



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

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

December 17, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S11 – Supplement #1
Certain 2011 - 2013 Model Year Explorer and 2013 Model Year Police Interceptor
Utility Vehicles
Interior Door Handle Inspection and Repair

New! REASON FOR THIS SUPPLEMENT

- *Inform dealers that new partial repair labor operations have been developed. If parts are on backorder and a repair cannot be completed, these new labor operations make it possible for dealers to submit a claim for a partial repair without closing the recall.*
- *Update the affected vehicle table to enhance clarity of build dates for individual model years.*

New! AFFECTED VEHICLES

Vehicle Line	Assembly Plant	Model Year	Build Dates
Explorer	Chicago	2011	<i>February 1, 2011 through July 18, 2011</i>
		2012	<i>February 21, 2011 through January 31, 2012</i>
		2013	<i>August 31, 2011 through November 30, 2012</i>
Police Interceptor Utility	Chicago	2013	August 25, 2011 through November 30, 2012

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 March 25, 2015.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, a crack may develop within one or more of the interior door handles, allowing the interior door 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 interior door 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.

SERVICE ACTION (continued)

- 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 July 27, 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.

New! 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 15S11 – Supplement #1
Certain 2011 - 2013 Model Year Explorer and 2013 Model Year Police Interceptor Utility Vehicles
Interior Door Handle Inspection and Repair

OASIS ACTIVATED?

Yes, OASIS was activated on March 25, 2015.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> March 25, 2015. Owner names and addresses will be available by August 10, 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 15S11 – Supplement #1
Certain 2011 - 2013 Model Year Explorer and 2013 Model Year Police Interceptor Utility 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.

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: 15S11
 - 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

DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S11 – Supplement #1
 Certain 2011 - 2013 Model Year Explorer and 2013 Model Year Police Interceptor Utility Vehicles
 Interior Door Handle Inspection and Repair

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect all 4 door handles; no action required (all 4 door handles equipped with two reinforcement ribs)	15S11A	0.2 Hours
Inspect all 4 door handles; install reinforcement plugs in up to 4 door handles	15S11B	0.3 Hours
Inspect all 4 door handles; REPLACE 1 handle, and install reinforcement plugs in 3 remaining door handles	15S11C	0.6 Hours
Inspect all 4 door handles; REPLACE 2 handles, and install reinforcement plugs in 2 remaining door handles	15S11D	0.9 Hours
Inspect all 4 door handles; REPLACE 3 handles, and install reinforcement plug in 1 remaining door handle	15S11E	1.2 Hours
Inspect all 4 door handles; REPLACE 4 door handles	15S11F	1.5 Hours

Partial Repair Labor Operations – These labor operations will not close safety program 15S11

Description	Labor Operation	Labor Time
<i>Inspect all 4 handles; REPLACE 0 handles, install 2 or 3 reinforcement plugs, BACKORDER 1 or 2 handles Claim 15S11C or 15S11D labor operation at a later date to close program</i>	<i>15S11JJ</i>	<i>0.3 Hours</i>
<i>Inspect all 4 handles; REPLACE 1 handle, install 1 or 2 reinforcement plugs, BACKORDER 1 or 2 handles Claim 15S11C or 15S11D labor operation at a later date to close program</i>	<i>15S11KK</i>	<i>0.6 Hours</i>
<i>Inspect all 4 handles; REPLACE 2 handles, install 1 reinforcement plug, BACKORDER 1 handle Claim 15S11C labor operation at later date to close program</i>	<i>15S11LL</i>	<i>0.9 Hours</i>
<i>Inspect all 4 handles; REPLACE 3 handles, install 0 reinforcement plugs, BACKORDER 1 handle Claim 15S11C labor operation at later date to close program</i>	<i>15S11MM</i>	<i>1.2 Hours</i>

DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S11 – Supplement #1
 Certain 2011 - 2013 Model Year Explorer and 2013 Model Year Police Interceptor Utility Vehicles
 Interior Door Handle Inspection and Repair

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Only replace door handles if they did not meet the conditions listed in Attachment III.

A web tool has been developed for ordering door handle assemblies. Please use the web link below to access the tool. <https://www.techhotline.dealerconnection.com/dealerpa/Lookup15S11.aspx>

Identifying door handle part numbers by the VIN is highly recommended due to the variety of interior colors and trim levels on these vehicles.

Part Number	Description	Quantity
DG1Z-9922666-AA	Door Handle Kit - Reinforcement Plugs Order through normal order processing channels. <ul style="list-style-type: none"> Each kit contains 4 reinforcement plugs. 	1
VIN Specific	Interior Door Handle Assemblies Order using web tool. Using parts catalog, enter VIN, and search using one of the following base part numbers: <ul style="list-style-type: none"> RH front and rear door handle base part number: 7822600 LH front and rear door handle base part number: 7822601 	As Needed

The DOR/COR number for this recall is 50587.

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 2011-2013 MODEL YEAR EXPLORER AND 2013 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES — INTERIOR DOOR HANDLE INSPECTION AND REPAIR

OVERVIEW

In some of the affected vehicles, a crack may develop within one or more of the interior door handles, allowing the interior door 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. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect all four interior door handle assemblies and repair as required using the following service information.

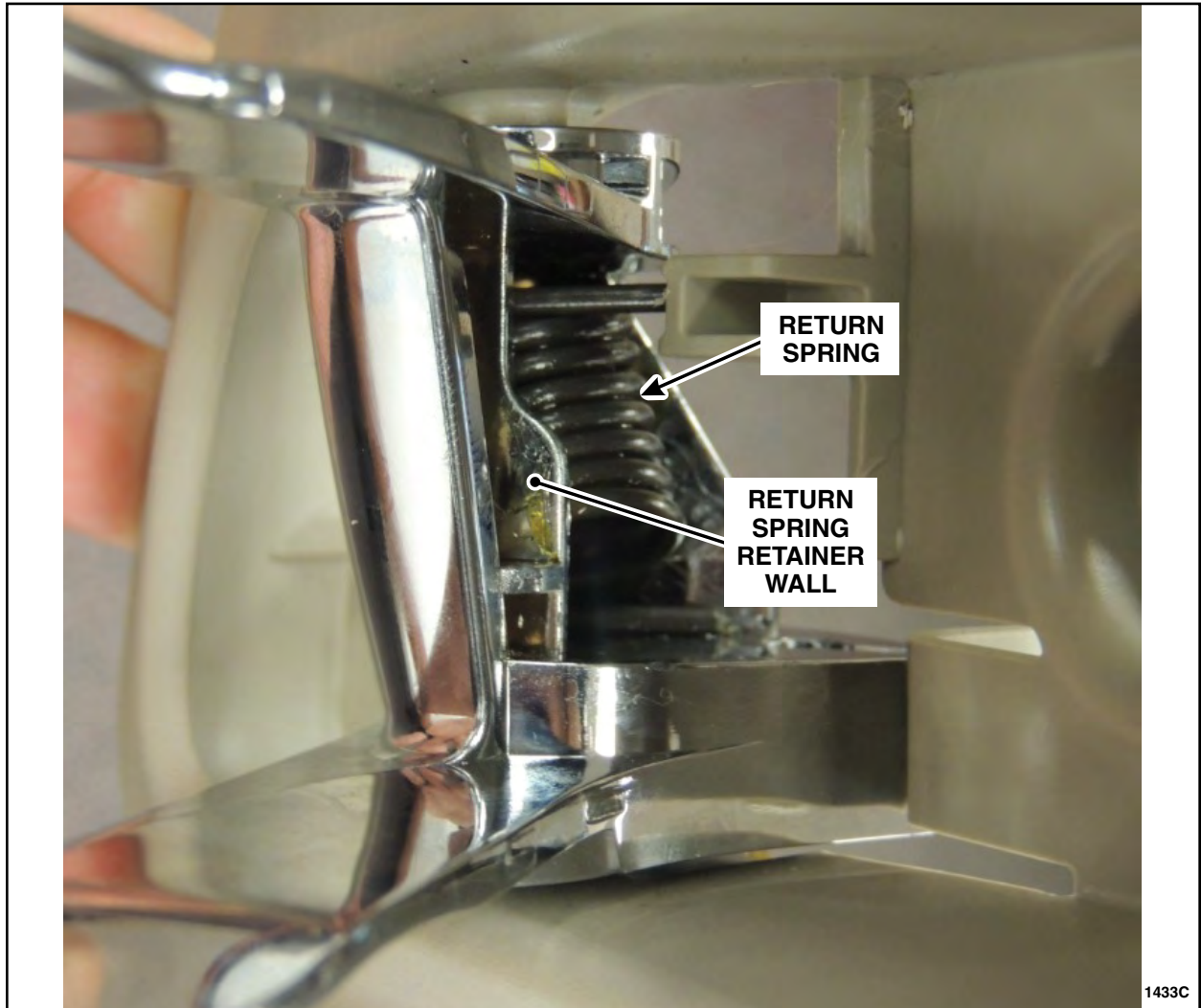
SERVICE INFORMATION

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





1433C

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.

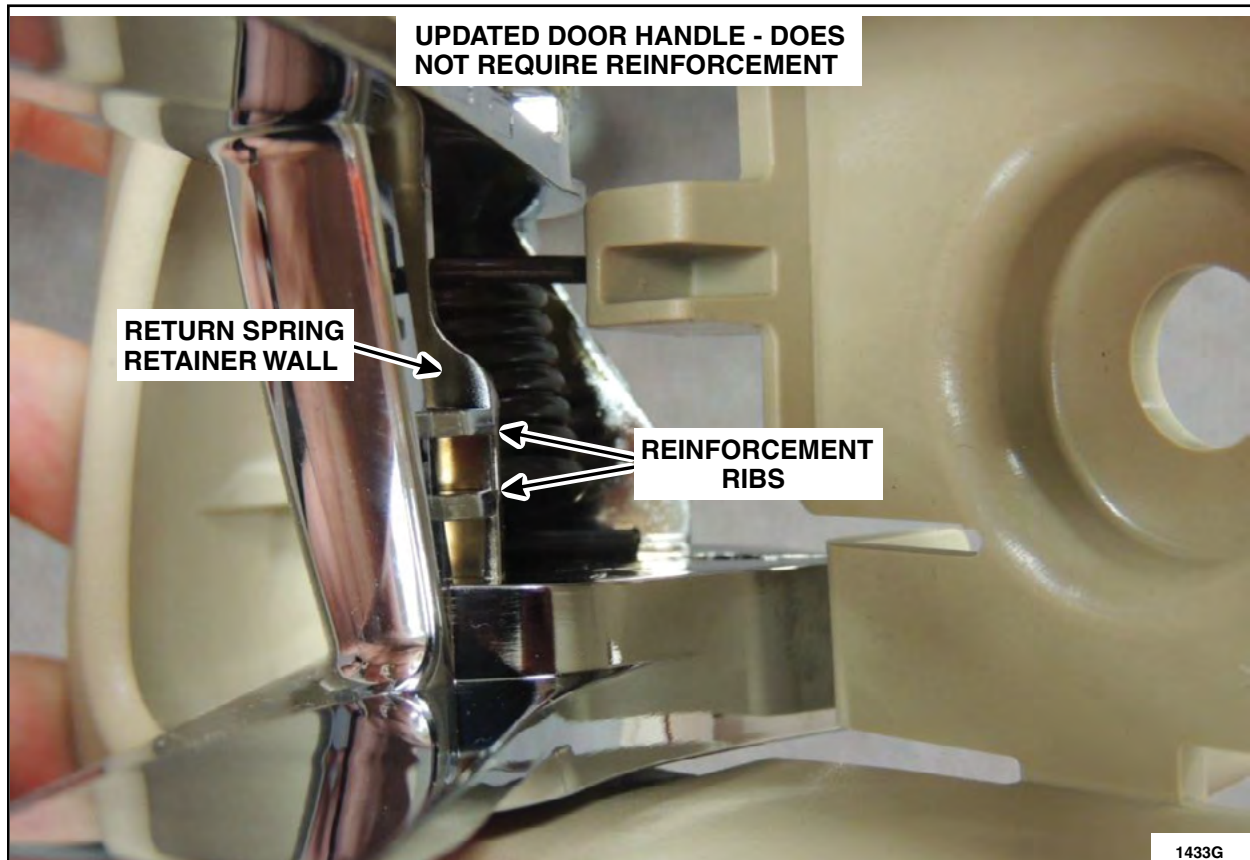


FIGURE 3



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.

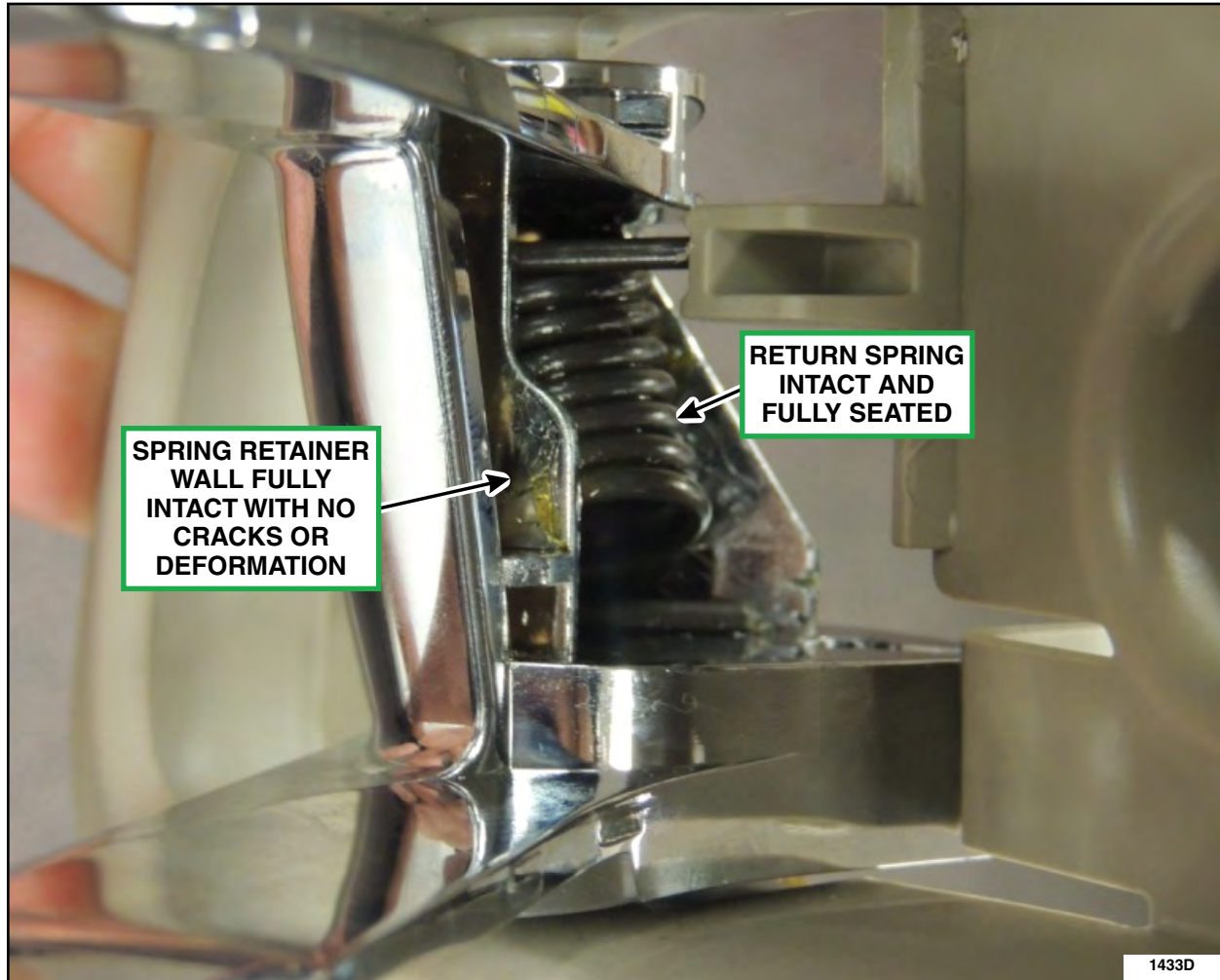


FIGURE 4



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.

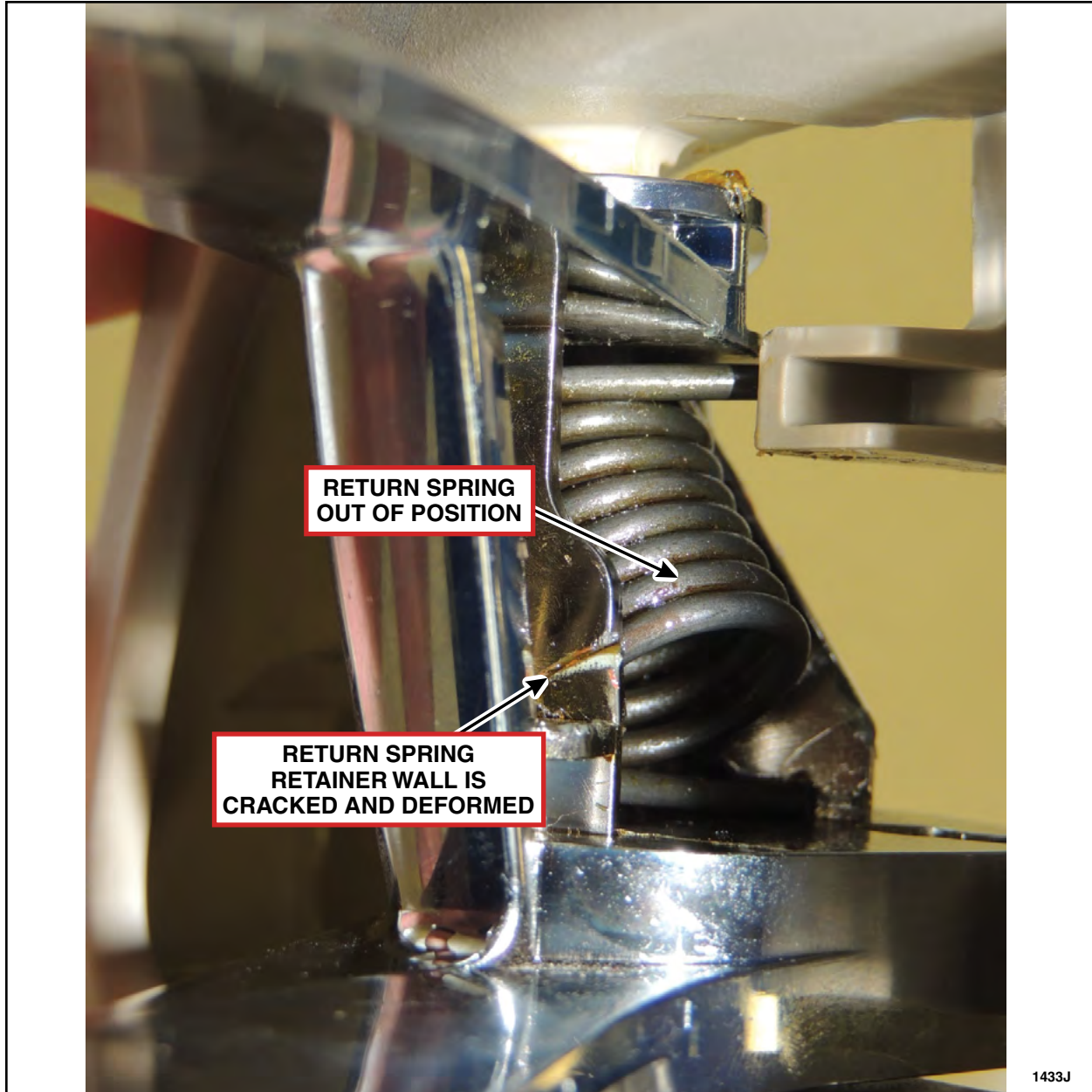


FIGURE 7



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.

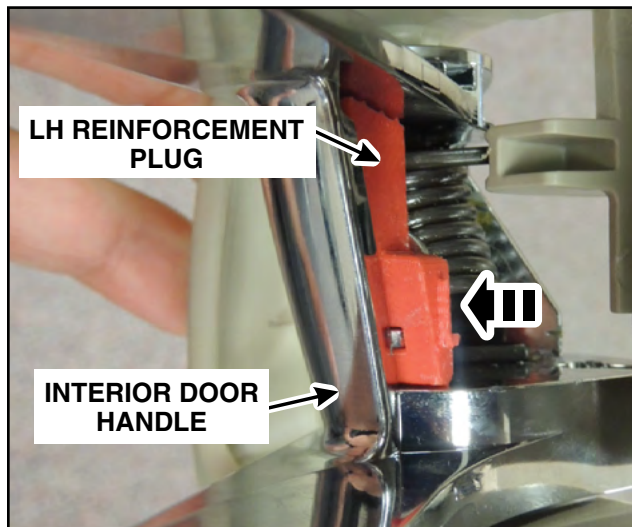


FIGURE 8a

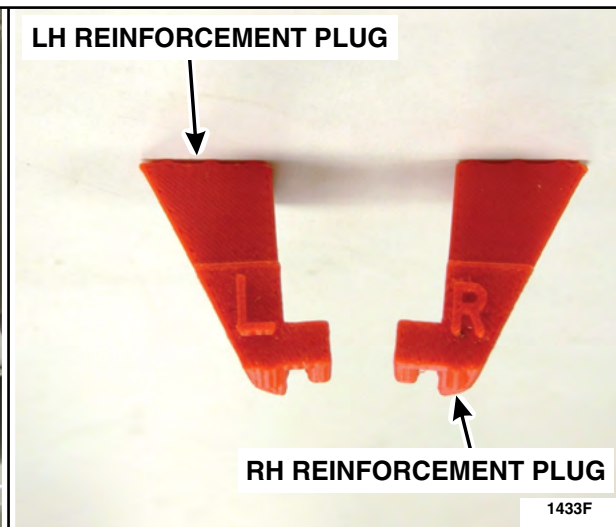


FIGURE 8b

