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April 18, 2017

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 17C05**  
Certain 2017 Model Year Edge Vehicles Equipped with Panoramic Vista Roof  
Missing Front Windshield Header Welds

**REF :** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Compliance Recall 17C05**  
Dated March 28, 2017

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2017	Oakville	February 21, 2017 through February 22, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

**NOTE:** There are 84 total affected vehicles in the United States.

**REASON FOR THIS COMPLIANCE RECALL**

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 214 – Dynamic performance requirements for side impact crash. The front windshield headers may have been improperly welded and could be missing welds. Vehicles with an improperly welded windshield header may have reduced lateral structural integrity, potentially increasing the risk of injury in a side impact crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install rivets into the front windshield header. 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 May 15, 2017. 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,



Michael A. Berardi

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 17C05**

Certain 2017 Model Year Edge Vehicles Equipped with Panoramic Vista Roof  
Missing Front Windshield Header Welds

**OASIS ACTIVATION**

OASIS was be activated on March 28, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on March 28, 2017. Owner names and addresses will be available by May 26, 2017.

**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.

**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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

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

**DEALER-OPERATED RENTAL VEHICLES**

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

**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:
  - Ford vehicles – 3 years or 36,000 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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 2 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

**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 17C05 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- **Provision for Locally Obtained Supplies:** Includes urethane adhesive and primer.
  - Program Code: 17C05
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$80.00

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 17C05**

Certain 2017 Model Year Edge Vehicles Equipped with Panoramic Vista Roof

Missing Front Windshield Header Welds

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Install 10 rivets (includes time to replace the windshield with additional time for delaying windshield installation)	17C05B	3.9 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
-5803100- refer to catalog	Windshield	1	1
Supplied at no charge by SSSC	Rivet Kit	Contact SSSC*	
Obtain Locally	Dow® Betaprime™ 5504G	Claim as MISC OTHER	
	Dow® Betaseal™ Express Urethane Adhesive		

\* To place an order for a Rivet Kit, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

The DOR/COR number for this recall is 51081.

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 2017 MODEL YEAR EDGE VEHICLES WITH PANORAMIC VISTA ROOF — MISSING FRONT WINDSHIELD HEADER WELDS

### OVERVIEW

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 214 – Dynamic performance requirements for side impact crash. The front windshield headers may have been improperly welded and could be missing welds. Vehicles with an improperly welded windshield header may have reduced lateral structural integrity, potentially increasing the risk of injury in a side impact crash.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install rivets into the front windshield header. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### SERVICE PROCEDURE

1. Remove and discard the windshield. Please follow the Workshop Manual (WSM) procedures in Section 501-11.

**NOTE:** When removing the windshield cut the urethane very close to the glass, leaving as much of the original urethane as possible.

2. Using a metric tape measure or rule, measure the distance from the center of the locating holes at both the left and right top corners of the windshield opening inward, and mark the body sheet metal tabs at 30 mm, 80 mm, 180 mm, 280 mm, and 430 mm. See Figure 1.

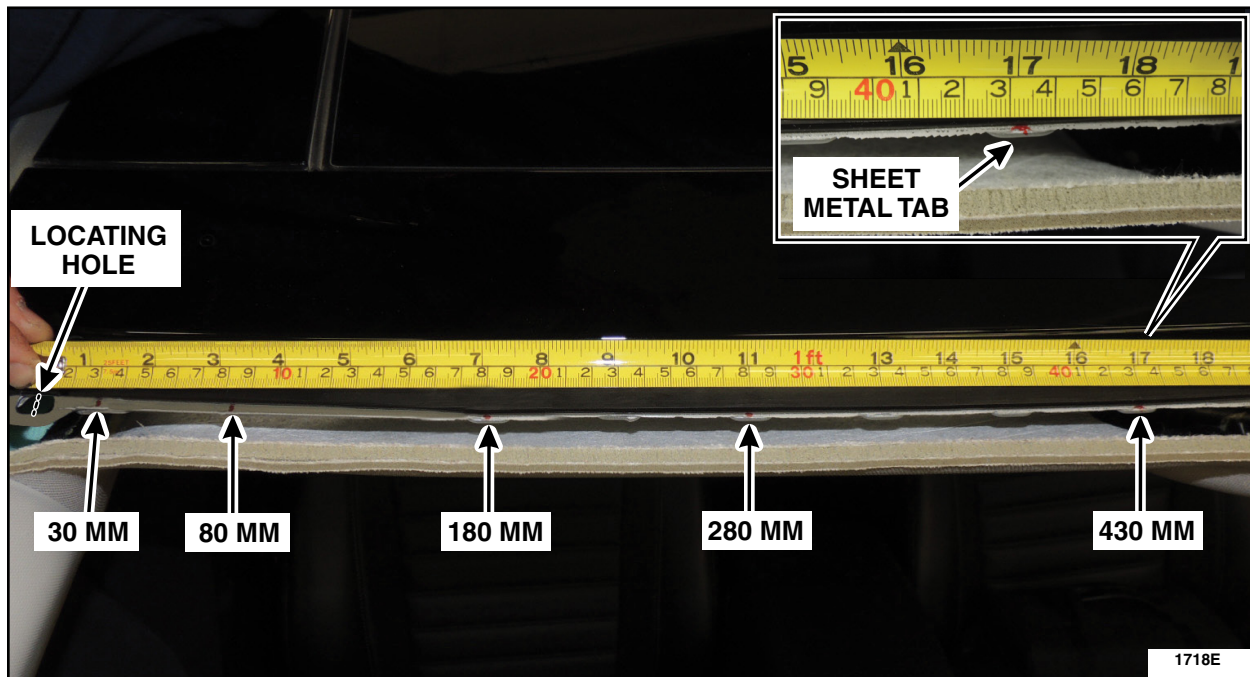


FIGURE 1



3. At each marked location, use a razor blade, scraper or similar tool to remove a strip of urethane approximately 2 in (50 mm) in length. See Figure 2.



**FIGURE 2**

4. Cover the windshield opening and use a Scotch-Brite™ Roloc™ bristle disc, dual action sander, or similar tool to remove the remaining urethane and paint, exposing bare metal at the marked locations. See Figure 3.



**FIGURE 3**

5. Using a suitable 17/64" (6.75 mm) drill bit, drill holes at all 10 marked locations. Use a drill bit collar set to 3/16" (5mm) to avoid damaging the headliner.

**NOTE:** The center of the holes must be approximately .5 in (12 mm) from the leading edge of the windshield header panel, and centered through the body sheet metal tabs.

**NOTE:** A centering punch should be used to mark desired locations prior to drilling holes.



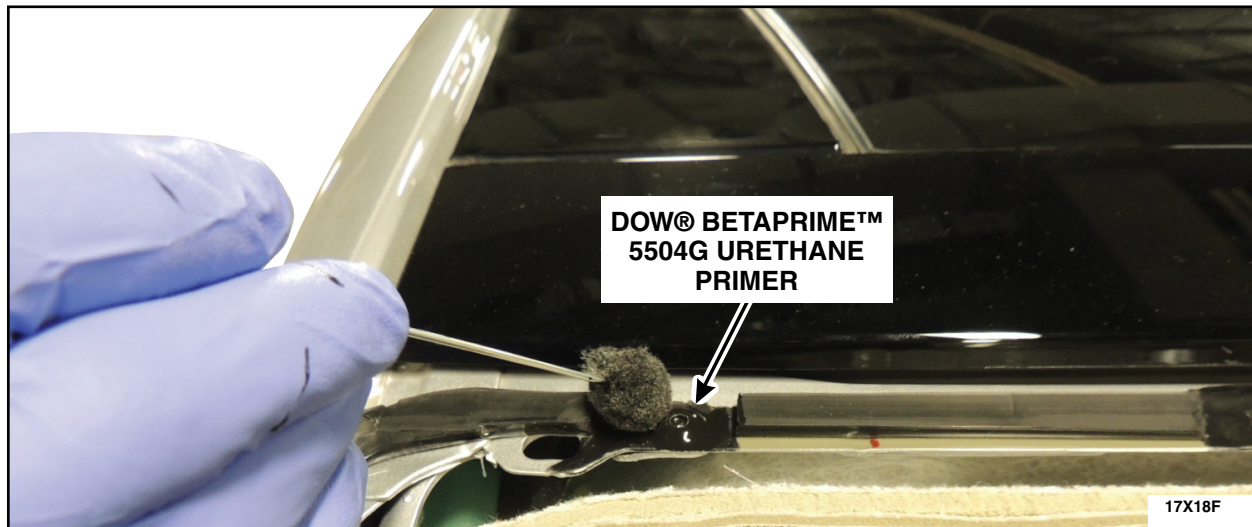
6. Clean all debris and metal shavings from each hole location and clean metal with an alcohol wipe.
7. Apply Dow® BETAPRIME™ 5504G urethane primer, completely covering all exposed bare metal with a single thin layer.
8. Install a rivet into each of the 10 locations.

**NOTICE:** Use only the rivets supplied by the SSSC. Do not use any substitute. Refer to Attachment II of the dealer bulletin.

9. Remove all old windshield molding tape residue from the body prior to installing the *new* windshield.

**NOTICE:** Step 10 must be performed approximately 10 minutes prior to applying *new* urethane.

10. Reapply Dow® BETAPRIME™ 5504G urethane primer, completely covering the rivet heads and the area where primer was previously applied. See Figure 4.



**FIGURE 4**

11. Install a *new* windshield. Please follow the WSM procedures in Section 501-11.

**NOTICE:** To ensure proper bonding of the urethane, no more than 2 hours may elapse between shaving the urethane down and installation of the *new* windshield.

**NOTICE:** When applying urethane to install the *new* windshield, the urethane must also completely cover the rivet heads.

