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May 23, 2017

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

**SUBJECT: Compliance Recall 17C09**

Certain 2015-2017 Model Year F-150 and 2017 Model Year F-250 – F-550 Vehicles  
 Fitted with Ford Accessory Chrome Exterior Door Handle Trim Covers  
 Remove and Discard Ford Accessory Chrome Exterior Door Handle Trim Covers

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015-2017	Dearborn	All
F-150	2015-2017	Kansas City	All
F250 – F-550	2017	Kentucky	All
F350 – F-550	2017	Ohio	All

Affected vehicles are **not** identified in OASIS or FSA VIN Lists.

This recall affects vehicles fitted with over-the-counter Ford Accessory part numbers only:

**VF3LZ-1522404-A, VF3LZ-1522404-B, VF3LZ-1522468-A, VF3LZ-1522468-B**

Approximately 247 kits may have been sold through US Ford dealers.



Refer to Attachment III for additional photographs of Ford Accessory chrome exterior door handle trim covers affected by this recall.

**IMPORTANT:** This recall does **not** affect the following vehicles equipped with factory chrome exterior door handles (refer to photograph in Attachment III):

- F-150: Platinum (700A, 701A), Limited (900A), XLT Chrome Package (86B), Lariat Chrome Package (86L), King Ranch Chrome Package (86K)
- F-250 – F-550: Platinum (703A, 713A, 723A, 773A), XLT Premium Package(17P), Chrome Package (17C)

## **REASON FOR THIS COMPLIANCE RECALL**

Vehicles fitted with these Ford Accessory exterior chrome door handle trim covers may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 206, Door Locks & Door Retention Components – Inertial Load Requirement. A door handle fitted with the Ford Accessory chrome cover could unlatch during a side impact, increasing the risk of injury in a crash.

## **SERVICE ACTION**

Dealers are to review their part sales records and contact any customers to whom an affected Ford Accessory exterior door handle trim cover kit has been sold. Give the customer a copy of the Owner Notification Letter and schedule a service date.

Please contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request to request adding an affected VIN to this compliance recall prior to performing this service action. Please include an image of one of the door handles with the trim cover installed and a photo of the Vehicle Certification Label showing the VIN.

Dealers are to remove and discard the chrome exterior door handle trim covers. Dealers are also pre-approved to refund customers for the purchase price of the Ford Accessory exterior chrome door handle trim cover kit once the covers have been discarded. If a receipt is not available, dealers may refund customers for the MSRP of the kit.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters will not be mailed for this compliance recall. Dealers should identify and repair any affected vehicles that arrive at their dealerships, and give the customer a copy of the Owner Notification 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  
Recall Reimbursement Plan

## **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

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**OASIS ACTIVATION**

OASIS will not be activated.

**FSA VIN LISTS ACTIVATION**

Because accessory sales are not reported to Ford Motor Company, FSA VIN Lists are not available for this compliance recall.

**SOLD VEHICLES**

- Immediately contact any customers who have purchased a Ford Accessory chrome exterior door handle trim cover kit through your dealership. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified to have Ford Accessory chrome exterior door handle trim covers installed which are brought to your dealership.

**STOCK VEHICLES**

- Correct all affected units in your new and used vehicle inventories before delivery.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please 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

- Ford Motor Company is offering a refund for owner-paid purchase price or MSRP of the Ford Accessory Chrome Exterior Door Handle Trim Covers covered by this recall.
- **This recall must be performed, claimed and closed BEFORE submitting a refund claim.**
- Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with purchasing Ford Accessory Chrome Exterior Door Handle Trim Covers.

#### RENTAL VEHICLES

Rental vehicles are 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 (17C09) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- **To ensure the covers have been removed, refunds must be claimed as related damage on a separate repair line.**
  - Program Code: 17C09
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Ford Accessory Chrome Exterior Door Handle Trim Covers MSRP
  - \$25.00 – 2 Handles
  - \$45.00 – 2 Handles/Buckets
  - \$52.00 – 4 Handles
  - \$99.00 – 4 Handles/Buckets

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Remove 2 Handle Trim Covers (Regular Cab and SuperCab)	17C09B	0.3 Hours
Remove 2 Handle and 2 Bucket Trim Covers (Regular Cab and SuperCab)	17C09C	0.4 Hours
Remove 4 Handle Trim Covers (SuperCrew)	17C09D	0.5 Hours
Remove 4 Handle and 4 Bucket Trim Covers (SuperCrew)	17C09E	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

**CERTAIN 2015-2017 MODEL YEAR F-150 AND 2017 MODEL YEAR F-250-F-550 VEHICLES FITTED WITH FORD ACCESSORY CHROME EXTERIOR DOOR HANDLE TRIM COVERS — REMOVE AND DISCARD FORD ACCESSORY CHROME EXTERIOR DOOR HANDLE TRIM COVERS**

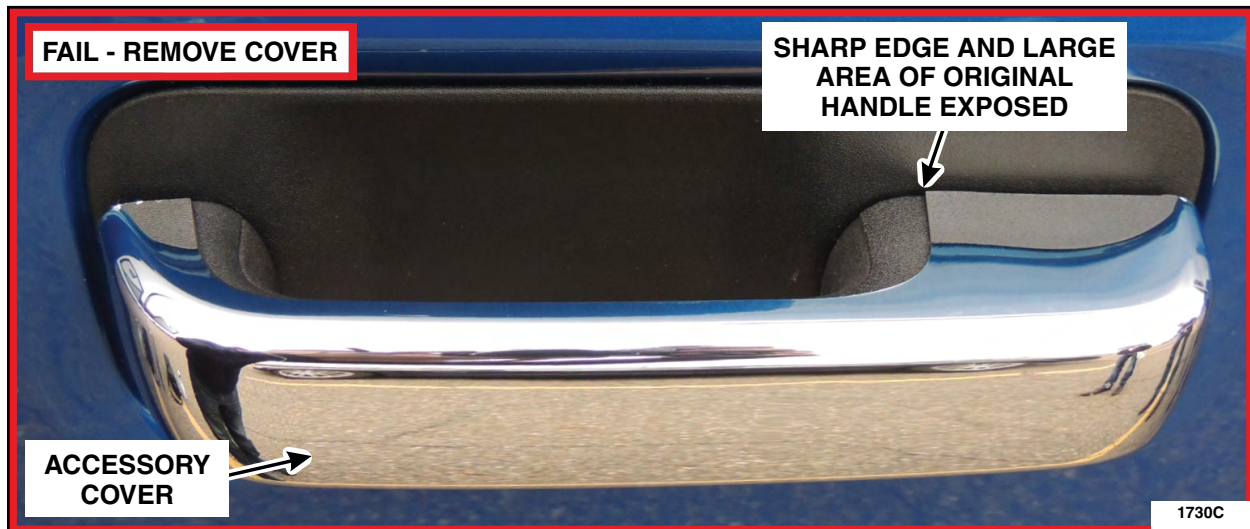
**OVERVIEW**

**NOTE:** This recall affects vehicles fitted with over-the-counter Ford Accessory part numbers only:  
**VF3LZ-1522404-A, VF3LZ-1522404-B, VF3LZ-1522468-A, VF3LZ-1522468-B.**

Vehicles fitted with these Ford Accessory exterior chrome door handle trim covers may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 206, Door Locks & Door Retention Components – Inertial Load Requirement. A door handle fitted with the Ford Accessory chrome cover could unlatch during a side impact, increasing the risk of injury in a crash. Dealers are to remove and discard the Ford Accessory chrome exterior door handle trim covers.

Figures 1, 2 and 3 illustrate common installation configurations of the Ford Accessory chrome exterior door handle covers. These covers must be removed and discarded.

Figure 4 illustrates a typical Factory Chrome Exterior Door Handle that does **NOT** require service.



**FIGURE 1**

Figure 1 - Black door handle with graining. Only the Ford Accessory chrome exterior door handle cover is installed. Cover removal required, refer to the Service Procedure on Page 3.



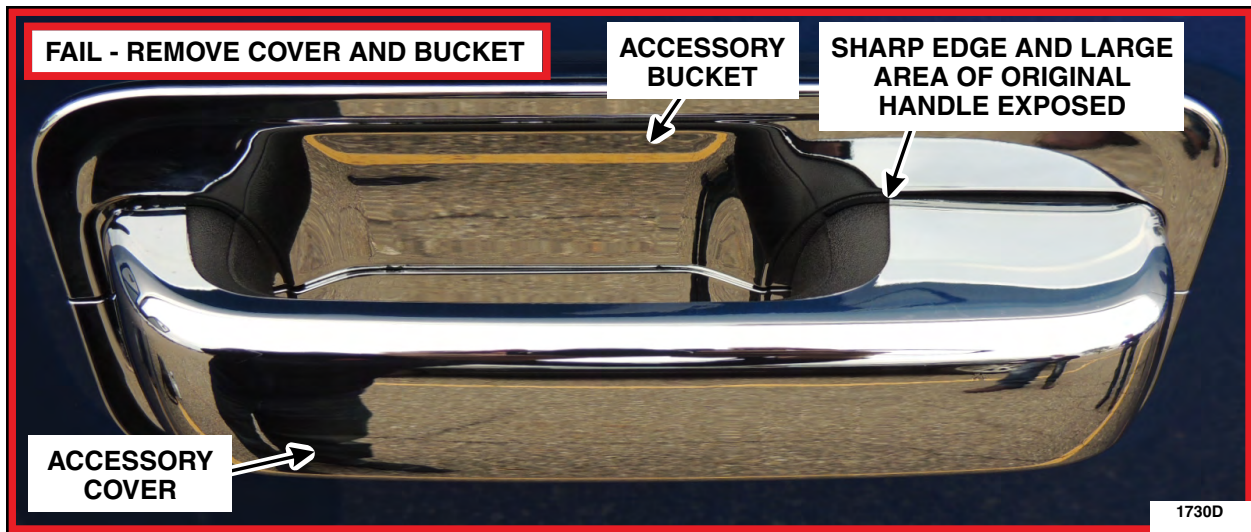


FIGURE 2

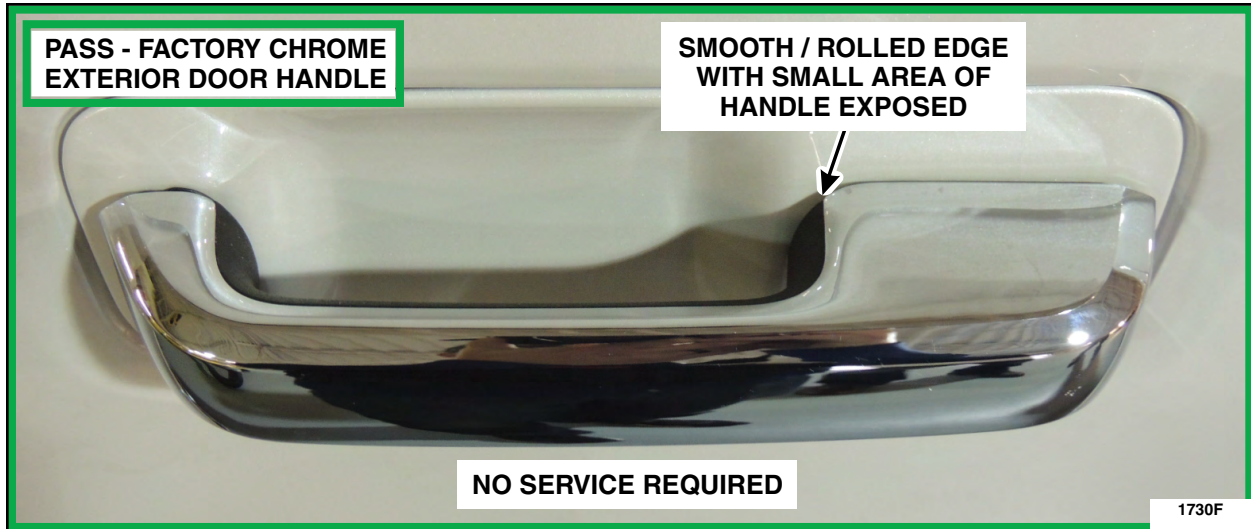


FIGURE 3

Figure 2 - Black door handle with graining. The Ford Accessory chrome exterior door handle cover and bucket are installed. Cover and bucket removal required, refer to the Service Procedure on Page 3.

Figure 3 - Painted door handle. Only the Ford Accessory chrome exterior door handle cover is installed. Cover removal required, refer to the Service Procedure on Page 3.



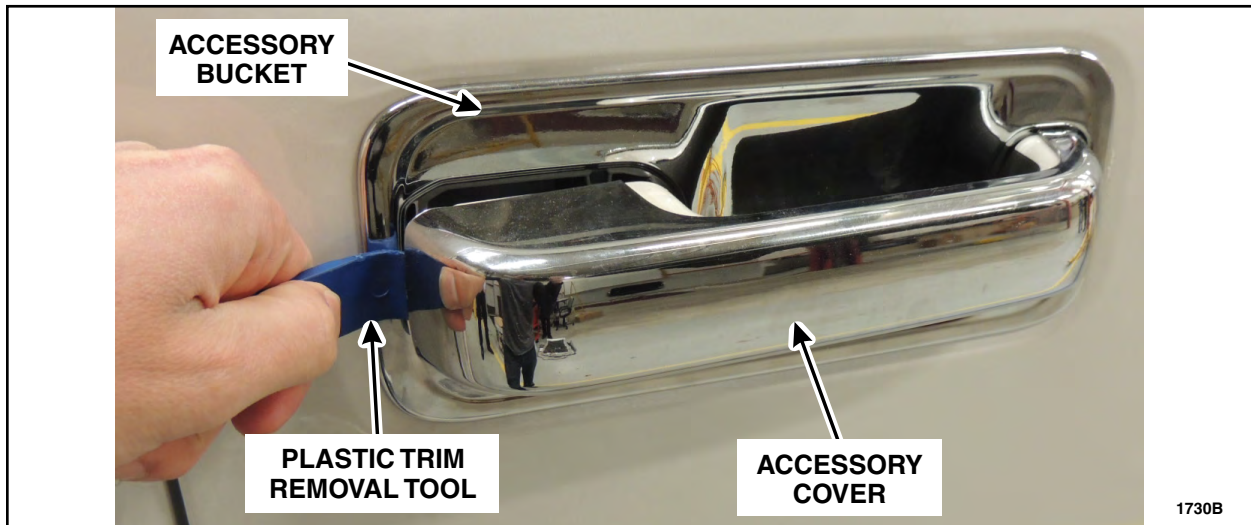


**FIGURE 4**

Figure 4 - Door handle with painted surround. Factory Chrome Exterior Door Handle. No service is required.

### SERVICE PROCEDURE

1. Remove and discard the Ford Accessory chrome exterior door handle/bucket trim covers from all doors. See Figure 5.
  - a. Use a heat gun to loosen the handle/bucket trim cover adhesive.
  - b. Remove and discard the covers/buckets using a plastic trim removal tool.
  - c. Remove any remaining adhesive with your hands and then clean the door handle with a clean cloth and isopropyl alcohol.



**FIGURE 5**

