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Ford Customer Service Division

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

May 30, 2014

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

**SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 13B14**  
Certain 2014 Model Year Escape Vehicles equipped with a 1.6L Engine - Engine Oil Level Indication Improvement Modifications

**PROGRAM TERMS**

This program will be in effect through June 30, 2015. There is no mileage limit for this program.

**EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of June 30, 2015 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN list name and address (available the week of June 23, 2014) to contact customers with affected vehicles. This will help minimize the number of vehicles that may be overfilled with oil during service.

**AFFECTED VEHICLES**

Certain 2014 model year Escape vehicles equipped with a 1.6L engine built at the Louisville Assembly Plant from job #1, 2014 through April 16, 2014. 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 May 30, 2014.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, there have been reports of the 1.6L engine oil level being overfilled during maintenance. This may be due to service personnel confusing the service oil fill capacity of the 1.6L engine with other engines used in the Escape. An overfilled crankcase may result in engine vibration or excessive oil in the Positive Crankcase Ventilation (PCV) system and engine air intake system.

**SERVICE ACTION**

Before delivering any of the vehicles involved in this program, dealers are to affix a label on the engine cover that identifies engine displacement and oil capacity, and replace the engine oil dipstick with a revised dipstick that more clearly displays excessive overfill levels. As a customer satisfaction action for sold vehicles, dealers are also authorized to change the engine oil and filter. 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 in phases beginning the week of May 27, 2014. 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

**DELIVERY HOLD - Customer Satisfaction Program 13B14**  
Certain 2014 Model Year Escape Vehicles equipped with a 1.6L Engine  
Engine Oil Level Indication Improvement Modifications

**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 30, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 30, 2014. Owner names and addresses will be available the week of June 23, 2014.

**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 and a complementary oil and filter change.
- 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.

**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.

**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.

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**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**OWNER SPECIAL HANDLING COMPLIMENTARY OIL AND FILTER CHAGNE**

To ensure that owners have the proper oil level and align this action with their next maintenance appointment, Dealers are authorized to provide a complimentary oil and filter change per ESP Engine Maintenance Plan guidelines. Applies to sold vehicles only.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Provision for Complimentary Oil and Filter Change (Sold Vehicles Only): Includes 4.3 quarts of oil, oil filter, and labor. Claims must be on the same repair line as the repair using Program Code 13B14. Expense amount is equivalent to Extended Service Plan (ESP) Engine Maintenance Plan guidelines for dollar amount.
  - Program Code: 13B14
  - Misc. Expense: SCHP
  - Misc. Expense Amount: \$25.00
- 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.
- PROGRAM TERMS: This program will be in effect through June 30, 2015. There is no mileage limit for this program.

**DELIVERY HOLD - Customer Satisfaction Program 13B14**  
 Certain 2014 Model Year Escape Vehicles equipped with a 1.6L Engine  
 Engine Oil Level Indication Improvement Modifications

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Dipstick and Install Engine Oil Capacity Label.	13B14B	0.2 Hours
<u>Sold Vehicles Only:</u> Change Engine Oil and Filter	Miscellaneous Expense Code	SCHP

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
DJ5Z-6750-B (or DJ5Z-6750-A)	Oil Level Indicator Kit	1

The DOR/COR number for this program is 50538.

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](mailto:Ford@Renkim.com).

**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**

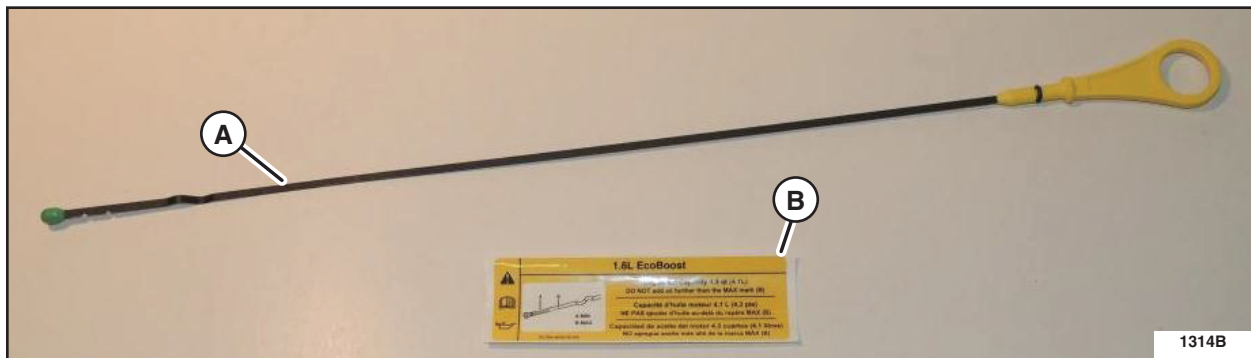
Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 2014 MODEL YEAR ESCAPE VEHICLES EQUIPPED WITH A 1.6L ENGINE — ENGINE OIL LEVEL INDICATION IMPROVEMENT MODIFICATIONS

### OVERVIEW

In some of the affected vehicles, there have been reports of the 1.6L engine oil level being overfilled during maintenance. This may be due to service personnel confusing the service oil fill capacity of the 1.6L engine with other engines used in the Escape. An overfilled crankcase may result in engine vibration or excessive oil in the Positive Crankcase Ventilation (PCV) system or the engine air intake system.

### PARTS REQUIRED:



A	Engine Oil Dipstick (Kit -6750-)
B	Engine Oil Fill Label (Kit -6750-)



## SERVICE PROCEDURE

1. Clean the area on the engine appearance cover that the *new* engine oil fill label will be installed. Use Motorcraft® Metal Brake Parts Cleaner (PM-4-A or PM-4-B), and allow to dry. See Figure 1.
2. Install the *new* engine oil fill label onto the engine appearance cover. See Figure 1.



**FIGURE 1**

3. Replace the vehicle's engine oil dipstick with the *new* engine oil dipstick. See Figure 1.
  - Discard the original engine oil dipstick.
4. On customer (sold) vehicles only, change the engine oil and filter.
  - Note that oil capacity for the 1.6L EcoBoost engine is 4.3 qt (4.1L).
5. Verify that the engine oil level is correct, using the new engine oil dipstick.





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

June 2014

Customer Satisfaction Program 13B14  
Aviso de Revisión de Seguridad 13B14

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 13B14) for your vehicle with the VIN shown above.

**What is the issue?**

We have identified reports on the 1.6L engine of the oil level being overfilled during maintenance. This may be due to service personnel confusing the service oil fill capacity of your 1.6L engine with other engines used in the Escape. An overfilled crankcase could result in engine vibration or excessive oil in the Positive Crankcase Ventilation (PCV) system and engine air intake system.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to:

- Affix a label on the engine cover that identifies engine displacement and oil capacity
- Replace the engine oil dipstick with a revised dipstick that more readily displays excessive oil overfill levels
- Perform a complimentary engine oil and filter change

Your dealer will perform this service free of charge (parts and labor) under the terms of this program.

This program will be in effect until June 30, 2015 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

For your convenience, your dealership should be able to perform this action with your next scheduled maintenance service.



**What should you do?** If you have had your oil changed, please check that the oil level is correct following the instructions in the maintenance section of your Owner's Manual.

Please call your dealer to have this program performed during your next maintenance or service appointment. 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](http://www.Fordowner.com) to locate a dealer, address, map or driving instructions.

**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 indicate that you are the current owner.

**Can we assist you further?** If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.  
**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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 have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you can contact us at [www.fleet.ford.com](http://www.fleet.ford.com).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division