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Ford Motor Company
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January 31, 2011

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 11S15

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

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 stock vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on January 31, 2011.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the spring retainer located in the interior side door handle may fracture. If the retainer fractures, 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.

SERVICE ACTION

When parts become available, the service action will be to add a reinforcement to the spring retainer in all of the door handles. It is anticipated that the parts needed for reinforcement of the spring retainers will be available in the 2nd Quarter of 2011.

Interim Repair

As an interim repair action, vehicle owners will be directed to schedule a service appointment only if any of the interior door handles on their vehicle fail to return to the closed position after activation. In these instances, dealers will be authorized to replace the affected door handle and claim an interim repair labor operation (the recall will remain open in OASIS). Vehicles that have had the interim repair performed will also need to be serviced with the reinforcement added to the spring retainer of the other door handles when parts are available.

Interim Repair (cont.)

At the completion of the interim repair, dealers are to provide a copy of the "Interim Repair Handout" (see Attachment V) to the vehicle owner. The handout informs these owners that:

- Only an interim repair has been performed, and that the Safety Recall will remain open for their vehicle until the remaining door handles on their vehicle have been reinforced.
- Ford Motor Company will notify them by mail when reinforcement parts are available in sufficient supply to complete the final repair (estimated April-May 2011 timeframe).
- Their vehicle can be driven safely until the door handle reinforcements become available and are installed.

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 February 07, 2011.

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: Technical Information
- Attachment IV: Dealer Q&A
- Attachment V: Interim Repair Letter
- Initial Owner Notification Letter
- Recall Reimbursement Plan

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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Interior Door Handle Reinforcement

OASIS ACTIVATED?

Yes, OASIS will be activated on January 31, 2011.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list for stock vehicles will be available through <https://web.fsavinlists.dealerconnection.com> on January 31, 2011. FSA VIN list and owner names and addresses will be available for sold vehicles in the 2nd quarter of 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 a pending delivery. Dealers with a pending sale on a stock vehicle should contact the SSSC.

SOLD VEHICLES

During the interim repair period, only owners of affected vehicles with a door handle that fails to return to the closed position after activation will be directed to dealers for repairs.

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.

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.
- Until repair parts are available, dealers must have approval code from SSSC to replace more than one door handle (base part number 1522601 & 1522600).
- The interim repair will not close the program in OASIS.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace One Interior Door Handle	11S15K*	0.3 Hour(s)

*Labor operation will not close the program.

PARTS REQUIREMENTS / ORDERING INFORMATION

Until parts become available, a complete door handle assembly will be used to service vehicles that exhibit the described symptom. Per the instruction, door handles can only be ordered and replaced if they fail to return to the closed position after activation. It is not anticipated that a vehicle would require the replacement of multiple door handles during the interim repair period.

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444 to order a handle assembly. 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 door handle assembly, please be prepared to provide dealer P&A code, VIN, and customer name.

Part Number	Description	Quantity
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

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.

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."

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EXCESS STOCK RETURN

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