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September 21, 2015

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

**SUBJECT:** **Safety Recall 14S22 – Supplement #2**  
 Certain 2007 and 2008 Model Year Edge and MKX Vehicles Operated in Corrosion States  
 Fuel Tank Corrosion Inspection and Repair

**REF :** **Safety Recall 14S22 – Supplement #1**  
 Dated April 1, 2015

**New! REASON FOR THIS SUPPLEMENT**

- **Parts and service procedures:** *Parts, service procedures, and labor operations are now available to inspect fuel tanks and either clean and treat or replace the fuel tank.*
- **Field data gathering:** *Dealers that identify fuel tanks which fail the inspection procedure in Attachment III are required to submit images documenting the failed area(s) of the fuel tanks.*
- **Seed stock:** *Dealers in corrosion areas with five or more FWD or five or more AWD vehicles identified in their FSA VIN list should expect at least one fuel tank as seed stock for this recall.*
- **Rental vehicles:** *Rental vehicle administrative arrangements that were implemented prior to fuel tank availability have been updated.*
- **Labor operation expiration:** *As parts are now available, labor operation codes 14S22RR, 14S22SS, 14S22TT, 14S22UU, and 14S22WW are no longer needed. Claims with these labor operation codes dated September 28, 2015 and later will no longer be accepted.*

**AFFECTED VEHICLES**

Certain 2007 and 2008 model year Edge and MKX vehicles built at the Oakville Assembly Plant from June 15, 2006 through September 22, 2008 and originally sold in, or currently registered in the following states:

Connecticut	Iowa	Michigan	New York	West Virginia
Delaware	Kentucky	Minnesota	Ohio	Wisconsin
District of Columbia	Maine	Missouri	Pennsylvania	
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Vermont	

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

**NOTE:** A separate Customer Satisfaction Program (14R02), covering inspections and repairs on affected vehicles located outside of the above listed corrosion states, will be released when parts are available. If a 2007 or 2008 model year Edge or MKX outside the 14S22 population (not listed in OASIS) is presented to your dealership with a fuel tank leak prior to the launch of 14R02, enter a Special Service Support Center (SSSC) web contact under 14S22 using Non-Involved Vehicle as the contact type.

## **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles that are operated in high-corrosion environments associated with road salt use, moisture and salt may become trapped under the fuel tank mounting reinforcement brackets at the four corners where the fuel tank is attached to the vehicle. Over time, corrosion under these reinforcement brackets can spread to the fuel tank which can result in a fuel leak. A fuel leak in the presence of an ignition source may result in a fire.

## **New! SERVICE ACTION**

*Dealers are to remove and inspect the fuel tank for corrosion. Based on the results of the inspection, dealers will either clean and treat or replace the fuel tank.*

*Instructions for fuel tank removal, inspection, and treatment (if the fuel tank passes inspection) and instructions for replacement and installation of new tanks (if the fuel tank fails inspection) are included in Attachment III.*

This service must be performed at no charge to the vehicle owner.

**NOTE:** If a vehicle within the affected build date range is not open in OASIS, and an owner or dealer believes it should be included in the recall, enter an SSSC web contact under 14S22 using Non-Involved Vehicle as the contact type.

DTCs P0442 and P0456 may be caused by components other than a leaking fuel tank. Replacement or repairs of components other than the fuel tank are not covered by this recall. Only replacement of a fuel tank due to corrosion is covered under this recall.

## **New! FIELD DATA GATHERING**

*To help gather additional data for this recall, dealers are required to submit images of all fuel tanks which fail the inspection criteria in Attachment III prior to submitting the claim. Images should be submitted via the SSSC Web Contact Site, and dealers must retain the ContactID from the SSSC contact and include it in the comments section when submitting claims.*

- If a seed stock fuel tank is available for repairs (no part order needed), dealers should attach fuel tank images to an SSSC web contact under 14S22 using a General contact.*
- Dealers that need to order parts for repairs should attach fuel tank images to the SSSC web Part Order contact.*

**NOTE:** This is not a prior approval process. Images may be submitted at any time during or after the repair process but prior to warranty claim submission. These photos will not be reviewed to determine eligibility for payment under this recall.

## **New! SEED STOCK PLAN**

*Beginning the week of September 21, dealers with five or more FWD or five or more AWD vehicles in their FSA VIN list should expect to receive a small supply of fuel tanks (approximately 10% of replacement tank volume), over a period of five to six weeks.*

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

*Several phases of follow-up notification will be coordinated with fuel tank seed stock ramp up, advising owners to bring their vehicles to dealers for repair. Mailing is expected to begin the week of September 28, 2015 and will be sent in several phases. Dealers should repair any affected vehicles that arrive at their dealerships, 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*  
Attachment V: Dealer Q & A  
*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,



Michael A. Berardi

**Safety Recall 14S22 – Supplement #2**

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Fuel Tank Corrosion Inspection and Repair

**OASIS ACTIVATED?**

Yes, OASIS was activated on October 28, 2014.

**New! FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list is available through <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses will be available by October 5, 2015.

**NOTE:** Your FSA VIN list 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 program 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 service action.

**STOCK VEHICLES**

Use OASIS to identify any affected vehicles in your used vehicle inventory.

**New! SOLD VEHICLES**

- Owners of affected vehicles will be advised to contact their dealer and request a service appointment for inspection and repair relating to Safety Recall 14S22.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**New! ADDITIONAL LABOR TIME AND/OR PARTS**

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair. *For repairs where additional time is needed due to difficulty removing fuel tank bolts, etc., dealers are authorized to claim up to 2.0 hours actual time without contacting the SSSC Web Contact Site for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual. Claims for additional parts or labor over 2.0 hours should be submitted to the SSSC as a Related Damage contact.*
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the inspection of the covered condition.

Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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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 repair or replacement of the fuel tank due to a leak caused by corrosion.

**New! RENTAL VEHICLES**

*If a customer's vehicle requires replacement of the fuel tank and it is necessary to order parts, dealers are authorized to provide the customers up to five days of vehicle rental. The daily rate can include applicable taxes but must not exceed \$55.00. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than five rental days is required from the SSSC via the SSSC Web Contact Site.*

**NOTE:** *Any vehicles that were previously grounded due to a verified fuel tank leak should now be repaired and returned to customers, and any long term rental vehicles returned. Any remaining claims for long term rentals, towing or owner alternate transportation using **Program Code 14Y02** must be submitted by **October 31, 2015** to be eligible for payment.*

**New! RENTAL TRACKING AND ALLOWANCE**

*The administrative allowance for assisting customers with arranging a rental vehicle is no longer available. Vehicles that require a fuel tank should be repaired at this time.*

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**New! CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (14S22) is the sub code.
- *Claims for fuel tank replacement require the ContactID from the web contact that was used to submit images to the SSSC. The ContactID should be included in the comments section of the claim. Dealers may claim 0.2 hours using labor operation code 14S22D for submitting images to the SSSC.*
- *Dealers are authorized to claim up to 2.0 hours of additional time without contacting the SSSC for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual.*
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC via the SSSC Web Contact Site.
- *Claim up to \$55.00 per day for customer rental vehicles. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".*
- Submit refunds on a separate repair line.
  - Program Code: 14S22
  - 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 Obtained Supplies:*** *Valugard VG-101A rust inhibitor aerosol or Daubert NOX RUST® 7703-W aerosol. Submit on the same line as the repair.*
  - *Program Code: 14S22*
  - *Misc. Expense: OTHER*
  - *Misc. Expense: Claim up to \$8.00*

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**New! LABOR ALLOWANCES**

<b>Description</b>	<b>Vehicle Type</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<b>Remove, Clean, and Treat Fuel Tank</b> <i>Includes inspection (pass).</i>	FWD vehicles	14S22B	1.7 Hours
<b>Remove, Clean, and Treat Fuel Tank</b> <i>Includes inspection (pass).</i>	AWD vehicles		2.0 Hours
<b>Remove and Replace Fuel Tank</b> <i>Includes inspection (fail) and transfer of parts.</i>	FWD vehicles	14S22C	1.6 Hours
<b>Remove and Replace Fuel Tank</b> <i>Includes inspection (fail) and transfer of parts.</i>	AWD vehicles		2.0 Hours
<b>SSSC Image Submission</b> <i>Additional time to submit fuel tank images via SSSC web contact (claim with 14S22C for fuel tank replacement only)</i>	All vehicles	14S22D	0.2 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

To manage the initial flow of fuel tank shipments, a seed stock distribution to dealers in corrosion areas will be administered over the course of five to six weeks, beginning the week of Sep 21, 2015. The seed stock plan will target approximately 10% of the estimated volume of fuel tanks needed by each dealer for this recall. The fasteners and seals needed for fuel tank replacement will be shipped separately from the fuel tanks during the seed stock program. Parts departments are encouraged to manage their inventory accordingly.

<b>Dealer affected vehicles</b>	<b>Seed Stock Expectation</b>
Fewer than five FWD vehicles	None
Fewer than five AWD vehicles	None
Five or more FWD vehicles	At least one AT4Z-9002-DCP fuel tank plus associated hardware and other parts needed to replace the fuel tank. <i>(Actual volume of seed depends on the number of affected vehicles assigned to the dealer)</i>
Five or more AWD vehicles	At least one AT4Z-9002-CCP fuel tank plus associated hardware and other parts needed to replace the fuel tank. <i>(Actual volume of seed depends on the number of affected vehicles assigned to the dealer)</i>

Dealers can access <https://web.fsavinlists.dealerconnection.com> to identify the total number of affected vehicles assigned to their dealership in order to help determine if they will receive parts under the seed stock plan. Dealers that do not receive parts under the seed stock plan and need a fuel tank prior to open ordering should submit a Part Order contact using the SSSC link at the bottom of the OASIS VIN report screen. Images of the failed fuel tank should be attached to the Part Order contact.

**NOTE:** Dealers that want to discontinue their participation in the seed stock plan should submit a General contact request to the SSSC via the web link on the PTS site. Please note that removing a dealer from this seed stock program is a permanent action and dealers will not be re-entered into the seed plan.

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION, continued**

<b>Part Number</b>	<b>Part Name</b>	<b>Order Quantity</b>
<b>FWD vehicles</b>		
AT4Z-9002-DCP	Fuel tank assembly (replace <u>only if inspection failed</u> )	1
4L3Z-9276-AA	Fuel pump o-ring (replace <u>only if inspection failed</u> )	1
W713928-S438	Fuel tank bolts (4/package, 4 needed)	1
W506023-S439	Fuel tank to bracket bolts (4/package, 4 needed)	1
<b>AWD vehicles</b>		
AT4Z-9002-CCP	Fuel tank assembly (replace <u>only if inspection failed</u> )	1
4L3Z-9276-AA	Fuel pump o-ring (replace <u>only if inspection failed</u> )	1
W713928-S438	Fuel tank bolts (4/package, 4 needed)	1
W506023-S439	Fuel tank to bracket bolts (4/package, 4 needed)	1
W711918-S439	Rear driveshaft flange bolts (4/package, 4 needed)	1
W520113-S440	Driveshaft center support bearing nuts (4/package, 4 needed)	1
<b>Additional materials for fuel tank anti-corrosion treatment</b>		
VG-101A - or - 7703-W	Valugard rust inhibitor aerosol (obtain from <a href="http://www.valugard.net">www.valugard.net</a> )	Claim anti-corrosion treatment as MISC OTHER
	Daubert NOX RUST® aerosol (obtain from <a href="http://www.daubertchemical.com">www.daubertchemical.com</a> )	
PM-4-B (or equivalent)	Motorcraft metal brake parts cleaner	1

**NOTE:** If an emergency repair is required and seed stock parts are not available, please submit a Part Order contact using the SSSC link at the bottom of the OASIS VIN report screen.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy or when open ordering resumes.

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

**New! DEALER PRICE**

For latest prices, refer to DOES II.



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**New! PARTS RETENTION AND RETURN**

*Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”*

**New! EXCESS STOCK RETURN**

*Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.*