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February 8, 2016

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD – Compliance Recall 15C09 – Supplement #1**

Certain 2011-2013 and 2015 Model Year F-650 / F-750 Vehicles with 70% Fixed Seat Front Passenger Fixed Seat Restraint Anchorage Point

**REASON FOR THIS SUPPLEMENT**

*Provide labor allowances, parts ordering information and updated technical instructions to repair all affected vehicles.*

**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.

**New! SERVICE ACTION**

- Before demonstrating or delivering 2015 Model Year vehicles equipped with an automatic transmission, dealers are to replace the front passenger seat.
- *Before demonstrating or delivering 2015 Model Year vehicles equipped with a manual transmission and all 2011-2013 Model Year vehicles, dealers are to install a Safety Restraint Anchorage Point Relocation Bracket Kit.*

This service must be performed on all affected vehicles at no charge to the vehicle owner.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

*Owner Letters for 2015 Model Year vehicles equipped with a manual transmission and all 2011-2013 Model Year vehicles are expected to be mailed the week of February 22, 2016. Owner Letters for 2015 Model Year vehicles equipped with an automatic transmission were mailed the week of November 2, 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*  
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

**DEMONSTRATION / DELIVERY HOLD – Compliance Recall 15C09 – Supplement #1**

Certain 2011-2013 and 2015 Model Year F-650 / F-750 Vehicles with 70% Fixed Seat  
Front Passenger Fixed Seat Restraint Anchorage Point

**OASIS ACTIVATION**

OASIS was activated on August 17, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on August 17, 2015. Owner names and addresses will be available by March 11, 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).

**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) 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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**New! LABOR ALLOWANCES**

| Description  | Labor Operation | Labor Time       |
|--|-----------------|------------------|
| Replace Front Passenger Fixed Seat –<br>2015 Model Year vehicles with an Automatic Transmission  | 15C09B          | 0.5 Hours        |
| <i>Install Safety Restraint Anchorage Point Relocation Bracket Kit – 2015 Model Year vehicles with a Manual Transmission and all 2011-2013 Model Year vehicles</i> | <i>15C09C</i>   | <i>0.7 Hours</i> |

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

| Part Number            | Description  | Order Quantity |
|------------------------|--|----------------|
| FC4Z-7060004-JB        | Vinyl Seat Assembly – 2015 Model Year vehicles with Automatic Transmission   | 1              |
| FC4Z-7060004-KB        | Cloth Seat Assembly – 2015 Model Year vehicles with Automatic Transmission   | 1              |
| <i>FC4Z-70613C32-D</i> | <i>Safety Restraint Anchorage Point Relocation Bracket Kit – 2015 Model Year vehicles with a Manual Transmission and all 2011-2013 Model Year vehicles</i> | <i>1</i>       |

**Note:** For 2015 Model Year vehicles equipped with an automatic transmission, use Attachment IV to determine the correct replacement seat part number by VIN.

The DOR/COR number for this recall is 51007.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**To have an order shipped to an address other than your dealership, create an EMERGENCY ORDER in DOES II and enter the information in the END ORDER screen as described below:**

1. Enter the part number and quantity (one) in the CREATE NEW ORDER screen as an EMERGENCY ORDER.
2. Type END in the command field, and press ENTER one time.
3. On the END ORDER screen, tab down to the SPECIAL SHIP TO ADDRESS field and enter the business name and address where the part will be shipped. Enter the recipient / contact name in the SPECIAL REMARKS field.
4. Press ENTER to complete the order. ORDER HAS BEEN ENDED – COMPLETED will display at the bottom of the screen.

**Note:** Additional freight charges may apply when using this shipping option.

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**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

### **NEW !** 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. *For 2015 Model Year vehicles equipped with a manual transmission and all 2011-2013 Model Year vehicles, dealers are to install a safety restraint anchorage point relocation bracket kit.*

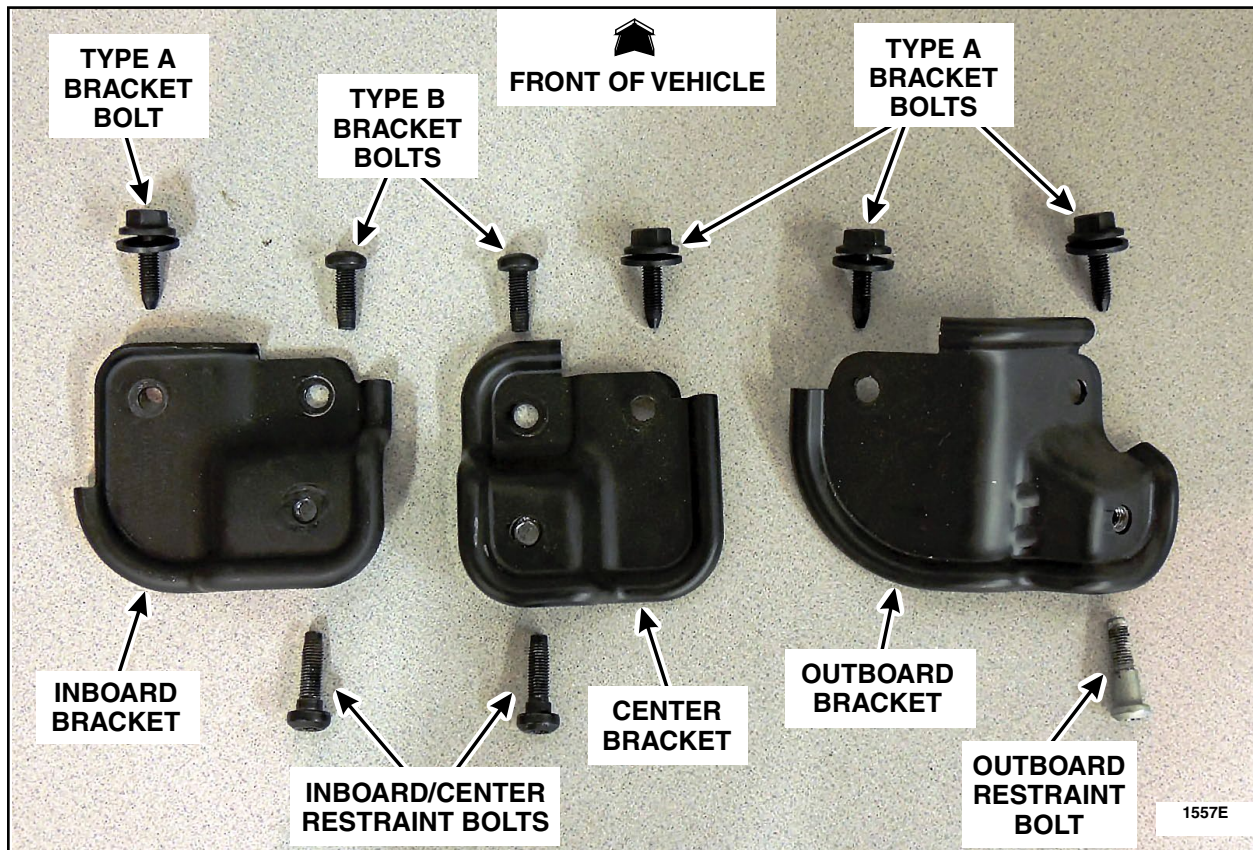
### **NEW !** SERVICE PROCEDURE

1. Is the vehicle 2015 Model Year and equipped with an automatic transmission?

Yes - Replace the front passenger fixed seat. Please follow the Workshop Manual (WSM) procedures in Section 501-10. Repair is complete.

No - Install a safety restraint anchorage point relocation bracket kit using the following procedure.

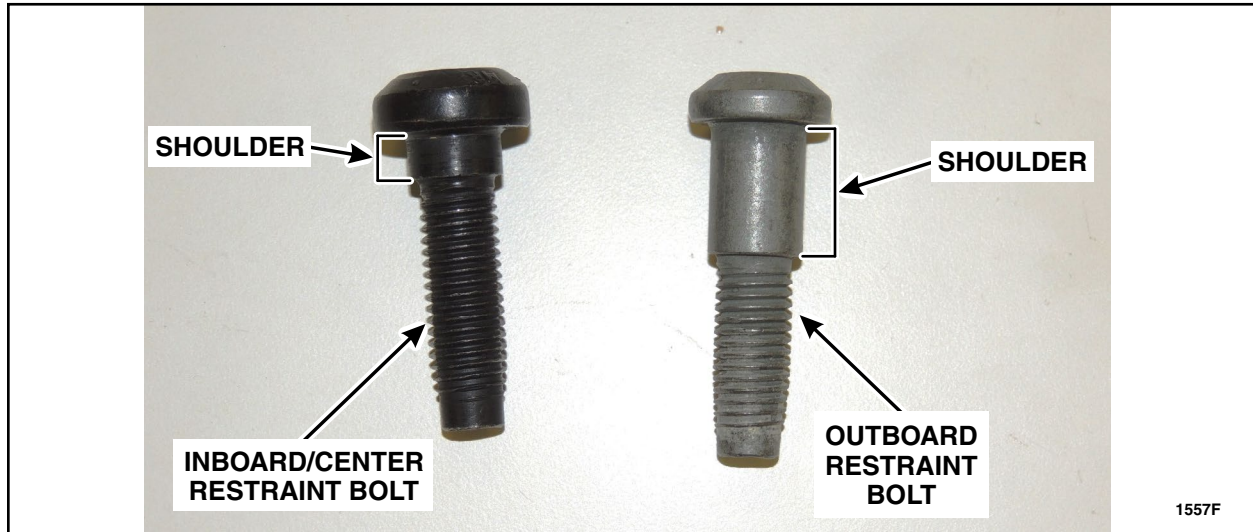
**NOTE:** For identification of the bolt and bracket locations included in the kit see Figure 1.



**FIGURE 1**



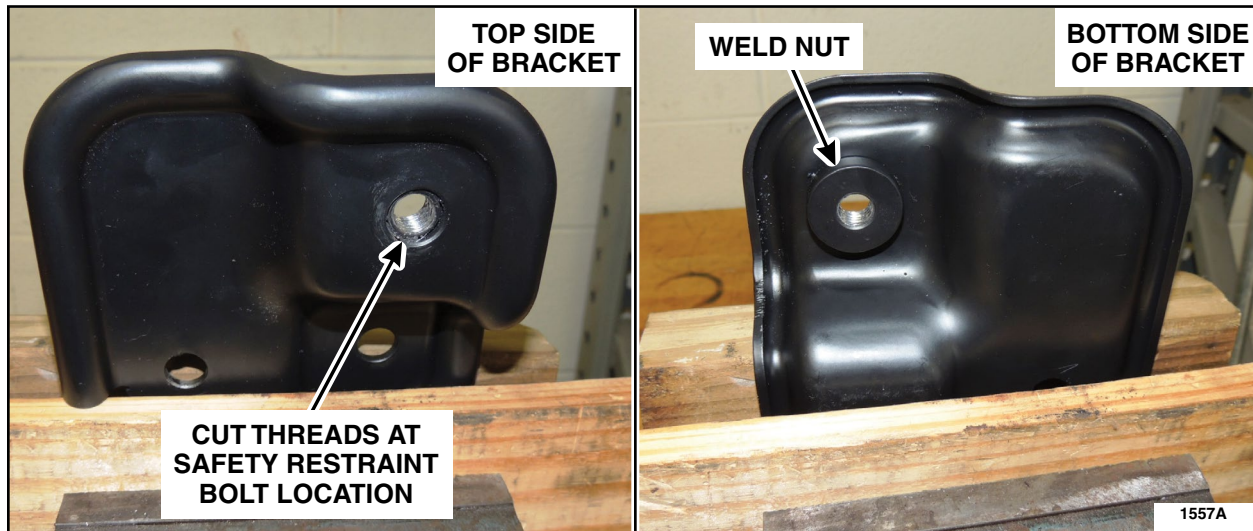
**NOTE:** The *new* restraint bolts are equipped with a shoulder. The two inboard/center restraint bolts have the same length shoulder, the single outboard restraint bolt has a longer shoulder. The bracket bolts are not equipped with a shoulder. See Figure 2.



**FIGURE 2**

**NOTE:** Each bracket is equipped with a weld nut that uses self-tapping bolts to secure the restraint to the bracket. Threads must be cut in each weld nut prior to installing the brackets in the vehicle.

2. Use the *new* restraint bolts and an impact wrench to cut threads into the weld nut from the top side of each bracket. **DO NOT** allow the shoulder of the bolt to contact the bracket during this step. Use a bench vice to carefully secure the brackets during the thread cutting process. See Figure 3.



**FIGURE 3**



3. Install the outboard bracket (See Figure 4):

- a. Remove and discard the outboard safety restraint bolt and the passenger seat outboard rear fastener.

**NOTE:** If the passenger seat outboard rear fastener is secured with a stud and nut, the stud must also be removed and discarded.

- b. Install the outboard bracket as shown with *new* bolts.

- Install a type A bracket bolt in the original restraint location and tighten to 30 lb.ft (40 Nm).
- Install a type A bracket bolt in place of the original seat fastener and tighten to 41 lb.ft (55 Nm).

- c. Install the safety restraint and *new* outboard restraint bolt to the relocation bracket and tighten to 30 lb.ft (40 Nm).

**NOTE:** Verify the safety restraint webbing is not twisted before fastening the safety restraint to the bracket.

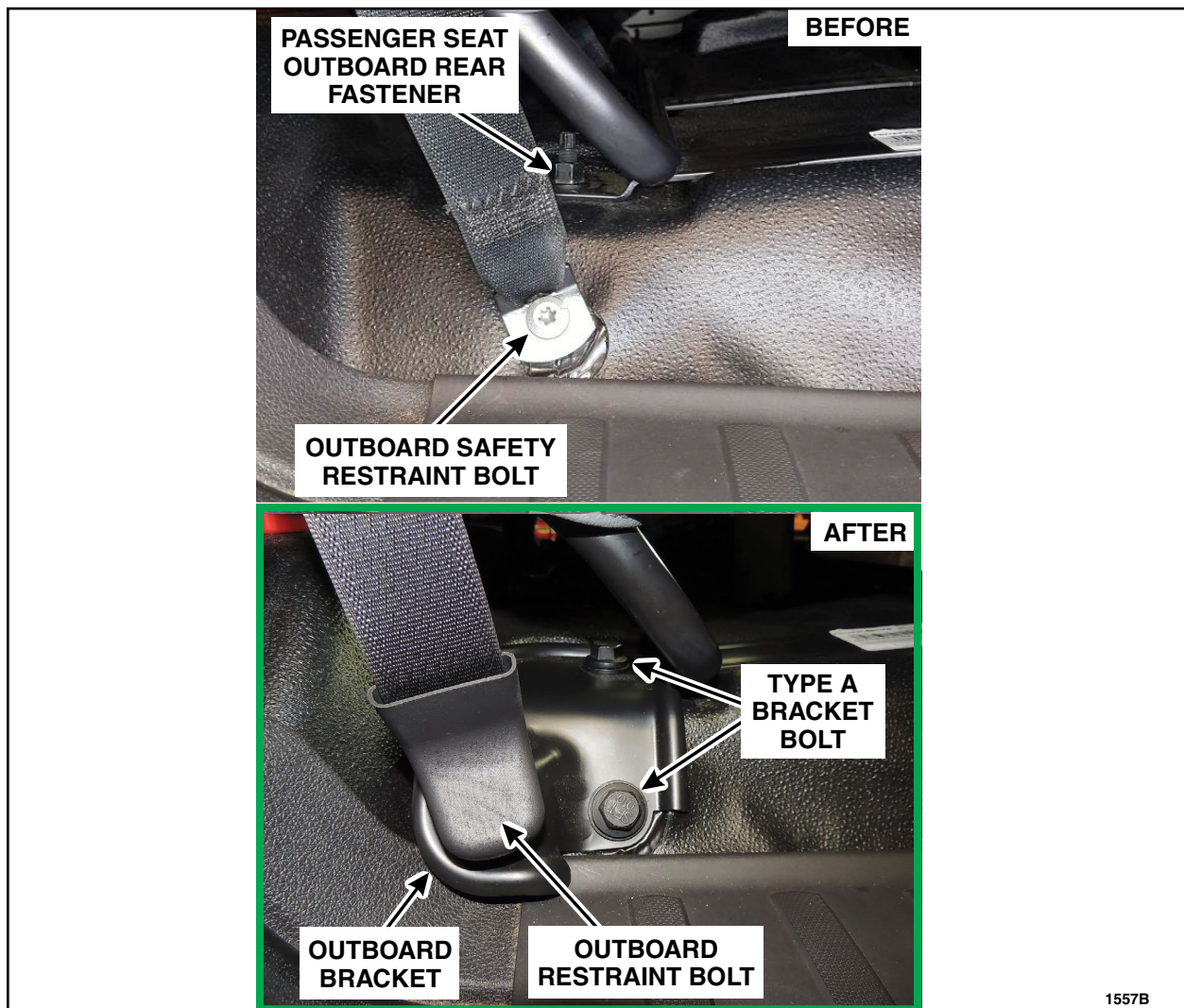


FIGURE 4



4. Install the center bracket (See Figure 5):

- a. Remove and discard the center safety restraint bolt and the passenger seat inboard rear fastener.

**NOTE:** If the passenger seat inboard rear fastener is secured with a stud and nut, the stud must also be removed and discarded.

- b. Install the center bracket as shown with a *new* type B bracket bolt in the original restraint location, and a *new* type A bracket bolt in place of the original seat fastener. Tighten both bolts to 41 lb.ft (55 Nm).

- c. Install both safety restraints and *new* inboard/center restraint bolt to the center bracket and tighten to 41 lb.ft (55 Nm).

**NOTE:** Verify the safety restraint webbing is not twisted before fastening the safety restraints to the bracket.

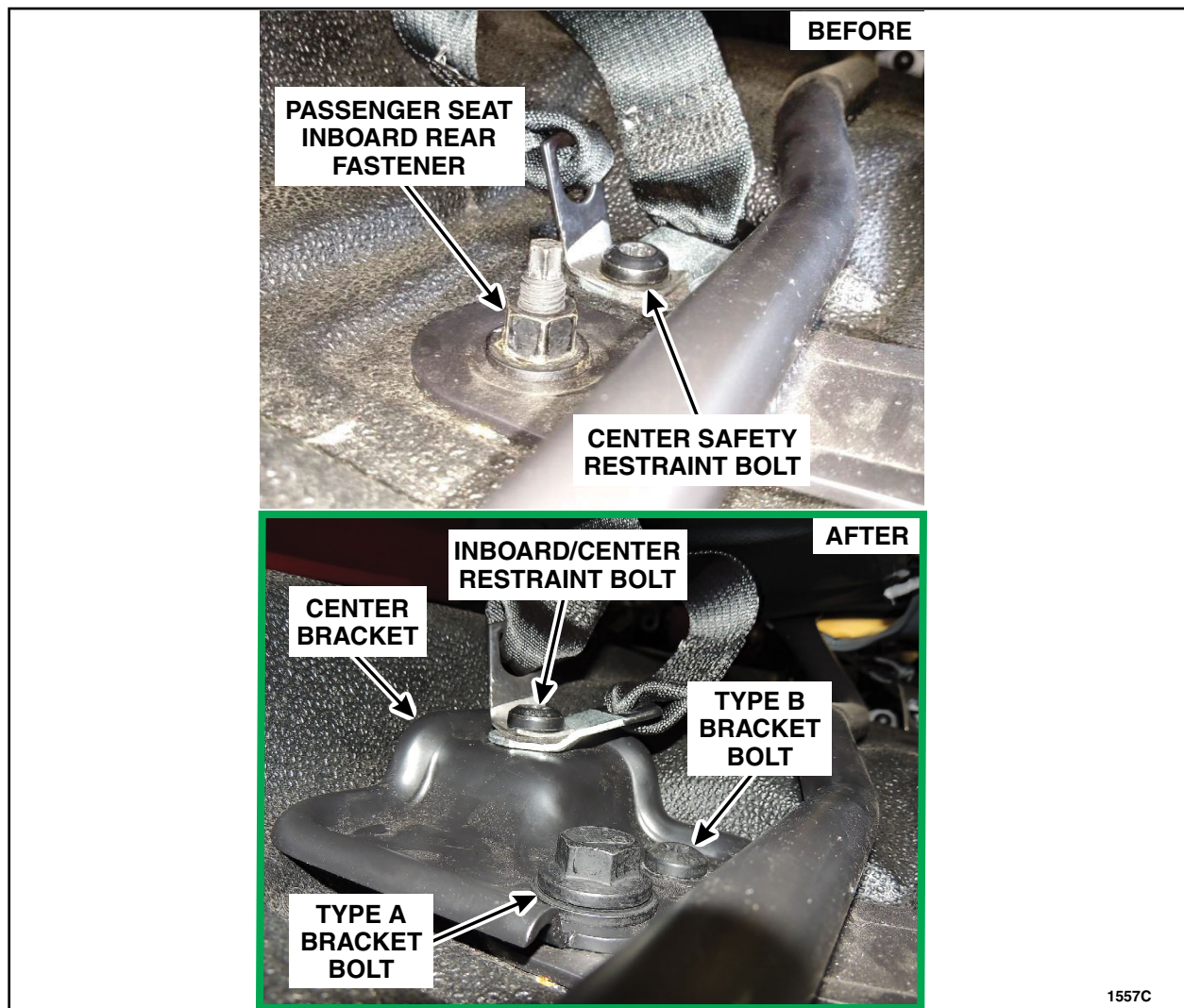


FIGURE 5



5. Install the inboard bracket (See Figure 6):

a. Remove and discard the inboard safety restraint bolt and the driver seat right rear fastener.

**NOTE:** If the driver seat right rear fastener is secured with a stud and nut, the stud must also be removed and discarded.

b. Install the inboard bracket as shown with *new* bolts.

- Install a type B bracket bolt in the original restraint location and tighten to 30 lb.ft (40 Nm).
- Install a type A bracket bolt in place of the original seat fastener and tighten to 41 lb.ft (55 Nm).

c. Install the safety restraint and *new* inboard/center restraint bolt to the relocation bracket and tighten to 30 lb.ft (40 Nm).

**NOTE:** Verify the safety restraint webbing is not twisted before fastening the safety restraints to the bracket.

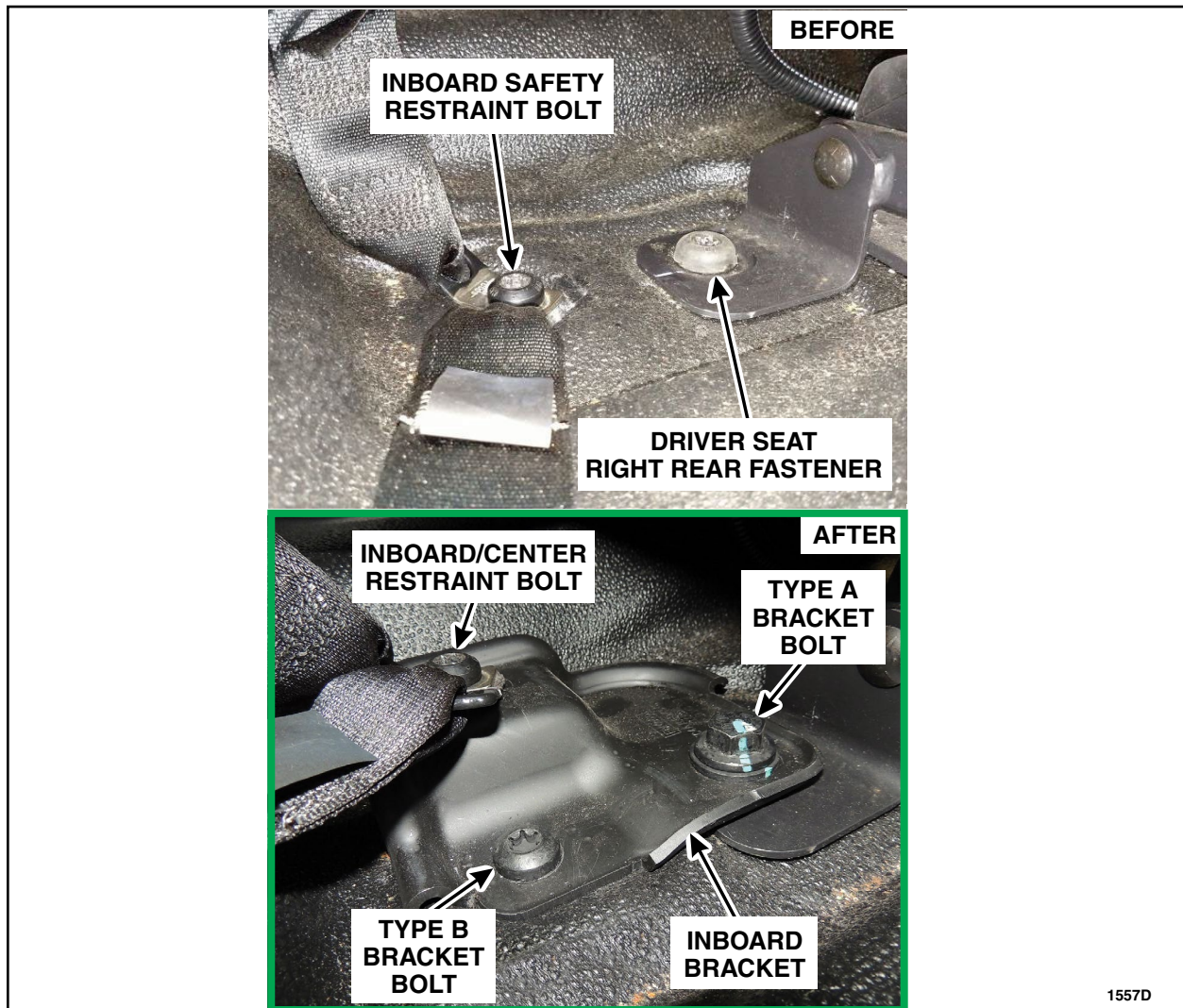


FIGURE 6

