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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Advance Notice – Safety Recall 19S54 –*Supplement #2***
Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with
Anti-Lock Brake Systems
DOT 3 Brake Fluid and Anti-Lock Brake System Function

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion/Milan/MKZ/ Zephyr	2006-2010	Hermosillo	February 22, 2006 through July 15, 2009

Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REASON FOR THIS SUPPLEMENT

- This supplement is to update dealers, due to raw material constraints with suppliers, parts are expected to be available 1st Quarter 2021.*
- Dealers should continue to perform normal workshop manual diagnostics and repairs when a customer has a braking system concern or when maintenance is required.*

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, a chemical reaction between aged DOT 3 brake fluid and the zinc plating inside the Hydraulic Control Unit (HCU) may result in a gel formation. A normally closed valve may be stuck open, which may result in extended brake pedal travel. However, the condition does not result in a loss of braking function or loss of vehicle control, and vehicles can be safely brought to a controlled stop.

New! SERVICE ACTION

- This program is **not** intended to cover all brake system concerns on customer vehicles, normal workshop manual (WSM) diagnostics and related damage are not covered in this program.
- Preliminary feedback from our Customer Relationship Center (CRC), and Special Service Support Center (SSSC), indicates that dealers may be incorrectly advising customers to wait until parts are available before performing any necessary diagnostics for a myriad of brake concerns.
- If a customer with an affected vehicle arrives at your dealership with a brake concern and mentions FSA 19S54, dealers should review pre-existing brake concerns and recommend performing the applicable WSM diagnostics, starting in Section 206.
- Any existing diagnostic trouble codes (DTCs) should be properly diagnosed and resolved outside of this field service action. There are no DTCs associated with this concern, no DTCs are generated by the HCU when this concern occurs and resolution of DTCs cannot be claimed as part of this program or as related damage.
- HCUs will only be replaced with documented pass/does not pass IDS service function test (currently under development). We expect this failure rate to be less than 1% of the vehicle population.
- All vehicles will have the brake system flushed with DOT 4 brake fluid, new brake fluid reservoir caps with Dot-4 nomenclature and an updated Owner's Guide insert.

- Parts considered normal maintenance will not be covered under this program and cannot be claimed as related damage.
- *A complete Dealer Bulletin will be provided to dealers 1st Quarter 2021, when it is anticipated that parts ordering information, repair instructions and owner refund 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 a RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

New! PARTS REQUIREMENTS / ORDERING INFORMATION

- Parts will not be available until *1st Quarter 2021*.
- DO NOT condemn the HCU or other components before the applicable diagnostics have been completed.
- When a complete dealer bulletin is provided, ordering Hydraulic Control Units (HCUs) will be restricted, dealer must contact SSSC to place an order.

New! OWNER REFUNDS

Ford Motor Company will be offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date of the publication of a full dealer bulletin (expected 1st Quarter 2021). Dealers should consider the following when attempting to respond to customer inquiries on possible refunds:

- 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 HCU (base part number 2C215) replacement.
- Parts considered normal maintenance will not be covered under this program and cannot be claimed as related damage (e.g., brake pad replacements) as outlined in the vehicle's owner manual and warranty guide.
- *Refunds are not being processed until the complete Dealer Bulletin is available to dealers 1st Quarter 2021.*

CUSTOMER NOTIFICATION

Owners of record will be notified of this safety recall via first-class mail in January. A second notification will be mailed 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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

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