

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

DEALER Q & A

Q1. What is the permanent repair?

A. The permanent repair involves adding a reinforcement insert to the door handle assembly that will prevent the handle return spring from losing tension.

Q2. What is the interim repair?

A. The interim repair involves replacing any door handle that has already lost spring tension to the extent that the door handle will not return to the closed position.

Q3. Does the interim repair need to be performed on all affected vehicles?

A. No, the interim repair should only be performed on vehicles that contain a handle that has already lost spring tension.

Q4. Why is an interim repair required?

A. The interim repair is required because the reinforcement insert part is not yet available.

Q5. Will performing the interim repair close the program?

A. Claiming the interim repair labor operation will not close the program because the remaining door handles on the vehicle will need to have the reinforcement installed once the necessary parts are available.

Q6. Is it safe to operate an affected vehicle until the permanent repair is performed?

A. Yes, the vehicle is safe to operate as long as the door handle return springs have sufficient tension to return the handle fully to the closed position.

Q.7 How will vehicle owners be notified?

A. An initial letter will be mailed to affected vehicle owners in early February informing them of this safety recall. The letter will describe the concern and inform them that repair parts are not currently available. The letter will also direct owners to immediately schedule a service appointment with their dealer to have the handle replaced that fails to return to the closed position when operated.

Ford will re-notify owners by mail, when the reinforcement parts are available, and direct them to schedule a service appointment with their dealer to have the reinforcements installed.