



David J. Johnson
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April 9, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DELIVERY HOLD
Update Prior to Sale 18U12
Certain 2018 Model Year Escape and MKC Vehicles
Transmission Bell Housing Bolt Torque

PROGRAM TERMS

This program will be in effect through April 30, 2019.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2018	Louisville	March 22 through March 23, 2018
MKC			

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, depending on engine configuration, one or two transmission bell housing bolts may have been torqued below specification. If any transmission bell housing bolts are torqued below specification, other bolts may loosen over time and the customer may experience an under-hood clunk noise, a vibration while driving, fluid leaks from the bottom of the bell housing and/or the flex plate may crack.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to torque the specified bolt(s).

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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,

A handwritten signature in cursive script that reads "D. Johnson". The signature is written in black ink and is positioned above the printed name.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on April 9, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 9, 2018.

SOLD VEHICLES

Repair affected vehicles brought to your dealership for service. Complete the program and inform the customer.

STOCK VEHICLES

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

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are not eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA are covered under new vehicle bumper-to-bumper warranty, no SSSC approval is required.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 18U12 is the sub code.
 - Labor Operation – 18U12B
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Torque Transmission Bell Housing Bolt(s)	18U12B	0.3 Hours

CERTAIN 2018 ESCAPE AND MKC VEHICLES – TRANSMISSION BELL HOUSING BOLT TORQUE

OVERVIEW

In some of the affected vehicles, depending on engine configuration, one or two transmission bell housing bolts may have been torqued below specification. If any transmission bell housing bolts are torqued below specification, other bolts may loosen over time and the customer may experience an under-hood clunk noise, a vibration while driving, fluid leaks from bottom of bell housing and/or flex plate may crack. Before delivering any new in-stock vehicles involved in this program, dealers are to torque the specified bolt(s).

SERVICE PROCEDURE

Recommended Tool List For Replacement:

General Tools
1/4" Drive Power Tool
1/4" Drive 7mm Socket
1/4" Drive T30 Torx Bit
3/8" Drive 13mm Shallow Socket
3/8" Drive Torque Wrench

All Vehicles

1. Remove the retainers and the engine front underbody shield. See Figure 1.

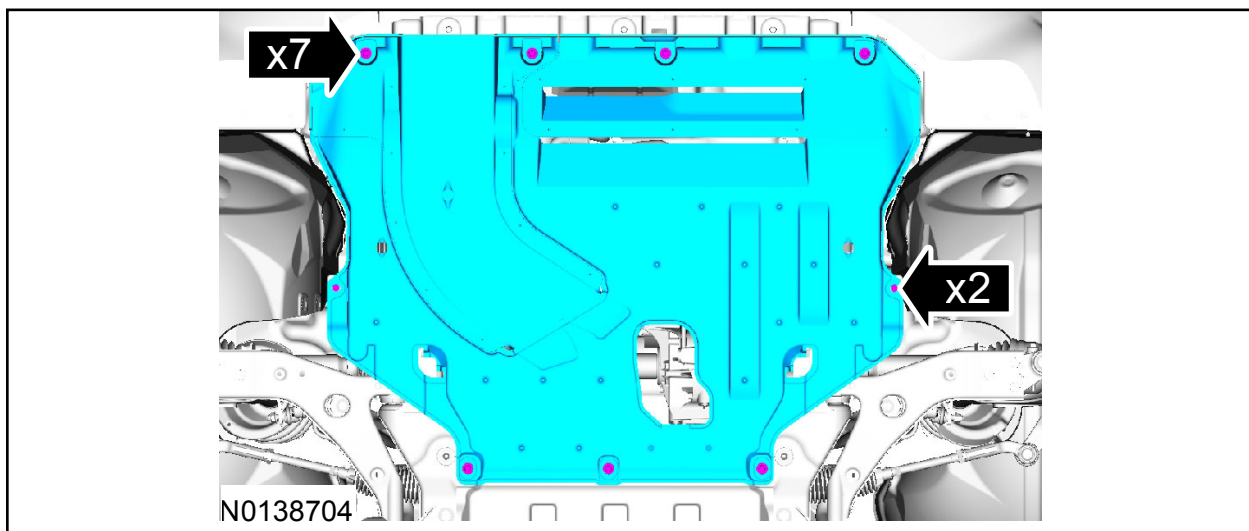


FIGURE 1



2. Torque the transmission housing bolt(s) shown in the following illustrations to 35 lb.ft (48 Nm).
See Figures 2 and 3.

Vehicles Equipped with a 1.5L Ecoboost Engine

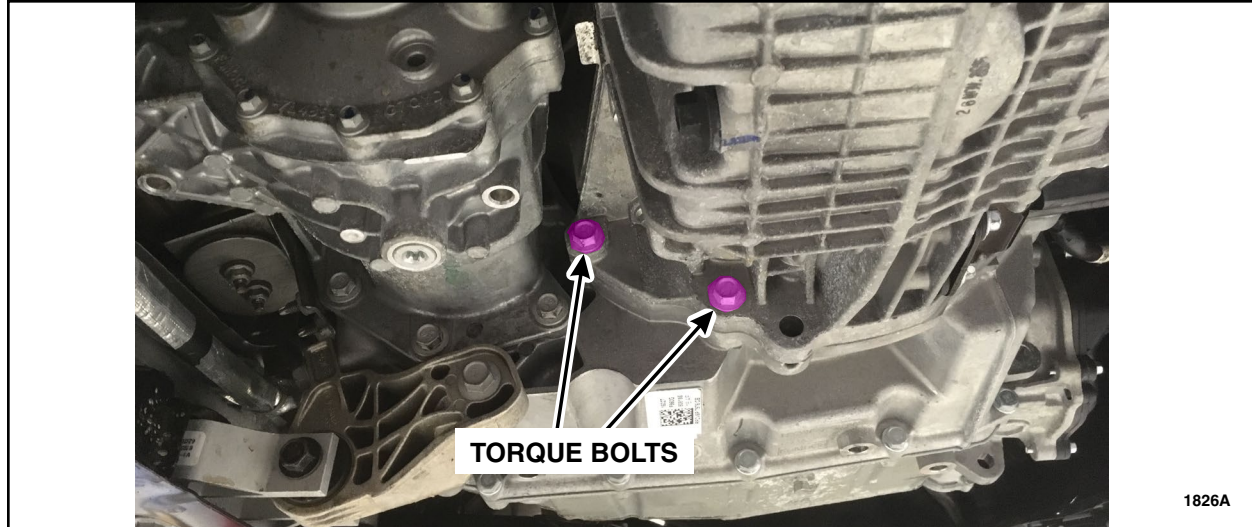


FIGURE 2

Vehicles Equipped with a 2.0L EcoBoost Or 2.5L Duratec Engine

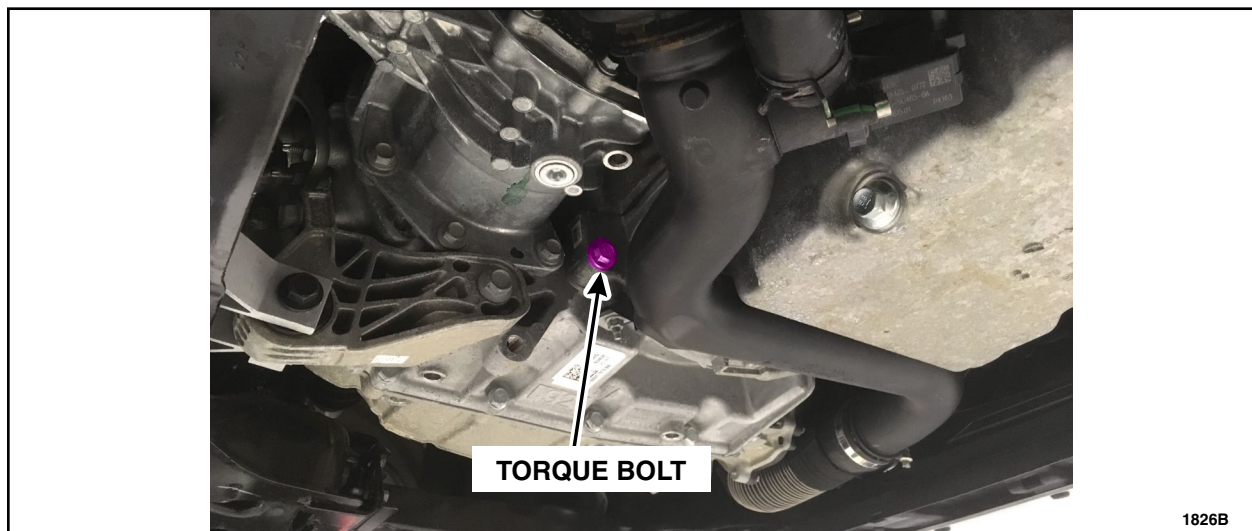


FIGURE 3

All Vehicles

1. Install the engine front underbody shield and retainers. See Figure 1.

