



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 3, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 14C10
Certain 2014 Model Year F-150 and Flex Vehicles with Manual Passenger Seats and
Certain Vehicles Serviced with a Suspect Seat Track Assembly
Seat Frame Clearance Adjustment

AFFECTED VEHICLES

- Certain 2014 model year F-150 vehicles built at the Dearborn and Kansas City Assembly Plants from March 1, 2014 through May 31, 2014.
- Certain 2014 model year Flex vehicles built at the Oakville Assembly Plant from March 1, 2014 through May 31, 2014.
- Certain 2009-2014 F-150 vehicles serviced with a suspect seat track assembly with repair dates from February 17, 2014 through October 31, 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 will be available on November 3, 2014.

NOTE: Vehicles serviced with a suspect part may **not** be identified in OASIS. (See Service Action)

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. 208, Occupant Crash Protection. Reduced clearance between the seat frame and adjacent seat track may cause the Occupant Classification System (OCS) to inaccurately register the weight of a passenger. This may result in non-deployment of the passenger airbag when an adult occupant is present. Non-deployment of an airbag could increase the risk of injury in certain crashes.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to remove excess metal from the seat track and restore proper clearance between the seat frame and seat track.

NOTE: Parts for Flex vehicles are currently not available in sufficient quantities to repair all vehicles. At this time, customer vehicles should be repaired only if the vehicle arrives at your dealership with the "PASS AIRBAG" indicator illuminating "OFF" when occupied by an adult. It is anticipated that parts will be available in sufficient quantities to repair all vehicles the week of November 10, 2014.

NOTE: Parts are not required for F-150 vehicles.

SERVICE ACTION (Continued)

Also, using the chart below, identify any vehicles serviced by your dealership with the following parts:

Seat Track Assembly Part Number	Affected Vehicle	Previous Repair Dates
9L3Z-1661704-B	2009-2011 F-150	February 17, 2014 through October 31, 2014
CL3Z-1661704-A	2012-2014 F-150	

If dealership records indicate that a vehicle was serviced in the time frame indicated with one of these parts, and the vehicle is not identified in OASIS, dealers should:

- Contact the owner and arrange a service date.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter (when available) and call Special Service Support Center (SSSC) at 1-800-325-5621.
- Provide SSSC with the VIN and date the seat track assembly was installed. (Repair date must be February 17, through October 31, 2014.)

This service must be performed on all affected vehicles at no charge to the vehicle owner.

CUSTOMER NOTIFICATION

Owner Letters are expected to be mailed the week of November 24, 2014. 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
 Special Service Support Center (Parts Ordering)1-800-207-2444

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 14C10

Certain 2014 Model Year F-150 and Flex Vehicles with Manual Passenger Seats and Certain Vehicles Serviced with a Suspect Seat Track Assembly Seat Frame Clearance Adjustment

OASIS ACTIVATED?

Yes, OASIS will be activated on November 3, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> by November 3, 2014. Owner names and addresses will be available by December 5, 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

- Parts are currently not available in sufficient quantities to repair all Flex dealer stock vehicles. Parts orders for Flex dealer stock vehicles with a customer sales contract can be requested through the Special Service Support Center; however, due to limited supply it is possible not all parts requests can be filled.
- Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

NOTE: Until parts are available in sufficient quantities, customers with Flex vehicles should be repaired only if the vehicle arrives at your dealership with the "PASS AIRBAG" indicator illuminating "OFF" when occupied by an adult.

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your F-150 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.

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Seat Frame Clearance Adjustment

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

The use of rental vehicles is not approved for this program.

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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
F-150: Seat Frame Clearance Adjustment	14C10B	1.0 Hour
Flex: Seat Frame Clearance Adjustment	14C10C	1.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Parts are not required for F-150 vehicles.

Part Number	Description	Quantity
W714018-S900	Flex Passenger Seat Rear Mounting Bolts - M10 x 30MM	2
W709428-S424	Flex Passenger Seat Front Mounting Bolts - M10 x 26MM	2

The DOR/COR number for this recall is 50571.

NOTE: Parts for Flex vehicles are currently not available in sufficient quantities to repair all vehicles. At this time, customer vehicles should be repaired only if the vehicle arrives at your dealership with the "PASS AIRBAG" indicator illuminating "OFF" when occupied by an adult, or for dealer stock vehicles with a customer sales contract. It is anticipated that parts will be available in sufficient quantities by the week of November 10, 2014.

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444.

When calling to place an order for Flex seat mounting bolts, please be prepared to provide dealer P&A code, VIN, and status of the "PASS AIRBAG" light.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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

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 2014 MODEL YEAR F-150 AND FLEX VEHICLES WITH MANUAL PASSENGER SEATS AND CERTAIN VEHICLES SERVICED WITH A SUSPECT SEAT TRACK ASSEMBLY

SEAT REPAIR

1. Remove the passenger seat. For additional information, refer to Workshop Manual (WSM) 501-10.
2. Using a clean and protected work surface, position the seat on the side so that the inboard side of the seat is facing down.

NOTICE: The Occupant Classification System (OCS) sensor is very sensitive to vibration damage. Do not attempt to bend or hammer on any surrounding parts of the seat frame that hold the OCS sensor. Also, take care not to bump the OCS connector because it breaks very easily.

SERVICE TIP: If you are using a hacksaw handle, extend the blade at least 12.7 cm (5 inches) to prevent the handle from hitting and breaking the sensor connector.

3. Using a 32 teeth per inch metal hacksaw blade, insert the blade down alongside the seat frame. Using gentle force on the hacksaw blade, cut the metal as you move the blade through the contact area. Do this at both locations at each side of the sensor. See Figures 1 and 2 (Seat disassembled for clarity).

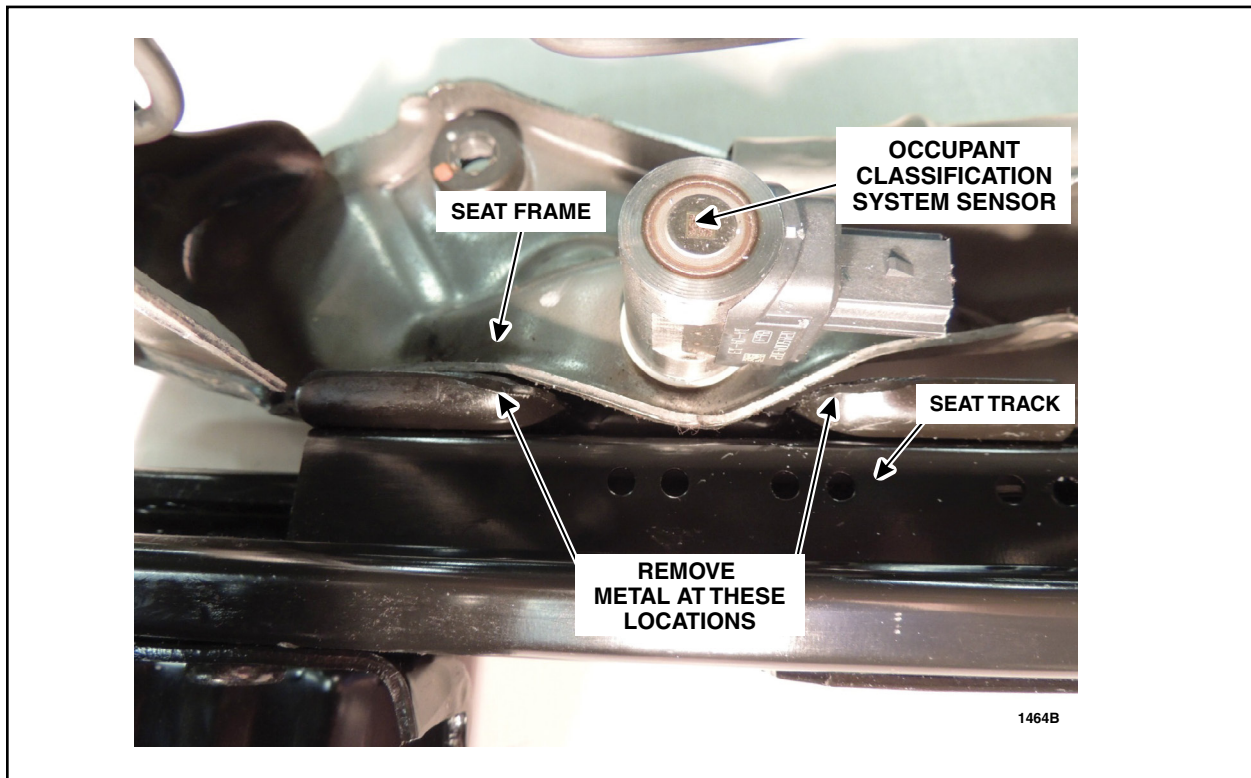


FIGURE 1



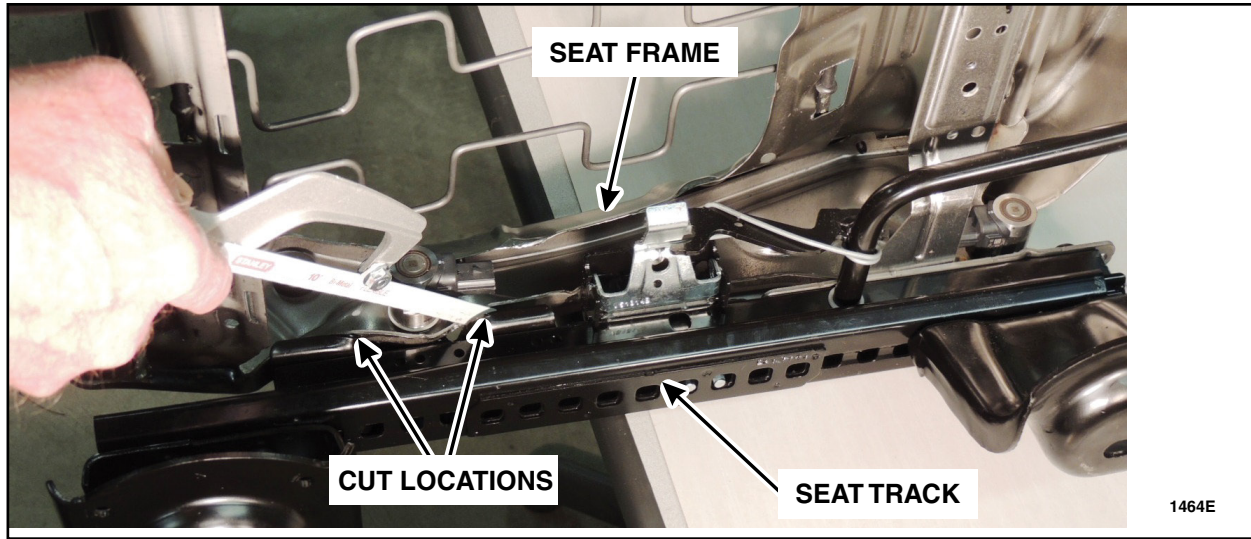


FIGURE 2

4. Using a wire feeler gauge, check to make sure that there is a minimum 0.7 mm (0.028 in) clearance between the seat frame and seat track. See Figure 3.

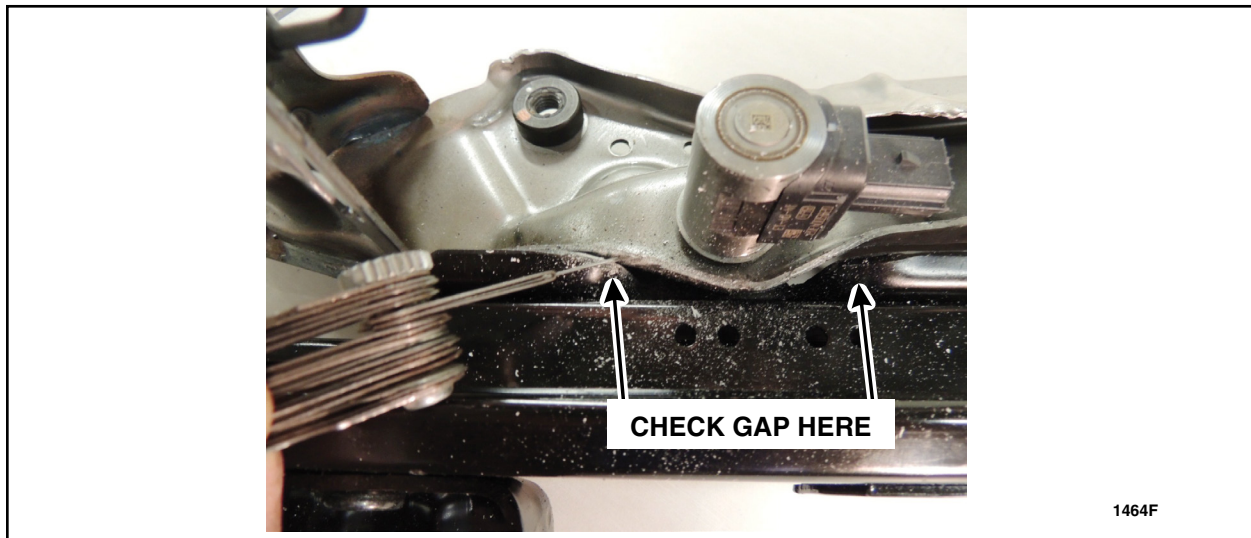


FIGURE 3

5. **IMPORTANT:** Vacuum all metal chips and debris from seat track. Metal chips and debris may affect movement efforts of the seat.

SERVICE TIP: To prevent cross threading, hand start the bolts when installing the seat. This is necessary because the bolts have a unique triangular shape on the end of the bolt and is designed to make its own threads when it is first installed at the assembly plant.

IMPORTANT: *NEW bolts must be used when installing seats in a Flex vehicle.*

6. Install the passenger seat. For additional information, refer to WSM Section 501-10.

