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December 15, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD Safety Recall 15S35
Certain 2016 Model Year F-650 vehicles
Steering Column Mis-build

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-650	2016	Ohio	July 29, 2015 through September 3, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists. There are 13 specific vehicles identified in this program.

REASON FOR THIS SAFETY RECALL

All of the affected vehicles were built with a Park-Reverse-Neutral-Drive-Manual (PRNDM) steering column, but should have been built with a Reverse-Neutral-Drive-Manual (RNDM) steering column. With the PRNDM steering column, the parking pawl may experience a one-time overload fracture when parked on a grade that could result in unintended vehicle movement, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the steering column and reprogram the Powertrain Control Module (PCM), Instrument Panel Cluster (IPC) and Body Control Module (BCM). 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 January 4, 2016. 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

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact 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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

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OASIS ACTIVATION

OASIS was activated on November 23, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 15, 2015. Owner names and addresses will be available by January 15, 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.

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).
 - o DWE: refer to ACESII manual for claims preparation and submission information.
 - o OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S35) 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 via the SSSC Web Contact Site.

NOTE: Maintain supporting documentation for 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 steering column and reprogram PCM, IPC, and BCM with As-built data	MT15S35	Actual time up to 3.0 hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
FC4Z-3C529-B	Steering Column (RNDM)	1
W717218-S442	Steering Column Shaft Bolt (Four bolts per package – one bolt required per vehicle)	1
W716538-S450B	Steering Column Retention Nuts (Four nuts per package – two nuts required per vehicle)	1
W712250-S437	Steering Column Retention Bolts (One bolt per package – two bolts required per vehicle)	2

The DOR/COR number for this recall is 51015.

Order your parts through normal order processing channels.

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 2016 MODEL YEAR F650 VEHICLES — STEERING COLUMN MIS-BUILD

OVERVIEW

All of the affected vehicles were built with a Park-Reverse-Neutral-Drive-Manual (PRNDM) steering column, but should have been built with a Reverse-Neutral-Drive-Manual (RNDM) steering column. With the PRNDM steering column, the parking pawl may experience a one-time overload fracture when parked on a grade that could result in unintended vehicle movement, increasing the risk of injury. Dealers are to replace the steering column and reprogram the Powertrain Control Module (PCM), Instrument Panel Cluster (IPC) and Body Control Module (BCM).

SERVICE PROCEDURE

1. Replace the steering column. Please follow the Workshop Manual (WSM) procedures in Section 211-04. Proceed to "Module Reprogramming" below after steering column replacement is complete.

Module Reprogramming

PCM

1. Connect the IDS to the vehicle. Select "Start New Session" and then select "All other". Click the tick mark. Continue until the *new* session is complete.
2. Select the Tool Box tab and then select "Module Programming". Click the tick mark.
3. Select "As-built" and then select "PCM". Click the tick mark.
4. When asked if you were directed from another procedure select "No". Click the tick mark.
5. When prompted to select between "Automatic" or "Manual" As-built data entry, select "Automatic". Click the tick mark to confirm your selection.
6. Click the tick mark to confirm the As-built data was successfully retrieved.
7. As-built configuration for the PCM is complete, click the tick mark.
8. Proceed to "IPC" module programming on Page 2.



IPC

1. From the "Module Programming" menu, select "As-built" and then select "IPC". Click the tick mark.
2. When asked if you were directed from another procedure select "No". Click the tick mark.
3. When prompted to select between "Automatic" or "Manual" As-built data entry, select "Automatic". Click the tick mark to confirm your selection.
4. Click the tick mark to confirm the As-built data was successfully retrieved.
5. As-built configuration for the IPC is complete, click the tick mark.
6. Proceed to "BCM" module programming below.

BCM

1. From the "Module Programming" menu, select "As-built" and then select "BCM". Click the tick mark.
2. When asked if you were directed from another procedure select "Yes". Click the tick mark.
3. When prompted to select between "Automatic" or "Manual" As-built data entry, select "Automatic". Click the tick mark to confirm your selection.
4. Click the tick mark to confirm the As-built data was successfully retrieved.
5. As-built configuration is complete, click the tick mark.
6. From the "Module Programming" menu, select "Programmable Module Installation" and then select "BCM". Click the tick mark.
7. Follow the on-screen instructions, turn the ignition key to the OFF position, and click the tick mark.
8. Follow the on-screen instructions, turn the ignition key to the ON position, and click the tick mark.
9. Enter the module data and press the check mark.
10. The IDS downloads the data into the *new* module and displays Module Configuration Complete.



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect the Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a Module When Programming Has Resulted In a Blank Module

NOTE: NEVER DELETE THE ORIGINAL SESSION!

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

