



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

JAN 04 2017

Via Certified Mail and Email (delivery receipt requested)

Mr. David Hallman, Jr.
Dealer Partner
Champion Ford Edinboro, Inc.
11941 Edinboro Road
Edinboro, Pennsylvania 16412

NEF-150aa
AQ17-001
15V-279

Re: Audit of Safety Recall Campaign Completion for New Vehicles

Dear Mr. Hallman, Jr.:

NHTSA received information suggesting that your dealership sold and delivered at least one new model year (MY) 2015 Ford F-150 vehicle to a customer without having had all required safety recall repairs performed on that vehicle. Specifically, the information suggests repairs required under safety recall number 15V-279 (also referenced as Ford campaign 15S17) were not made prior to delivery of that new vehicle to its purchasers. This recall concerns certain model year 2015 Ford F-150 vehicles that may have been built with an improperly riveted steering upper intermediate shaft. This shaft could break resulting in a loss of steering control and increased risk of a vehicle crash.

A dealer's sale and delivery of a new vehicle with a safety recall outstanding is a serious matter and a violation of Federal law to which significant civil penalties could apply. See 49 U.S.C. §§ 30120(i) and 30165. This office has opened an audit query (AQ) investigation and is sending this information request in order to determine whether Champion Ford Edinboro (defined below) has complied with the prohibition on sales and delivery of unremedied new vehicles subject to safety recalls.

A redacted copy of the complaint we received, as well as Ford Motor Company's (Ford) safety recall notification to NHTSA is enclosed with this letter.



DEFINITIONS

Unless otherwise stated in the text, the following definitions and instructions apply to these information requests:

1. "Champion Ford Edinboro" means Champion Ford Edinboro, Inc., including all of its divisions, subsidiaries and affiliated enterprises and its employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Champion Ford Edinboro (including all business units and persons previously referred to).
2. The term "Ford" means Ford Motor Company.
3. The term "communications" is used in the broadest sense of the word and shall mean the exchange, transfer, or relay of any ideas, messages, or information by speech, writing, or other means, whether electronic, paper, or in person.
4. The term "you" or "your" refers to Champion Ford Edinboro.
5. The term "person" includes natural persons, proprietorships, partnerships, firms, corporations, federal, state, and local governments, all departments and agencies thereof, and any other governmental agencies, political subdivisions, groups, associations, or organizations, whether located in the United States or abroad.
6. The term "relate to" or "relating to" means constituting, comprising, containing, setting forth, showing, disclosing, describing, explaining, summarizing, concerning, or referring to, directly or indirectly.
7. The term "explain," "describe in detail," or "state in detail" mean the following:
 - a. Describe fully by reference to underlying facts rather than ultimate facts or conclusions of law or fact.
 - b. Particularize as to:
 - i. The identity of each person involved in each such event, including but not limited to persons employed by Champion Ford Edinboro and those persons purporting to act for Champion Ford Edinboro;
 - ii. The specific acts of each person participating in each such event;
 - iii. The date and time of each such event;
 - iv. The address and location of each such event; and
 - v. The identity of each person present during each such event.
8. The term "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all

non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), and faxes. For purposes of this request, any document that contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production.

9. "Safety recall 15V-279" means the safety recall Ford is conducting through its dealerships to remedy certain model year 2015 Ford F-150 vehicles manufactured from March 19, 2015 through March 30, 2015. Affected vehicles may have been built with an improperly riveted steering upper intermediate shaft. This could result in a loss of steering control and increase the risk of a vehicle crash.
10. Other Terms: To the extent that they are used in this information request, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or plural form, have the same meaning as found in 49 CFR 579.4.
11. The singular includes the plural; the plural includes the singular. The masculine gender includes the feminine and neutral genders; and the neutral gender includes the masculine and feminine genders. "And" as well as "or" shall be construed either disjunctively or conjunctively, to bring within the scope of this information request all responses that might otherwise be construed to be outside its scope. "Each" shall be construed to include "every" and "every" shall be construed to include "each." "Any" shall be construed to include "all" and "all" shall be construed to include "any." The use of a verb in any tense shall be construed as the use of the verb is a past or present tense, whenever necessary to bring within the scope of the document request all responses which might otherwise be construed to be outside its scope.

In order to evaluate whether or not Champion Ford Edinboro has complied with the Safety Act's provision that a dealer not sell a recalled vehicle unless the recall remedy has been performed, certain information is required. Pursuant to 49 U.S.C § 30166, please provide numbered responses to the following information requests. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

INFORMATION REQUESTS

Please repeat the applicable request verbatim above each response. After your response to each request, identify the source of the information and indicate the last date the information was gathered.

1. Identify any and all notices or communications Champion Ford Edinboro received from Ford (including, but not limited to, notifications, service bulletins, stop sales instructions, reports, and letters, whether paper or electronic (such as through any Ford interactive network)) concerning safety recall 15V-279. For each notice or communication you identify, state: (a) its date; (b) the date Champion Ford Edinboro received it; (c) the type of the notice or communication (e.g., stop sale notice, recall notice, dealer bulletin, etc.); and (d) the number and/or the VINs of affected units Ford identified as within Champion Ford Edinboro's possession, if any.

Produce a copy of each notice you received and identified in response to this question, including any attachments or enclosures whether paper or electronic.

2. Produce copies of all communications, including any attachments or enclosures whether paper or electronic, other than those already identified and produced in your response to Information Requests No. 1, between Champion Ford Edinboro and Ford concerning safety recall 15V-279. For each such communication, state: (a) its date; (b) the date Champion Ford Edinboro received it; and (c) the type of the notice or communication (e.g., stop sale notice, recall notice, dealer bulletin, etc.).
3. Identify, by stating the model, model year, and vehicle identification number ("VIN"), each and every new vehicle subject to safety recall 15V-279 of which Champion Ford Edinboro had possession at any time from May 5, 2015 through present.

For each vehicle you identify, state the following:

- a. The date on which Champion Ford Edinboro took possession of the vehicle;
- b. The disposition of the vehicle (e.g., sold, leased, still in inventory, etc.);
- c. The date of the disposition you identified in (b);
- d. The date on which the vehicle left the possession of Champion Ford Edinboro (e.g., delivery date to purchaser);
- e. Whether the recall remedy was performed on the vehicle. "Recall remedy" refers to the inspection and repair procedures Ford instructed Champion Ford Edinboro to perform under the recall;

- f. The date on which the recall remedy was performed on the vehicle;
- g. The name and address of the entity that performed the recall remedy on the vehicle (e.g., Champion Ford Edinboro).

Provide your responses in a table in Microsoft Access or Excel entitled "Vehicles 15V-279."

- 4. Produce copies of all documents that evidence, substantiate, or are otherwise related to your responses to each item within the scope of Request No. 3. Organize the documents separately by VIN.
- 5. Provide any additional information Champion Ford Edinboro considers important for the agency to consider in reviewing and evaluating Champion Ford Edinboro's responses to any of the requests above. As one example, identify any anomalies in the data or documents and explain the reason(s) for those anomalies.

This letter is being sent to Champion Ford Edinboro pursuant to 49 U.S.C. § 30166(b) and (e), which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports. It constitutes a new request for information. Champion Ford Edinboro's failure to respond promptly and fully to this letter could subject Champion Ford Edinboro to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$21,000 per day, with a maximum of \$105,000,000 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Champion Ford Edinboro cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney client, attorney work product, or other privilege, Champion Ford Edinboro does not submit one or more requested documents or items of information in response to this information request, Champion Ford Edinboro must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

All documents should be bates stamped unless they are to be provided in Microsoft Access or Microsoft Excel format. This includes documentation that Champion Ford Edinboro links electronically to any of the spreadsheets it produces in response to these requests. Unless otherwise stated, please provide documents in chronological order.

Champion Ford Edinboro's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office **no later than three weeks from the date of this letter**. If Champion Ford Edinboro finds that it is unable to provide all of the information requested within the time allotted, Champion Ford Edinboro must request an

extension from me at (202) 366-0209 no later than five business dates before the response due date. If Champion Ford Edinboro is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Champion Ford Edinboro then has available, even if an extension has been granted.

If Champion Ford Edinboro claims that any of the information or documents provided in response to this information request constitutes confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or is protected from disclosure pursuant to 18 U.S.C. §1905, Champion Ford Edinboro must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-326, 1200 New Jersey Ave., SE, Washington, D.C. 20590. Champion Ford Edinboro is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information is claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR § 512.6. If you submit a request for confidentiality for all or part of your response to this IR that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the requires in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats (49 CFR 512.6(c)).

Your point of contact for this investigation is Alexander Ansley. Mr. Ansley can be reached on (202) 493-0481 or at alexander.ansley@dot.gov.

Sincerely,



Jennifer T. Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement

Enclosures

October 9, 2016 NHTSA ID NUMBER: 10914926



Components: STEERING

NHTSA ID Number: 10914926

Incident Date November 12, 2015

Consumer Location WILMERDING, PA

Vehicle Identification Number 1FTEX1EP8FF****

Summary of Complaint

CRASH	No	PURCHASED THIS VEHICLE ON NOV 12 2015. THERE WAS A SAFETY RECALL ISSUED FOR THIS VEHICLE IN MAY 2015 CONCERNING UPPER INTERMEDIATE STEERING SHAFT RIVETS NOT STAKED PROPERLY. THE DEALER WAS GIVEN NOTICE BY FORD IN MAY 2015 THAT THE VEHICLE WAS UNDER RECALL AND THE VEHICLE WAS ON THEIR LOT UNTIL NOV 12 2015. THE DEALER DID NOT INSPECT OR REPAIR THE PROBLEM BEFORE SELLING THE VEHICLE TO ME, NEVER MENTIONED A RECALL. I DID NOT RECEIVE THE INITIAL RECALL NOTICE SENT IN MAY OF 2015 BECAUSE I DID NOT OWN THE VEHICLE AT THE TIME. I RECEIVED A REMINDER NOTICE FROM FORD MOTOR COMPANY SEPT 2016 THAT THE VEHICLE HAD NOT BEEN REPAIRED. IS IT NOT A FEDERAL VIOLATION TO SELL A VEHICLE THAT IS UNDER A SAFETY RECALL AND NOT REPAIRED? I HAVE BEEN DRIVING THIS VEHICLE FOR 11 MONTHS. I HAVE AN APPOINTMENT OCT 11 2016 FOR REPAIRS AT A DIFFERENT DEALER.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Associated Product ▾

Vehicle

MAKE	MODEL	YEAR
FORD	F-150	2015

Part 573 Safety Recall Report**15V-279****Manufacturer Name :** Ford Motor Company**Submission Date :** MAY 12,2015**NHTSA Recall No. :** 15V-279**Manufacturer Recall No. :** 15S17**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Population :

Number of potentially involved : 8,963

Estimated percentage with defect : 0

Vehicle Information :

Vehicle : 2015-2015 Ford F-150

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : All vehicles built March 21 - March 30, 2015 at Dearborn Truck Plant (DTP) and all vehicles built March 19 - March 21, 2015 at Kansas City Assembly Plant (KCAP). These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : MAR 21, 2015 - MAR 30, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Ford F-150

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : All vehicles built March 21 - March 30, 2015 at Dearborn Truck Plant (DTP) and all vehicles built March 19 - March 21, 2015 at Kansas City Assembly Plant (KCAP).

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Automotive Service Information System (OASIS) database.

Production Dates : MAR 19, 2015 - MAR 21, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Defect :

Description of the Defect : Some of these vehicles may have been built with a steering upper I-Shaft that was improperly riveted. An improperly riveted I-Shaft can result in separation of the I-Shaft flex coupling. Ford is not aware of any reports of accident or injury related to this condition.

Description of the Safety Risk : Separation of the I-Shaft flex coupling can result in the loss of steering control without warning, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Castlillon

Address : Calle Centuria y TLC 223

Parque Industrial Milenium Apodaca, Nuevo Leon FOREIGN STATES 66600

Country : Mexico

Chronology :

April 2015: An issue concerning loss of steering control was identified on one vehicle at Ford's Kansas City Assembly Plant prior to shipment. This issue was opened in Ford's Critical Concern Review Group (CCRG) for further investigation. Subsequently, a warranty claim concerning loss of steering control was received. Ford conducted a comprehensive review of its supplier manufacturing processes and determined that some upper I-Shafts may have been improperly riveted.

On May 11, 2015, Ford's Field Review Committee reviewed the concern and approved a field service action.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to contact their dealer for I-Shaft inspection and replacement if required. There will be no charge for this service.

Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

Ford will forward a copy of the notification letters to dealers to the agency

when available.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is planned to occur on May 12, 2015. Mailing of owner notification letters is planned to begin May 20, 2015 and is expected to be completed by May 22, 2015.

Planned Dealer Notification Date : MAY 12, 2015 - MAY 12, 2015

Planned Owner Notification Date : MAY 20, 2015 - MAY 22, 2015

* NR - Not Reported



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

May 12, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17**
Certain 2015 Model Year F-150 Vehicles
Upper Intermediate Steering Shaft Rivet Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
2015	F-150	Dearborn	March 21, 2015 through March 30, 2015
2015	F-150	Kansas City	March 19, 2015 through March 21, 2015

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available by May 12, 2015.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the upper intermediate steering shaft may not have been assembled correctly, which can allow the steering shaft to separate, leading to a loss of steering control. A loss of steering control increases the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the upper intermediate steering shaft. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 18, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

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

QUESTIONS & ASSISTANCE

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

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17
Certain 2015 Model Year F-150 Vehicles
Upper Intermediate Steering Shaft Rivet Inspection

OASIS ACTIVATED?

Yes, OASIS will be activated on May 12, 2015.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 12, 2015. Owner names and addresses will be available by May 12, 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 recall 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 recall.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Dealers are encouraged to proactively contact owners of sold vehicles to make arrangements to have their vehicle inspected. This includes the option to inspect the vehicles at a more convenient location specified by the customer (i.e., home or place of business).
- Special handling instructions apply to this recall. Refer to "Special Handling Instructions" in this Attachment for details.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Owners of affected vehicles may also be contacted by the Customer Relationship Center and will be directed to their dealer for vehicle inspection.
- 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.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) 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.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC prior to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. 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).

DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17
Certain 2015 Model Year F-150 Vehicles
Upper Intermediate Steering Shaft Rivet Inspection

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the upper intermediate steering shaft and it is necessary to order parts, Ford Motor Company will pay for one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

SPECIAL HANDLING INSTRUCTIONS (SOLD UNITS ONLY)

Dealers are authorized to claim a combined maximum of \$100 to:

- Wash and vacuum the customer's vehicle.
- Top off the fuel tank.

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 (15S17) is the sub code.
- 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 Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- For claiming the Special Handling Allowance, enter up to \$100 on the same line as the repair. Enter the total amount of the special handling expense under Miscellaneous Expense Code "SCHP" for wash and vacuum and/or fuel.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17
 Certain 2015 Model Year F-150 Vehicles
 Upper Intermediate Steering Shaft Rivet Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect upper intermediate steering shaft – PASS - no repair needed	15S17A	0.2 Hours
Replace upper intermediate steering shaft (Includes inspection)	15S17B	0.5 Hours
Technician travel time to perform inspection at a customer specified location (if required) (May be claimed with either 15S17A or 15S17B)	MT15S17C	Claim Actual Time

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
N808684-S101	Lower retaining bolt	1
W714409-S439	Upper retaining bolt (4 bolts/package, 1 bolt needed)	1
FL3Z-3E751-A	Upper intermediate steering shaft	1
W705132-S439	Shaft seal bolts (4 bolts/package, 3 bolt needed)	1

The DOR/COR number for this recall is 50598.

To confirm that the upper intermediate steering shaft needs replacement, dealers must email a photo similar to Figure 3 in Attachment III showing details of the failed inspection part to the SSSC at 15S17@Renkim.com. In the email please include dealer P&A code, VIN, dealer contact name and phone number. The SSSC will contact the dealer with any questions or to advise the part has been ordered.

Less than 1% of the affected vehicle population is expected to require upper intermediate steering replacement.

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

Other 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.

CERTAIN 2015 MODEL YEAR F-150 VEHICLES — UPPER INTERMEDIATE STEERING SHAFT RIVET INSPECTION

OVERVIEW

In some of the affected vehicles, the upper intermediate steering shaft may not have been assembled correctly, which can allow the steering shaft to separate, leading to a loss of steering control. A loss of steering control increases the risk of a crash.

Only a small number (less than 1%) of vehicles are expected to exhibit concerns with the upper intermediate steering shaft.

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the upper intermediate steering shaft. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

1. While looking upward from the driver's floorboard, locate the steering column upper intermediate shaft under the instrument panel (between the accelerator and brake pedals).
2. Locate the staked end of the two (2) upper and two (2) lower rivets in the upper intermediate steering shaft. See Figure 1.

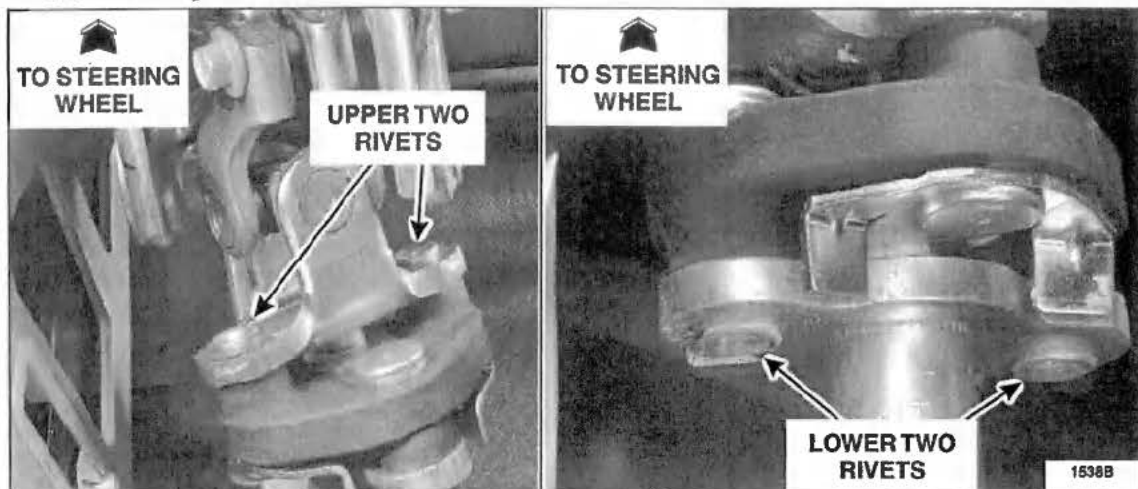


FIGURE 1



3. Inspect the four rivets both visually and using a 10 mm (3/8 in) wrench as a gauge to determine if they are staked:
- A rivet that is properly staked will have a pressed/convex shape at the tail end of the rivet and will not allow the 10 mm (3/8 in) open-end wrench to fit over the staked (tail) end. See Figures 2 and 3.
 - A rivet that is not staked will have a cylindrical or barrel shape at the tail end, may not be fully seated, and will allow the 10 mm (3/8 in) open-end wrench to fit over the (tail) end. See Figures 2 and 3.

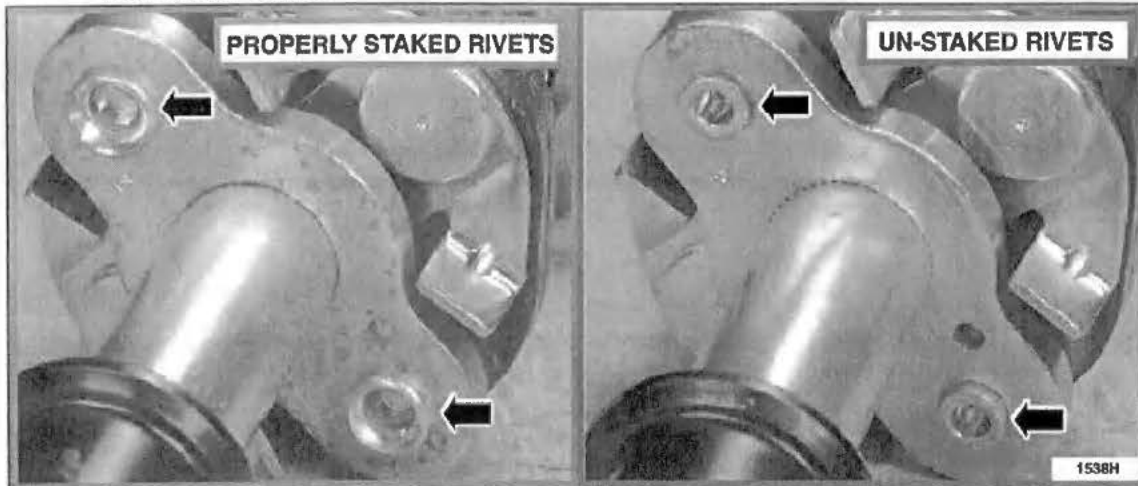


FIGURE 2



FIGURE 3

4. If any of the upper intermediate steering shaft rivets are not staked properly (inspection failed), replace the upper intermediate steering shaft. Please follow the Workshop Manual (WSM) procedures in Section 211-04.

NOTE: A photo showing details of the failed inspection part similar to Figure 3 above is required if a new upper intermediate steering shaft is needed. See dealer bulletin "Attachment II" for further information.

