



Michael A. Berardi
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Ford Motor Company
P. O. Box 1904
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March 17, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S03**

Certain 2014 Model Year Transit Connect Vans
Safety Belt and Cargo Hook Fastener Replacement

REF: **DEMONSTRATION / DELIVERY HOLD Advance Notice – Safety Recall 15S03**
– Supplement #1

Dated February 27, 2015

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect Vans	2014	Valencia	November 6, 2013 through September 20, 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 January 27, 2015.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the front row safety belt fasteners may not have been torqued properly. Safety belt fasteners which do not meet installation torque specifications may loosen over time, which could cause them to not function as intended, increasing the risk of injury in a crash.

In addition, the rear cargo hook fasteners may not have been torqued properly and may loosen over time, presenting a potential customer satisfaction issue.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the front safety belt fasteners. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Additionally, for customer satisfaction, dealers are to replace the cargo hook fasteners at no charge to the vehicle owner. If the cargo hooks are inaccessible due to modifications to the cargo area, the fasteners do not need to be replaced.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of March 23, 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

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS was activated on January 27, 2015.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on January 27, 2015. Owner names and addresses will be available by April 6, 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

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.

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 approved for this program.

RENTAL VEHICLES

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

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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
Replace front safety belt fasteners only (cargo hook fasteners could not be accessed due to modifications)	15S03B	0.5 Hours
Replace front safety belt and rear cargo hook fasteners	15S03C	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DT1Z-17611B08-A	Front safety belt bolt kit (RH side)	1
DT1Z-17611B09-A	Front safety belt bolt kit (LH side)	1
DT1Z-9960262-A	Safety belt D-ring cover	2
W708926-S307	Cargo hook bolts (4 per package)	1 package

The DOR/COR number for this recall is 50581.

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.

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 TRANSIT CONNECT VANS — SAFETY BELT AND CARGO HOOK FASTENER REPLACEMENT

OVERVIEW

In some of the affected vehicles, the front row safety belt fasteners may not have been torqued properly. Safety belt fasteners which do not meet installation torque specifications may loosen over time, which could cause them to not function as intended, increasing the risk of injury in a crash. Dealers are to replace the front safety belt fasteners.

In addition, the rear cargo hook fasteners may not have been torqued properly and may loosen over time, presenting a potential customer satisfaction issue. Dealers are to replace the cargo hook fasteners at no charge to the vehicle owner. If the cargo hooks are inaccessible due to modifications to the cargo area, the fasteners do not need to be replaced.

SERVICE PROCEDURE

Safety Belt Fastener Replacement

NOTE: While the upper safety belt fasteners are identical, the lower safety belt fastener for the RH side is longer than the lower safety belt fastener for the LH side. See Figure 1. Be sure to use the correct fastener kits for each side during reassembly.

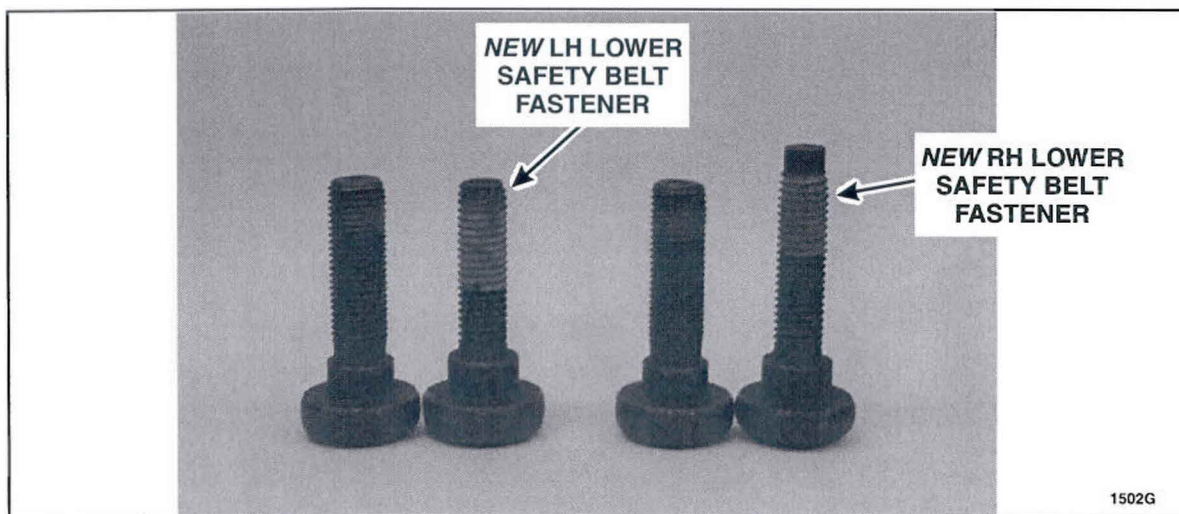


FIGURE 1



1. Remove and discard the D-ring cover and the D-ring fastener. Position the safety belt aside. See Figure 2.

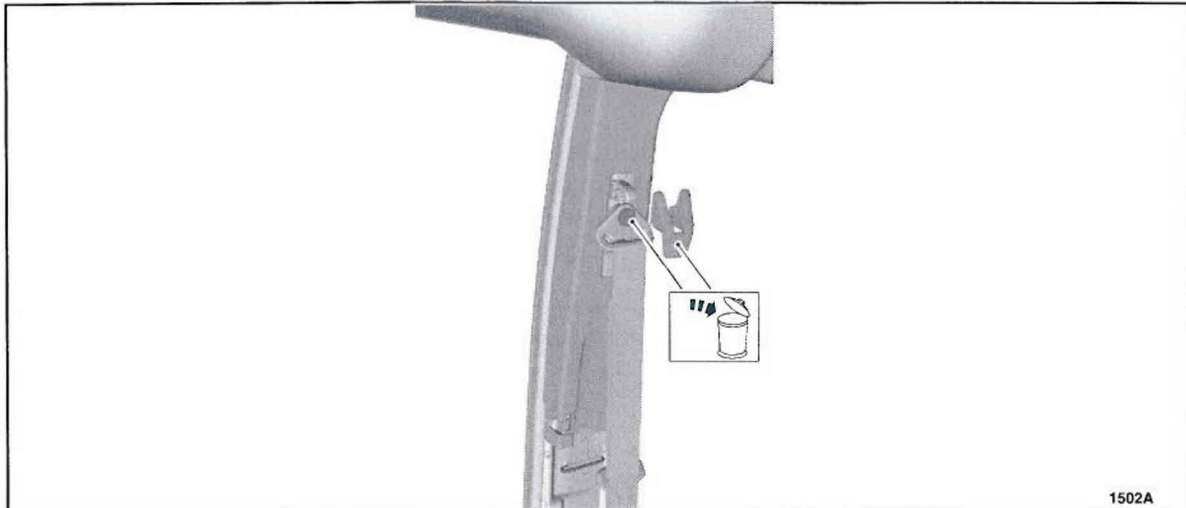


FIGURE 2

2. Remove and discard the lower safety belt fastener. See Figure 3.

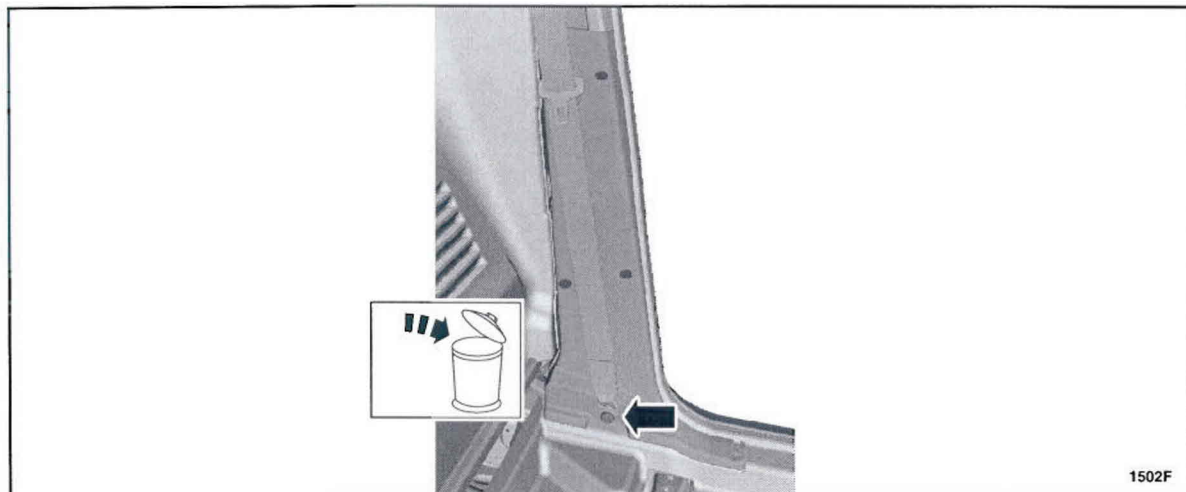


FIGURE 3

NOTE: During installation, make sure the safety belt webbing is not twisted and the safety belts and buckles are accessible to the occupants.

3. Install the *new* lower safety belt fastener. See Figure 3.
 - Tighten lower fastener to 30 lb.ft (40 Nm).
4. Reposition the safety belt and install the *new* D-ring fastener. See Figure 2.
 - Tighten D-ring fastener to 30 lb.ft (40 Nm). Install the *new* D-ring cover.



Cargo Hook Fastener Replacement

1. Remove and discard all four cargo hook fasteners, then install *new* fasteners. See Figure 4.

- Tighten cargo hook fasteners to 30 lb.ft (40 Nm).



FIGURE 4

