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August 6, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD – Compliance Recall 15C08**
Certain 2015 Model Year MKT Town Car Vehicles with Livery Package
Incomplete Livery Configuration

REF : **DEMONSTRATION / DELIVERY HOLD Advance Notice – Compliance Recall 15C08**
Dated July 28, 2015

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
MKT Town Car with Livery Package	2015	Oakville	February 9, 2015 through June 4, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

On some of the affected vehicles, the livery configuration process may not have been completed, resulting in vehicles being shipped without the second row seat. Affected vehicles are labeled for five passenger occupancy, and if equipped with only two designated seating positions, do not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 110 regarding designated seating capacity or FMVSS No. 225 regarding child seat tether anchorages.

Additionally, some of the affected vehicles may have been shipped without the cargo area cover, cargo load floor, or the optional full size spare tire (if ordered).

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect for the presence of the second row seat and other livery components, and install any missing parts if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Parts are not currently available to repair vehicles that are missing the second row seat or other livery components. Parts are expected to be available by the end of August, 2015 at which time parts ordering information and repair instructions will be made available. Until then, vehicles can be inspected, and those found to be equipped with the second row seats and all livery components can be closed using the inspection-only labor operation included in this bulletin.

OWNER NOTIFICATION MAILING SCHEDULE

At this time, Ford does not expect to mail owner letters because affected vehicles have been identified prior to customer delivery.

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

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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OASIS ACTIVATION

OASIS was activated on July 28, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists was available through <https://web.fsavinlists.dealerconnection.com> on July 28, 2015. Affected vehicles have been identified prior to customer delivery, so owner names and addresses will not be available for this recall.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

Affected vehicles have been identified prior to customer delivery.

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.

LINCOLN CLIENT SPECIAL HANDLING

Not Applicable

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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 (15C08) 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 SSSC.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect the second row seat, cargo area cover, cargo load floor, and optional full size spare tire (if ordered). No repair needed (closes recall)	15C08A	0.2 Hours
Inspect the second row seat, cargo area cover, cargo load floor, and optional full size spare tire (if ordered). Repair is needed (recall stays open)	15C08B	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not currently available to repair vehicles that are missing the second row seat or other livery components. Parts are expected to be available by the end of August, 2015 at which time parts ordering information will be made available.

CERTAIN 2015 MODEL YEAR MKT TOWN CAR VEHICLES WITH LIVERY PACKAGE — INCOMPLETE LIVERY CONFIGURATION

OVERVIEW

On some of the affected vehicles, the livery configuration process may not have been completed, resulting in vehicles being shipped without the second row seat. Affected vehicles are labeled for five passenger occupancy, and if equipped with only two designated seating positions, do not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 110 regarding designated seating capacity or FMVSS No. 225 regarding child seat tether anchorages. Additionally, some of the affected vehicles may have been shipped without the cargo area cover, cargo load floor, or the optional full size spare tire (if ordered). Dealers are to inspect for the presence of the second row seat and other livery components, and install any missing parts if necessary.

INSPECTION PROCEDURE

1. Inspect the vehicle for the following equipment:

- a. Second row seat (See Figure 1).
- b. Cargo area cover (See Figure 2).
- c. Cargo load floor (See Figure 2).
- d. Optional full size spare tire (if ordered - refer to the vehicle's Monroney label) (See Figure 3).

If all items are installed in the vehicle, no further action is necessary. Claim labor operation 15C08A to close the recall.



FIGURE 1





FIGURE 2



FIGURE 3

