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May 23, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 17C08
Certain 2017 Model Year Explorer, F-Super Duty, and F-150 Vehicles Equipped with
Manual Seat Backrest Recliner
Driver Seat Backrest Frame Inspection and Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2017	Chicago	December 9, 2016 through December 10, 2016
F-Super Duty	2017	Kentucky Truck	December 19, 2016 through January 19, 2017
		Ohio	December 23, 2016 through January 19, 2017
F-150	2017	Dearborn	December 11, 2016 through December 16, 2016
		Kansas City	December 8, 2016 through December 9, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 202: Head Restraints and FMVSS 207: Seating Systems. The driver seat backrest frame may have been improperly welded, which could result in an inoperative or difficult to operate seat backrest recliner, seat squeaks, unexpected or sudden movement on one side, or a seat backrest that appears to be leaning rearward on one side. An improperly welded seat backrest frame may not adequately restrain an occupant in a crash, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the driver seat backrest frame for Explorer and F-Super Duty vehicles. For F-150 vehicles, dealers are to inspect, and if necessary, replace the driver seat backrest frame following the Technical Information. 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 5, 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 17C08**

Certain 2017 Model Year Explorer, F-Super Duty, and F-150 Vehicles Equipped with
Manual Seat Backrest Recliner
Driver Seat Backrest Frame Inspection and Replacement

OASIS ACTIVATION

OASIS will be activated on May 23, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 23, 2017.
Owner names and addresses will be available by June 16, 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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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Manual Seat Backrest Recliner
Driver Seat Backrest Frame Inspection and Replacement

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a rental vehicle if driver seat backrest frame replacement is required. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day 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 (17C08) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
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Certain 2017 Model Year Explorer, F-Super Duty, and F-150 Vehicles Equipped with
Manual Seat Backrest Recliner
Driver Seat Backrest Frame Inspection and Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect driver seat backrest frame – PASS - replacement not required – F-150 only	17C08A	0.4 Hours
Replace driver seat backrest frame – all vehicles - includes inspection for F-150 vehicles	17C08B	1.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
FU5Z-9661019-A	Driver seat backrest frame	1	1
W715828-S437	Backrest bolts (4 bolts/package, 4 bolts required)	1	1
W711687-S300	Backrest cover push pins (4 pins/pkg, 2 pins required)	1	1
-96610A16-	Headrest guide pins, one inboard and one outboard needed per repair – refer to Ford Catalog Advantage to determine the specific part numbers based on interior trim color	2	2
W717731-S451	Lower seat frame-to-floor bolts - F-150 & F-Super Duty only (4 bolts/package, 4 bolts required)	1	1
W709428-S424	Seat track-to-floor bolts – Explorer only (4 bolts/package, 2 bolts required)	1	1
W709622-S424	Seat track-to-cross member bolts – Explorer only (4 bolts/package, 2 bolts required)	1	1

The DOR/COR number for this recall is 51083.

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

For F-150 vehicles, less than 10% of the affected population is expected to require driver seat backrest frame replacement following inspection.

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 EXPLORER, F-SUPER DUTY, AND F-150 VEHICLES EQUIPPED WITH MANUAL SEAT BACKREST RECLINER — DRIVER SEAT BACKREST FRAME INSPECTION AND REPLACEMENT

OVERVIEW

Some of the affected vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 202: Head Restraints, and FMVSS 207: Seating Systems. The driver seat backrest frame may have been improperly welded, which could result in an inoperative or difficult to operate seat backrest recliner, seat squeaks, unexpected or sudden movement on one side, or a seat backrest that appears to be leaning rearward on one side. An improperly welded seat backrest frame may not adequately restrain an occupant in a crash, increasing the risk of injury. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the driver seat backrest frame for Explorer and F-Super Duty vehicles. For F-150 vehicles, dealers are to inspect, and if necessary, replace the driver seat backrest frame following the Technical Information.

SERVICE PROCEDURE

1. Based on vehicle line, select the appropriate option below.
 - For F-Super Duty vehicles, replace the driver seat backrest frame. Proceed to Page 8.
 - For Explorer vehicles, replace the driver seat backrest frame. Proceed to Page 13.
 - For F-150 vehicles, proceed to the driver seat backrest frame Inspection Procedure below.

INSPECTION PROCEDURE - F-150 VEHICLES ONLY

NOTE: This inspection procedure will determine the driver seat backrest frame weld cell identification marking, build date, and shift build to determine if replacement is required. The weld cell identification marking is located on the outboard side of the driver backrest frame. The build date and shift build information is located at the lower rear portion of the backrest frame.

1. If equipped with manual lumbar, adjust the lumbar to the fully relaxed position.
2. Remove the recline handle and lumbar knob (if equipped). See Figure 1.

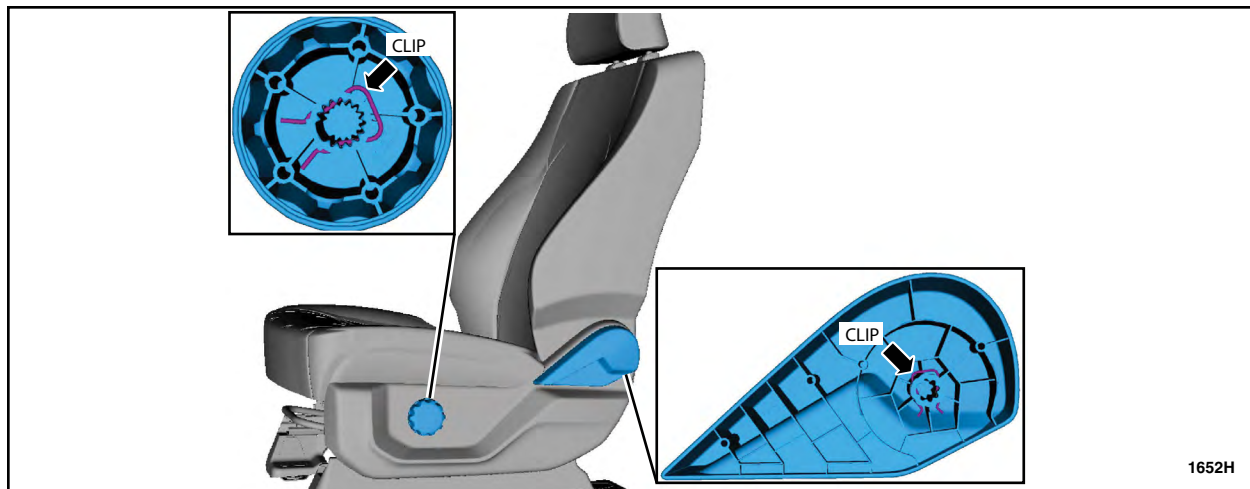


FIGURE 1



3. Remove the two side shield screws. See Figure 2.

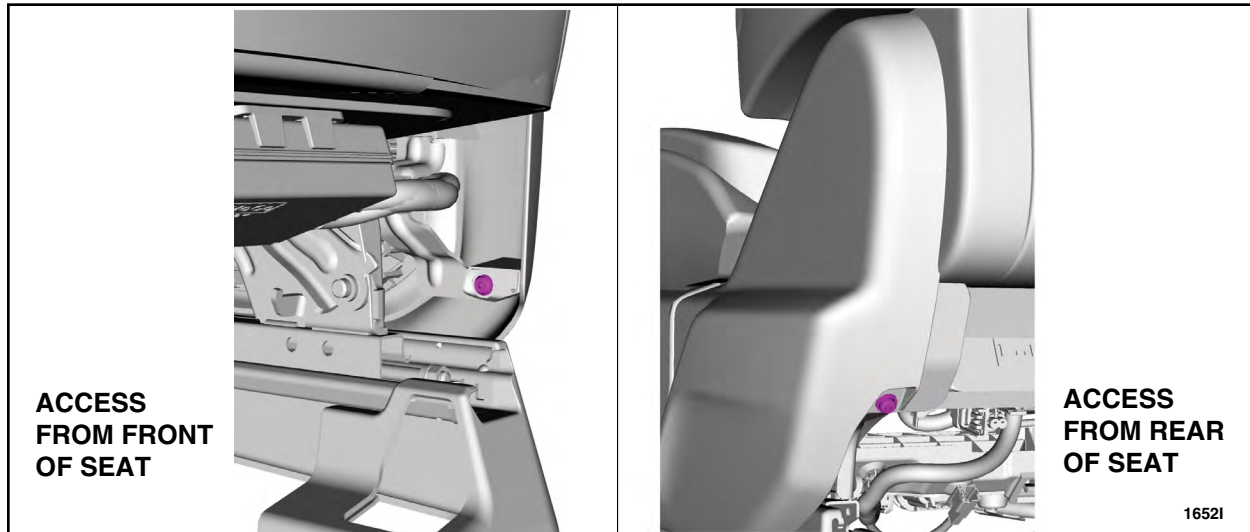


FIGURE 2

4. Position aside the side shield. See Figure 3.

1. Lift up on the rear of the side shield and pull outward.
2. Push the side shield forward.
3. If equipped, do not disconnect the electrical connector at this time in case seat movement is later needed for inspection or seat removal.

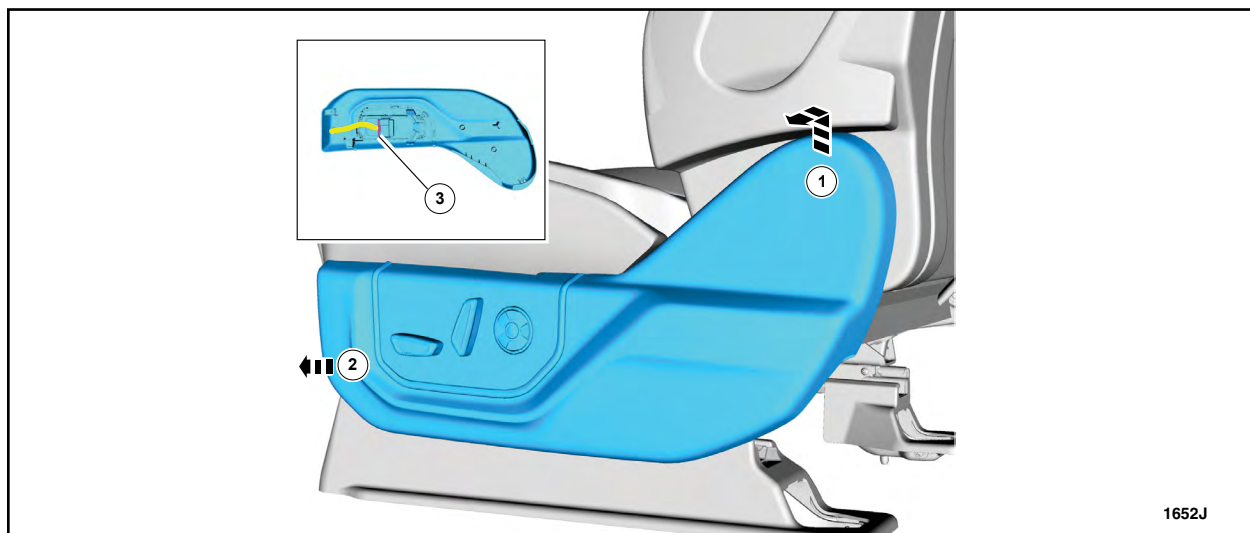


FIGURE 3



5. Inspect the outboard driver seat backrest frame weld cell identification marking. See Figure 4a and 4b.

- If the weld cell identification marking on the frame **matches** the identification marking shown in Figure 4b for weld cell 60, proceed to Step 6.
- If the weld cell identification marking on the frame **does not match** the identification marking shown in Figure 4b for weld cell 60, the driver seat backrest frame **PASSES** inspection and replacement is not required. Reverse removal steps to install the driver seat side shield.

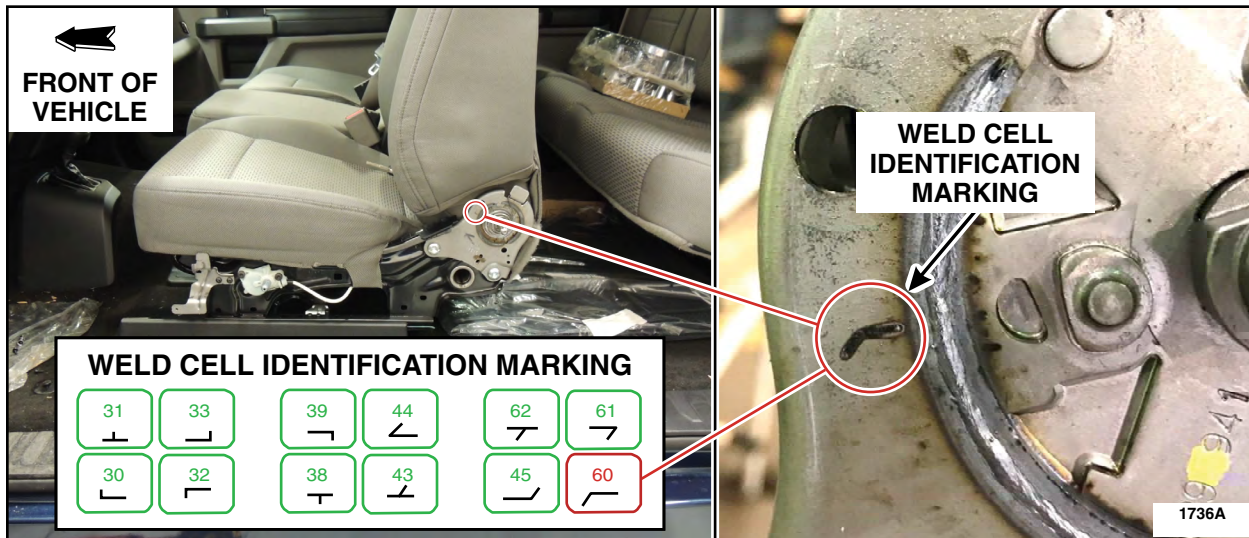


FIGURE 4a

FIGURE 4b

6. From behind the driver seat, release both electrical connector retainers from under the seat and position the wire harnesses aside. See Figure 5.



FIGURE 5



7. Detach the two backrest cover straps and position the backrest cover upward. See Figure 6.

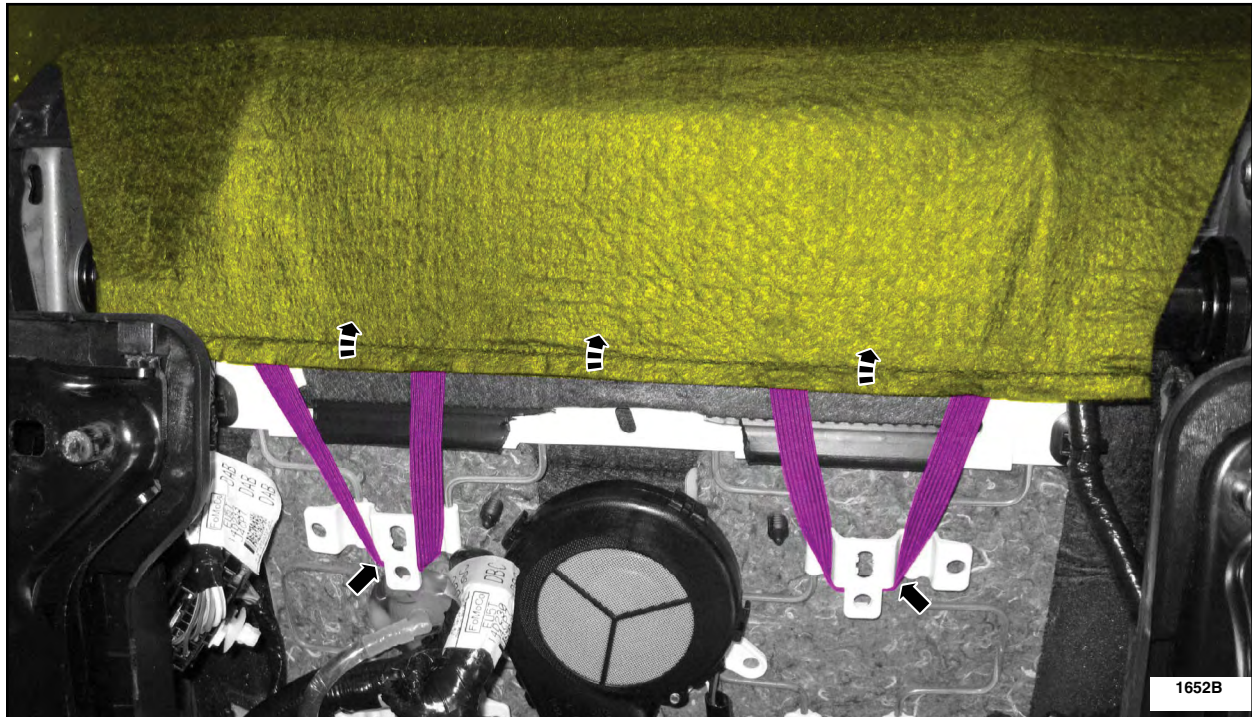


FIGURE 6

8. Detach the backrest cover lower J-clip. See Figure 7.

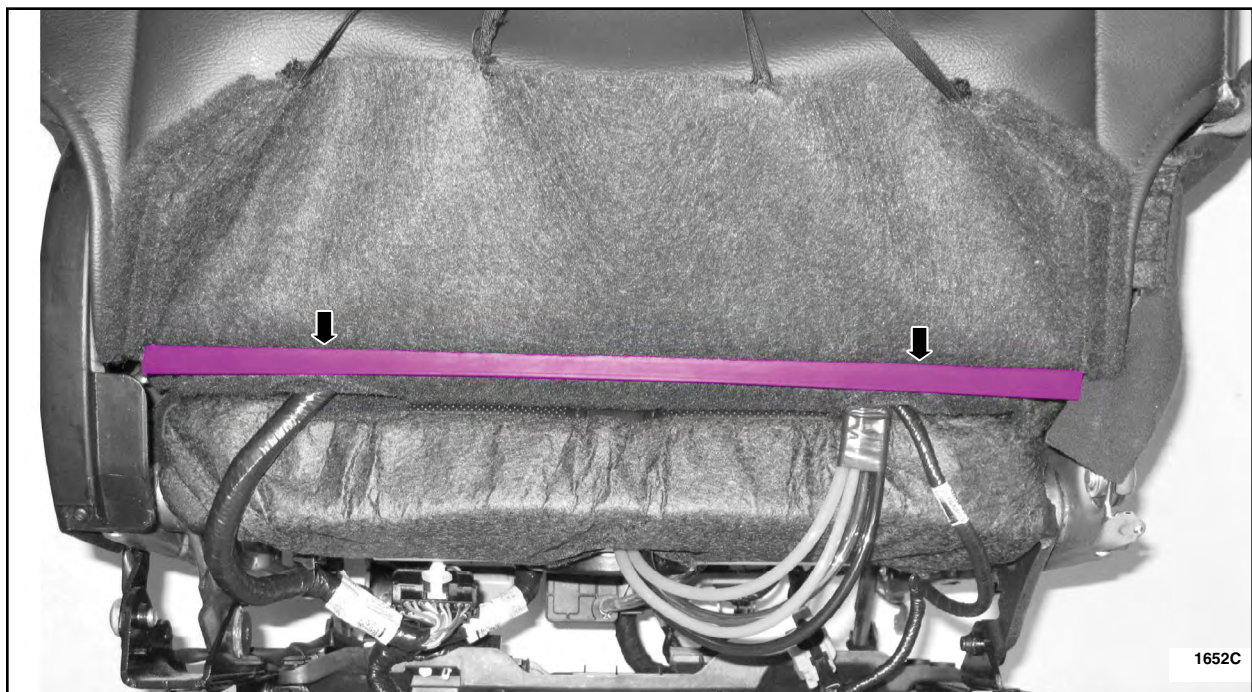


FIGURE 7



9. Detach the hook-and-loop retainer and position the backrest cover strap aside. See Figure 8.

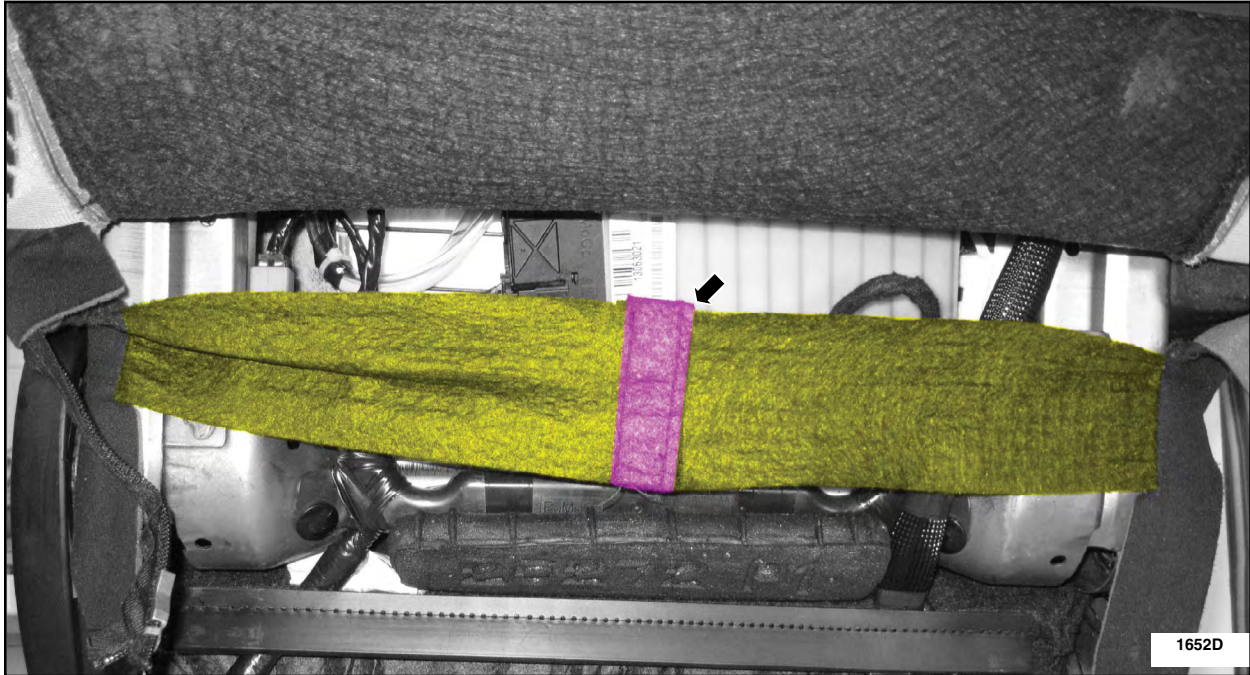


FIGURE 8

10. Remove the four push-pin retainers and position aside the wire harness to access the driver seat backrest frame label or engraved part information. See Figure 9.



FIGURE 9



11. Determine the driver seat backrest frame build date and shift build, which will be listed on a label or engraved on the backrest frame assembly. See Figures 10 and 11.

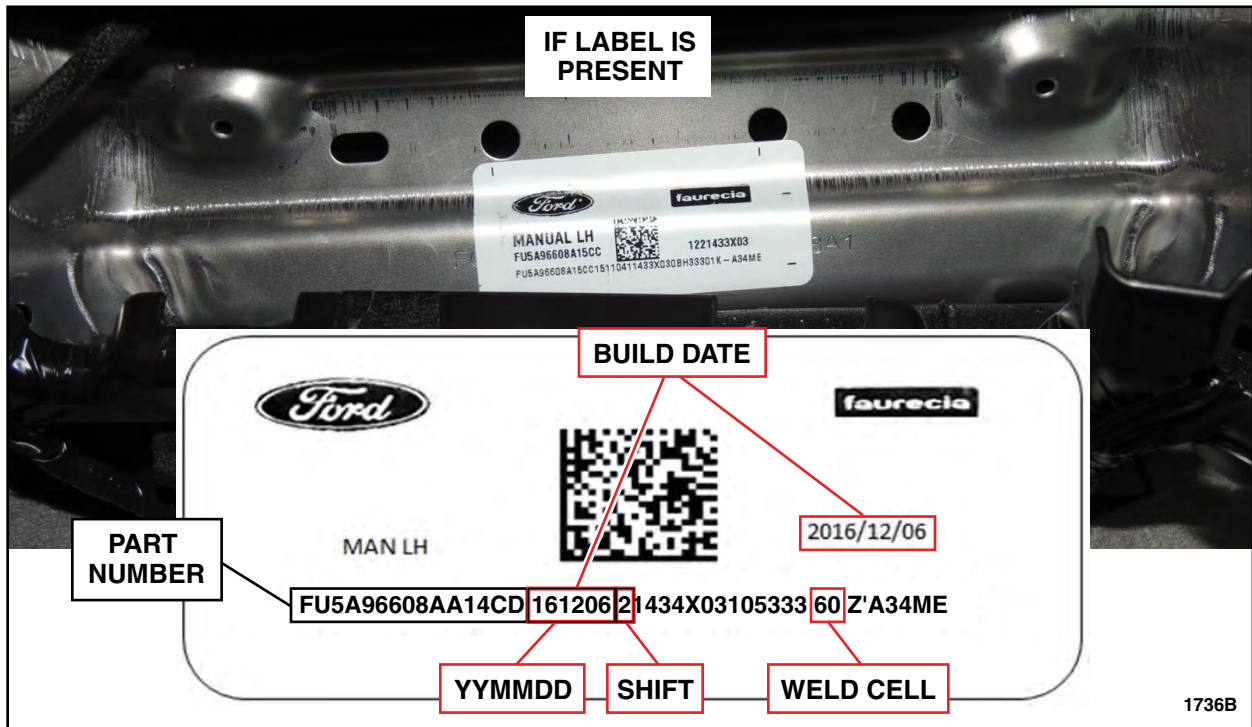


FIGURE 10

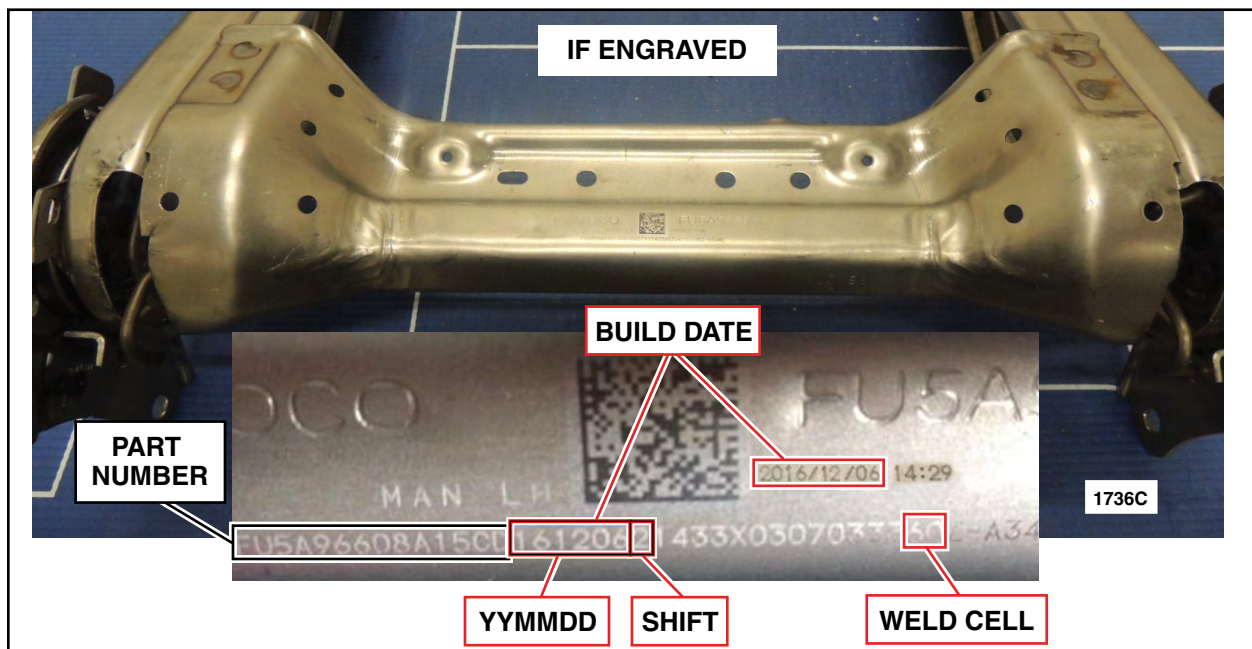


FIGURE 11



NOTE: Alternatively, a QR code scanner application can be used to retrieve the build date code using a smart phone or tablet.

- The build date code will be listed in YYMMDD format after the fourteen character engineering part number. See Figure 12.

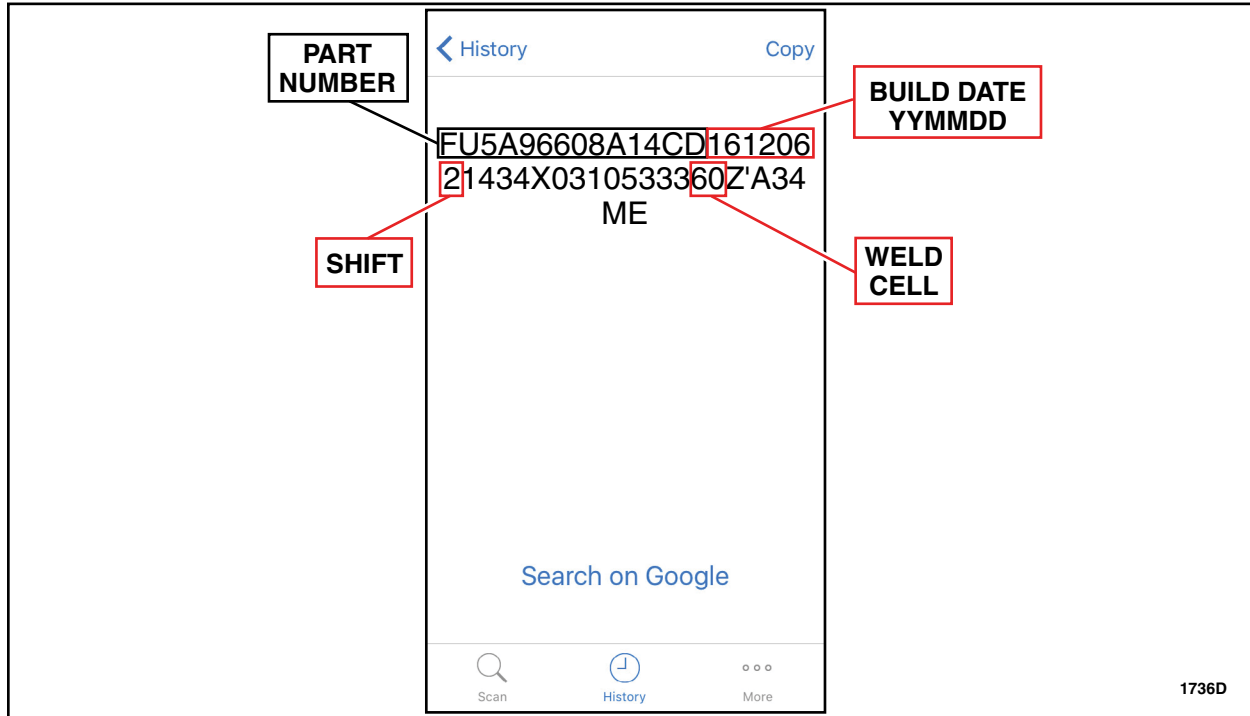


FIGURE 12

12. Was the driver seat backrest frame built on December 6, 2016 (161206) **and** built during the second shift?

NOTE: Second shift is indicated by the number 2 next to the build date.

NO - The driver seat backrest frame **PASSES** inspection and no further action is required.
Reverse the removal steps to reassemble the vehicle.

YES - The driver seat backrest frame **DOES NOT PASS** inspection and must be replaced.
Proceed to the Driver Seat Backrest Frame Replacement Procedure on Page 8.

NOTE: If you are not able to determine the weld cell, build date or shift build, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site and submit digital pictures of the weld marking and engraving or label.



F-Super Duty & F-150 Vehicles - Driver Seat Backrest Frame Replacement Procedure

NOTE: For F-150 vehicles, steps 2, 3 and 5 may have already been completed as part of the inspection.

1. Remove the driver front seat. Please follow the Workshop Manual (WSM) procedures in Section 501-10A.
2. If equipped with manual lumbar, adjust the lumbar to the fully relaxed position.
3. Remove the recline handle and lumbar knob (if equipped). See Figure 13.

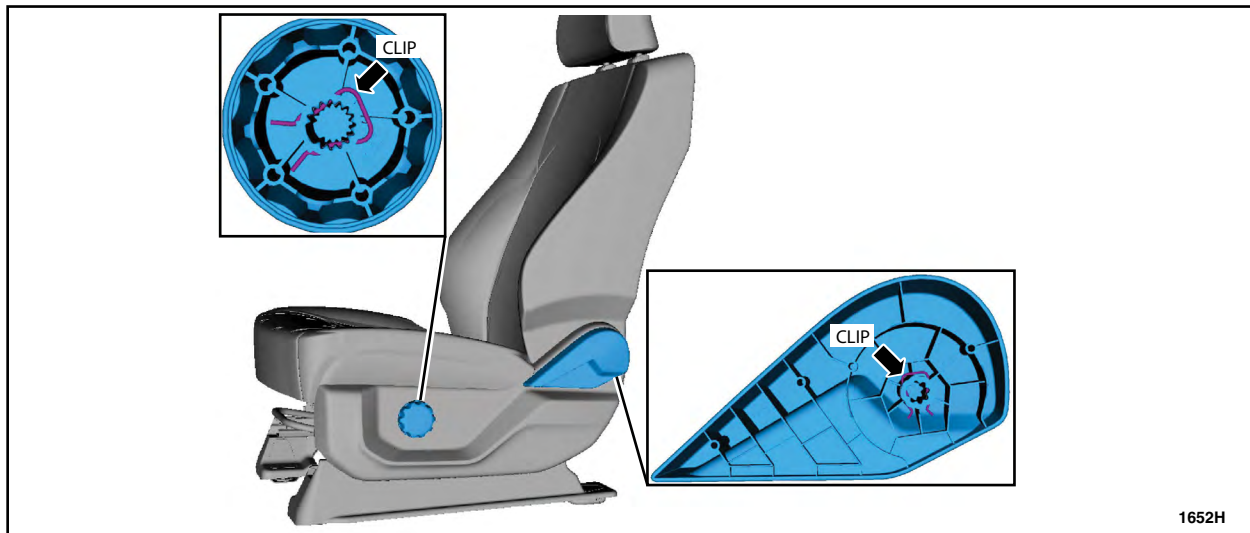


FIGURE 13

4. Remove the two head restraint guide sleeves. Please follow the WSM procedures in Section 501-10A.
5. Remove the two side shield screws. See Figure 14.

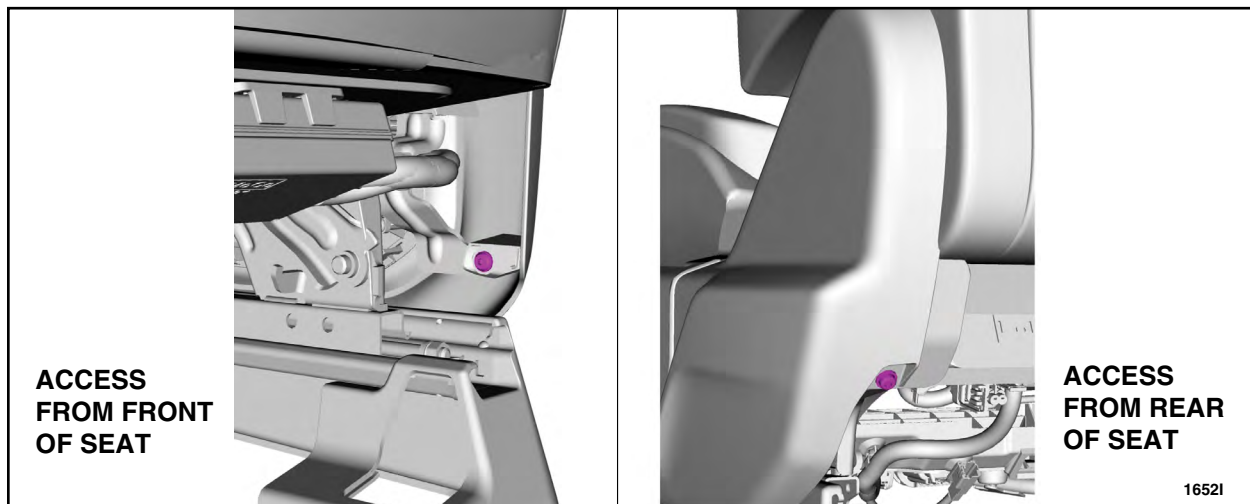


FIGURE 14



6. Remove the side shield. See Figure 15.

1. Lift up on the rear of the side shield and pull outward.
2. Push the side shield forward.
3. Disconnect the electrical connector.

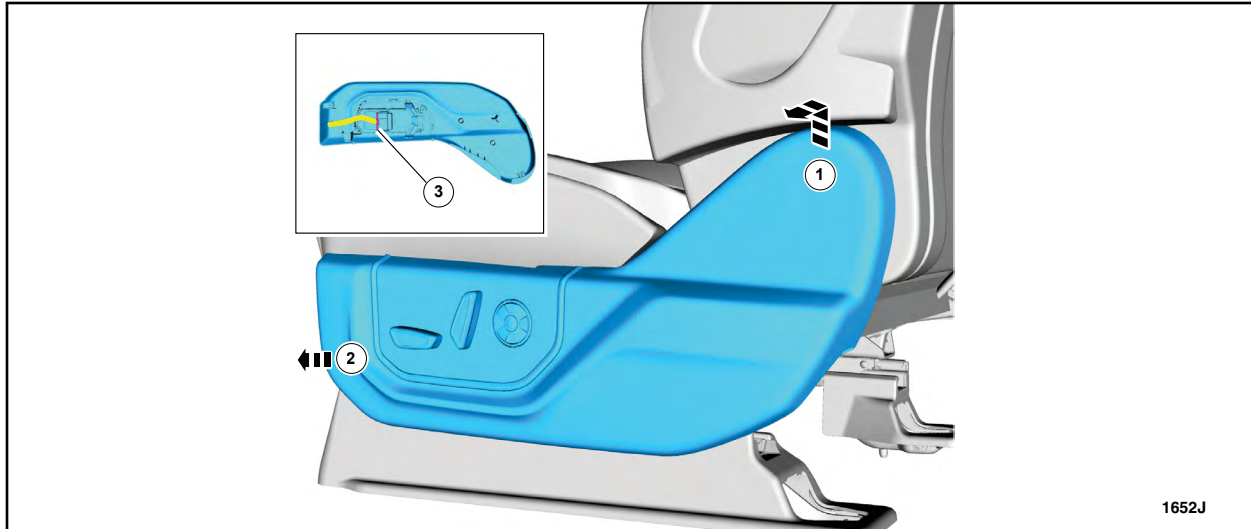


FIGURE 15

7. Remove the two screws and the inboard recline cover. See Figure 16.

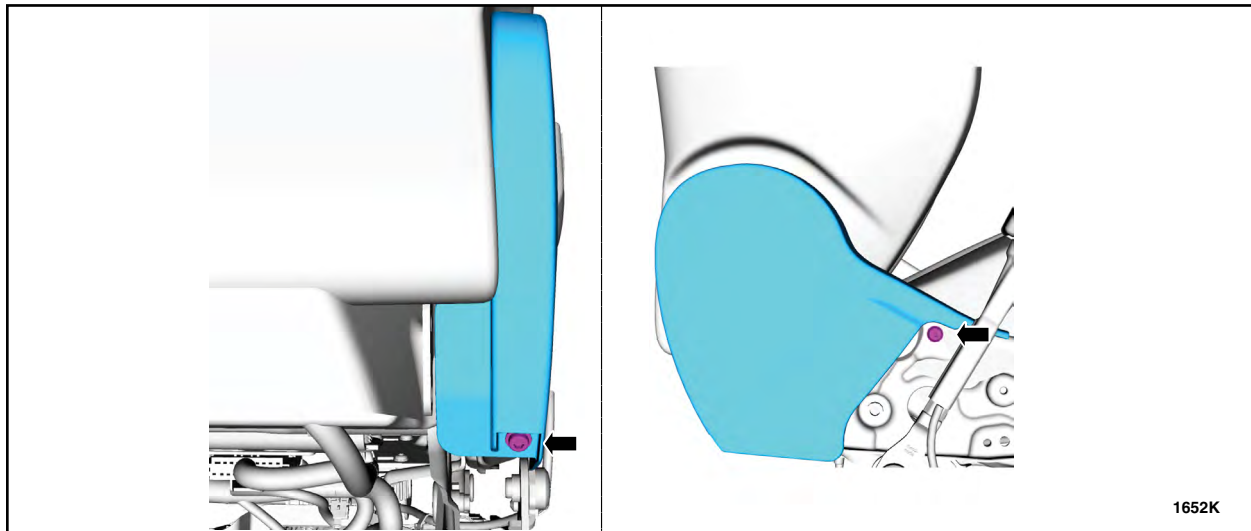


FIGURE 16



8. Remove the two seat cover side push-pins. See Figure 17.



FIGURE 17

NOTE: Do not separate the side airbag from the seat cover.

9. Remove the side airbag. Please follow the WSM procedures in Section 501-20B.

10. If equipped, detach the backrest cover J-clips from the lumbar support wire and position the backrest cover up. See Figure 18.

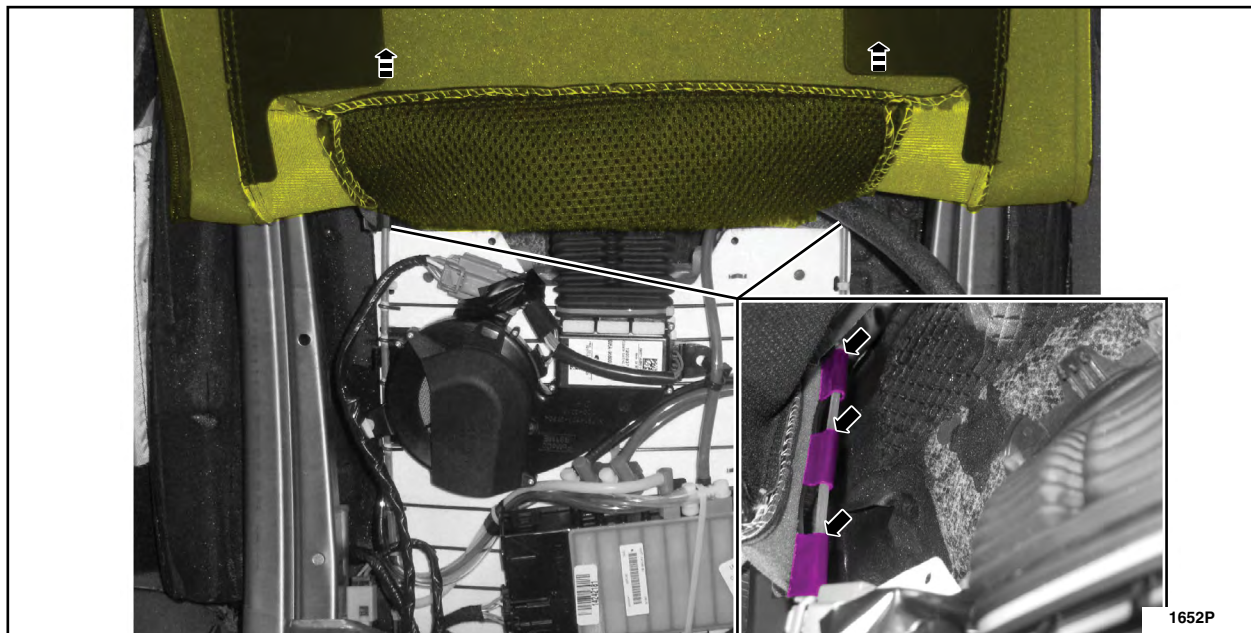


FIGURE 18



11. Remove the seat backrest cushion, cover, and the side airbag as an assembly. See Figure 19.



FIGURE 19

12. Remove and discard the four bolts and remove the front seat backrest. Disconnect the lumbar cable if equipped. See Figure 20.

- Torque: 33 lb.ft (45 Nm).

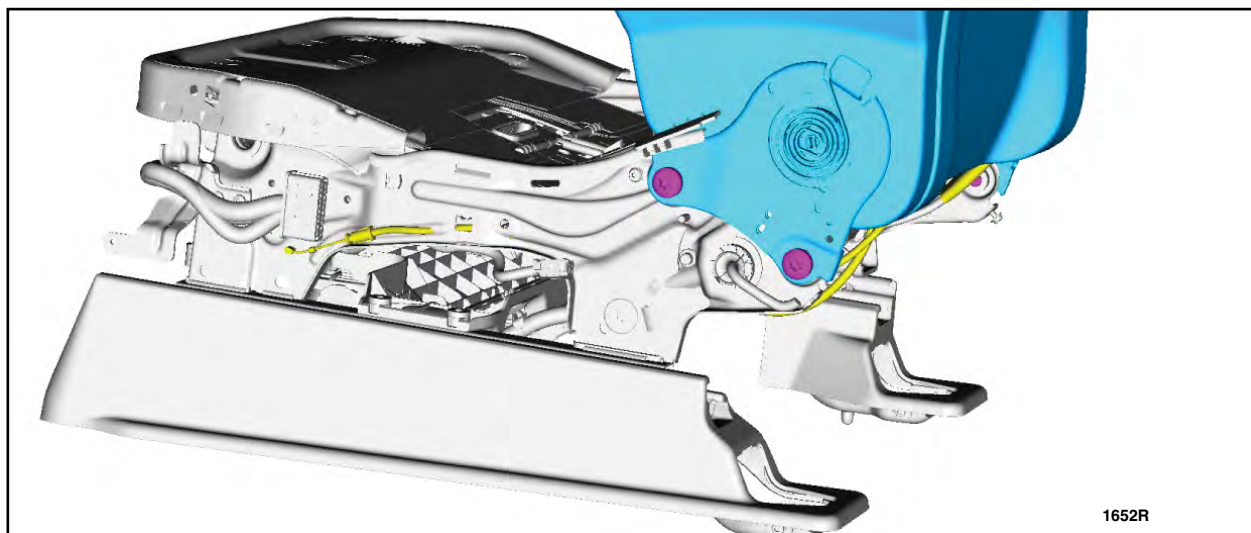


FIGURE 20



13. Remove the lumbar assembly. See Figures 21 and 22.

1. Release the lumbar assembly cable retainer (manual lumbar only).
2. Detach the lumbar assembly cable (manual lumbar only).
3. Detach the lumbar assembly J-hooks.
4. Detach the lumbar assembly upper J-hooks.
5. Disconnect the electrical connector (power lumbar only).

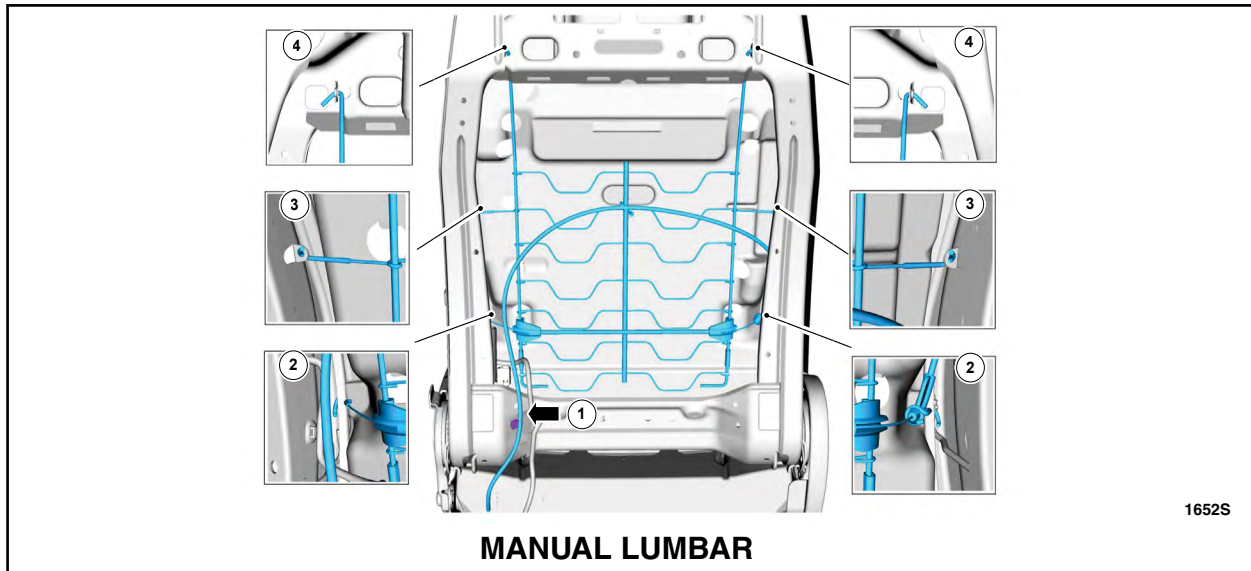


FIGURE 21

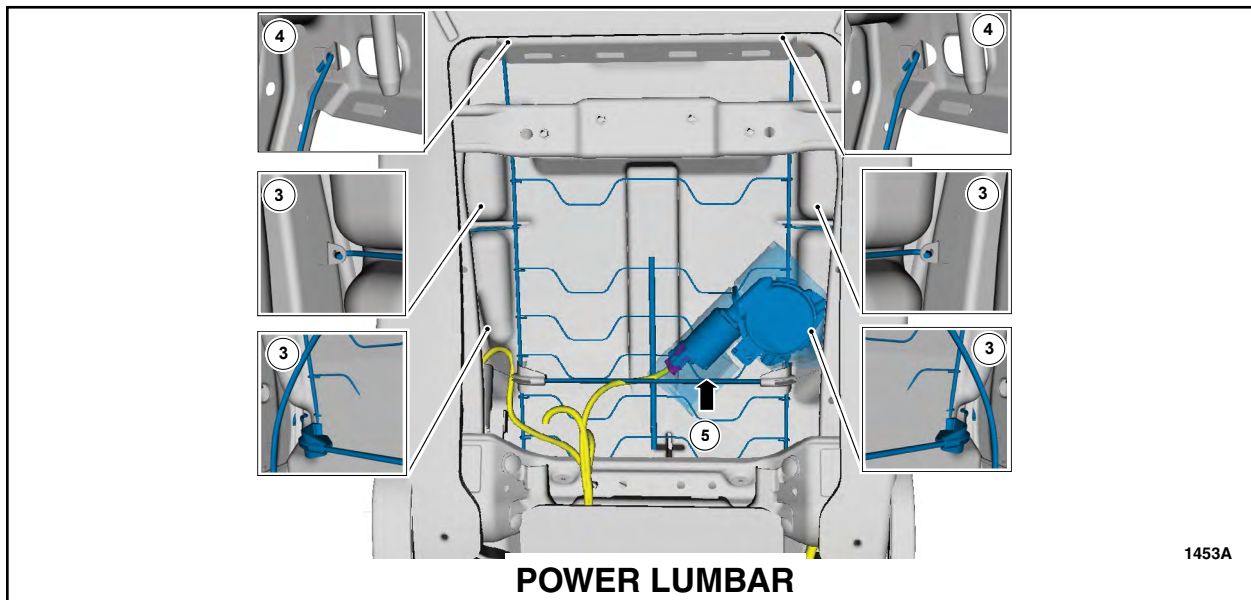


FIGURE 22

14. To install the *new* driver seat backrest frame, reverse the removal procedure.



Explorer Vehicles - Driver Seat Backrest Frame Replacement Procedure

1. Remove the driver front seat. Please follow the Workshop Manual (WSM) procedures in Section 501-10A.
2. Remove the two front head restraint guide sleeves. Please follow the WSM procedures in Section 501-10A.
3. If equipped, remove the recline handle. See Figure 23.

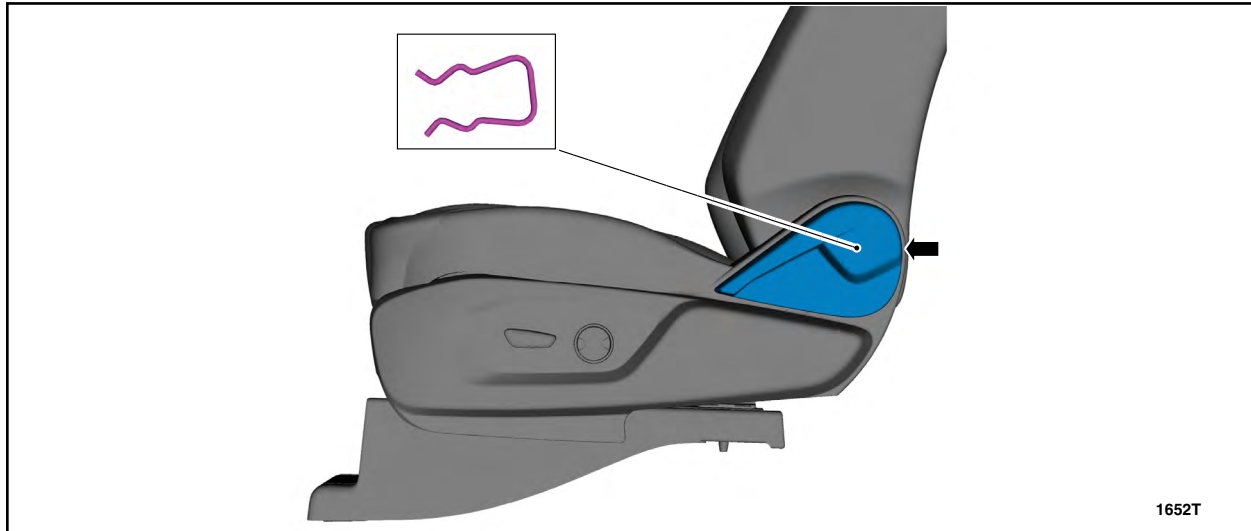


FIGURE 23

4. Remove the two side shield screws. See Figure 24.

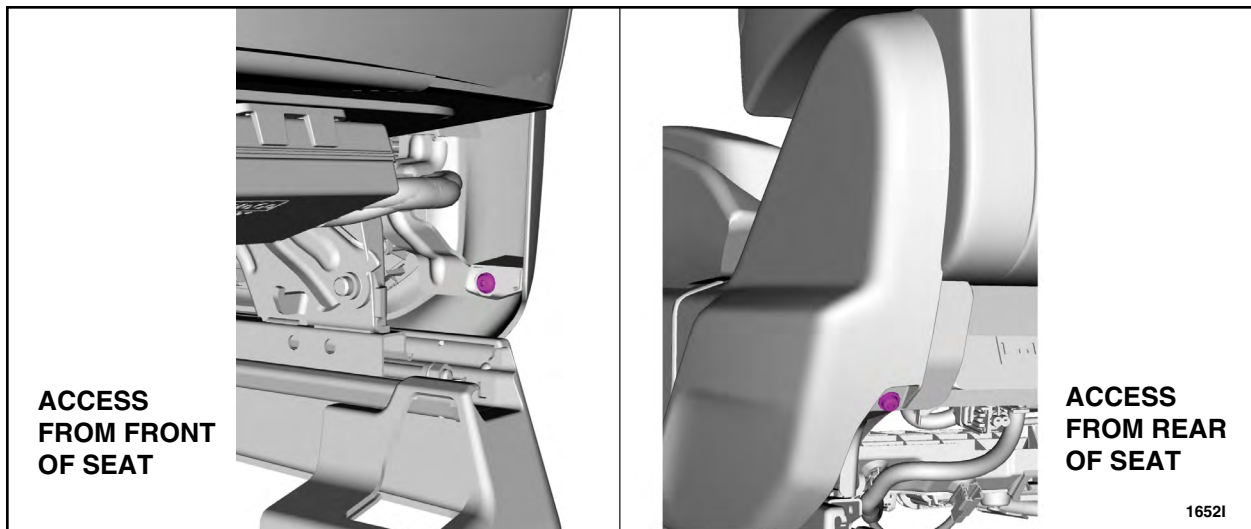


FIGURE 24



5. Remove the side shield. See Figure 25.

1. Lift up on the rear of the side shield and pull outward.
2. Push the side shield forward.
3. Disconnect the electrical connector.

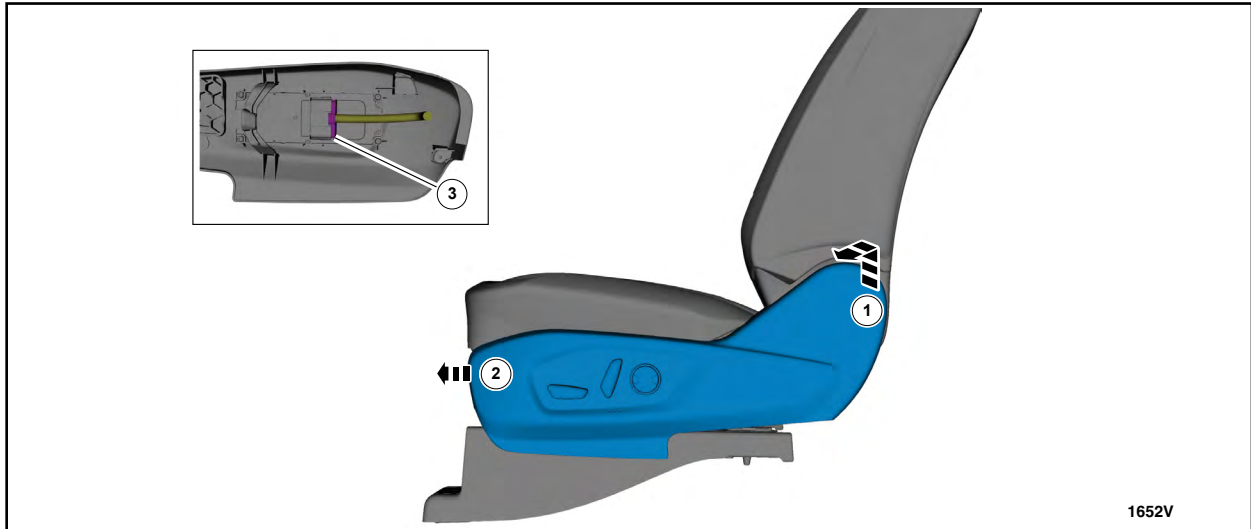


FIGURE 25

6. Remove the two screws and the inboard recline cover. See Figure 26.

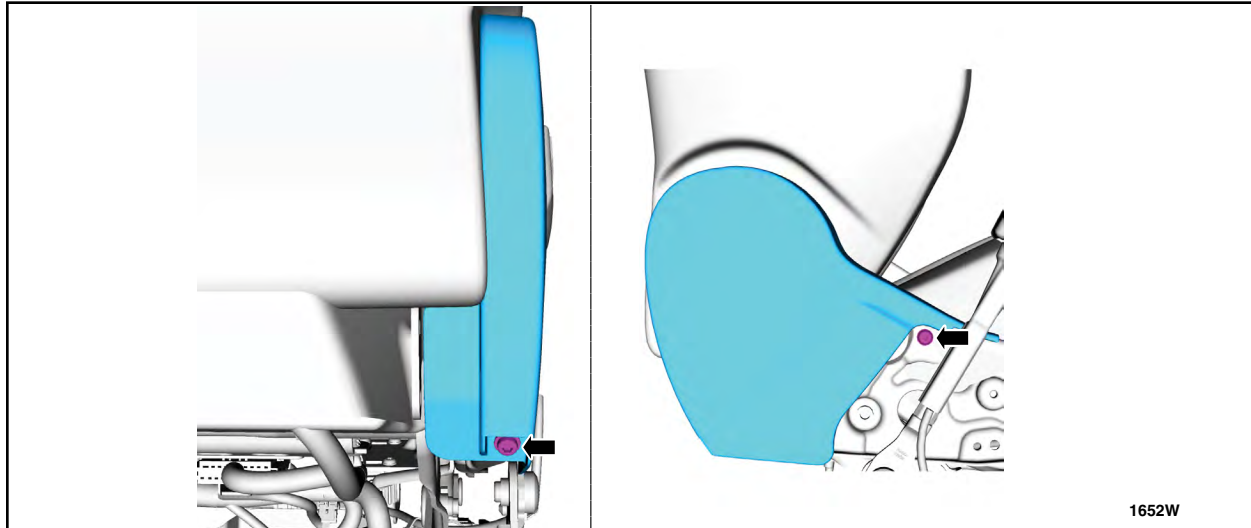


FIGURE 26



NOTE: Do not separate the side airbag from the cushion cover.

7. Remove the side airbag. Please follow the WSM procedures in Section 501-20B.
8. Remove the seat backrest cushion, cover, and the side airbag as an assembly. See Figure 27.

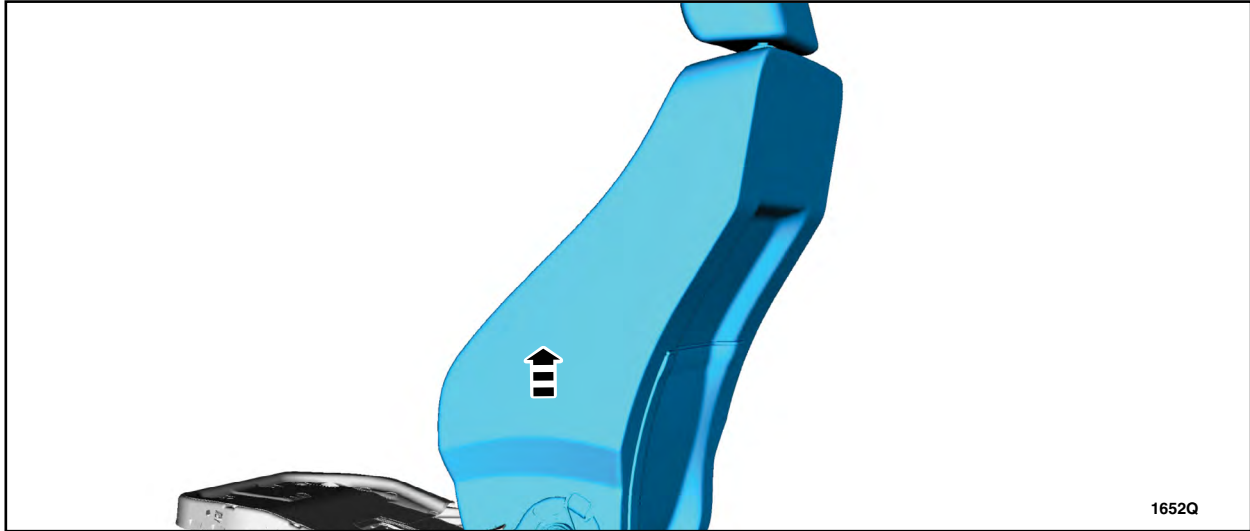


FIGURE 27

9. Remove and discard the four bolts and remove the front seat backrest. See Figure 28.
 - Torque: 33 lb.ft (45 Nm).

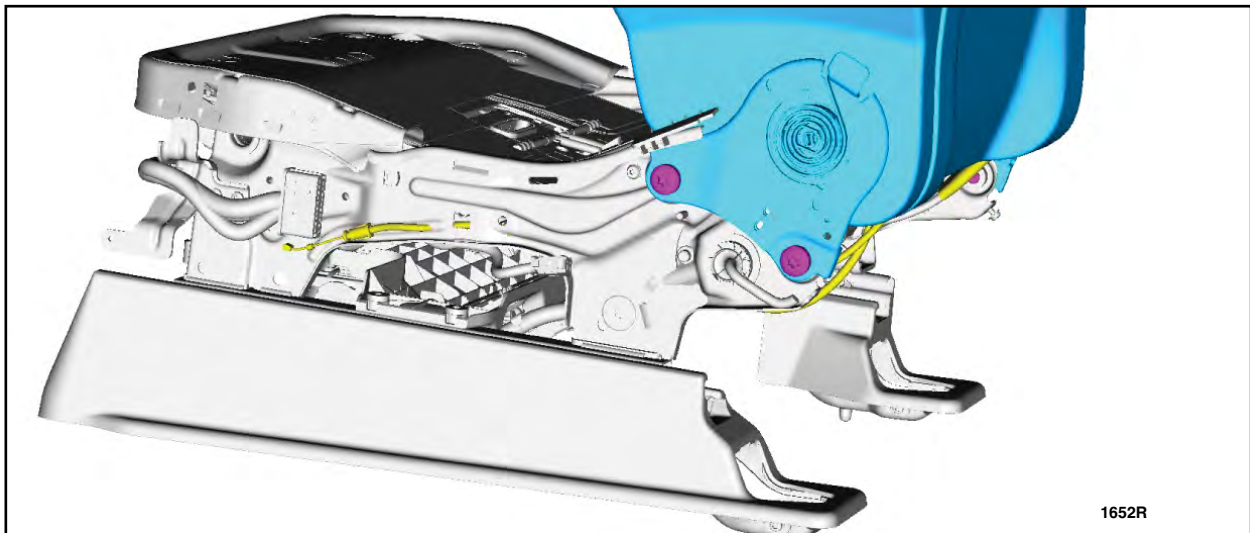


FIGURE 28



10. Disconnect the electrical connector, release the J-hooks, and remove the power lumbar assembly.
See Figure 29.

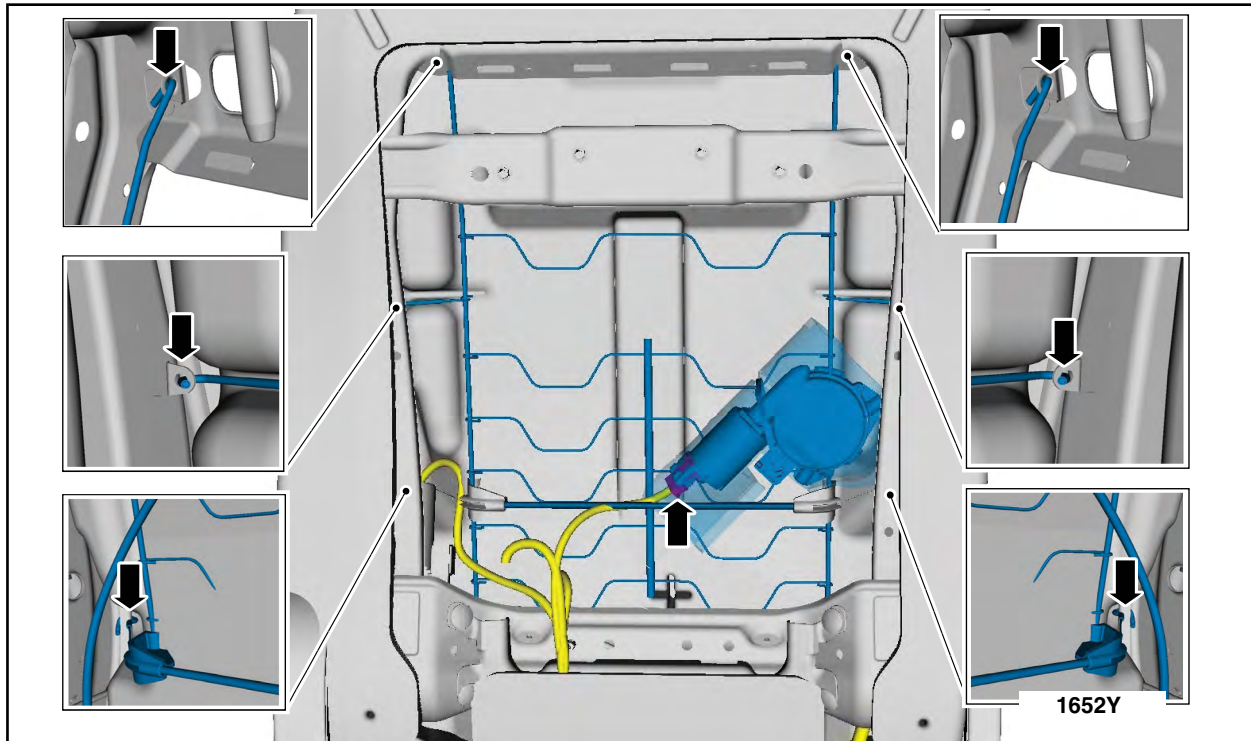


FIGURE 29

11. To install the *new* driver seat backrest frame, reverse the removal procedure.

