

FORD:

2009-2014 Escape, Expedition, F-150, Flex
2010-2014 Fusion, Mustang, Transit Connect
2011-2014 Edge, Fiesta
2012-2014 Focus
2013-2014 C-MAX
2008-2015 Explorer
2010-2015 Taurus
2015 Transit

LINCOLN:

2009-2014 MKS, Navigator
2010-2014 MKT, MKZ
2011-2014 MKX

MERCURY:

2008-2010 Mountaineer
2009-2011 Mariner
2010-2011 Milan

ISSUE

Some vehicles equipped with the Easy Fuel™ Capless Fuel System may exhibit a concern where a fuel nozzle cannot be inserted and/or removed. This concern may be caused by a problem with the fuel station nozzle. The sleeve at the tip of the spout may be missing, not allowing the nozzle to be inserted, or could be loose/gapped not allowing the nozzle to be removed once inserted.

ACTION

Follow the service procedure steps to correct the condition.

SERVICE PROCEDURE

1. Provide the customer with the customer information sheet. (Figure 2)
2. Identify the customer concern.
 - a. For fuel nozzle insertion concerns, proceed to Step 3.
 - b. For fuel nozzle removal concerns, proceed to Step 5.
3. Verify normal system operation by attempting to insert the Easy Fuel™ funnel supplied with the vehicle into the fuel tank filler pipe.
 - a. The funnel is typically located near the spare tire or jacking tools. Refer to the Owner's Guide for funnel location as required.
4. Does the Easy Fuel funnel insert normally?
 - a. Yes - the system is operating normally. This article does not apply.
 - b. No - replace the fuel tank filler pipe. Refer to Workshop Manual (WSM), Section 310-01. Repair is complete.
5. Is the fuel station nozzle still stuck in the fuel tank filler pipe?

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

- a. Yes - Remove the single hex head set screw at the base of spout near the handle cover. Twist and pull the nozzle handle to separate from the spout. Once the fuel nozzle handle is separated from the spout, the fuel tank filler pipe can be replaced. Refer to WSM, Section 310-01. (Figure 1)

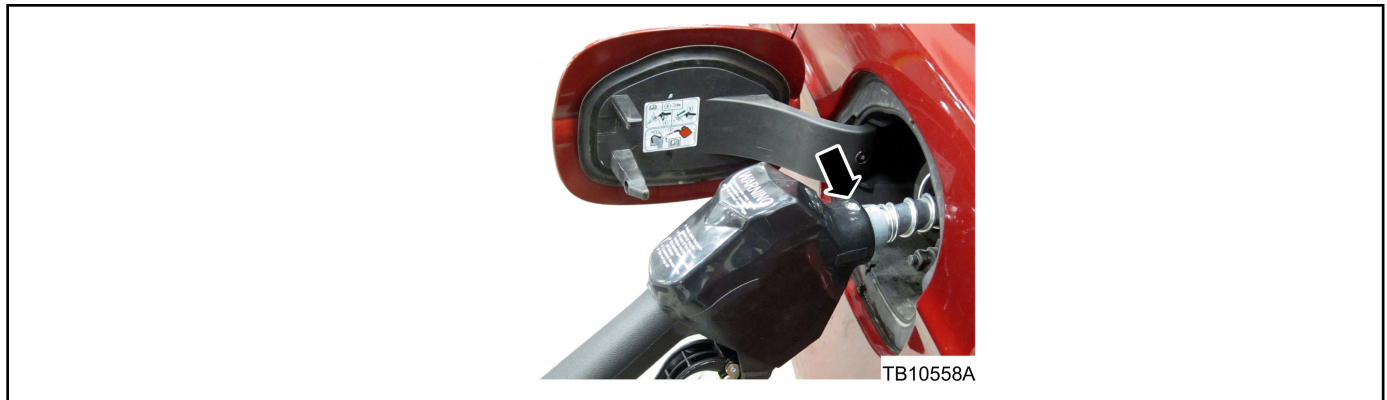


Figure 1 - Article 14-0132

- b. No - inspect the fuel tank filler pipe for physical damage or for the nozzle sleeve remaining inside the capless device.
6. Is the nozzle sleeve visible in the fuel tank filler pipe, or is the fuel filler pipe damaged?
- a. Yes - replace the fuel tank filler pipe. Refer to WSM, Section 310-01. Repair is complete.
 - b. No - the system is operating normally. No further service is required.

PART NUMBER	PART NAME
9032	Fuel Filler Neck — See Parts Catalog For Complete Listing (All Focus/ 2013 And Newer Escape Only)
9034	Fuel Filler Neck — See Parts Catalog For Complete Listing (All Vehicles Except Focus/ 2013 And Newer Escape)

OPERATION	DESCRIPTION	TIME
140132A	2013-2014 Fusion, MKZ, 2011-2014 Fiesta, Edge, MKX: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	0.8 Hr.
140132A	2011-2015 Explorer, 2010 Mustang 4.0L SOHC: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	0.9 Hr.
140132A	2010-2015 Taurus, 2010-2014 Flex, MKT, MKS, 2009-2014 F-150, 2015 Transit, 2009-2014 Expedition, Navigator, 2009-2014 Escape, 2009-2011 Mariner: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.0 Hr.
140132A	2010-2014 Mustang, Transit Connect: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
140132A	2010-2012 Fusion FWD, MKZ FWD, 2010-2011 Milan, 2013-2014 C-MAX: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.2 Hrs.

TSB 14-0132 (Continued)

OPERATION	DESCRIPTION	TIME
140132A	2008-2010 Explorer, Mountaineer: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.6 Hrs.
140132A	2010-2012 Fusion AWD, MKZ AWD, 2010-2011 Milan AWD: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.8 Hrs.

WARRANTY STATUS:

This is not a repair covered by warranty, but is otherwise eligible Under Special Programs Provisions Requiring Special Claims Coding as listed below: This special program expires on 12/31/2015. No repairs performed after 12/31/2015 are covered.

SPECIAL DEALER CLAIM CODING:

Program Code: R02

BASIC PART NO.	CONDITION CODE
9032 (all Focus, 2013 and newer Escape only) or 9034 (all others)	02



Customer Information Sheet

Certain Fuel Station Nozzles and Easy Fuel™ Capless Don't Mix

WHAT TO KNOW BEFORE ATTEMPTING TO RE-FUEL

Your vehicle is equipped with the Easy Fuel capless fuel system. This system uses a spring loaded flapper door to seal fuel vapors and liquids within the system. Some recent fuel station nozzles have a sleeve at the nozzle tip that may become loose or fall off. This nozzle problem may not allow you to insert or remove the fuel nozzle from your vehicle. This is not a defect of your vehicle's Easy Fuel capless fuel system.

INSPECTING THE FUEL STATION FUEL FILLER NOZZLE BEFORE RE-FUELING

Before attempting to re-fuel your vehicle you should inspect the nozzle tip. If the nozzle sleeve is missing, the fuel station nozzle may not be able to activate the Easy Fuel capless flapper door. If the nozzle *sleeve is loose or gapped* out of place, *the nozzle may become trapped inside the capless device* after insertion.



For more details, visit owner.ford.com/FuelNozzleOverview

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Figure 2 - Article 14-0132