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Ford Customer Service Division

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

November 26, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 13B13
Certain 2014 Model Year Escape Vehicles
Engine Coolant Contamination

PROGRAM TERMS – NOTE URGENCY OF REPAIR

To encourage vehicle owners to have this service performed as soon as possible, this program has an expiration date of May 31, 2014.

AFFECTED VEHICLES

A limited number of 2014 model year Escape vehicles built at the Louisville Assembly Plant during a two day period (August 11th and 12th, 2013). Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on November 26, 2013.

REASON FOR THIS PROGRAM

In affected vehicles, the engine cooling system was filled in production with a coolant mixture containing contaminated water. Over time, the presence of this contamination in the engine cooling system can result in the corrosion of internal cooling system components. This corrosion can lead to flow restrictions and system leaks, which can result in system overheat, lack of heat, and damage to engine system components.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to drain and refill the engine cooling system utilizing the procedure outlined in Attachment III. 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 December 2, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,

Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on November 26, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on November 26, 2013. Owner names and addresses will be available by December 6, 2013.

NOTE: Your FSA VIN list 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 program 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 service action.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.

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 and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis.

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ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

Ford Motor Company will pay for one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but are not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for this service. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- PROGRAM TERMS: This program will be in effect through May 31, 2014. There is no mileage limit for this program.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Drain And Fill Engine Cooling System Twice	13B13B	1.5 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
VC-3DIL-B	Motorcraft® Orange Antifreeze/Coolant (Prediluted)	2 Gallons

The DOR/COR number for this recall is 50525.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

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 2014 MODEL YEAR ESCAPE VEHICLES — ENGINE COOLANT CONTAMINATION

OVERVIEW

Affected vehicles were built with a mixture of contaminated water and engine coolant in the cooling system. This corrosion can lead to flow restrictions and system leaks, which can result in system overheat, lack of heat, and damage to engine system components. In order to effectively reduce the level of contamination to an acceptable level, dealers are to drain and refill the engine cooling system twice utilizing the procedure outlined below.

SERVICE PROCEDURE

1. Remove the cowl panel. For additional information, refer to Workshop Manual (WSM) Section 501-02.

NOTICE: *Do not re-use engine coolant captured while performing this procedure.*

NOTE: Dispose of engine coolant in accordance with local, state and federal laws.

2. Drain the engine coolant through the radiator draincock. For additional information, refer to WSM Section 303-03B.

3. Close the radiator draincock.


4. Purge the cooling system of additional contaminated coolant.

- a. Using a suitable cooling system vacuum refilling kit, apply vacuum to the cooling system through the degas bottle, to draw additional coolant from the engine into the degas bottle.
- b. Release the vacuum and remove the cooling system vacuum refilling kit from the degas bottle, allowing the coolant to drain from the degas bottle, into the radiator.
- c. Open the radiator draincock and drain the additional engine coolant.
- d. Close the radiator draincock.

NOTE: Perform Step 4 a second time.

5. Use the cooling system vacuum refilling kit to fill the cooling system degas bottle to the full mark with *new* Motorcraft® Orange Antifreeze/Coolant (Prediluted).

6. Start the engine and allow the engine to reach operating temperature, allowing the engine coolant to circulate throughout the engine.

 **WARNING:** Always allow the engine to cool before opening the cooling system. Do not unscrew the coolant pressure relief cap when the engine is operating or the cooling system is hot. The cooling system is under pressure; steam and hot liquid can come out forcefully when the cap is loosened slightly. Failure to follow these instructions may result in serious personal injury.

7. Release the pressure in the cooling system by slowly turning the pressure relief cap one-half turn counterclockwise. When the pressure is released, remove the pressure relief cap.



8. Open the radiator draincock and drain the engine coolant.
9. Close the radiator draincock.
10. Fill and bleed the cooling system with *new* Motorcraft® Orange Antifreeze/Coolant (Prediluted).
For additional information, refer to WSM Section 303-03B.
11. Install the cowl panel. For additional information, refer to WSM Section 501-02.





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

December 2013

Customer Satisfaction Program 13B13
Programa de Satisfacción del Cliente 13B13

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B13) for your vehicle, with the Vehicle Identification Number shown above.

TIME IS LIMITED – THIS PROGRAM ENDS MAY 31, 2014

- What is the issue?** In your vehicle, the engine cooling system was filled in production with a coolant mixture containing contaminated water. Over time, the presence of this contamination in the engine coolant can result in the corrosion of internal engine cooling system components. This corrosion can lead to flow restrictions and system leaks, which can result in system overheating, lack of heat, and engine and other component damage.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to drain and refill the engine cooling system free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until May 31, 2014 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B13. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

- What should you do? (continued)** Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for engine damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.
- Do you need a rental vehicle?** 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.
- 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 our records, which are based primarily on state registration and title data, 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 still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).
If you wish to contact us through the Internet, our address is: www.Fordowner.com.
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.
FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).
Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division