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May 12, 2015

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17**  
Certain 2015 Model Year F-150 Vehicles  
Upper Intermediate Steering Shaft Rivet Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
2015	F-150	Dearborn	March 21, 2015 through March 30, 2015
2015	F-150	Kansas City	March 19, 2015 through March 21, 2015

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 by May 12, 2015.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the upper intermediate steering shaft may not have been assembled correctly, which can allow the steering shaft to separate, leading to a loss of steering control. A loss of steering control increases the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the upper intermediate steering shaft. 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 May 18, 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 (To follow)

**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". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17**  
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**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 12, 2015.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 12, 2015. Owner names and addresses will be available by May 12, 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**

- Dealers are encouraged to proactively contact owners of sold vehicles to make arrangements to have their vehicle inspected. This includes the option to inspect the vehicles at a more convenient location specified by the customer (i.e., home or place of business).
- Special handling instructions apply to this recall. Refer to "Special Handling Instructions" in this Attachment for details.
- 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.
- Owners of affected vehicles may also be contacted by the Customer Relationship Center and will be directed to their dealer for vehicle inspection.
- 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).

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

If a customer's vehicle requires the replacement of the upper intermediate steering shaft 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. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

**SPECIAL HANDLING INSTRUCTIONS (SOLD UNITS ONLY)**

Dealers are authorized to claim a combined maximum of \$100 to:

- Wash and vacuum the customer's vehicle.
- Top off the fuel tank.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S17) is the sub code.
- 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 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".
- For claiming the Special Handling Allowance, enter up to \$100 on the same line as the repair. Enter the total amount of the special handling expense under Miscellaneous Expense Code "SCHP" for wash and vacuum and/or fuel.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect upper intermediate steering shaft – PASS - no repair needed	15S17A	0.2 Hours
Replace upper intermediate steering shaft (Includes inspection)	15S17B	0.5 Hours
Technician travel time to perform inspection at a customer specified location (if required) (May be claimed with either 15S17A or 15S17B)	MT15S17C	Claim Actual Time

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
N808684-S101	Lower retaining bolt	1
W714409-S439	Upper retaining bolt (4 bolts/package, 1 bolt needed)	1
FL3Z-3E751-A	Upper intermediate steering shaft	1
W705132-S439	Shaft seal bolts (4 bolts/package, 3 bolt needed)	1

The DOR/COR number for this recall is 50598.

To confirm that the upper intermediate steering shaft needs replacement, dealers must email a photo similar to Figure 3 in Attachment III showing details of the failed inspection part to the SSSC at [15S17@Renkim.com](mailto:15S17@Renkim.com). In the email please include dealer P&A code, VIN, dealer contact name and phone number. The SSSC will contact the dealer with any questions or to advise the part has been ordered.

Less than 1% of the affected vehicle population is expected to require upper intermediate steering replacement.

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

Other 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 F-150 VEHICLES — UPPER INTERMEDIATE STEERING SHAFT RIVET INSPECTION

### OVERVIEW

In some of the affected vehicles, the upper intermediate steering shaft may not have been assembled correctly, which can allow the steering shaft to separate, leading to a loss of steering control. A loss of steering control increases the risk of a crash.

Only a small number (less than 1%) of vehicles are expected to exhibit concerns with the upper intermediate steering shaft.

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the upper intermediate steering shaft. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### SERVICE PROCEDURE

1. While looking upward from the driver's floorboard, locate the steering column upper intermediate shaft under the instrument panel (between the accelerator and brake pedals).
2. Locate the staked end of the two (2) upper and two (2) lower rivets in the upper intermediate steering shaft. See Figure 1.

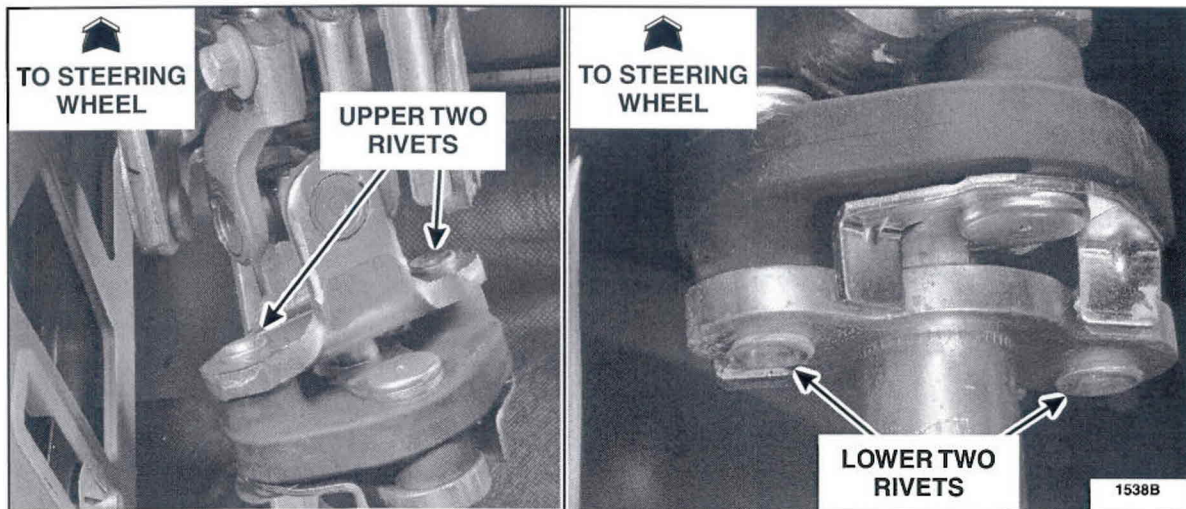


FIGURE 1



3. Inspect the four rivets both visually and using a 10 mm (3/8 in) wrench as a gauge to determine if they are staked:
- A rivet that is properly staked will have a pressed/convex shape at the tail end of the rivet and will not allow the 10 mm (3/8 in) open-end wrench to fit over the staked (tail) end. See Figures 2 and 3.
  - A rivet that is not staked will have a cylindrical or barrel shape at the tail end, may not be fully seated, and will allow the 10 mm (3/8 in) open-end wrench to fit over the (tail) end. See Figures 2 and 3.

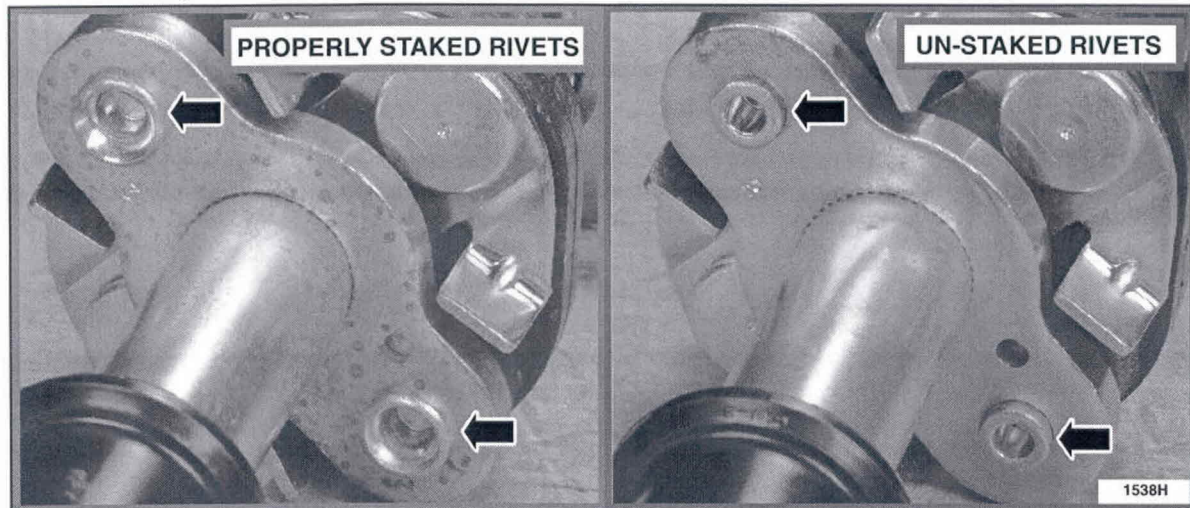


FIGURE 2

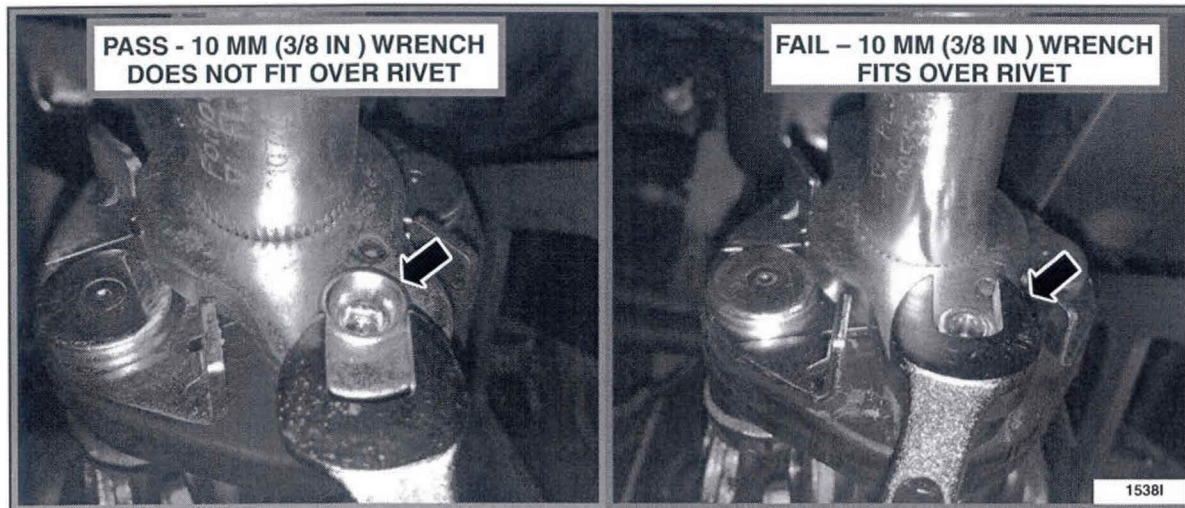


FIGURE 3

4. If any of the upper intermediate steering shaft rivets are not staked properly (inspection failed), replace the upper intermediate steering shaft. Please follow the Workshop Manual (WSM) procedures in Section 211-04.

**NOTE:** A photo showing details of the failed inspection part similar to Figure 3 above is required if a *new* upper intermediate steering shaft is needed. See dealer bulletin "Attachment II" for further information.

