



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

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

February 23, 2015

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S02**  
Certain 2010-2013 Model Year Taurus and Police Interceptor Sedan,  
and 2011-2013 Model Year MKS Vehicles  
Interior Door Handle Inspection and Repair

**REF:** Advance Notice – Safety Recall 15S02 dated January 27, 2015

**AFFECTED VEHICLES**

Vehicle Line	Model Year	Assembly Plant	Build Dates
Taurus and Police Interceptor Sedan	2010-2013	Chicago	December 1, 2009 through July 31, 2010 and February 1, 2011 through November 30, 2012
MKS	2011-2013		June 1, 2011 through October 31, 2011

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 January 27, 2015.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, a crack may develop within one or more of the interior door handle assemblies, allowing the handle return spring to become unseated. This may result in a loose interior door handle condition, and/or the interior door handle may not return to the fully closed position.

During a side impact crash, an unseated handle return spring may allow the door latch to open and increase the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect all four interior door handle assemblies and service in the following manner:

- Return spring retainer wall is equipped with two reinforcement ribs; no action is required.
- Install reinforcement plug in door handle assembly when the following conditions are present:
  - a. Return spring retainer wall is fully intact, and return spring is positioned properly.
  - b. Return spring retainer wall has a crack, but wall is not deformed and return spring is positioned properly.
- Install a new door handle assembly when the following conditions are present:
  - a. Return spring is out of position or missing.
  - b. Return spring retainer wall is cracked and deformed.
  - c. Return spring retainer wall is broken and has pieces missing.

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 March 16, 2015. 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  
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

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S02**  
Certain 2010-2013 Model Year Taurus and Police Interceptor Sedan,  
and 2011-2013 Model Year MKS Vehicles  
Interior Door Handle Inspection and Repair

**OASIS ACTIVATED?**

Yes, OASIS was activated on January 27, 2015.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on January 27, 2015. Owner names and addresses will be available by April 3, 2015.

**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**

Use OASIS to identify any affected vehicles in your new and used vehicle inventory.

**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.

**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).

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S02**  
Certain 2010-2013 Model Year Taurus and Police Interceptor Sedan,  
and 2011-2013 Model Year MKS Vehicles  
Interior Door Handle Inspection and Repair

**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 pre-approved 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 interior door handle.

**RENTAL VEHICLES (all affected vehicles, all dealers)**

If a customer vehicle requires replacement of the left or right front interior door handle assembly, and it is necessary to order parts, Ford Motor Company will pay for one 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 part replacement. To guarantee the shortest delivery time, an emergency order for parts must be placed. Prior approval for more than one rental day is required from the SSSC (1-800-325-5621).

**NOTE:** If a rear interior door handle assembly requires replacement, rental is not necessary while ordering parts. Engage the Child Safety Lock on the affected door and advise the owner that the feature has been activated.

**LINCOLN CLIENT SPECIAL HANDLING (sold Lincoln vehicles at Lincoln dealers)**

To "surprise & delight" Lincoln Owners; Lincoln Dealers are authorized to provide the following services to Lincoln owners under Safety Recall 15S02 up to a maximum combined value of \$100.

- Lincoln Service Loaner (In addition to the preapproved rental day for all dealers.)
- Fuel Fill
- Vehicle Pick-up and Delivery

Owners will not be notified of this service in owner mailings. This program is exclusive to Lincoln Dealers servicing Lincoln vehicle customers. Owners of Ford vehicles are not eligible for this allowance. Ford stand-alone Dealers are not authorized to claim the special handling allowance.

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S02**  
Certain 2010-2013 Model Year Taurus and Police Interceptor Sedan,  
and 2011-2013 Model Year MKS Vehicles  
Interior Door Handle Inspection and Repair

**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 require prior approval from the SSSC.
- Submit refunds on a separate repair line.
  - Program Code: 15S02
  - 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.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. For part order delays, all affected vehicles are eligible for one day without approval
- For Lincoln Client Special Handling (sold vehicles only), claim up to a maximum combined value of \$100. All Special Handling claims must be on the same repair line.
  - **Rental:**
    - Misc. Expense Code: RENTAL
    - Misc. Expense Amount: Total amount
  - **Fuel Fill:**
    - Misc. Expense Code: FUEL
    - Misc. Expense Amount: Total amount
  - **Vehicle Pick-up and Delivery:**
    - Misc. Expense Code: LCHP
    - Misc. Expense Amount: Total amount

**NOTE:** Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S02**  
 Certain 2010-2013 Model Year Taurus and Police Interceptor Sedan,  
 and 2011-2013 Model Year MKS Vehicles  
 Interior Door Handle Inspection and Repair

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect all 4 door handles; no action required (all 4 door handles equipped with two reinforcement ribs)	15S02A	0.2 Hours
Inspect all 4 door handles; install reinforcement plugs in up to 4 door handles	15S02B	0.3 Hours
Inspect all 4 door handles; REPLACE 1 handle, and install reinforcement plugs in 3 remaining door handles	15S02C	0.6 Hours
Inspect all 4 door handles; REPLACE 2 handles, and install reinforcement plugs in 2 remaining door handles	15S02D	0.9 Hours
Inspect all 4 door handles; REPLACE 3 handles, and install reinforcement plug in 1 remaining door handle	15S02E	1.2 Hours
Inspect all 4 door handles; REPLACE 4 door handles	15S02F	1.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
DG1Z-9922666-AA	<b>Door Handle Kit - Reinforcement Plugs</b> <ul style="list-style-type: none"> <li>Each kit contains 4 reinforcement plugs.</li> </ul>	1
VIN Specific	<b>Interior Door Handle Assemblies</b> Using parts catalog, enter VIN, and search using one of the following base part numbers: <ul style="list-style-type: none"> <li>RH door handle base part number: 5422600</li> <li>LH door handle base part number: 5422601</li> </ul>	As Needed

The DOR/COR number for this recall is 50583.

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

When calling to place an order for Interior Door Handle Assemblies, be prepared to provide dealer P&A code, VIN, and part number(s) needed.

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](mailto:Ford@Renkim.com).

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S02**  
Certain 2010-2013 Model Year Taurus and Police Interceptor Sedan,  
and 2011-2013 Model Year MKS Vehicles  
Interior Door Handle Inspection and Repair

**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."

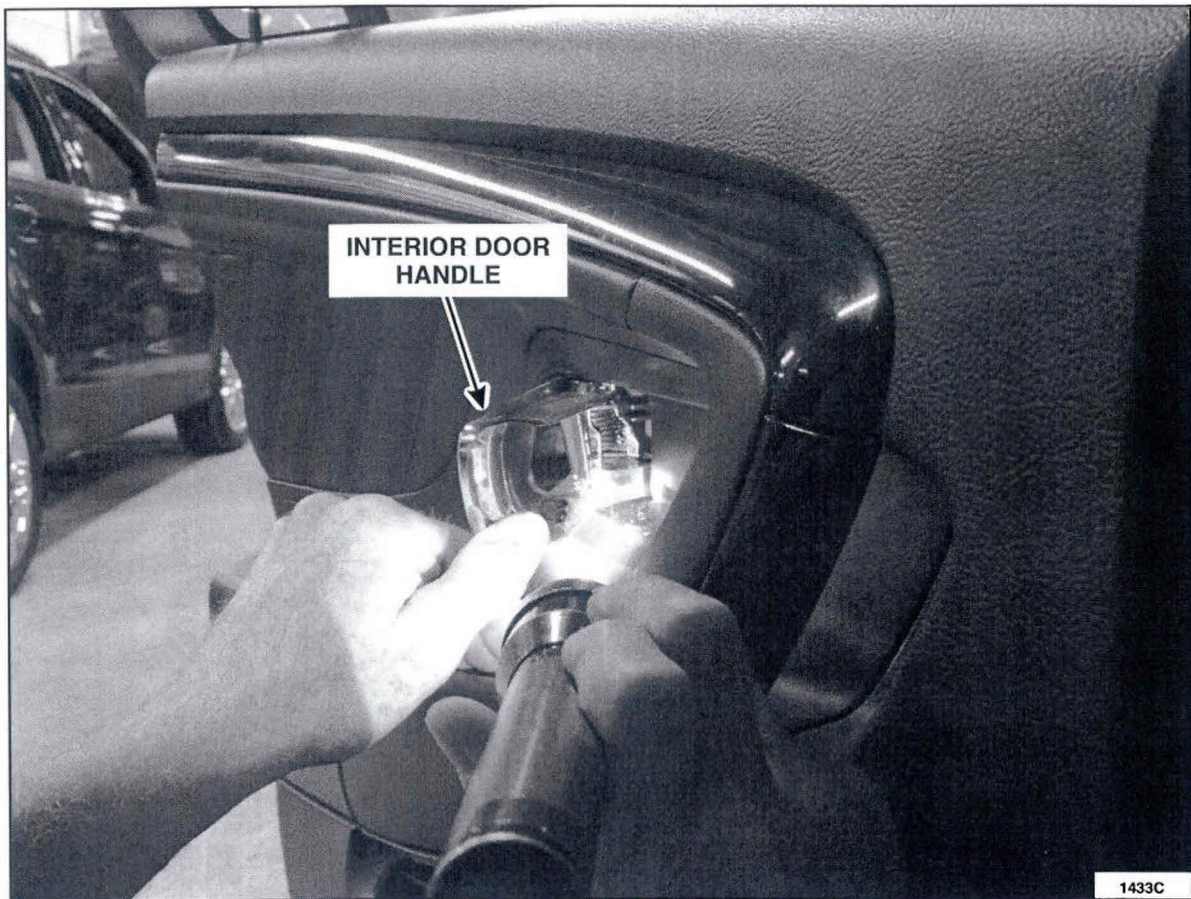
**EXCESS STOCK RETURN**

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

**CERTAIN 2010-2013 MODEL YEAR TAURUS AND POLICE INTERCEPTOR SEDAN  
AND 2011-2013 MODEL YEAR MKS VEHICLES — INTERIOR DOOR HANDLE  
INSPECTION AND REPAIR**

**SERVICE INFORMATION**

1. Hold the interior door handle in the open position. Using a flashlight, locate the return spring and return spring retainer wall. See Figure 1 below and Figure 2 on Page 2.



**FIGURE 1**





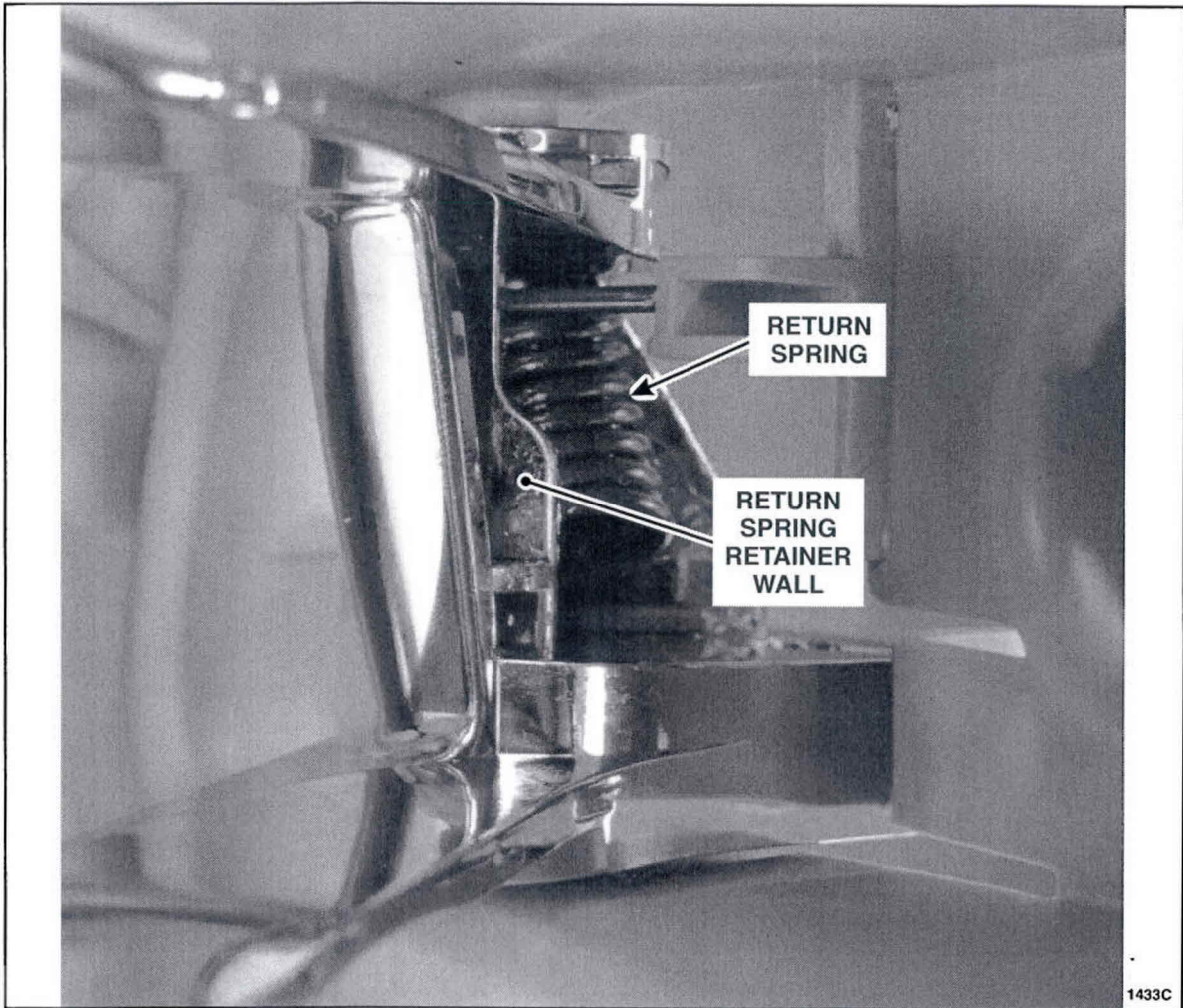


FIGURE 2

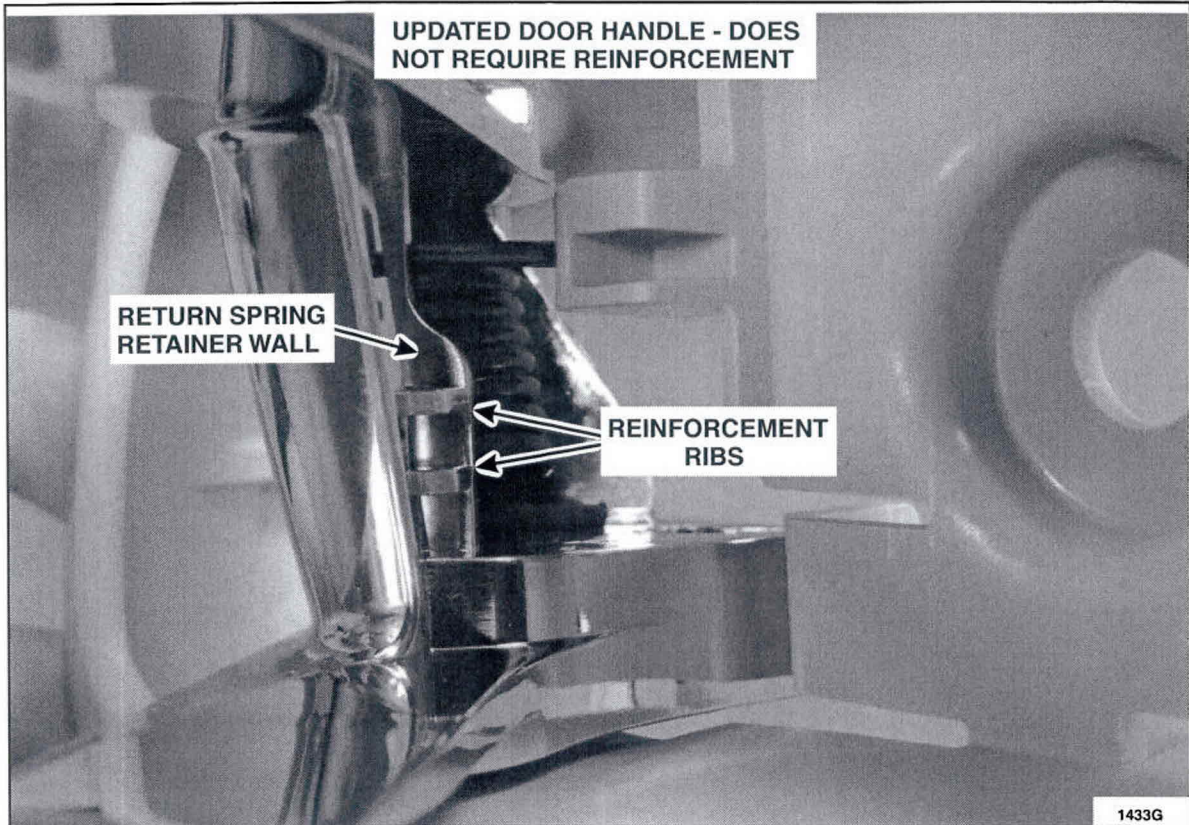


2. Inspect the return spring and return spring retainer wall on each interior door handle and note the condition. Service as directed using the following steps.

**NOTE:** The following steps must be performed on all interior door handles.

3. Interior door handle is equipped with two (2) reinforcement ribs on the return spring retainer wall. See Figure 3.

- No service is required on this interior door handle design.



**FIGURE 3**



4. Return spring is intact and fully seated. The spring retainer wall is not deformed and is fully intact with no cracks. See Figure 4.

- Proceed to step 8.

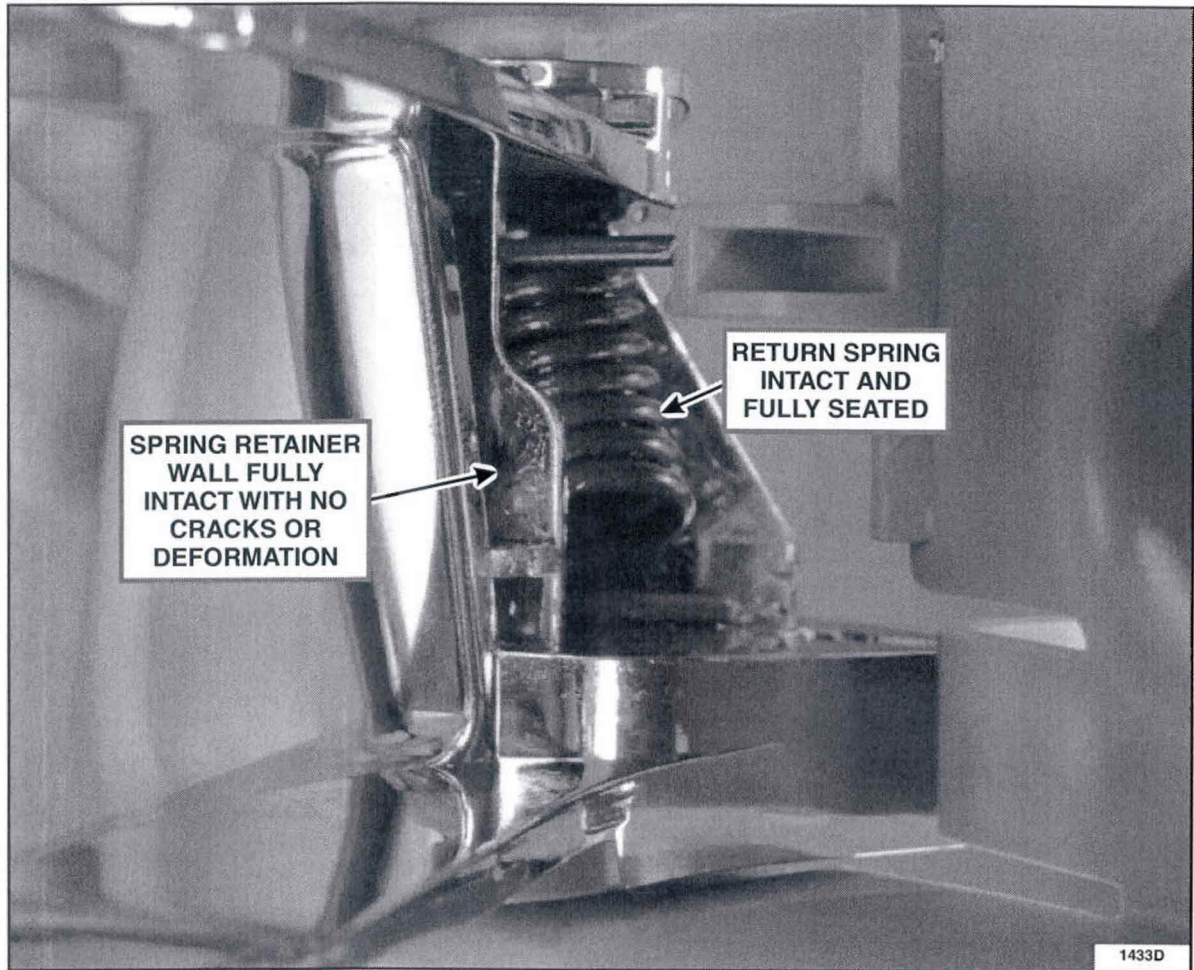


FIGURE 4



5. Return spring is intact and fully seated. The spring retainer wall has a single crack, but is not deformed and is fully intact. See Figure 5.

- Proceed to step 8.

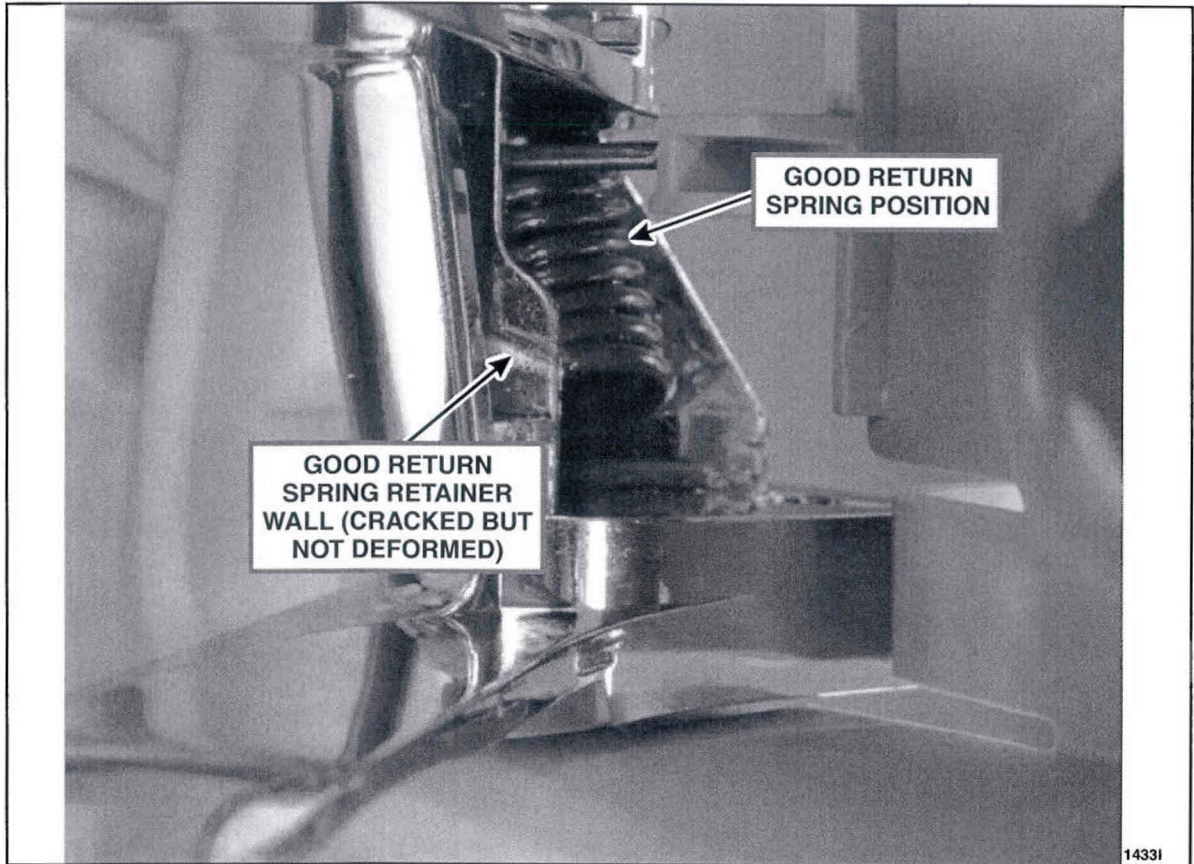


FIGURE 5



6. Return spring is loose, out of position, or missing. See Figure 6.

- Replace the interior door handle. Please follow the Workshop Manual (WSM) procedures in Section 501-14.

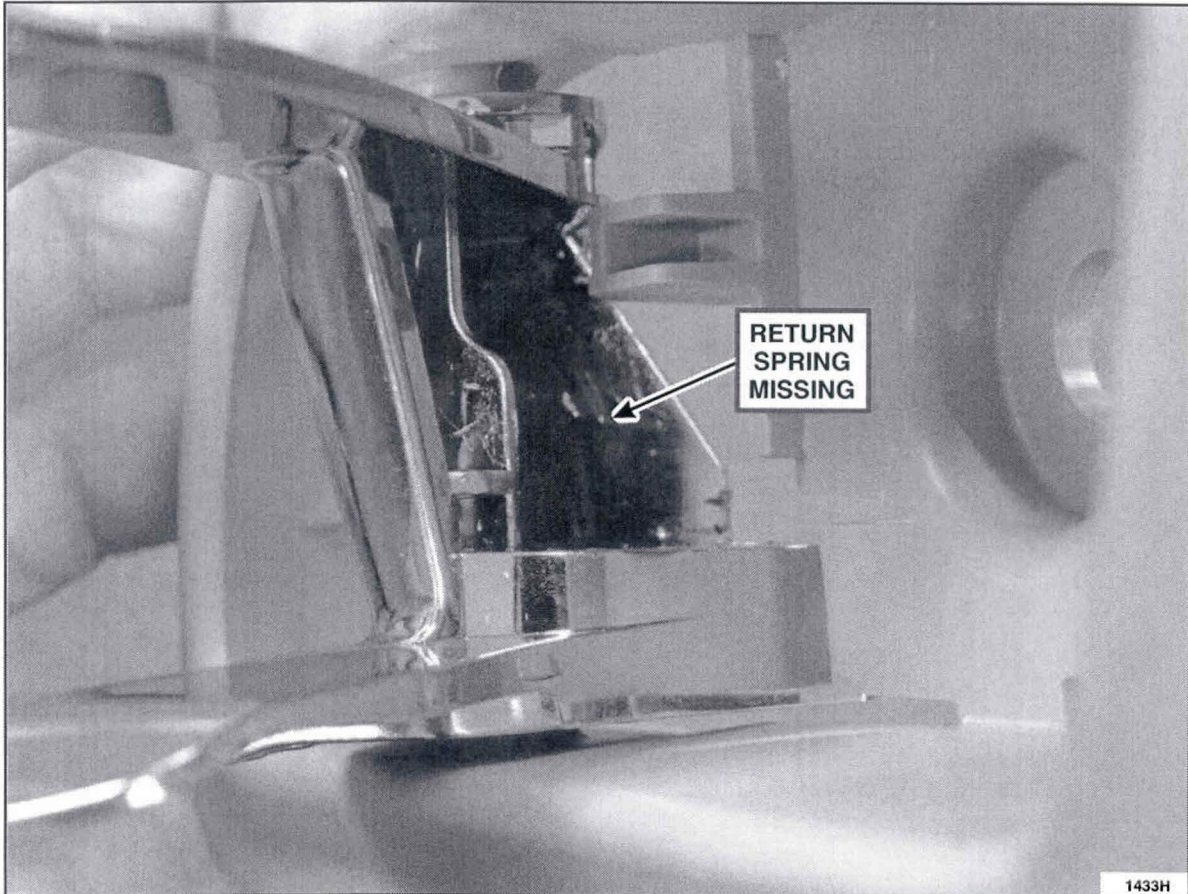


FIGURE 6



7. Spring retainer wall is missing, deformed, or broken. See Figure 7.

- Replace the interior door handle. Please follow the WSM procedures in Section 501-14.

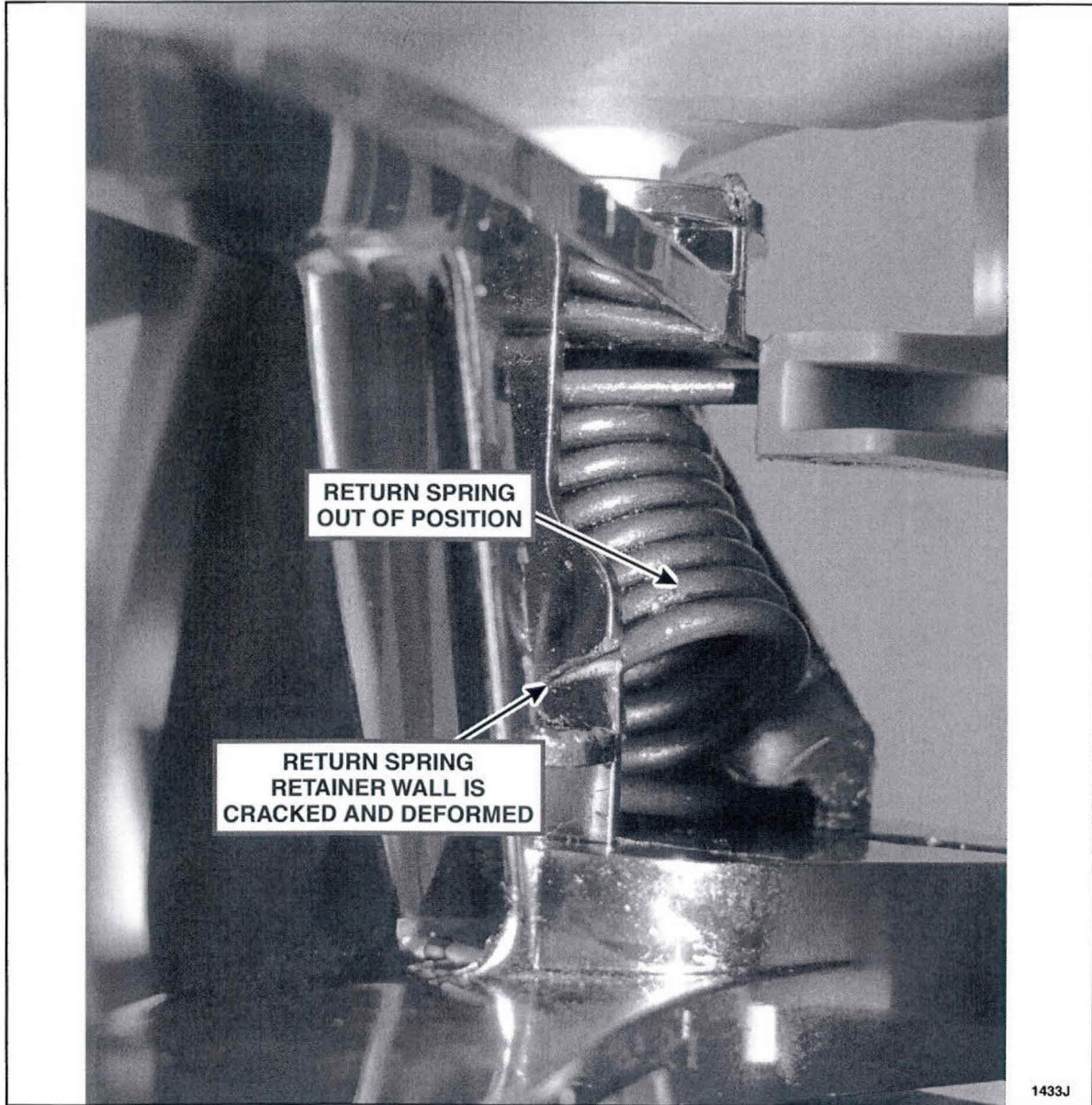


FIGURE 7



8. Hold the interior door handle to its full open position and install a return spring retainer wall reinforcement plug. See Figure 8a.

**NOTE:** The return spring retainer wall reinforcement plugs are labeled "L" and "R" to indicate Left or Right hand installation position. See Figure 8b.

**NOTE:** Return spring retainer wall reinforcement color enhanced for clarity. Actual part color is black.

**NOTE:** New interior door handles are equipped with two (2) reinforcement ribs on the return spring retainer wall, and do not require a return spring retainer wall reinforcement plug.

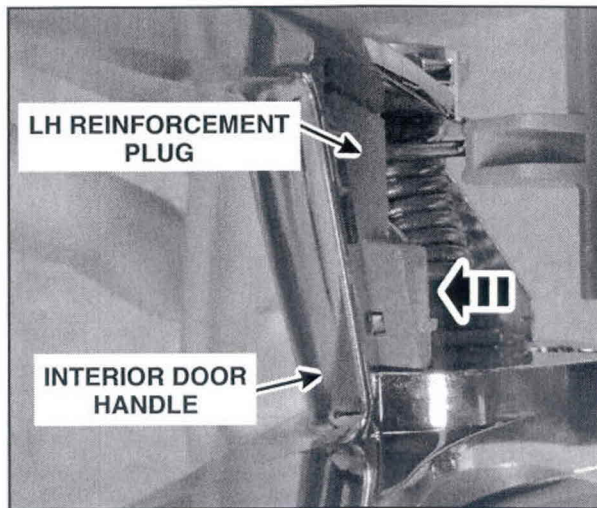


FIGURE 8a

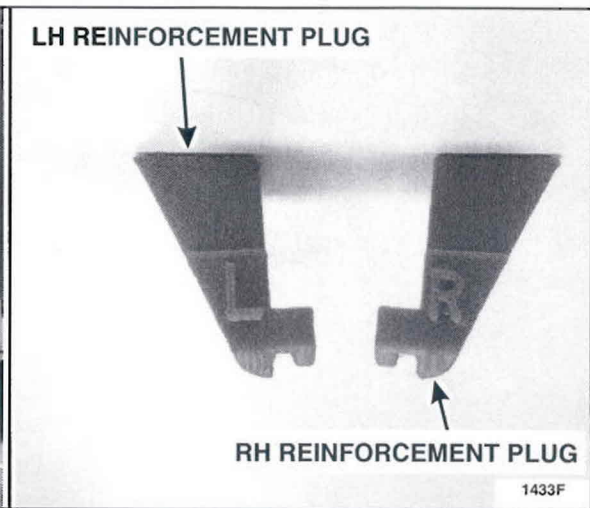


FIGURE 8b



**Ford Motor Company**  
**Recall Reimbursement Plan for 15S02**

*Ford and Lincoln Mercury dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 15S02 owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to April 3, 2015. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2009. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 28, 2007 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.



## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

## Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

## **Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.