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October 12, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD – Safety Compliance Recall 15C09**
Certain 2011-2013 and 2015 Model Year F-650 / F-750 Vehicles with 70% Fixed Seat
Front Passenger Fixed Seat Restraint Anchorage Point

REF : **DEMONSTRATION / DELIVERY HOLD Advance Notice – Safety Compliance
Recall 15C09**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-650	2011-2013 and 2015	Escobedo	February 14, 2011 through April 28, 2015
F-750			

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 210, seat belt anchorage. The front passenger and center seat belts may not be anchored in the correct position relative to the seat, increasing the risk of injury in a crash.

SERVICE ACTION

Before demonstrating or delivering affected 2015 vehicles with an automatic transmission, dealers are to replace the front passenger seat. This service must be performed at no charge to the vehicle owner.

NOTE: Repair instructions and parts for all affected 2011-2013 vehicles and 2015 vehicles with a manual transmission are expected to be available in December 2015.

OWNER NOTIFICATION MAILING SCHEDULE

Mailing will begin by the week of November 2, 2015 for affected 2015 vehicles equipped with an automatic transmission. Mailing for all affected 2011-2013 vehicles and 2015 vehicles with a manual transmission will begin after repair instructions and parts become available, which is expected to be in December 2015. Dealers should repair any affected 2015 vehicles with an automatic transmission that arrives 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
- Attachment IV: VIN List for Front Passenger Fixed Seat Replacement

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

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OASIS ACTIVATION

OASIS was activated on August 17, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on August 17, 2015. Owner names and addresses will be available by January 29, 2016.

NOTE: Your FSA VIN Lists 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.
- Use OASIS to identify any affected vehicles in your 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

Submit a request to the SSSC Web Contact Site prior to the repair 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.

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

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

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 15C09 is the sub code.
- Sublet repairs must be claimed using labor operations, parts, and MISC expense listed in this bulletin. Do not claim as Outside Labor (OSL).
- 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 via the SSSC Web Contact Site.

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

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Front Passenger Fixed Seat – 2015 MY Vehicles with Automatic Transmission	15C09B	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Part Order Tool:**

Submit a part order contact using the SSSC link at the bottom of the OASIS VIN report screen.

Use the “Ship To” field on the SSSC part order form to select the desired shipping location.

- Select **No** to have the order shipped to your normal parts shipping address.
- Select **Yes** to have the order shipped to an alternate shipping address. Enter the alternate shipping address in the address line 1 field, and the business name with a recipient contact name in the address line 2 field.

Note: The SSSC part order form has the option to order parts for multiple VINs. All VINs submitted in this type of order are required to have the same part number and shipping location.

Part Number	Description	Order Quantity
FC4Z-7060004-JB	Vinyl Seat Assembly – 2015 MY Vehicles with Automatic Transmission	1
FC4Z-7060004-KB	Cloth Seat Assembly – 2015 MY Vehicles with Automatic Transmission	1

Use Attachment IV to determine the correct part number by VIN.

The DOR/COR number for this recall is 51007.

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

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

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 AND 2015 MODEL YEAR F-650 AND F-750 VEHICLES WITH 70% FIXED SEAT — FRONT PASSENGER FIXED SEAT RESTRAINT ANCHORAGE POINT

OVERVIEW

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 210, seat belt anchorage. The front passenger and center seat belts may not be anchored in the correct position relative to the seat, increasing the risk of injury in a crash. For 2015 Model Year vehicles equipped with an automatic transmission, dealers are to replace the front passenger fixed seat.

SERVICE PROCEDURE

1. Is the vehicle 2015 model year equipped with an automatic transmission?
 - a. Yes - Replace the front passenger fixed seat. Please follow Workshop Manual (WSM) procedures in Section 501-10.
 - b. No - This procedure does not apply. Repairs are expected to be available in December 2015.

