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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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April 19, 2010

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 10C11
Certain 2010 Model Year Fusion, Milan, Explorer, Mountaineer, and Sport Trac
Vehicles Equipped with Front Seat Manual Recliners
Front Seat Manual Recliner Replacement

AFFECTED VEHICLES

Certain 2010 model year Fusion and Milan vehicles equipped with front seat manual recliners built at the Hermosillo Assembly Plant from December 11, 2009 through February 03, 2010. Certain 2010 model year Explorer, Mountaineer, and Sport Trac vehicles equipped with front seat manual recliners built at the Louisville Assembly Plant from December 15, 2009 through February 03, 2010. 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 on April 19, 2010.

REASON FOR THIS COMPLIANCE RECALL

The front seat manual recliner in some of the affected vehicles may have been improperly manufactured and may not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 202a – Head Restraints. In the event of a crash, the seatback and head restraint may move rearward, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the manual recliners for both power and manual seats identified in Attachment VI and VII. This will be accomplished by either replacing the inboard and outboard recliner for fold flat seats, or by replacing the backrest frame for non fold flat seats. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Due to part complexity, it is important to utilize the Recliner Replacement Reference Tables (Attachment VI and VII) when an owner contacts the dealer to request a service date. This will ensure the correct parts are ordered and available for the scheduled service appointment.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to begin mailing on April 30, 2010. 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 \$6,000 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: Fusion and Milan Passenger Seat Technical Information
- Attachment IV: Fusion and Milan Driver Seat Technical Information
- Attachment V: Explorer, Mountaineer and Sport Trac Technical Information
- Attachment VI: Fusion and Milan Recliner Replacement Reference Table
- Attachment VII: Explorer, Mountaineer, and Sport Trac Recliner Replacement Reference Table
- Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621
Special Service Support Center (Parts Ordering)1-800-207-2444

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on April 19, 2010.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on April 19, 2010. Owner names and addresses will be available by May 28, 2010.

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

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.
- 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.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will 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 LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. The Recliner Replacement Reference Tables (Attachment VI and VII) have been provided to assist. However, if you have a unique circumstance which may require a rental vehicle, please contact the Special Service Support Center at 1-800-325-5621.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Refer to Attachment VI and VII for specific VIN Labor Operation information if needed.
- Claiming information for Hog Rings (Submit on same repair line as repair).
 - Program Code: 10C11
 - Misc. Expense: OTHER
 - Misc. Expense: \$0.25

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LABOR ALLOWANCES

Fusion/Milan:

Description	Labor Operation	Labor Time
Replace Passenger Seat Recliner Only	10C11B	1.4 Hours
Replace Driver Seat Backrest Frame Only	10C11C	1.6 Hours
Replace Passenger Seat Recliner and Driver Seat Backrest Frame	10C11D	2.7 Hours

Explorer/Mountaineer/Sport Trac:

Description	Labor Operation	Labor Time
Replace Passenger Seat Backrest Frame Only	10C11F	1.8 Hours
Replace Driver Seat Backrest Frame Only	10C11G	1.6 Hours
Replace Both Front Seat Backrest Frames	10C11H	3.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

When calling to place an order for a parts kit, please be prepared to provide:

- Dealer P&A Code
- VIN

Part Number	Description	Quantity
Refer to Attachment VI	Fusion/Milan Parts Kit	1 kit per seat
Refer to Attachment VII	Explorer/Mountaineer/Sport Trac Parts Kit	1 kit per seat
W711352-S424	Explorer/Mountaineer/Sport Trac Seat Track-to-Floor Bolts (package of 4 bolts)	1 package per seat
Obtain Locally	Hog Rings	6 per seat

The DOR/COR number for this recall is 50419.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

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DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Affected manual recliners or backrest frames are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

EXCESS STOCK RETURN

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