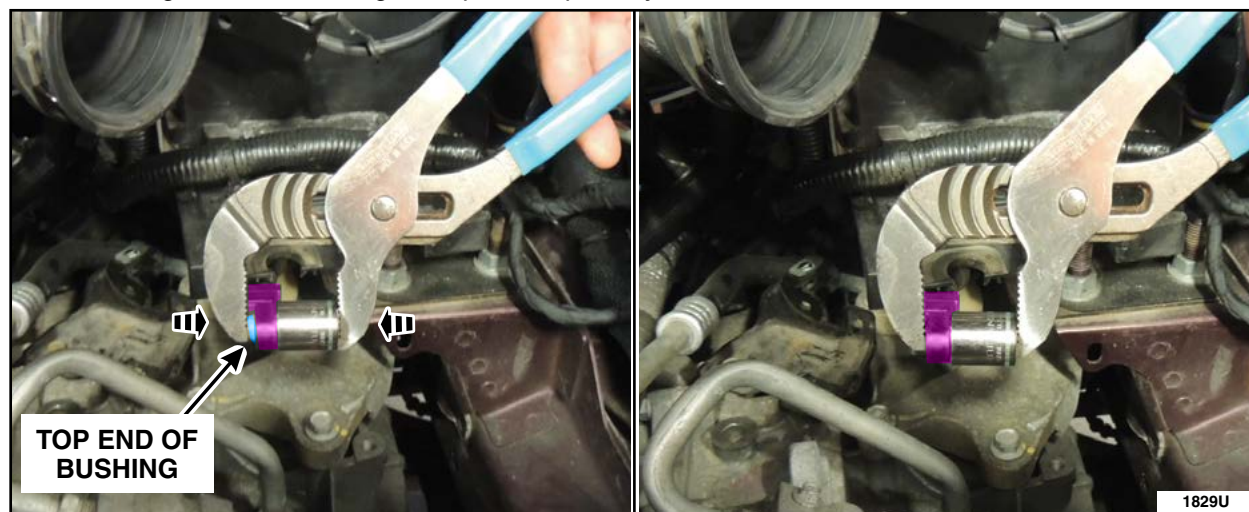


FIGURE 4



7. Turn the selector lever cable end over and using a punch push the bushing the rest of the way out of the selector lever cable end. See Figure 5. Proceed to Step 8.

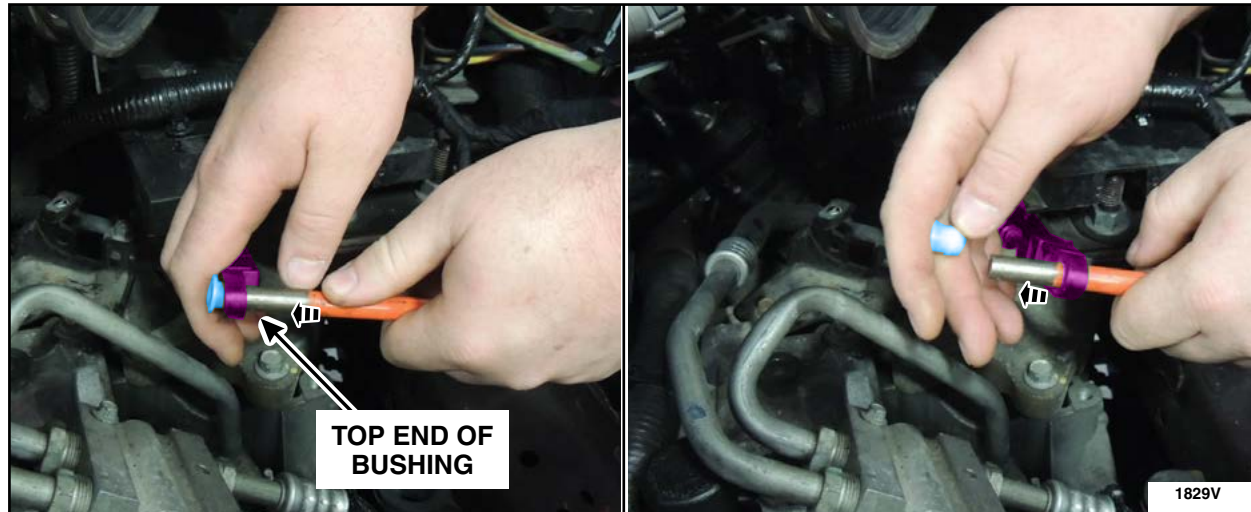


FIGURE 5

2014-2016 Model Year Vehicles Only

8. Press out the shifter cable bushing using one of the two methods below.
- Using a 5mm and a 15mm socket with Straight Jaw Adjustable pliers the bushing can be pressed out of the shifter cable end. The 5mm socket will fit into the small part of the bushing on top, the 15mm will go against the bottom of the shifter cable end, make sure to have socket centered with the bushing to allow clearance of the bushing shoulder as it is being pressed out. See Figures 6 and 7.
 - Using a tool such as a Lisle 38350 - Exhaust Hanger Removal plier to press bushing out. By viewing Figure 8 the shoulder of bushing is positioned upward, small end of plier is pressing bushing out. Proceed to Step 8.
 - Use caution not to damage the shifter cable during this procedure.
 - Inspect for damage before installing the new shifter cable bushing.

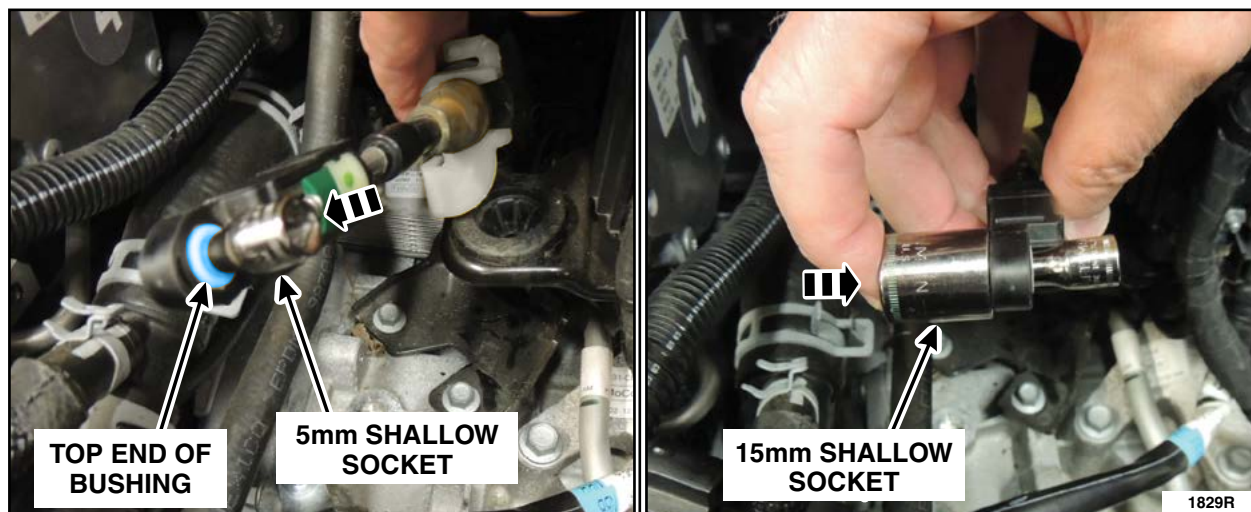


FIGURE 6



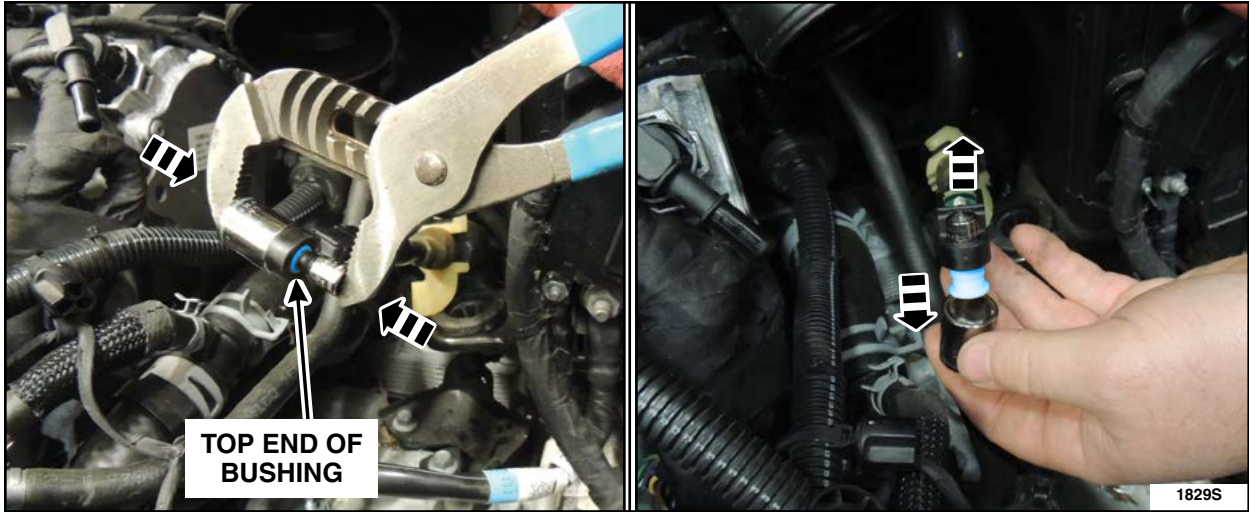


FIGURE 7

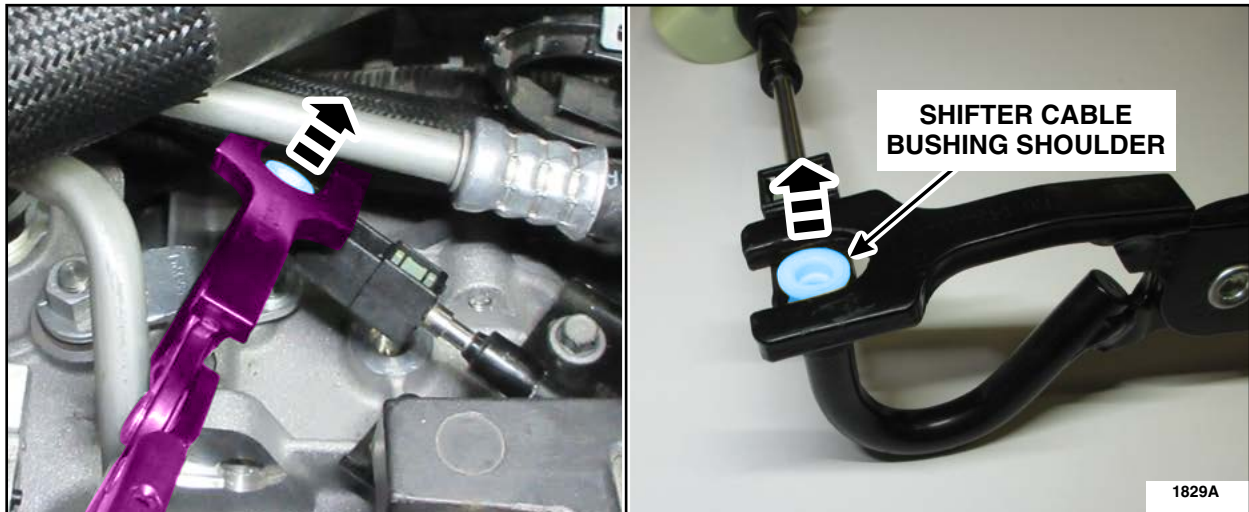


FIGURE 8



All Vehicles

- Using your hands only, install the new selector lever cable bushing. Do not use any grease to install, the bushing and cable end should be dry. See Figure 9.

NOTE: Selector lever cable removed for clarity.

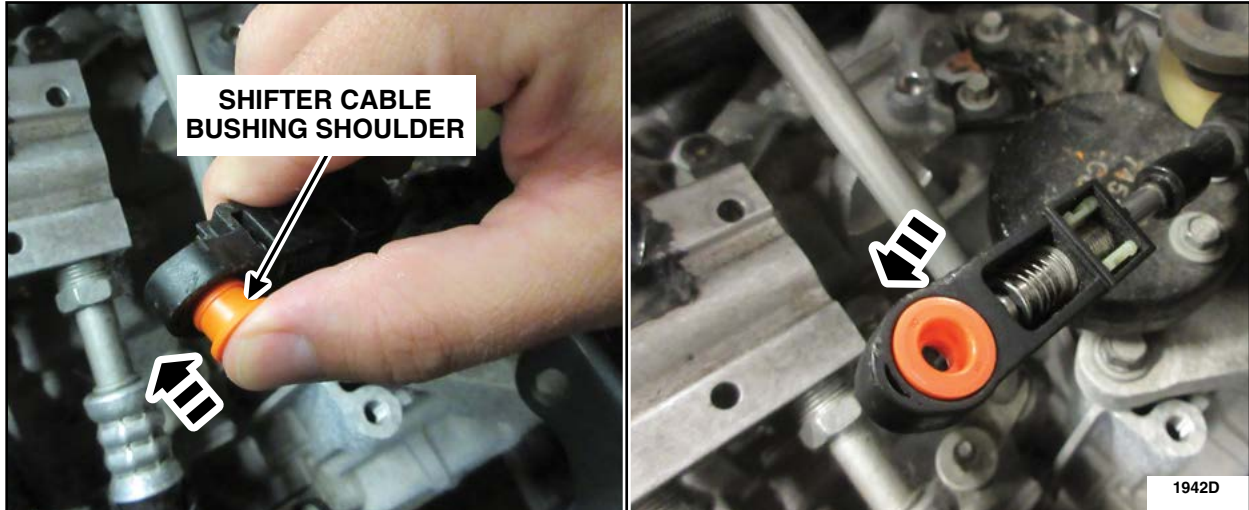


FIGURE 9

- The vehicle's transmission gear selector lever should be in Drive position from step 2, if not, position the selector lever to Drive (D). See Figure 10.

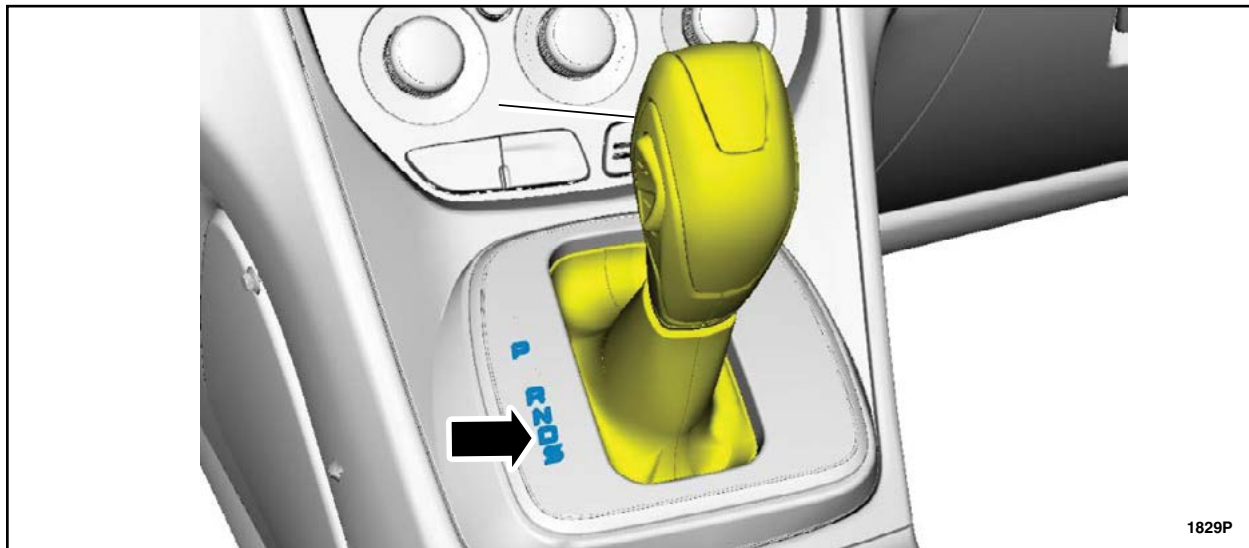


FIGURE 10



11. Rotate the manual control lever clockwise until it stops. See Figure 11.

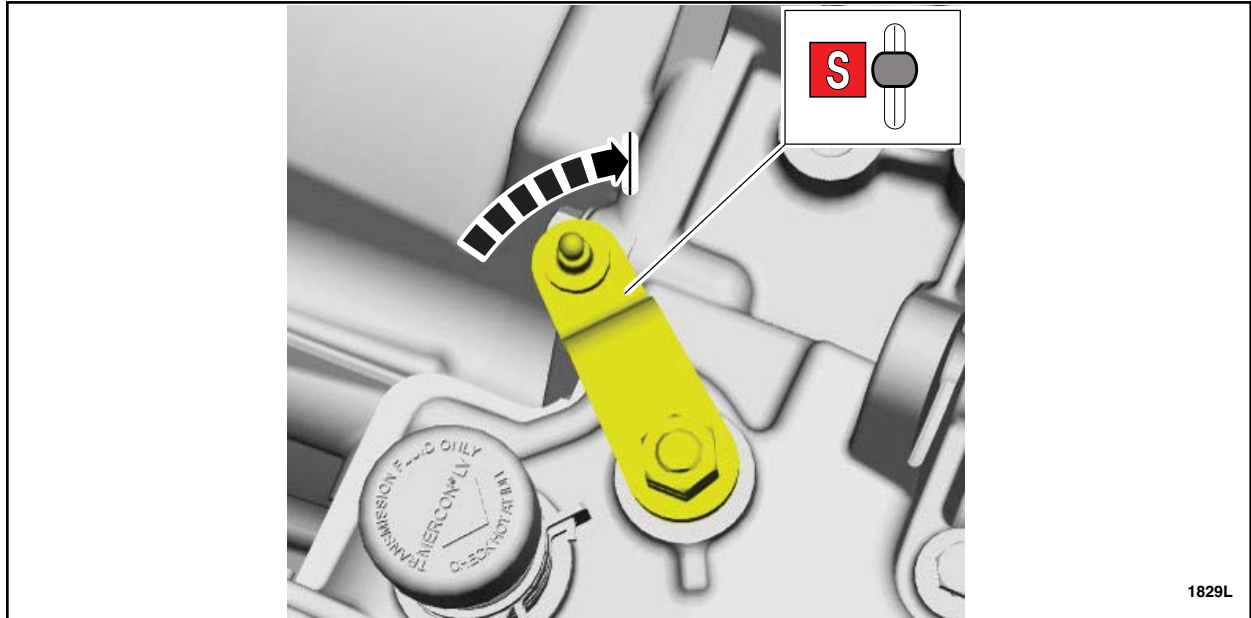


FIGURE 11

12. Rotate the manual control lever counterclockwise 1 detent into Drive (D). See Figure 12.

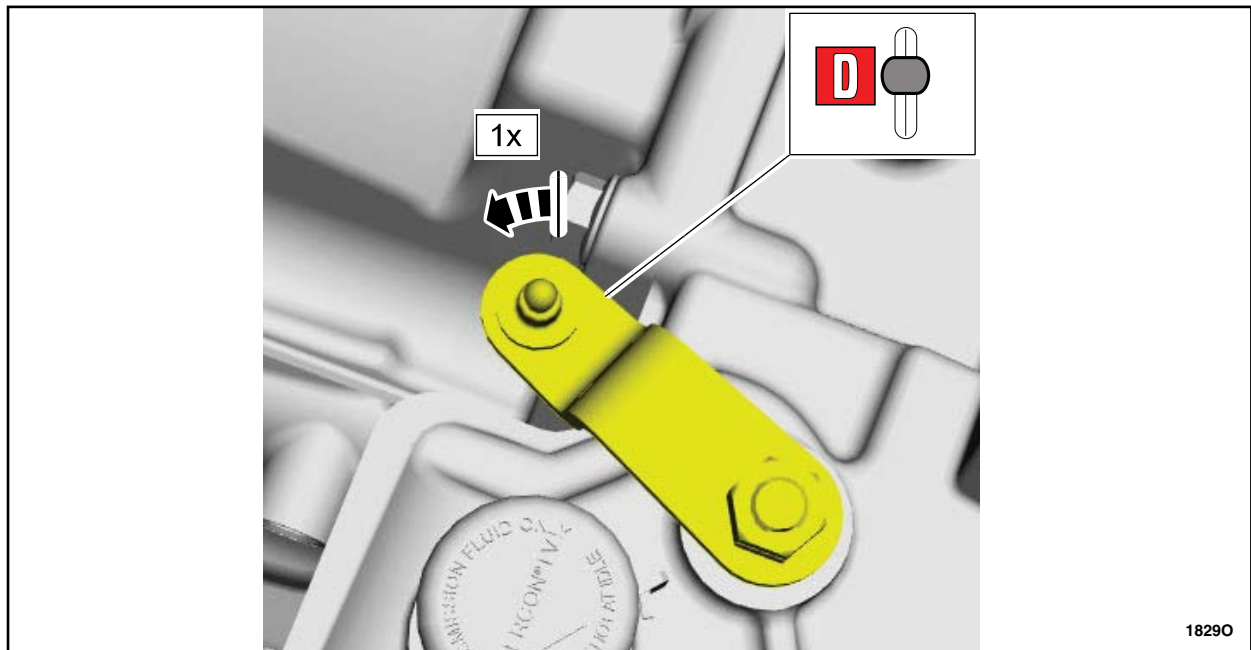


FIGURE 12



13. Release the selector lever cable adjuster lock. See Figure 13.

1. Carefully pry the adjuster lock tabs outward.
2. While holding the adjuster lock tabs outward, slide the lock out to unlock the selector lever cable.

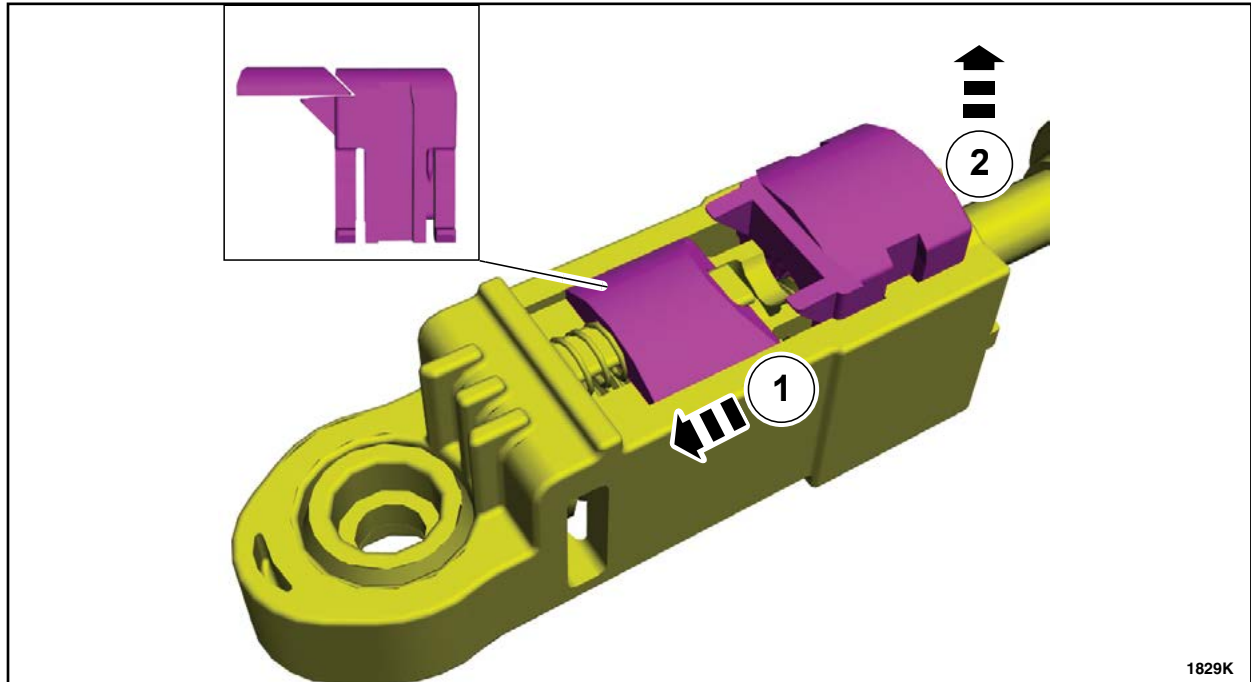


FIGURE 13

14. Connect the selector lever cable to the manual control lever. See Figure 14.

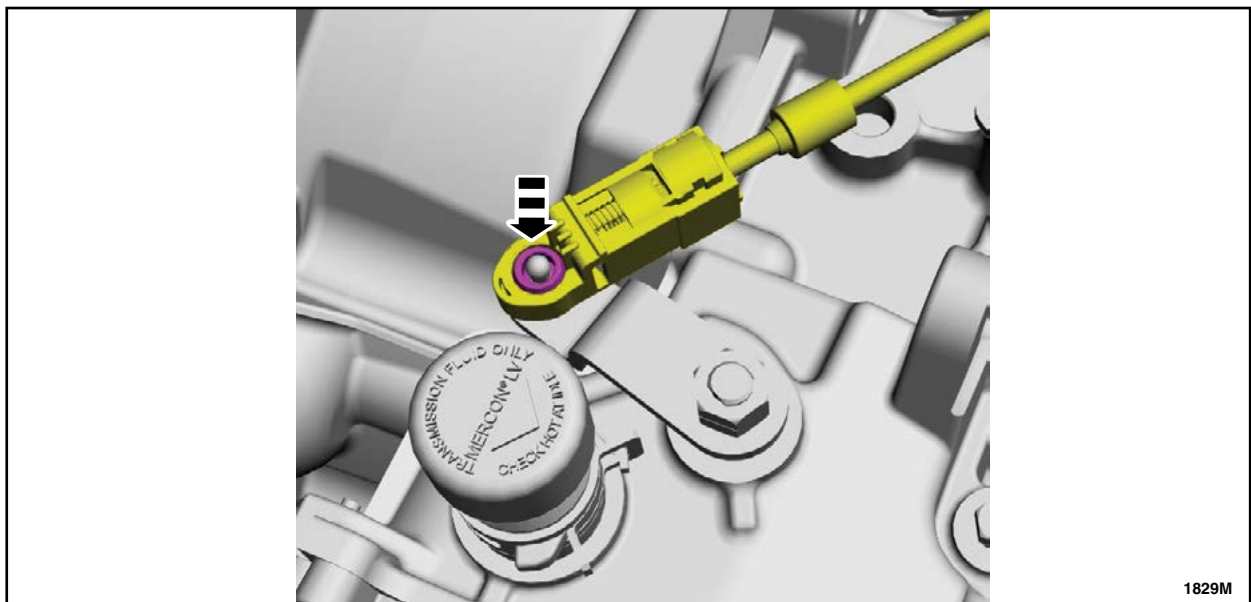


FIGURE 14



15. Slide the adjuster tab in place to lock the selector lever cable. See Figure 15.

NOTE: Visually inspect cable end and give a slight pull up to verify the bushing is fully seated.

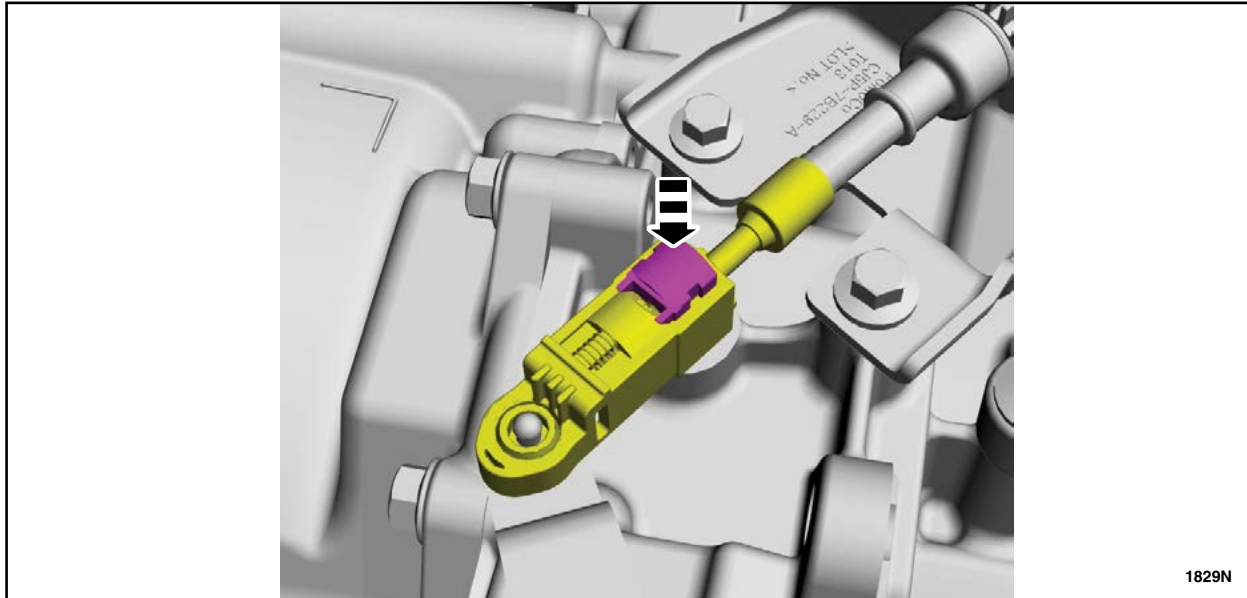


FIGURE 15

16. Install the new protective service cap onto the selector lever cable adjuster. Clip one side into the adjuster body and then slide the other onto the housing until it snaps into place. The protective service cap should cover the bushing and the terminal end of the adjuster. See Figure 15.

17. Verify installation by checking the protective service cap is retained by the adjuster body.

NOTE: Selector lever cable removed for clarity.



FIGURE 16

18. Reassemble the vehicle by reversing the removal procedure.

19. Verify that the engine starts in Park (P) and Neutral (N) only and that the reverse lamps illuminate in Reverse (R).

