



Stacy L. Balzer  
 Operating Director  
 Service Engineering Operations  
 Ford Customer Service Division

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

March 13, 2023

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 23S12**

Certain 2015-2019 Model Year Edge, 2013-2018 Model Year Fusion/MKZ Vehicles, 2016-2018 MKX, and 2016 Model Year Mondeo Vehicles  
 Front Brake Flexible Hose Replacement

**REF: Customer Satisfaction Program 22N02 – Supplement #1**

Certain 2015-2019 Model Year Edge and Lincoln MKX Vehicles and 2013-2018 Model Year Fusion and Lincoln MKZ Vehicles  
 Front Brake Flexible Hose Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015-2019	Oakville	March 2, 2015 through December 10, 2018
Fusion	2014-2017	Flat Rock	April 12, 2013 through February 29, 2016
Fusion	2013-2018	Hermosillo	February 3, 2012 through July 19, 2017
MKX	2016-2018	Oakville	July 9, 2015 through December 1, 2017
MKZ	2013-2018	Hermosillo	April 25, 2012 through July 19, 2017
Mondeo	2016	Valencia	February 9, 2016 through April 4, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

All vehicles previously repaired under 22N02 are not included in this program.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the brake fluid reservoir is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. The driver may experience an increase in pedal travel together with a reduction in the rate of deceleration over time, increasing the risk of a crash.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided 3<sup>rd</sup> Quarter 2023 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

## **CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

## **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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

## **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.

## **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 System (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 that reads "Stacy L. Balzer". The signature is written in a cursive, flowing style.

Stacy L. Balzer