



Field Service Action 23S12

To: All Ford Dealerships

June 23, 2023

Attention: Ford Dealer Principal
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers
Ford Dealer Stock Controllers & Campaign Coordinators

SAFETY RECALL

SUBJECT: 23S12 - ENDURA - FRONT BRAKE FLEXIBLE HOSE REPLACEMENT

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

Introduction

In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the brake fluid reservoir is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. The driver may experience an increase in pedal travel together with a reduction in the rate of deceleration over time, increasing the risk of a crash.

Dealers are to replace both front brake flexible hoses and perform a brake system bleed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Ford will be writing to customers regarding this Field Service Action (a sample copy of the customer letter is attached).

NOTE: Dealers are reminded that it is Ford's recommendation that every customer (including FSA customers) receive a completed Vehicle Report Card before they collect their vehicle.

Xtime FSA/ Recall Integration

For Dealers who have registered for and completed FSA/Recall operation code integration setup with Xtime, please firstly create the corresponding operation code in your DMS using your preferred choice of prefix and the new field service action number of 23S12, eg: 99FOFSA23S12. The operation code that you create in your DMS can allow for labour time and/or parts required to complete this FSA. Please contact Xtime support on 03 8585 3000 if you are unsure of the operation code format prior to the creation.

Vehicles Affected

| Vehicle Line | Model Year | Plant (Thailand) | Earliest Production | Latest Production |
|--------------|------------|------------------|---------------------------|--------------------------------|
| Endura | 2019 | Oakville | 17 th May 2018 | 10 th December 2018 |

There are 1,181 affected vehicles in Australia.

NOTE: Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service-related purposes. All vehicles should be checked on SERVIS2 for Field Service Action eligibility and any outstanding Field Service Actions completed prior to vehicle departure in accordance with the Warra22sInty & Policy Manual, Section E 3.4 and I 3.

NOTE: All Dealers can obtain a copy of the Campaign (which includes a sample copy of the Customer Letter) via the FMC Dealer or PTS websites.

NOTE: Dealers can obtain a list of eligible vehicles from the PTS Website www.proservicetech.com by selecting Quick Links and then FSA VINs.



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Service Procedure

Refer to the attached procedure.

Parts Requirement

| <u>Part Number</u> | <u>Description</u> | <u>Quantity</u> |
|------------------------------------|---------------------------------|-----------------|
| J2GZ-2078-A | Right Front Flexible Brake Hose | 1 |
| J2GZ-2078-B | Left Front Flexible Brake Hose | 1 |
| W711784-S300 | Banjo Washers | 4 |
| WSS M6C65 A2MC or PM-20 equivalent | Brake Fluid | As required |

Claim Instructions

Claim Type 41, Causal Part No. 23S12, Condition Code 79.

| <u>Pre-Defined Repair</u> | <u>PDR No.</u> | <u>Time (Hrs)</u> |
|---|----------------|-------------------|
| Replace Both Front Flexible Brake Hoses | FSA23S122 | 1.0 |

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers, give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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 before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers.
- 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 front brake flexible hose replacement.

Displaced Parts

All displaced parts must be handled in accordance with the Warranty and Policy Manual (Section G, Attachment G).



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Completion Date

It is estimated that this campaign will be completed by June 30, 2024. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

TIM NETHERCOTE
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FCSD
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Field Service Action 23S12

SAFETY RECALL 23S12 - ENDURA - FRONT BRAKE FLEXIBLE HOSE REPLACEMENT

RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

OVERVIEW

In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the brake fluid reservoir is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. The driver may experience an increase in pedal travel together with a reduction in the rate of deceleration over time, increasing the risk of a crash.

SERVICE PROCEDURE

1. Replace the Right Hand (RH) and Left Hand (LH) front brake flexible hoses. Please follow Workshop Manual (WSM) procedures in Section 206-03.

NOTE: It is not necessary to remove the rear wheels when bleeding the brake system.

NOTE: The wheel speed sensor wiring harness and if equipped, the front suspension height sensor wiring harness attach to the front brake flexible hose bracket. Ensure the harness retainer(s) are reinstalled into their original positions. See Figure 1.

NOTE: LH side shown, RH side similar.

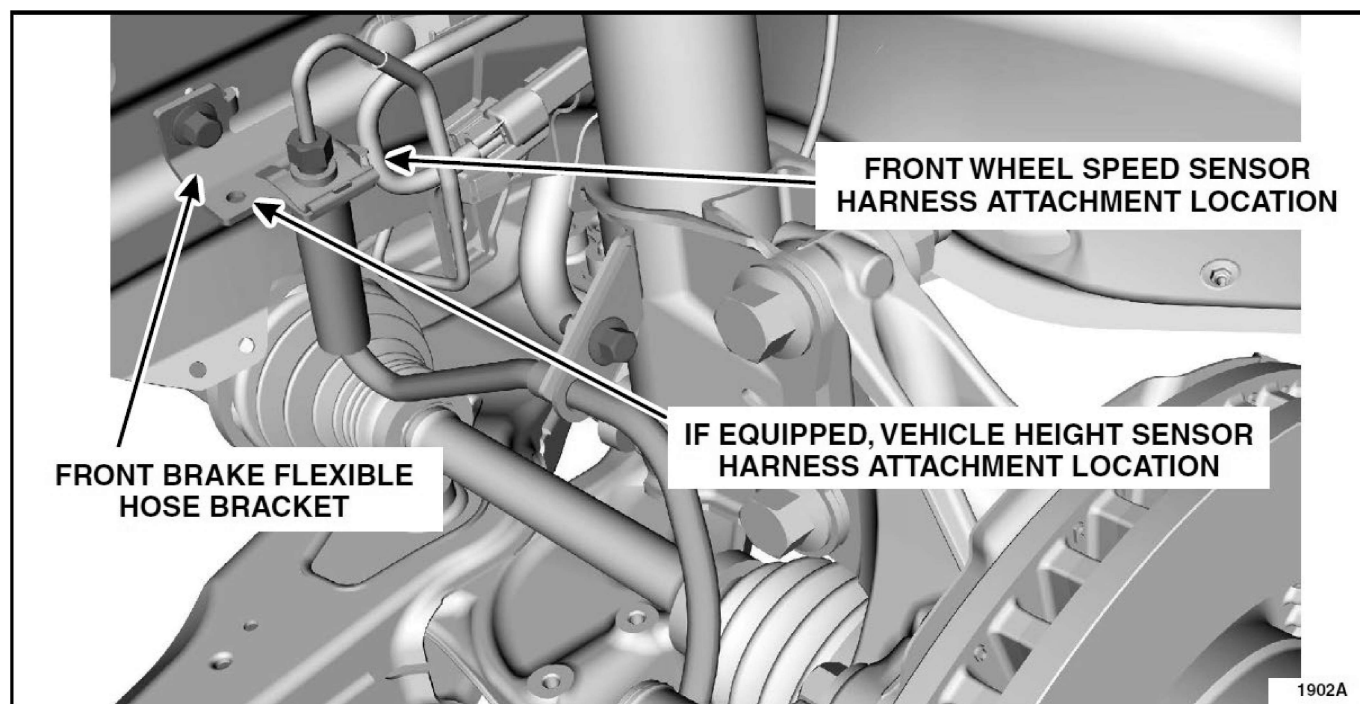


FIGURE 1

[END]

SAMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

xxxxxx, 2023

VIN NUMBER / 23S12

Name

Organisation

Address1

Address2

Address3

URGENT SAFETY RECALL

Recall Number 23S12

Contact Attempt Number #

| | |
|---|---------------------------------------|
| Your Vehicle Identification Number: VIN NUMBER | Registration Number: REGNUMBER |
|---|---------------------------------------|

Dear Xxxxx,

Ford Motor Company has identified that a possible defect, which relates to motor vehicle safety, may exist in your vehicle, with the VIN shown above.

We apologise for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- | | |
|---|---|
| What is the issue? | On your vehicle, brake fluid may leak from one or both front brake flexible hoses. If the amount of brake fluid is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. |
| What is the risk? | If the brake fluid leaks, your vehicle may experience an increase in brake pedal travel together with a reduction in the rate of deceleration over time, increasing the risk of a crash. |
| What will Ford and your Dealer do? | Ford Motor Company has authorized your dealer to replace both front brake flexible hoses free of charge (parts and labor). |
| How long will it take? | The time needed for this repair is less than a day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period. |
| What should you do? | Please call your dealer immediately and request a service date for Recall 23S12 . Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. Ford <u>has not</u> issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle. |

If you do not already have a servicing dealer, you can access www.ford.com.au to locate your nearest Authorised Ford Dealer.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

- | | |
|--|---|
| Have you previously paid for this repair? | If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used. You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to front brake flexible hose replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. |
|--|---|

- | | |
|--|---|
| What if you no longer own this vehicle? | You have received this notice because our records indicate that you are the current owner of the vehicle described at the start of this letter. If you are no longer the owner of this vehicle, please complete the owner details change advice (attached). |
|--|---|

Can we assist you further?

If you still have concerns, please call us on 13 FORD (13 3673) and one of our Customer Relationship representatives will be happy to help you.

Yours faithfully,

TIM NETHERCOTE

Service Engineering Manager

Ford Motor Company of Australia Pty Ltd

SPEAK ANOTHER LANGUAGE?

This letter contains critical information about an **urgent safety recall** on your Ford vehicle. Please contact TIS National on 13 14 50 and ask them to call Ford on 13 FORD (13 3673) for information about what actions you must take.

| |
|---|
| تحتوي هذه الرسالة على معلومات غاية في الأهمية عن urgent safety recall (دعوة سحب عاجل لمركبات بسبب السلامة) في ما يتعلق بمركبتك من طراز فورد. يُرجى الاتصال بـ TIS National على الرقم 13 14 50 واطلب منهم الاتصال بشركة فورد على الرقم 13 3673 للحصول على معلومات حول الإجراءات التي عليك أن تتخذها. |
| 這封信的內容包含關於您的福特車輛 緊急安全召回 的重要信息。請聯絡全國翻譯及傳譯服務處13 14 50，讓其為您轉電13 3673向「福特」查詢您的車輛。 |
| 出于安全原因，須 緊急召回 您的車輛。請與13 14 50聯絡，轉請譯務處為您撥打13 3673，與福特公司聯繫，獲取有關您的車輛的進一步信息。 |
| این مکتوب حاوی معلومات مهم راجع به urgent safety recall (فراخوانی فوری برای حفاظت) موتور فورد شما است. لطفاً با TIS National به تلفون شماره 13 14 50 تماس گرفته و از ایشان بخواهید که شما را با دفتر فورد به تلفون شماره 13 3673 جهت اخذ معلومات راجع به اینکه چه اقداماتی را باید اتخاذ کنید، وصل نمایند. |
| इस पत्र में आपकी फ़ोर्ड गाड़ी से संबंधित बहुत आवश्यक जानकारी दी गई है जो कि सुरक्षा के लिए तुरंत लौटाने (urgent safety recall) के बारे में है। कृपया टिस नेशनल (TIS National) को 13 14 50 पर फ़ोन करें और उनसे 13 3673 पर फ़ोर्ड को फ़ोन करने के लिए कहें और फिर फ़ोर्ड से पूछें कि आपको क्या करना चाहिए। |
| Surat ini berisi informasi penting dan urgen tentang penarikan kembali demi keselamatan sehubungan dengan kendaraan Ford Anda. Silakan hubungi layanan penerjemahan dan jasa juru bahasa TIS National pada 13 14 50 dan minta mereka untuk menelepon Ford pada 13 3673 untuk informasi tentang tindakan apa yang harus Anda ambil. |
| 본 서신에는 고객님의 포드(Ford) 자동차와 관련한 긴급 안전 리콜 에 대한 중요한 정보가 들어 있습니다. 통번역 서비스(TIS National: 13 14 50번)에 전화하셔서 전화번호 13 3673번의 포드 자동차(Ford)를 연결하시고 필요한 조치에 대해 문의하시기 바랍니다. |
| این نامه حاوی اطلاعاتی مهم در باره یک فراخوانی اضطراری ایمنی در اتومبیل فورد شماست. لطفاً با خدمات مترجمی سراسری (TIS National) به شماره 13 14 50 تماس بگیرید و از آنها بخواهید که با فورد به شماره 13 3673 تماس بگیرند تا در باره اینکه چه قدم هائی باید بردارید اطلاعات کسب کنید. |
| Esta carta contiene información de importancia crucial sobre una retirada urgente de su vehículo Ford por motivos de seguridad. Sírvase llamar a TIS National al 13 14 50 y pídales que llamen a Ford al 13 3673 para obtener información sobre lo que usted debe hacer. |
| Lá thư này có những chi tiết quan trọng về việc thâu hồi khẩn cấp vì lý do an toàn cho xe Ford của quý vị. Xin quý vị liên lạc với Dịch Vụ Thông Ngôn và Phiên Dịch (TIS) Toàn Quốc số 13 14 50 và nhờ họ điện thoại cho hãng Ford số 13 3673 để biết quý vị cần phải làm gì. |

VIN NUMBER

Please fill in below if you are no longer the owner of the vehicle and know of who you disposed the vehicle to. This can include the details of your car dealer, insurance company or private citizen whom you transferred the vehicle to.

[illegible][illegible][illegible][illegible][illegible][illegible][illegible]

Thank you for completing this form. The personal information you have provided will be used by Ford Motor Company of Australia Pty Ltd (Ford Australia) to contact you about your Ford vehicle or related products and services and for quality assurance and market research purposes. Ford Australia may disclose your personal information to its dealers, its related companies and third parties who provide it with (or help it provide) products and services, including to overseas locations such as the USA, India, China and Singapore. Ford Australia's privacy policy is available at www.ford.com.au and states how you can seek to access or correct any personal information Ford holds about you, how to complain about a privacy breach by Ford and how Ford will deal with a privacy complaint. You can contact Ford Australia on 13FORD (13 36 73) or by emailing foacust1@ford.com.