



Michael A. Berardi
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May 24, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 16C09
Certain 2016 Model Year MKX Vehicles
Rear Seat Child Tether Anchor Repair

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
MKX	2016	Oakville	September 24, 2015 through September 25, 2015

The five affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

All of the affected vehicles were built with an incorrect left rear seat backrest cover, which conceals the child tether anchorage for the center seating position. This does not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 225 regarding child tether anchorage for the second row center seating position or child tether anchorage accessibility.

SERVICE ACTION

Before demonstrating or delivering any vehicles involved in this recall, dealers are to replace the left rear seat backrest cover and install a child tether anchor trim bezel for the center seating position. 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 June 13, 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 \$21,000 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". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

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OASIS ACTIVATION

OASIS will be activated on May 24, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> May 24, 2016.

Owner names and addresses will be available by June 24, 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

- 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 REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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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LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC04453, Lincoln Loyalty Program Announcement for additional details.

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 (16C09) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For Lincoln Client Special Handling, reference EFC04453, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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Rear Seat Child Tether Anchor Repair

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace left rear seat backrest cover and install a child tether anchor trim bezel	16C09B	1.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
FA1Z-5866601-CF	Left rear seat backrest cover	1
FT4Z-58624A08-AA	Child tether anchor trim bezel	1

The DOR/COR number for this recall is 51045.

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

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 MKX VEHICLES — REAR SEAT CHILD TETHER ANCHOR REPAIR

OVERVIEW

All affected vehicles were built with an incorrect left rear seat backrest cover, which conceals the child tether anchorage for the center seating position. This does not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 225 regarding child tether anchorage for the second row center seating position or child tether anchorage accessibility. Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the left rear seat backrest cover and install a child tether anchor trim bezel for the center seating position.

SERVICE PROCEDURE

1. Replace the left rear seat backrest cover. Please follow the Workshop Manual (WSM) procedures in Section 501-10B.
 - During installation of the *new* left rear seat backrest cover, install an additional child tether anchor bezel at the center seating position child tether location.

