To: All U.S. Ford and Lincoln Dealers

Subject: Safety Recall 17S09 – Supplement #3


Coolant Level Sensor System Installation

Ref: Safety Recall 17S09 – Supplement #2

Dated January 19, 2018

New! Reason for this supplement

- Service Action Update: Parts are now available to complete this safety recall on Fiesta ST vehicles.

AFFECTED VEHICLES

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Model Year</th>
<th>Assembly Plant</th>
<th>Build Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Escape</td>
<td>2014</td>
<td>Louisville</td>
<td>February 12, 2013 through September 2, 2014</td>
</tr>
</tbody>
</table>

Affected vehicles are identified in OASIS and FSA VIN Lists.

Reason for this safety recall

In the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack, causing a pressurized oil leak that may result in a fire in the engine compartment.

New! Service action

All affected vehicles: Parts ordering information and repair instructions to repair all affected vehicles are now available.

Dealers are to perform repairs following the technical information that include enhancements to the engine cooling and control systems. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Important! A small number of Escape vehicles will require unique PCM programming instructions. A small number of 2015 MY Transit Connect vehicles will require an additional cylinder head inspection. Please refer to Attachment VI prior to carrying out any repairs on Escape or 2015 MY Transit Connect vehicles, as certain VINs will require a contact to the Special Service Support Center (SSSC) for additional repair instructions.

Prepare your dealership to efficiently perform the repair:

- Review the repair instructions, which include 11 modular sub-procedures as identified in the Escape and Transit Connect technical information (Attachment IV).
- Watch the instructional videos and become familiar with the repair instructions and parts.

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New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of record were notified of this safety recall via first-class mail the week of April 24, 2017. Owners of Escape vehicles were notified of the final repair the week of January 1, 2018. Owners of Fusion and Transit Connect vehicles were notified of the final repair the week of January 29, 2018.

Owners of Fiesta ST vehicles will be notified of the final repair the week of June 18, 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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information (Fiesta ST)
Attachment IV: Technical Information (Escape and Transit Connect)
Attachment V: Inspection / Check Sheet
Attachment VI: Unique Vehicle Repairs
Attachment VII: Instructional Video Links
Attachment VIII: Technical Information (Fusion)

Owner Notification Letters
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
ATTACHMENT I
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Safety Recall 17S09 – Supplement #3
2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

OASIS ACTIVATION
OASIS was activated on March 28, 2017.

New! FSA VIN LISTS ACTIVATION
FSA VIN Lists were made available through https://web.fsavinlists.dealerconnection.com on
March 28, 2017. Owner names and addresses were made available by February 9, 2018 for Escape,
Fusion, and Transit Connect vehicles. Owner names and addresses will be available by
June 29, 2018 for Fiesta ST vehicles.

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.

New! SOLD VEHICLES
All Affected 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.

New! STOCK VEHICLES
All Affected Vehicles:
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.

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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.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with an engine coolant leak or overheat.

RENTAL VEHICLES
Dealers are pre-approved for up to 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

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, dealers are pre-approved to claim up to $500 in related damage for labor and/or parts.
  - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
New!

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using One Warranty Solution (OWS).
- When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17S09 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Dealers are authorized to claim up to $500 of additional labor and/or parts without contacting the SSSC for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual.
- 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.
- Submit refunds on a separate repair line.
  - Program Code: 17S09
  - 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.
- Claims for Escape interim repairs under labor operation code 17S09XX must have a repair date on or before December 13, 2017 to be eligible for payment.
- Claims for Fusion and Transit Connect interim repairs under labor operation codes 17S09YY and 17S09ZZ must have a repair date on or before January 19, 2018 to be eligible for payment.
- **Claims for Fiesta ST interim repairs under labor operation code 17S09YY must have a repair date on or before June 7, 2018 to be eligible for payment.**
- **Claims for Escape repairs under labor operation code 17S09B must have a repair date on or before June 7, 2018 to be eligible for payment. For Ford internal administrative purposes the Escape labor operation is being changed, however, repair procedures and labor times have not changed.**
- **Provision for locally obtained Lead-free solder (SAC305 or equivalent) required for Fiesta ST models only:** Submit on the same repair line as the repair. Can be claimed with labor operation code 17S09J only.
  - Program Code: 17S09
  - Misc. Expense: OTHER
  - Misc. Expense: Claim Actual Cost up to $2.00
**Safety Recall 17S09 – Supplement #3**


**Coolant Level Sensor System Installation**

**New! LABOR ALLOWANCES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Vehicle</th>
<th>Labor Operation</th>
<th>Labor Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install Coolant Level Sensor System</td>
<td>Escape</td>
<td>17S09H</td>
<td>3.8 Hours</td>
</tr>
<tr>
<td>Install Coolant Level Sensor System</td>
<td>Fusion</td>
<td>17S09F</td>
<td>4.3 Hours</td>
</tr>
<tr>
<td>Install Coolant Level Sensor System</td>
<td>Transit Connect</td>
<td>17S09G</td>
<td>3.5 Hours</td>
</tr>
<tr>
<td>Install Coolant Level Sensor System</td>
<td>Fiesta ST</td>
<td>17S09J</td>
<td>5.3 Hours</td>
</tr>
<tr>
<td>Powertrain assembly mount neutralizing - Claim as needed</td>
<td>Escape and Transit Connect</td>
<td>17S09D</td>
<td>0.2 Hours</td>
</tr>
<tr>
<td>Use in combination with 17S09B/F/G/H</td>
<td>Fusion</td>
<td>17S09E</td>
<td>0.3 Hours</td>
</tr>
</tbody>
</table>

Escape repairs under labor operation code 17S09B must have a repair date on or before June 7, 2018 to be eligible for payment. For Ford internal administrative purposes the Escape labor operation is being changed, however, repair procedures and labor times have not changed.

**NOTE:** The labor operations below are for interim repairs and will NOT close the safety recall.

<table>
<thead>
<tr>
<th>Description</th>
<th>Labor Operation</th>
<th>Labor Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perform cooling system pressure test and add coolant as needed - Escape (must have a repair date on/before December 13, 2017 to be eligible for payment)</td>
<td>17S09XX</td>
<td>0.6 Hours</td>
</tr>
<tr>
<td>Perform cooling system pressure test and add coolant as needed - Fiesta ST (must have a repair date on/before June 7, 2018 to be eligible for payment)</td>
<td>17S09YY</td>
<td>0.3 Hours</td>
</tr>
<tr>
<td>Perform cooling system pressure test and add coolant as needed - Fusion (must have a repair date on/before January 19, 2018 to be eligible for payment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Perform cooling system pressure test and add coolant as needed - Transit Connect (must have a repair date on/before January 19, 2018 to be eligible for payment)</td>
<td>17S09ZZ</td>
<td>0.4 Hours</td>
</tr>
</tbody>
</table>
Safety Recall 17S09 – Supplement #3
Coolant Level Sensor System Installation

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Escape Vehicles Built on or before August 23, 2014:
Note: These vehicles use a 6-Pin Wiring Harness

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
<th>Claim Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>GV6Z-9P449-E</td>
<td>Coolant Level Sensor Kit</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>GV6Z-9P449-A</td>
<td>Degas Bottle and Cap Kit</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>EV4Z-14A411-F</td>
<td>6-Pin EPAS Connector Coolant Stand-pipe Wire Harness</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>VC-3DIL-B (US)</td>
<td>Motorcraft Orange Antifreeze / Coolant Prediluted</td>
<td>1 Gallon</td>
<td>1 Gallon</td>
</tr>
<tr>
<td>CVC-3DIL-B (Canada)</td>
<td>Motorcraft Orange Antifreeze / Coolant Prediluted</td>
<td>1 Gallon</td>
<td>1 Gallon</td>
</tr>
</tbody>
</table>

Escape Vehicles Built on or after August 24, 2014 and all Transit Connect Vehicles:
Note: These vehicles use a 3-Pin Wiring Harness.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
<th>Claim Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>GV6Z-9P449-E</td>
<td>Coolant Level Sensor Kit</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>GV6Z-9P449-A</td>
<td>Degas Bottle and Cap Kit</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>EV4Z-14A411-H</td>
<td>3-Pin EPAS Connector Coolant Stand-pipe Wire Harness</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>VC-3DIL-B (US)</td>
<td>Motorcraft Orange Antifreeze / Coolant Prediluted</td>
<td>1 Gallon</td>
<td>1 Gallon</td>
</tr>
<tr>
<td>CVC-3DIL-B (Canada)</td>
<td>Motorcraft Orange Antifreeze / Coolant Prediluted</td>
<td>1 Gallon</td>
<td>1 Gallon</td>
</tr>
</tbody>
</table>

Fusion Vehicles:

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
<th>Claim Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>DG9Z-9P449-A</td>
<td>Coolant Level Sensor Kit</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>GV6Z-9P449-C</td>
<td>Thermostat Kit</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>DG9Z-14A411-J</td>
<td>Coolant Stand-pipe Wire Harness</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>VC-3DIL-B (US)</td>
<td>Motorcraft Orange Antifreeze / Coolant Prediluted</td>
<td>1 Gallon</td>
<td>1 Gallon</td>
</tr>
<tr>
<td>CVC-3DIL-B (Canada)</td>
<td>Motorcraft Orange Antifreeze / Coolant Prediluted</td>
<td>1 Gallon</td>
<td>1 Gallon</td>
</tr>
</tbody>
</table>

To place an order for the PCM connector back shell kit submit a VIN-specific Part Order contact via the SSSSC Web Contact Site.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
<th>Claim Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>DG9Z-14A666-L</td>
<td>PCM Connector Back Shell Kit – Fusion Vehicles with Manual Transmission Only</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.
**Safety Recall 17S09 – Supplement #3**
Coolant Level Sensor System Installation

**PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

**Fiesta ST Vehicles:**

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
<th>Claim Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1BZ-9P449-F</td>
<td>Coolant Level Sensor Kit</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>GV6Z-9P449-C</td>
<td>Thermostat Kit</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>C1BZ-14A411-L</td>
<td>Coolant Stand-pipe Wire Harness</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>VC-3DIL-B (US)</td>
<td>Motorcraft Orange Antifreeze / Coolant Prediluted</td>
<td>Up to 1 Gallon (only as required)</td>
<td>Up to 1 Gallon (only as required)</td>
</tr>
<tr>
<td>CVC-3DIL-B (Canada)</td>
<td>Motorcraft Orange Antifreeze / Coolant Prediluted</td>
<td>Up to 1 Gallon (only as required)</td>
<td>Up to 1 Gallon (only as required)</td>
</tr>
<tr>
<td>Obtain Locally</td>
<td>Lead-free solder (SAC305 or equivalent)</td>
<td>Claim as Misc. Expense: OTHER</td>
<td></td>
</tr>
</tbody>
</table>

The DOR/COR number for this recall is 51077.
Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**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.