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

August 19, 2013

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

**SUBJECT:** **Customer Satisfaction Program 13N01**  
2008 through 2010 Model Year Explorer and Mountaineer Vehicles  
"Easy Fuel" Capless Fuel Fill Pipe Extended Warranty

### **PROGRAM TERMS**

This program extends the coverage for a one time replacement of the "Easy Fuel" capless fuel fill pipe assembly when required to repair a "Service Engine Soon" indicator light accompanied by an Evaporative Emissions (EVAP) System Diagnostic Trouble Code (DTC). This coverage is extended to 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limit, this coverage will last through February 28, 2014. Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

2008 through 2010 model year Explorer and Mountaineer vehicles equipped with the "Easy Fuel" capless fuel fill pipe built at the Louisville Assembly Plant from September 17, 2007 through Job Last 2010. Affected vehicles are identified in OASIS.

### **REASON FOR PROVIDING ADDITIONAL COVERAGE**

Some of the affected vehicles may exhibit a "Service Engine Soon" indicator light on the instrument cluster accompanied by a DTC indicating a leak in the EVAP system. This condition can occur if the "Easy Fuel" capless fuel fill flap, which is a part of the fill pipe assembly, is bent on its pivoting axis which could prevent the flap from sealing properly. The DTCs that may be experienced as a result of a bent "Easy Fuel" capless fuel fill pipe flap include:

- P0442 EVAP Emissions system leak detected (small leak)
- P0455 EVAP Emissions system leak detected (large leak)
- P0456 EVAP Emissions system leak detected (very small leak)
- P0457 EVAP Emissions system leak detected (fuel cap loose/off)

### **SERVICE ACTION**

If an affected vehicle experiences a "Service Engine Soon" warning indicator accompanied by an EVAP system DTC, dealers are to replace the "Easy Fuel" capless fuel fill pipe assembly using improved design parts and clear the EVAP emissions related DTC(s). This is a one-time repair and must be performed at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of August 19, 2013. Dealers should repair any affected vehicles that experience a "Service Engine Soon" indicator light accompanied by an EVAP system DTC 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

**Customer Satisfaction Program 13N01**  
Certain 2008 through 2010 Model Year Explorer and Mountaineer Vehicles  
“Easy Fuel” Capless Fuel Fill Pipe Extended Warranty

**OASIS ACTIVATED?**

Yes, OASIS will be activated on August 19, 2013.

**FSA VIN LIST ACTIVATED?**

No, FSA VIN list will not be activated for this service action.

**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

**SOLD VEHICLES**

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

**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.

**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**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires February 28, 2014.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair 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 the repair of a “Service Engine Soon” indicator light accompanied by an EVAP system DTC P0442, P0455, P0456, or P0457 resulting in “Easy Fuel” capless fuel fill pipe assembly replacement.

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**RENTAL VEHICLES**

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

**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.
- Submit refunds on a separate repair line.
  - Program Code: 13N01
  - 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.
- Provision for Locally Procured Supplies: Includes up to four zip ties. Submit on the same repair line as the repair.
  - Program Code: 13N01
  - Misc. Expense: OTHER
  - Misc. Expense: Claim Actual Cost up to \$1.00
- PROGRAM TERMS: This one time program extends the coverage of the fuel fill pipe to 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limit, this coverage will last through February 28, 2014.

**Customer Satisfaction Program 13N01**  
 Certain 2008 through 2010 Model Year Explorer and Mountaineer Vehicles  
 “Easy Fuel” Capless Fuel Fill Pipe Extended Warranty

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Retrieve/clear DTCs and replace “Easy Fuel” capless fuel fill pipe assembly.	13N01B	0.9 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
AL2Z-9034-C	“Easy Fuel” Capless Fuel Fill Pipe Assembly	1
WA-14-SBA <sup>a/</sup>	Zip Ties (can also use equivalent outside part <sup>b/</sup> )	4

a/ This part # includes 50 zip ties. Four are needed per repair

b/ Claim as MISC OTHER. See Attachment I (CLAIMS PREPARATION AND SUBMISSION).

The DOR/COR number for this recall is 50516.

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 for “Parts Retention and Return Procedures.”

**EXCESS STOCK RETURN**

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

## 2008 THROUGH 2010 MODEL YEAR EXPLORER AND MOUNTAINEER VEHICLES EQUIPPED WITH "EASY FUEL" CAPLESS FUEL FILL — "EASY FUEL" CAPLESS FUEL FILL PIPE EXTENDED WARRANTY


### OVERVIEW


If an affected vehicle experiences a "Service Engine Soon" indicator light accompanied by an Evaporative Emission (EVAP) system Diagnostic Trouble Code (DTC) (DTCs P0442, P0455, P0456, or P0457), dealers are to replace the "Easy Fuel" capless fuel fill pipe assembly using improved design parts and clear the EVAP emissions related DTC(s). This is a one-time repair and must be performed at no charge to the vehicle owner.

### SERVICE PROCEDURE

1. Using IDS check and record DTCs.

- If DTCs P0442, P0455, P0456, and/or P0457 **are present**, proceed to Step 2.
- If DTCs P0442, P0455, P0456, and/or P0457 **are not present**, the vehicle is not a part of this FSA, proceed with normal Workshop Manual (WSM) diagnostic procedures.

 **WARNING:** Do not smoke, carry lighted tobacco or have an open flame of any type when working on or near any fuel-related component. Highly flammable mixtures are always present and may be ignited. Failure to follow these instructions may result in serious personal injury.

 **WARNING:** When handling fuel, always observe fuel handling precautions and be prepared in the event of fuel spillage. Spilled fuel may be ignited by hot vehicle components or other ignition sources. Failure to follow these instructions may result in serious personal injury.

**NOTE:** During the repair or replacement of fuel-related components, all liquid and vapor fuel openings must be capped, taped or otherwise appropriately protected to prevent the ingress of dirt or other contamination. All caps, tape and other protective materials must be removed prior to installation.

2. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to WSM Section 100-02.

3. Remove the spare tire from the vehicle.



4. Remove the fuel fill door and cup bezel. For additional information, refer to WSM Section 501-08.
5. Remove the three fuel fill pipe bolts. See Figure 1.

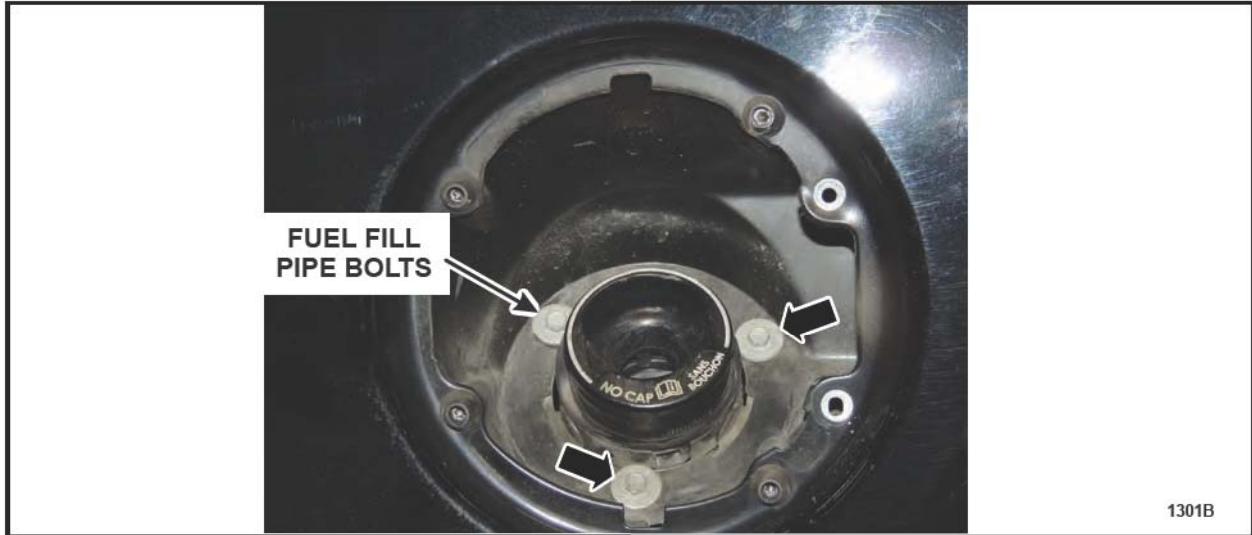


FIGURE 1

**NOTE:** Note the routing of the fuel fill pipe and fuel vapor tube assemblies to aid installation of the *new* fuel fill pipe assembly.

6. Mark the location of the four fuel fill pipe assembly zip ties. See Figure 2.

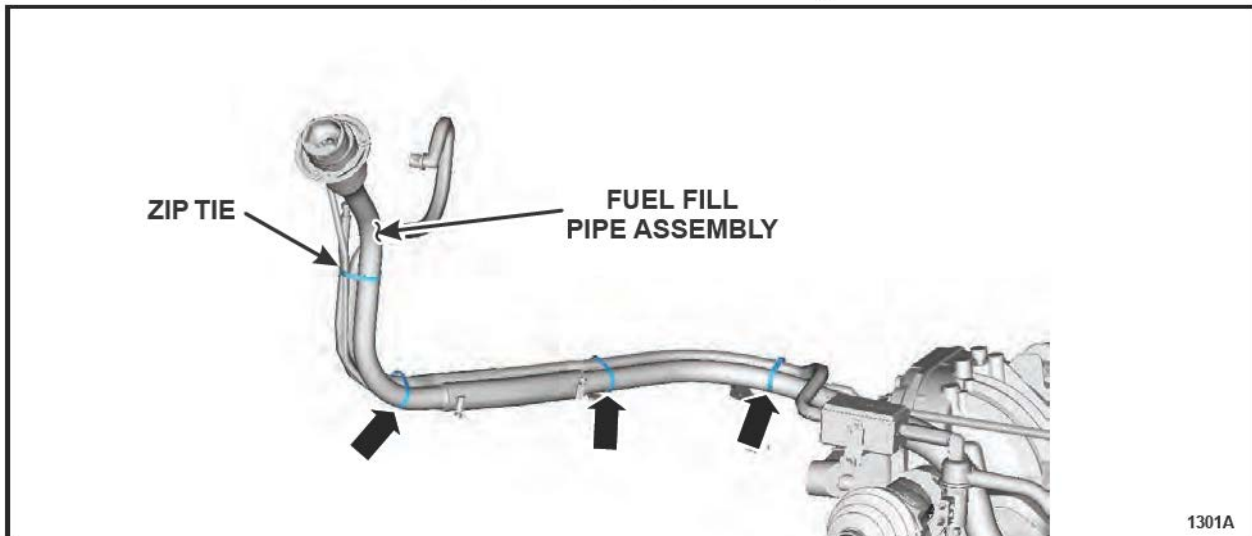


FIGURE 2

7. Remove and discard the four fuel fill pipe assembly zip ties. See Figure 2.



- Loosen the hose clamp and separate the upper portion of the fuel fill pipe from the fuel fill hose.  
See Figure 3.

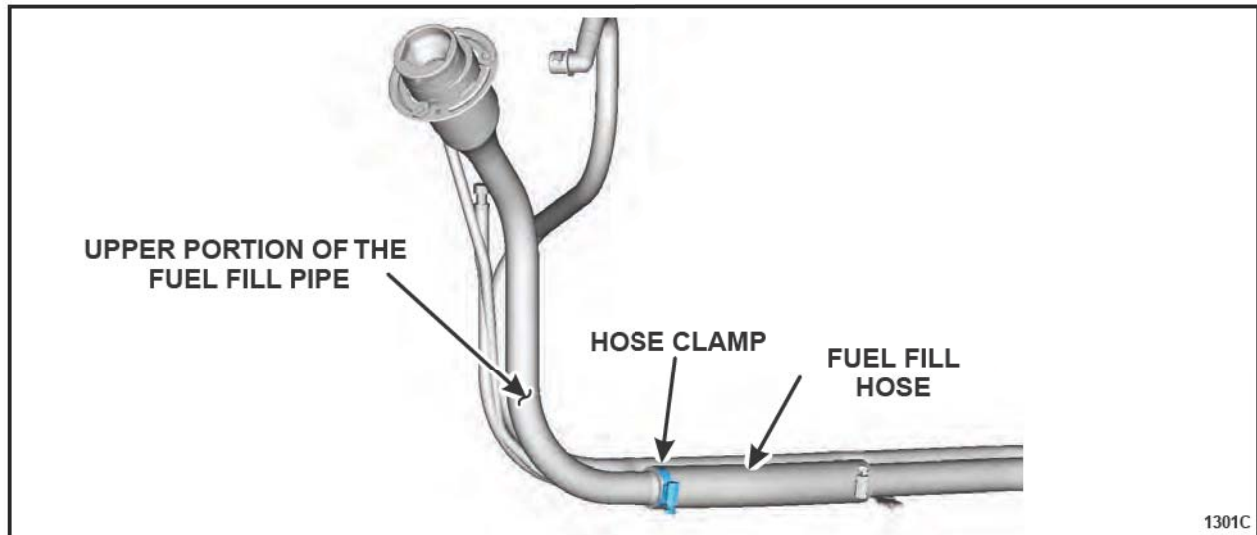


FIGURE 3

- Disconnect the fuel fill pipe vapor tube quick connect coupling. For additional information, refer to WSM Section 310-00. See Figure 4.

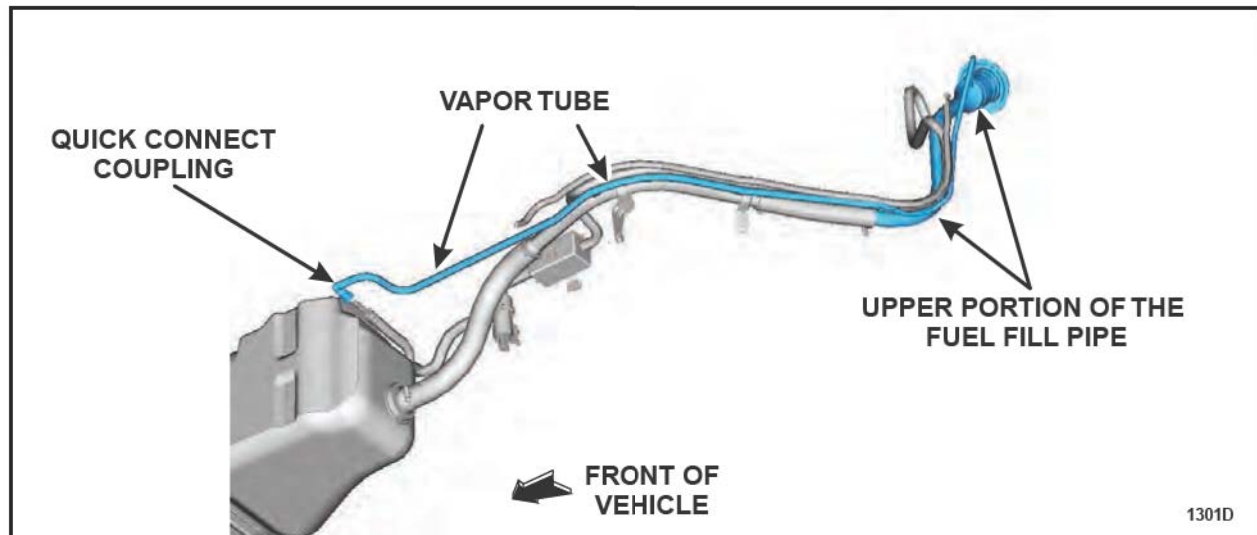


FIGURE 4





10. Separate and remove the upper portion of the fuel fill pipe and vapor tube assembly from the vehicle and discard. See Figure 4.
11. Install the *new* fuel fill pipe and vapor tube assembly, and connect to the fuel fill hose. See Figures 3 and 4.
  - Ensure that the fuel vapor tube is properly routed to the fuel tank.
  - Tighten the hose clamp to 3 Nm (27 lb-in).
12. Connect the fuel fill pipe vapor tube quick connect coupling. For additional information, refer to WSM Section 310-00. See Figure 4.
13. Install four *new* zip ties along the fuel fill pipe assembly at the locations marked. See Figure 2.
14. Install the three fuel fill pipe bolts. See Figure 1.
  - Tighten to 1 Nm (9 lb-in).
15. Install the fuel fill door and the fuel fill door cup bezel. For additional information, refer to WSM Section 501-08.
16. Install the spare tire.
17. Using IDS check and clear DTCs.





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

August 2013

Customer Satisfaction Program 13N01

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 additional coverage under Customer Satisfaction Program 13N01 for your vehicle, with the Vehicle Identification Number shown above.

**What is the reason for this additional coverage program?**

On your vehicle, it may be possible to have a "Service Engine Soon" indicator light illuminate on the instrument cluster due to a leak in the evaporative emission system. This condition can occur if the "Easy Fuel" capless fuel fill flap in the fuel fill pipe becomes bent and will not allow the flap to seal properly.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty for a one time replacement of the "Easy Fuel" capless fuel fill pipe assembly to a total of 15 years or 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded the mileage limits listed above, this coverage will last through February 28, 2014. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

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

If your vehicle's "Easy Fuel" capless fuel fill pipe assembly requires replacement due to a bent "Easy Fuel" fill flap and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the "Easy Fuel" capless fill pipe assembly with an improved design part free of charge (parts and labor).

**How long will it take?**

If the component mentioned above requires replacement, 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?** You do not need to return to your dealer for this repair unless you have a “Service Engine Soon” indicator light on the instrument cluster due to a leak in the evaporative emission system. Your dealer will check for Diagnostic Trouble Codes to determine if the “Service Engine Soon” indicator light is related to this condition. If evaporative emission system diagnostic codes are present, repairs are covered under this program. Please keep this letter as a reminder of the extended warranty coverage for your “easy fuel” capless fuel fill pipe assembly.

If the “Easy Fuel” capless fuel fill pipe assembly requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 13N01. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

**Have you previously paid for this repair?**

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to a “Service Engine Soon” indicator light on the instrument cluster due to a leak in the evaporative emission system as determined by an applicable evaporative emission system related Diagnostic Trouble Code. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before February 28, 2014. To avoid delays, do not send receipts to Ford Motor Company.

**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 our 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 - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

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 - 8:00PM (Eastern Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division