

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.

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."

Answer: F-150, 2015, Vin: 1FTEX1EP8FF [REDACTED] See Attached document Excel titled Vehicles 15V-279.

The source of the information was customer file, and in house computer system. The last date gathered is 01/17/2017.

Vehicles 15V-279

	A	B	C	D	E	F	G	H
1	28-Oct-15	Sold, Retail	12-Nov-15	12-Nov-15	Recall not performed	11-Oct-16	Day Ford	
2							3696 William Penn Hwy	
3							Monroeville PA 15146	

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.

Answer: See attached Oasis with proof of recall performed, by Day Ford.

The source of the information gathered is from Ford Motor Co. The last date gathered is 01/17/2017.

OASIS RESULT: 1FTEX1EP8FF [REDACTED] USA: EN-US

17-JANUARY-2017 / 10:08:41 EST/ EDCAS041A
Local Time: 17-JANUARY-2017 / 10:08:37 AM

● VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2015 F-150	VERSION/SERIES: 150 SERIES	PAINT COLOR: Ruby Red TC
BODY STYLE: Super Cab	DRIVE TYPE: 4 WHL L/H PART TIME DRIVE	PAINT CODE: RR
ENGINE: 2.7L DOHC 4V DI GT V6 GAS/FFV	AXLE RATIO: 3.55 Ratio	GROSS VEHICLE WEIGHT: 6500 LB. GVW
ENGINE CALIBRATION: FFC1PC0N	AXLE CODE: L9	RADIO:
TRANSMISSION: 6 Speed Automatic Trans (6R80)	WHEEL SIZE: 18 X 7.5" Chrome Wheel	SYNC VERSION: V3 Gen2
FLEX FUEL: N	TIRE: 275/65R 18 A/T OWL	VHR ACTIVATED: Y
		MODEM:

Additional Information

● WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

FMC360 Message

There has been an FMC360 case for this vehicle in the past 180 days

● ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

● GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 12-NOVEMBER-2015 BUILD DATE: 26-MARCH-2015

New Vehicle Base Warranty

RELEASE DATE: 26-MARCH-2015

SALE MILEAGE: 00171

● OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

● EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

● WARRANTY REPAIR HISTORY

27-DECEMBER-2016

DEALER: Kenny Ross Ford

WARRANTY CLAIM NUMBER: 922613

ODOMETER: 007972M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
RECAL	ECC PROCESSOR RECAL	000	160015A	04	SOFTWARE REVISION/FLASH MODULE

RAN OASIS, TSB16-0015,REPROGRAMED P CM

11-OCTOBER-2016

DEALER: Day Ford

WARRANTY CLAIM NUMBER: 303988

ODOMETER: 006142M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			15S17A		

PREFORM FSA 15S17

25-JULY-2016

DEALER: Champion Ford Edinboro, Inc.

WARRANTY CLAIM NUMBER: 001772

ODOMETER: 005304M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2C006	CONTR ASY-TRLR MOD	000	12651D	04	SOFTWARE REVISION/FLASH MODULE
		000	12651D4		

FOUND SSM5508 INSPECT PLUG FOR CORROTIN, NONE FOUND, CHECKED FOUND SSM5508 I NSPECT PLUG FOR CORROTIN, NONE FOUND, CHECKED TRAILER FOR NORMAL OPERATION O N ANOTHER TRUCK, NO PROBLEM FOUND WITH THE TRAILER. REPROGRAM TRAILER BRAKE CONTROL MODUAL. ROAD TEST TO CHECK REPAIR. NO OTHER PROBLEM FOUND.

[Click Here for Full Warranty History](#)

© Copyright 2002-2017 Ford Motor Company. All rights reserved

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.

Answer: Champion Ford Edinboro has no excuses for missing recall 15V-279 on this vehicle. It was just an oversight on our part, the recall was to inspect a rivet. There was not a parts availability issue to keep us from delivering this vehicle. It was just missed.

Please find attached copies of our new policy for making sure we do not miss another recall. Also attached are copies of the employee consultations with the employees involved, and examples of the Ford Oasis, as we are doing them now, with service writer and technicians initialing them.

The source of the information gathered was from the Service Manager, and General Manager. The last date gathered is 01/17/2017.

POLICY FOR CHECKING FOR OPEN RECALLS

ALL SERVICE ADVISORS AND SERVICE MANAGERS WILL CHECK ALL FORD NEW, USED AND CUSTOMER OWNED VEHICLES FOR OPEN RECALLS. OASIS SHEETS WILL BE HIGHLIGHTED AND INITIALED WHEN OASIS IS CHECKED BY THE ADVISOR. AS A BACKUP TO THE ADVISORS ALL TECHS WILL CHECK AND INITIAL OASIS TOO.

Justin Riccio
Buy a Damn
the Full

you Wes
Derek Hor

[Handwritten signature]

[Handwritten signature]

[Handwritten signature]

[Handwritten signature]

[Handwritten signature]

DEALERSHIP: Champion Ford Edinboro

EMPLOYEE CONSULTATION

DATE: 12, 14, 16

* Verbal council
Written Warning

NAME: Brian Tidd

Manager/Supervisor: Rich Carson

Topics Discussed: Checking for Open Recalls

Managers Comments / Reccomendations: Discussed the importance of checking for open recalls and why the recall was missed

Employee's Comments: I understand the importance and it was carelessness that caused me to miss the recall

Course of Action: Put in place a new policy to check for recalls.


Employee Signature

Witness


Manger/Supervisor

*Employee signature not applicable on verbal council memo.
Employee advised memo of "verbal council" and all "written warnings" filed in personnel folder.

DEALERSHIP: Champion Ford Edinboro

EMPLOYEE CONSULTATION

DATE: 12/16/16

* Verbal council
Written Warning

NAME: Bryan Downes

Manager/Supervisor: Rich Carson

Topics Discussed: Checking for Open Recalls

Managers Comments / Reccomendations: Discussed the importance of checking for open recalls and why the recall was missed

Employee's Comments: No excuse for missing the recall. I was busy and forgot to look.

Course of Action: Will follow new policy put into place.

[Signature]
Employee Signature

Witness

[Signature]
Manager/Supervisor

*Employee signature not applicable on verbal council memo.
Employee advised memo of "verbal council" and all "written warnings" filed in personnel folder.

DEALERSHIP: Champion Ford Edinboro

EMPLOYEE CONSULTATION

DATE: 12, 16, 16

* Verbal council
Written Warning

NAME: Bill Melquist

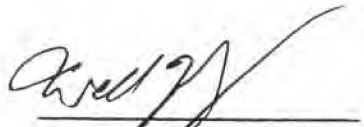
Manager/Supervisor: Rich Carson

Topics Discussed: Checking for Open Recalls

Managers Comments / Reccomendations: Discussed the importance of checking for open recalls and why the recalls was missed.

Employee's Comments: Didn't check for recalls. I assumed the Advisor checked for the recall.

Course of Action: Will follow the new policy put into place.


Employee Signature

Witness


Manger/Supervisor

*Employee signature not applicable on verbal council memo.
Employee advised memo of "verbal council" and all "written warnings" filed in personnel folder.

DEALERSHIP: Champion Ford Edinboro

EMPLOYEE CONSULTATION

DATE: 12, 16, 16

* Verbal council
Written Warning

NAME: Brandon Hoag

Manager/Supervisor: Rich Carson

Topics Discussed: Checking for Open Recalls

Managers Comments / Reccomendations: Discussed the importance of checking for open recalls and why the recalls was missed.

Employee's Comments: Didn't check for recalls. I assumed the Advisor checked for the recall

Course of Action: Will follow the new policy put into place.

[Signature]
Employee Signature

Witness

[Signature]
Manger/Supervisor

*Employee signature not applicable on verbal council memo.
Employee advised memo of "verbal council" and all "written warnings" filed in personnel folder.

CU9DG2AKA52V...

ENGINE...

Vehicle Information
VEHICLE DESCRIPTION
10 Escape/Mariner/Hybrid

BODY STYLE
5 Door

ENGINE
3.0L 4V DHC V6 Duratec 230mm

TRANSMISSION
6 Speed Auto Trans 6F Mid-Ran35

AXLE CODE

ENGINE CALIBRATION
AM71F30A

AXLE RATIO
3.51 FINAL DRIVE RATIO

WHEEL BASE

WHEEL SIZE
7.0X16" ALLOY ROAD WHL STYLE 1

TIRE
P235/70R-16 OWL A-S

PAINT COLOR
STEEL BLUE

RADIO
ELETR AM/FM STRO/DISC/CLK

GROSS VEHICLE WEIGHT
4680 LB. GVW
SYNC VERSION
V3 Gen1

VHR ACTIVATED
Y

SALE MILEAGE

GENERAL WARRANTY INFORMATION:
WARRANTY START DATE 09/26/2009
BUILD DATE 09/19/2009
OUTSTANDING FIELD SERVICE ACTIONS:

NUMBER: 13N03
ELECTRONIC THROTTLE BODY EXTENDED COVERAGE

NUMBER: 16S41
FUEL DELIVERY MODULE FLANGE REPLACEMENT *in PM 6/2*

WARNING MESSAGES:
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

EXTENDED COVERAGES:
NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY:
7 RECENT REPAIR HISTORY ON VEHICLE

ARN MESSAGES FOUND

38CEF01557

Creation Date: 01/13/2017

ENGLISH EN EN EN

Vehicle Information:

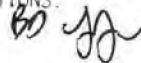
VEHICLE DESCRIPTION 2012 Expedition	BODY STYLE Regular Wagon	ENGINE 5.4L 3V V8
TRANSMISSION 6 Speed Automatic Trans (6R8015)	AXLE CODE	ENGINE CALIBRATION CB714FOA
--AXLE RATIO	WHEEL BASE	WHEEL SIZE 20 X 8.5" POLISHED ALUM WHL
AXLE RATIO 3.31 FINAL DRIVE RATIO	WHEEL BASE	WHEEL SIZE
TIRE P275/55R20" BSW A/S	PAINT COLOR WHITE PLATINUM	RADIO AM/FM STR/CD/CLK/NAVIG SYSTEM
GROSS VEHICLE WEIGHT 7500 LB. GVW	VHR ACTIVATED Y	
SYNC VERSION V4 Gen1		

--GENERAL WARRANTY INFORMATION:

WARRANTY START DATE 11/05/2011	BUILD DATE 09/02/2011	SALE MILEAGE 00114
-----------------------------------	--------------------------	-----------------------

--OUTSTANDING FIELD SERVICE ACTIONS:

NO CAMPAIGN MESSAGE(S) FOUND



--WARNING MESSAGES:

VERIFY STATE REGISTRATION. VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

--EXTENDED COVERAGES:

- NO ESP INFORMATION AVAILABLE

--WARRANTY REPAIR HISTORY:

NO RECENT REPAIR HISTORY ON VEHICLE

NO ARN MESSAGES FOUND

EM1DFA13568

Creation Date: 01/13/2017

ENGLISH EN EN EN

Vehicle Information:

VEHICLE DESCRIPTION	BODY STYLE	ENGINE
2013 F150/Mark LT	Regular Cab	3.7L 4V PFI V6 NA Gas
TRANSMISSION	AXLE CODE	ENGINE CALIBRATION
6 Speed Automatic Trans (6R8026)		CF617A0A
-- AXLE RATIO	WHEEL BASE	WHEEL SIZE
AXLE RATIO		18X7.5 5 SPK CAST ALUM WHL
3.73 FINAL DRIVE RATIO		
TIRE	PAINT COLOR	RADIO
P275/65R18 A/T OWL	TUXEDO BLACK METALLIC	TELETR PREM AM/FM STRO/DISC
GROSS VEHICLE WEIGHT	VHR ACTIVATED	
6650 LB. GVW	N	
SYNC VERSION		
V4 Gen1		

--GENERAL WARRANTY INFORMATION:

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
01/29/2013	09/21/2012	00068

--OUTSTANDING FIELD SERVICE ACTIONS:

NO CAMPAIGN MESSAGE(S) FOUND *OK*

--WARNING MESSAGES:

VERIFY STATE REGISTRATION. VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

--EXTENDED COVERAGES:

NO ESP INFORMATION AVAILABLE

--WARRANTY REPAIR HISTORY:

NO RECENT REPAIR HISTORY ON VEHICLE

NO ARN MESSAGES FOUND