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May 17, 2011

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

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 11S15 - *Supplement #1***
Certain 2009-2010 Model Year F-150 Vehicles Equipped with an Interior Chrome Door Handle - Interior Door Handle Reinforcement

REF: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 11S15**
Dated January 31, 2011

New! REASON FOR THIS SUPPLEMENT

- *Announce the end of the Interim Repair period.*
- *Announce the availability of service parts (Spring Retainer Reinforcements) for final repairs.*
- *Provide service procedure and associated labor operations for final repairs.*

New! AFFECTED VEHICLES

Certain 2009-2010 model year F-150 vehicles built at the Dearborn Truck Assembly Plant from January 18, 2008 through November 30, 2009. Certain 2009-2010 model year F-150 vehicles built at the Kansas City Assembly Plant from February 14, 2008 through November 30, 2009. 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 made available on *May 17, 2011*.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the spring retainer located in the interior side door handle may crack. If the retainer cracks, the spring could rotate and may cause loss of tension on the door handle. In the event of a side impact crash, a side door handle may unlatch and potentially allow the door to open, increasing the risk of injury to an occupant.

New! SERVICE ACTION

Dealers are to inspect all interior door handles for the presence of return springs that have broken through their retainer walls. If the return spring has broken completely through the retainer wall, the handle assembly must be replaced. If the return spring is resting against the retainer wall, even if the wall is cracked, the handle can be serviced with the installation of a Spring Retainer Reinforcement. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Affected vehicle owners were notified of this program in early February and directed to contact their dealer if an interim repair was required. Owners will be re-notified starting the week of May 23, 2011 to inform them that parts are available for final repairs.

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.

New! ATTACHMENTS

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information*
- Follow-up Owner Letter announcing the availability of service parts*
- Initial Owner Notification Letter
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 11S15 - Supplement #1

Certain 2009-2010 Model Year F-150 Vehicles
Equipped with an Interior Chrome Door Handle
Interior Door Handle Reinforcement

OASIS ACTIVATED?

Yes, OASIS was activated on January 31, 2011.

New! FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on *May 17, 2011*. Owner names and addresses will be available by *May 31, 2011*.

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.

New! 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

- **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 prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized 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 replacement of the door handle.

RENTAL VEHICLES

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. 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.

New! 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.
- Submit refunds on a separate repair line.
 - Program Code: 11S15
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- *Spring Retainer Reinforcement Part Kit contains 8 reinforcements (4 LHS & 4 RHS). Claim the kit part number and the actual quantity used to repair the vehicle (maximum of 4).*

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<i>Inspect and Install Reinforcement or Replace 2 Interior Door Handles (2 Door vehicle)</i>	<i>11S15B</i>	<i>0.5 Hour(s)</i>
<i>Inspect and Install Reinforcement or Replace 4 Interior Door Handles (4 Door vehicle)</i>	<i>11S15C</i>	<i>0.9 Hour(s)</i>

New! PARTS REQUIREMENTS / ORDERING INFORMATION

The Interior Door Handle Spring Retainer Reinforcement Kit is currently not available for open/stock ordering (see seed stock plan in this section). Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

Part Number	Description	Quantity
<i>9L3Z-9922666-AA (Package of 8 pieces)</i>	<i>Interior Door Handle Spring Retainer Reinforcement Kit <u>Note: One package includes 8 pieces (4 LHS and 4 RHS)</u></i>	<i>1 piece per door handle (One package services multiple vehicles)</i>
9L3Z-1522601-CB*	Left Hand Handle Assembly - Front or Rear Door	1
9L3Z-1522600-CB*	Right Hand Handle Assembly - Front or Rear Door	1
AL3Z-1522601-BB*	Left Hand Handle Assembly - (Harley-Davidson) Front or Rear Door	1
AL3Z-1522600-BB*	Right Hand Handle Assembly - (Harley-Davidson) Front or Rear Door	1

**Only used when Interior Door Handle has spring break-through.*

The DOR/COR number for this recall is 50430.

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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Interior Door Handle Reinforcement

The Interior Door Handle Spring Retainer Reinforcement Kit will be seed stocked to dealers according to the chart below, beginning the week of May 16, 2011. The weekly allocation shown below will remain firm for 5 weeks and then be adjusted for weeks 5-10 depending on supply/demand. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering begins.

(9L3Z- 9922666-AA) Interior Door Handle Spring Retainer Reinforcement Kit					
	Re-occurring Weekly Allocation				
Dealer Involved Vehicles*	Seed 1 - Week of 5/16/11	Seed 2 - Week of 5/23/11	Seed 3 - Week of 5/30/11	Seed 4 - Week of 6/6/11	Seed 5 - Week of 6/13/11
1 to 16	1 kit	0 kits	0 kits	0 kits	0 kits
17 to 75	1 kit	1 kit	1 kit	1 kit	1 kit
76 to 150	3 kits	3 kits	2 kits	2 kits	2 kits
151 to 350	6 kits	6 kits	6 kits	5 kits	2 kits
351 & up	13 kits	13 kits	13 kits	13 kits	8 kits

* This column indicates the number of affected vehicles assigned to each dealer. Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

NOTE: If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-325-5621), please be prepared to provide P&A Code, owner name and VIN.

NOTE: If a dealership wishes to discontinue their seed stock, contact the Special Service Support Center (1-800-325-5621). Please note that removing a dealership P&A Code from this seed stock program is a permanent action.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Affected interior door handles 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.