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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 - Compliance Recall 11C15**  
Certain 2011 Model Year Explorer Vehicles Equipped with a 60% Second Row Seat Recliner Replacement

**AFFECTED VEHICLES**

Certain 2011 model year Explorer vehicles equipped with a 60% second row seat built at the Chicago Assembly Plant from July 15, 2010 through December 13, 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 January 31, 2011.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 207 S4.2 Seating Systems - General Performance Requirements. Certain 2011 Explorer vehicles are equipped with a 2nd row 60% inboard recliner that may not provide the intended seatback strength. In the event of a crash, a seatback that does not provide the required strength increases the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the second row 60% seat inboard recliner. 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 14, 2011. 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: Technical Information
- 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 January 31, 2011.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on January 31, 2011. Owner names and addresses will be available by February 23, 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.

**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.

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**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.

**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.

**OWNER REFUNDS**

Refunds are not authorized for this program.

**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.
- Claiming information for Zip Tie (submit on same repair line as repair).
  - Program Code: 11C15
  - Misc. Expense: OTHER
  - Misc. Expense: \$0.25

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Second Row Recliner (Without Seat Armrest)	11C15B	1.2 Hour(s)
Replace Second Row Recliner (With Seat Armrest)	11C15C	1.3 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION**

The seat recliner is currently not available for open/stock ordering. If you have an emergency situation, contact the Special Service Support Center Parts Order Line at 1-800-207-2444 to order a seat recliner. 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 recliner, please be prepared to provide dealer P&A code, VIN, and customer name.

There will be a one time seed stock to most dealers based on a percentage of vehicles on their FSA VIN list beginning the week of February 7, 2011. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Part Number	Description	Quantity
BB5Z-7861383-A	Recliner	1
W708175-S424	Bolt (package of 4 bolts)	2 bolts per vehicle
N802068-S424	Nut (package of 4 nuts)	2 nuts per vehicle
Obtain Locally	Zip Tie	1

The DOR/COR number for this recall is 50431.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto: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 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.