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September 23, 2014

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S16**  
Certain 2015 Model Year Transit Cargo Vans with Windowless Sliding Doors  
Sliding Door Reinforcement Installation

**REF:** **DEMONSTRATION / DELIVERY HOLD Advance Notice - Safety Recall 14S16**  
Dated August 5, 2014.

#### **AFFECTED VEHICLES**

Certain 2015 model year Transit cargo vans equipped with windowless sliding doors built at the Kansas City Assembly Plant from March 12, 2014 through June 24, 2014. 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 was available on August 5, 2014.

#### **REASON FOR THIS SAFETY RECALL**

In all of the affected vehicles, a sliding door reinforcement was omitted. Sliding doors that are not equipped with this reinforcement have an increased risk of unlatching in certain side collision events, increasing the risk of injury to unrestrained front seat occupants.

#### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to install the sliding door reinforcement. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Because the adhesive used for the repair must fully cure after the reinforcement panel is installed, dealers are pre-approved for one day of vehicle rental.

#### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters will be mailed the week of September 22, 2014. Owners will be instructed to schedule service appointments after October 13, 2014, when parts are anticipated to be available to repair all vehicles. Dealers should confirm that parts are available before scheduling service appointments.

When parts are available, 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 \$7,000 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

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S16**  
Certain 2015 Model Year Transit Cargo Vans with Windowless Sliding Doors  
Sliding Door Reinforcement Installation

**OASIS ACTIVATED?**

Yes, OASIS was activated on August 5, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on August 5, 2014. Owner names and addresses will be available by October 17, 2014.

**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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers after October 13, 2014, when parts are anticipated to be available to repair all vehicles. Dealers should confirm that parts are available before scheduling service appointments.
- When parts are available, 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 when parts are available.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

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**ADDITIONAL LABOR TIME AND/OR PARTS**

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may 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 related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**OWNER REFUNDS**

Refunds are not authorized for this program.

**RENTAL VEHICLES**

Ford Motor Company will pay for 1 day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for sliding door reinforcement installation. Prior approval for more than 1 rental day is required from the Special Service Support Center (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.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts requires prior approval from the Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S16**  
 Certain 2015 Model Year Transit Cargo Vans with Windowless Sliding Doors  
 Sliding Door Reinforcement Installation

**LABOR ALLOWANCES**

| Description                         | Labor Operation | Labor Time |
|-------------------------------------|-----------------|------------|
| Install Sliding Door Reinforcement. | 14S16B          | 0.9 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION**

| Part Number     | Description                | Quantity |
|-----------------|----------------------------|----------|
| CK4Z-61240A02-A | Sliding Door Reinforcement | 1        |
| TA-9            | Motorcraft Adhesive        | 1        |

The DOR/COR number for this recall is 50551.

Order your parts requirements through normal order processing channels.

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, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

**EXCESS STOCK RETURN**

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

## CERTAIN 2015 MODEL YEAR TRANSIT VEHICLES — SLIDING DOOR REINFORCEMENT

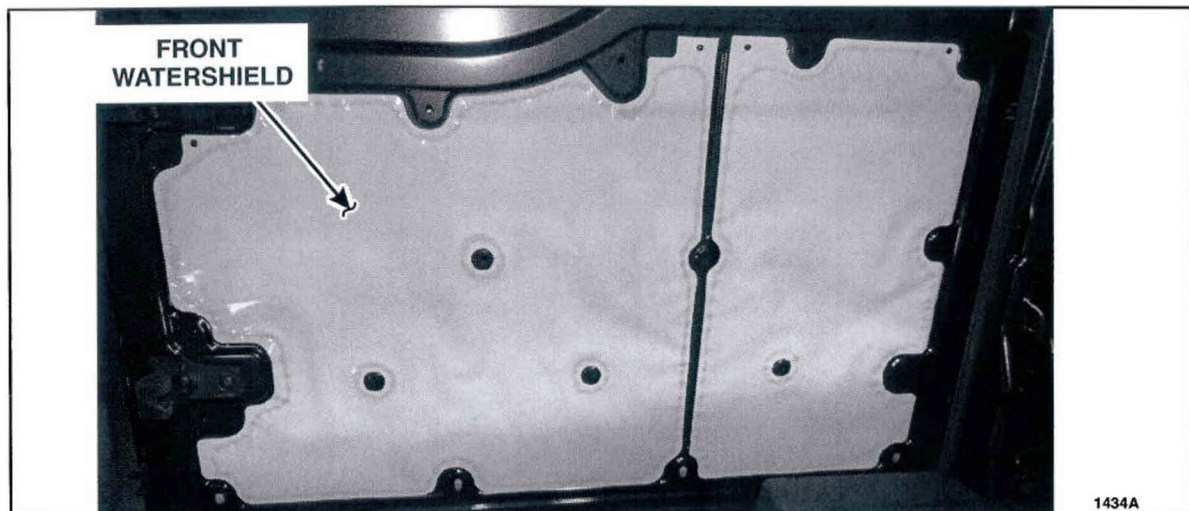
### OVERVIEW

In all of the affected vehicles, a sliding door reinforcement was omitted. Sliding doors that are not equipped with this reinforcement have an increased risk of unlatching in certain side collision events, increasing the risk of injury to unrestrained front seat occupants.

### SERVICE PROCEDURE

**NOTE:** After installing the sliding door reinforcement, the vehicle must not be operated for 24 hours to allow the adhesive to fully cure.

1. Remove screws and push pins and the sliding door trim panel.
2. Carefully remove the sliding door front watershield. See Figure 1.



**FIGURE 1**

3. Remove the exterior sliding door handle. For additional information, refer to Workshop Manual (WSM) Section 501-14.
  - Removal of the sliding door trim panel has already been completed and is not required within this WSM reference.



4. Remove the three bolts retaining the sliding door cable control assembly. See Figure 2.

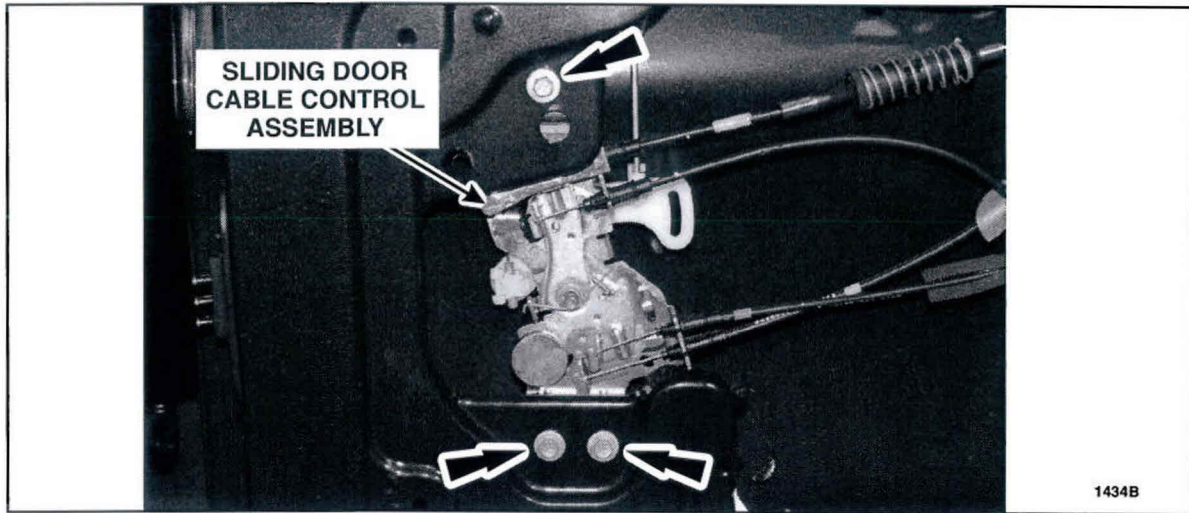


FIGURE 2

5. Release the clips and remove the lock actuating rod, then remove the wire harness retaining clip from the sliding door cable control assembly. See Figure 3.

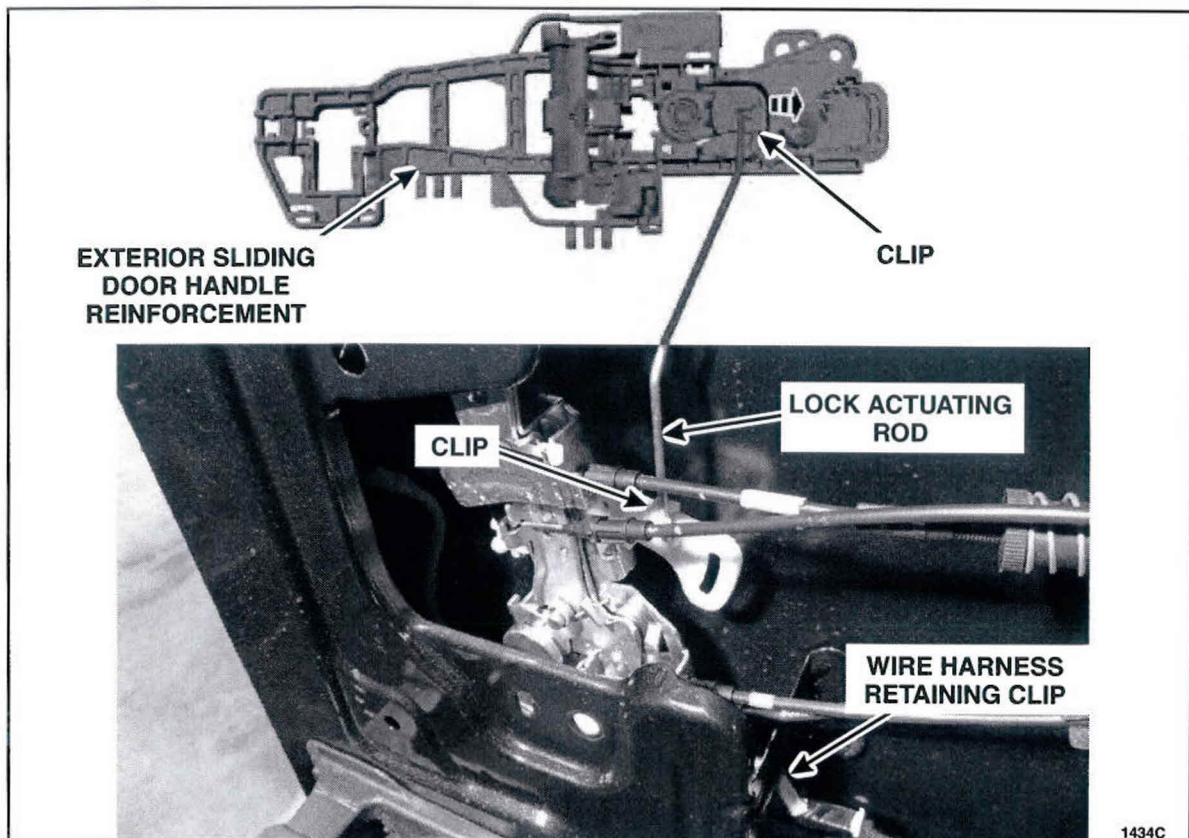


FIGURE 3



6. Detach the cable retainer push pin and roll the sliding door cable control assembly up into the door to allow room for the sliding door reinforcement to be installed. See Figures 4 and 5.

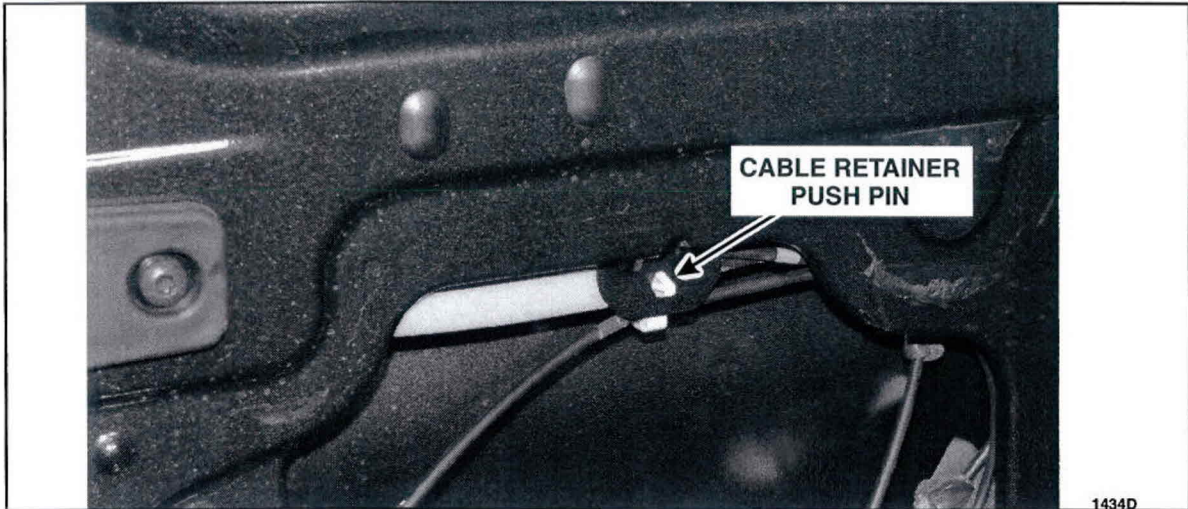


FIGURE 4

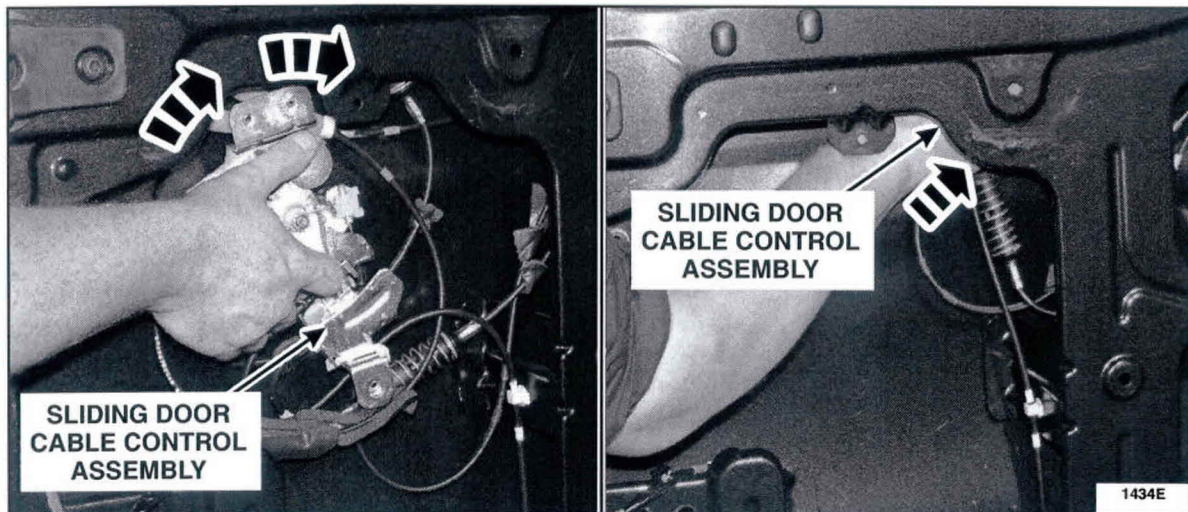


FIGURE 5





7. Remove the exterior sliding door handle reinforcement screw. See Figure 6.

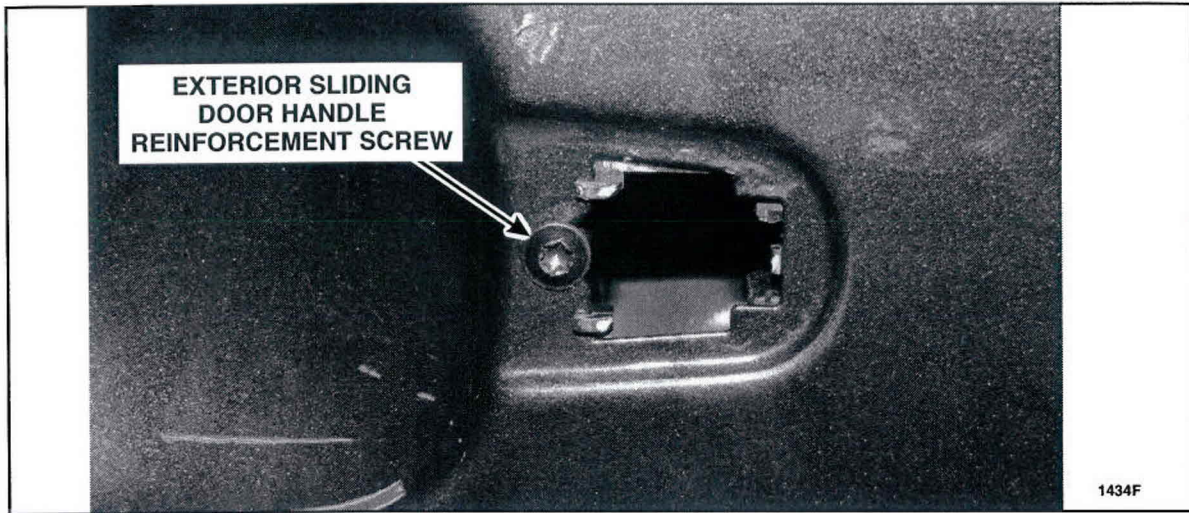


FIGURE 6

8. Detach the exterior sliding door handle reinforcement from the sliding door and position aside. See Figure 7.

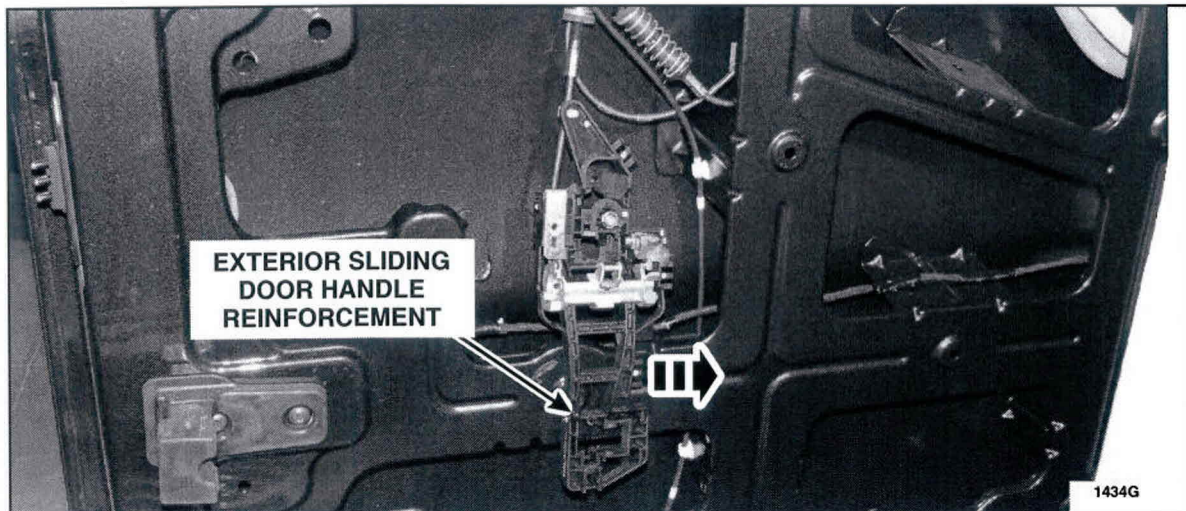


FIGURE 7



9. Dry fit the reinforcement panel between the interior door grooves, around the door handle opening. See Figures 8 and 9.

- a. Center the reinforcement panel vertically. Push the reinforcement panel all the way forward, then back slightly, so that it is not resting against the forward edge of the sliding door.
- b. Once installed and positioned correctly the reinforcement panel "rear inside edge" should be approximately 93 mm (3.66 in) from the rear edge of the door handle opening.
- c. Using a paint pen, mark a reference line for the position of the reinforcement panel to the interior of the door for final installation.

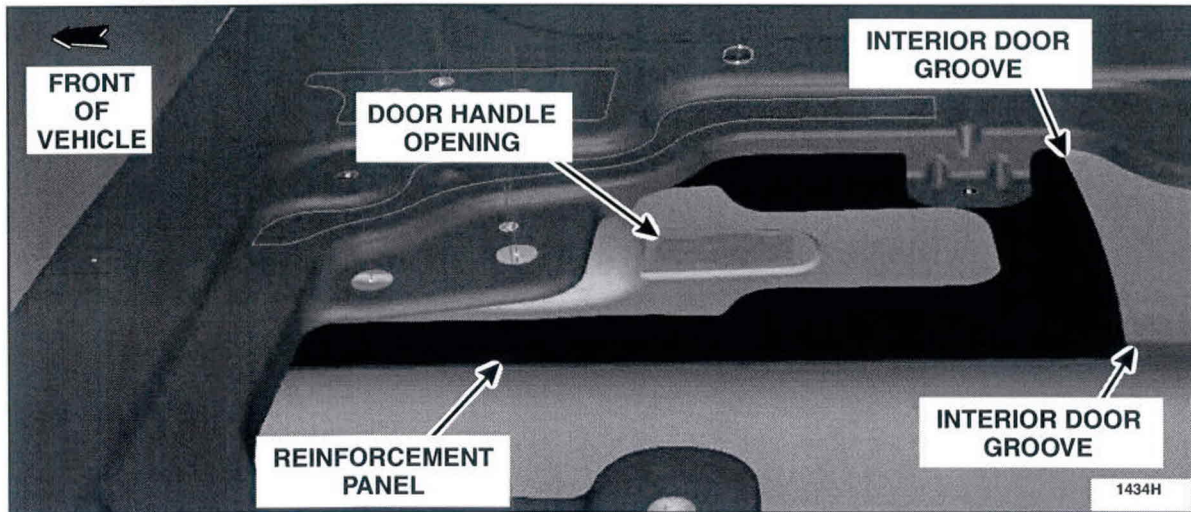


FIGURE 8

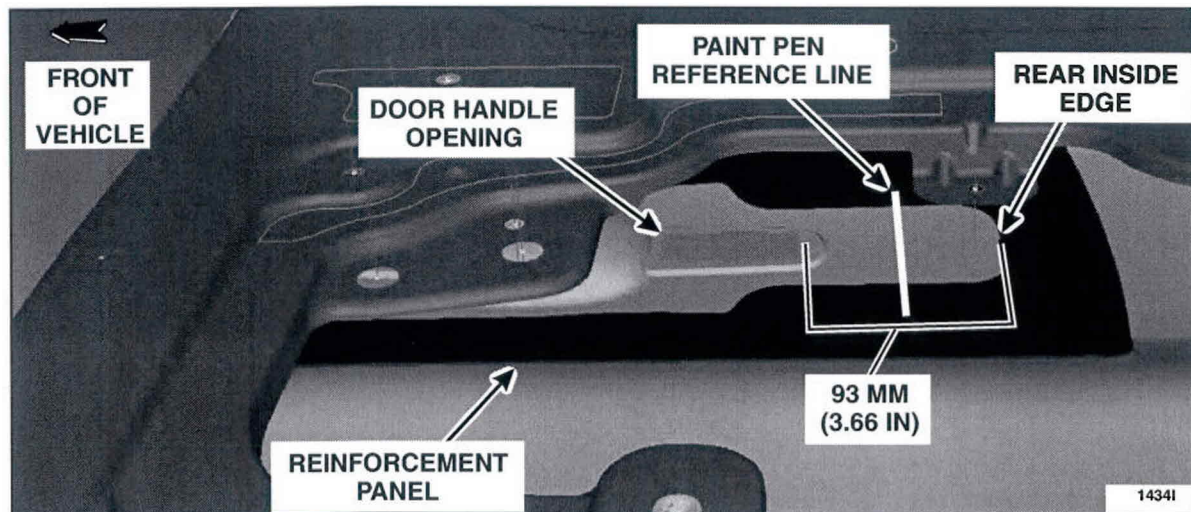


FIGURE 9



10. Using isopropyl alcohol, clean the reinforcement panel and the area of the door where the adhesive will be applied. See Figures 8 and 9.

**NOTE:** Prime the adhesive mixing tube by pumping out the adhesive until it is a uniform consistency. The adhesive should be evenly mixed before applying.

11. Install the reinforcement panel. See Figures 8, 9 and 10.

- a. Apply a 3 to 5 mm (0.11 to 0.19 in) bead of Motorcraft® TA-9 adhesive to the reinforcement panel.
- b. Align the marks on the reinforcement panel and the door that were created in Step 9.
- c. Hold the reinforcement panel in place for five minutes to allow the adhesive to set up. After five minutes, the adhesive will become tacky but must continue to cure before reassembling the vehicle.

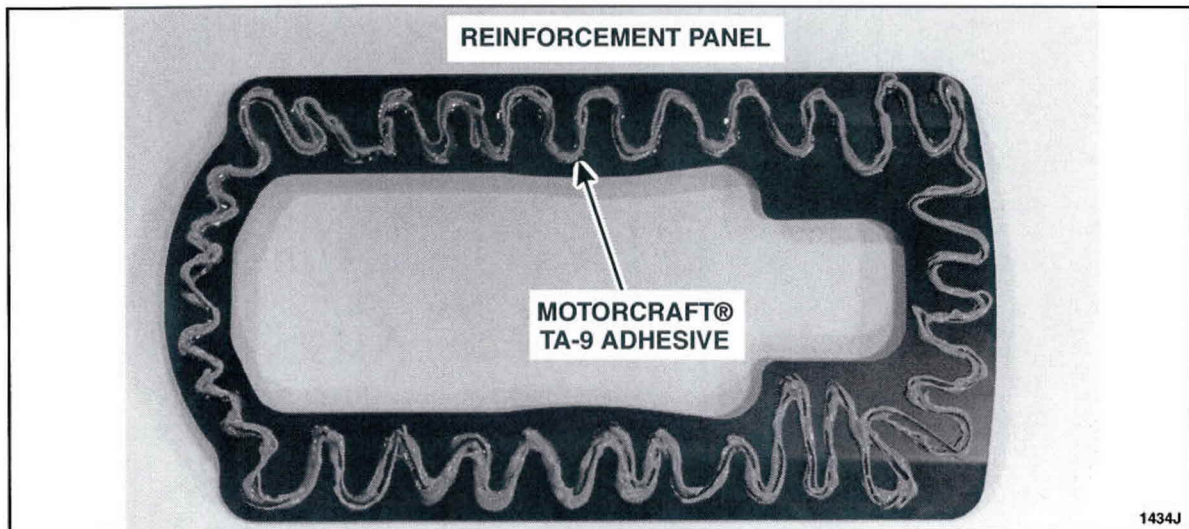
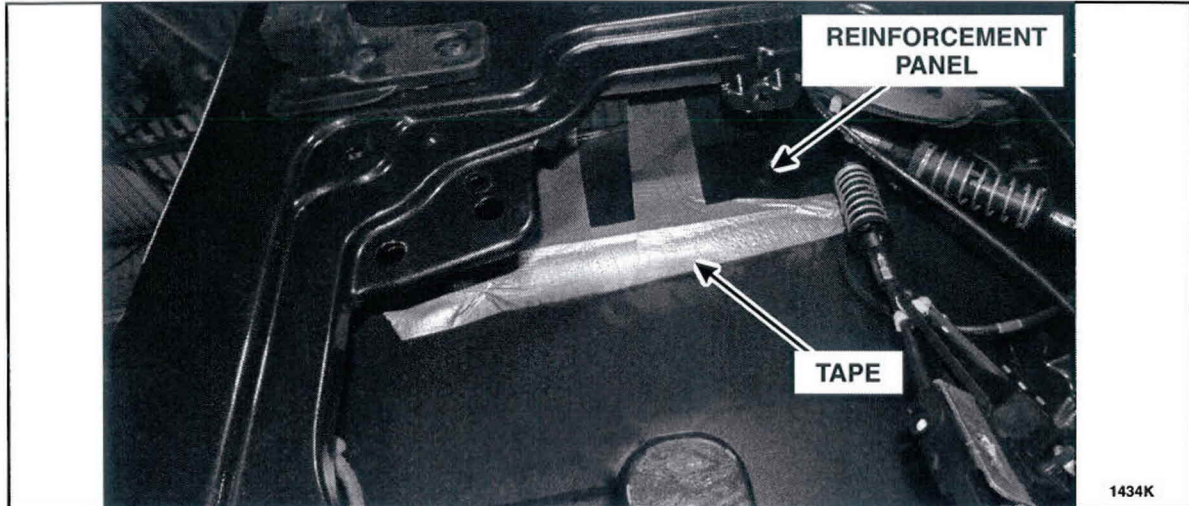


FIGURE 10



12. Apply tape to the reinforcement panel to provide support and to allow the adhesive to continue to cure. The door and panel should not be disturbed for 60 minutes. See Figure 11.

**NOTE:** Using isopropyl alcohol, clean and remove any excess adhesive that may have rubbed off during reinforcement panel installation.



**FIGURE 11**

13. After the adhesive has cured for 60 minutes, carefully remove the tape from the reinforcement panel.
14. Position back and attach the exterior sliding door handle reinforcement onto the sliding door.
15. Install the exterior sliding door handle reinforcement screw. See Figure 6.
16. Roll the sliding door cable control assembly out from the interior of the door and attach the cable retainer push pin. See Figures 4 and 5.
17. Install the lock actuating rod and engage the clips. Attach the wire harness retaining clip onto the sliding door support bracket. See Figure 3.
18. Position the sliding door cable control assembly and install the three bolts. See Figure 2.
  - Tighten to 9 Nm (71 in. lbs).
19. Install the exterior sliding door handle. For additional information, refer to WSM Section 501-14.
20. Install the sliding door front watershield. See Figure 1.
21. Install the sliding door trim panel and the screws and push pins.
22. The full cure time for the TA-9 Adhesive is 24 hours at 70° F. (21° C.). Once the sliding door is assembled:
  - The vehicle must not be driven, other than to park the vehicle, for 24 hours from the time of adhesive application.
  - The vehicle must be parked where the ambient temperatures are no lower than 65° F. (18° C.) during cure time.

