

SB-10054926-9634



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March 5, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 13N03 – Supplement #1**
Certain 2009 Through 2013 Model Year Fusion, Milan, Escape and Mariner Vehicles
Throttle Body Extended Coverage

REF: **Customer Satisfaction Program 13N03**
Throttle Body Extended Coverage dated January 17, 2014

New! **REASON FOR THIS SUPPLEMENT**

- *The Technical Instructions in Attachment III have been modified to clarify the appropriate diagnostic procedure.*
- *The Labor Operations and Claiming Instructions in Attachment II have been revised accordingly.*
- *NOTE: Hybrid and manual transmission vehicles are NOT included in this program.*

PROGRAM TERMS

This program extends the coverage of the Throttle Body to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded the time or mileage limits, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

NOTE: This program applies to affected vehicles which are beyond the terms of the New Model Vehicle Warranty coverage.

VEHICLES COVERED BY THIS PROGRAM

Vehicle Lines	Model Years	Assembly Plant	Build Dates
Fusion and Milan	2010-2013	Hermosillo	Job #1 thru July 16, 2013
Escape and Mariner	2009-2012	Kansas City	Job #1 thru April 29, 2012
Escape	2013	Louisville	Job #1 thru June 2, 2013

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Affected vehicles may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, engine power and vehicle speed are reduced, while full function of the power steering, power braking, lighting, and climate control systems are maintained.

New! SERVICE ACTION

Dealers are to perform a Key On, Engine Off Self-Test. If a Throttle Body DTC is present, dealers are authorized to replace the Throttle Body under this program. This service must be performed at no charge to the vehicle owner.

NOTE: Dealers will be notified later this spring when an updated powertrain calibration is available for some affected vehicles, which will improve vehicle performance in the event that contamination of the Throttle Body motor contacts occurs.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 27, 2014. Dealers should repair any affected vehicles that exhibit the covered condition, whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter (when available)

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 13N03 – Supplement #1
Certain 2009 Through 2013 Model Year Fusion, Milan, Escape and Mariner Vehicles
Throttle Body Extended Coverage

OASIS ACTIVATED?

Yes, OASIS was activated on January 17, 2014.

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 July 31, 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 diagnosis and replacement of the Throttle Body.

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RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- **Claims should only be submitted under this program on vehicles that are beyond the terms of the New Vehicle Limited Warranty coverage, and within the extended warranty coverage period.**
- 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: 13N03
 - 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.
- **PROGRAM TERMS:** This one-time program extends the coverage of the Throttle Body to 10 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 time or mileage limits, this coverage will last through January 31, 2015.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>Escape/Mariner Vehicles:</u>		
Diagnose and replace Throttle Body (2.5L IVCT)	13N03B	<i>0.5 Hour(s)</i>
Diagnose and replace Throttle Body (3.0L DOHC)	13N03C	0.5 Hour(s)
Diagnose and replace Throttle Body (2.5L DOHC)	13N03D	0.5 Hour(s)
<u>Fusion/Milan Vehicles:</u>		
Diagnose and replace Throttle Body (3.0L DOHC)	13N03E	<i>0.8 Hour(s)</i>
Diagnose and replace Throttle Body (2.5L DOHC)	13N03F	<i>0.6 Hour(s)</i>

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DS7Z-9E926-D	Throttle Body (All Engines)	1
8E5Z-9E936-A	Gasket (All 2.5L Engines)	1
9L8Z-9E936-A	Gasket (All 3.0L Engines)	1

The DOR/COR number for this recall is 50531.

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.

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.

DEALER EXECUTIVE SUMMARY

Customer Satisfaction Program 13N03

Certain 2009 Through 2013 Model Year Fusion, Milan, Escape and Mariner Vehicles
Throttle Body Extended Coverage

PROGRAM

Program Type	Extended Warranty (One-time repair) - This program applies to affected vehicles which are beyond the terms of the New Model Vehicle Warranty.
Stop Sale	No
Demonstration Hold	No
Delivery Hold	No
Program Expiration	Ten years of service or 150,000 miles from the warranty start date.

PARTS & SERVICE

Parts Required	Yes
Parts Available	Yes
Interim Repair	Not applicable
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No
Labor Time	0.4 – 0.8 Hours

CUSTOMER HANDLING

Rental Assistance	No
Refunds Authorized	Yes
Special Handling	No

ADMINISTRATION

OASIS On	January 17, 2014
Owner Notification	Begins the week of January 27, 2014.

CERTAIN 2009 THROUGH 2013 MODEL YEAR FUSION, MILAN, ESCAPE AND MARINER VEHICLES — THROTTLE BODY REPLACEMENT

NEW ! OVERVIEW

Affected vehicles may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, engine power and vehicle speed are reduced, while full function of the power steering, power braking, lighting, and climate control systems are maintained.

Dealers are to perform a Key On, Engine Off Self-Test. If a Throttle Body DTC is present, dealers are authorized to replace the Throttle Body under this program.

NEW ! SERVICE PROCEDURE

- 1. Perform Key On Engine Off (KOEO) self-test, if throttle related DTC(s) are present, replace the Throttle Body. For additional information, refer to Workshop Manual (WSM) Section 303-04.*

