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Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

June 27, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S15
Certain 2015-2017 Transit Vehicles Equipped with a Driveshaft Flexible Coupling
Driveshaft Flexible Coupling Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2017	Kansas City	January 17, 2014 through June 15, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the driveshaft flexible coupling may crack with increasing mileage, resulting in driveline noise and vibration. Continued driving with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of injury or crash.

SERVICE ACTION

For In-Stock Units

- DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A permanent repair is not currently available to close this recall. An updated Dealer Bulletin is anticipated in early-August, 2017 when parts ordering information and repair instructions will be available for units with a signed sales contract.

For Sold Units

- For affected vehicles with more than 30,000 miles, or affected vehicles that have not had a driveshaft or driveshaft flexible coupling replaced within the last 30,000 miles, dealers are to replace the driveshaft flexible coupling every 30,000 miles as needed as an interim repair until a permanent repair is available and completed for this safety recall. Ford does not recommend driving affected vehicles with more than 30,000 miles on the driveshaft flexible coupling, except to the dealer for service.
- For affected sold vehicles with less than 30,000 miles, or affected vehicles that have had a driveshaft or driveshaft flexible coupling replaced within the last 30,000 miles, no alteration or interim repair is required until the vehicle or replaced flexible coupling reaches 30,000 miles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 17, 2017 advising owners of the safety risk and the interim repair. Dealers should perform the interim repair on affected vehicles with more than 30,000 miles that arrive at their dealerships or that have experienced driveline noise or vibration, whether or not the customer has received a letter.

Owners will be notified again when repair instructions and parts ordering information have been supplied to dealers to provide a permanent repair for this safety recall.

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 be activated on June 27, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 27, 2017. Owner names and addresses will be available by July 28, 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 interim repairs, as required.
- 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.

STOCK VEHICLES

- A permanent repair is not currently available to close this recall. An updated Dealer Bulletin is anticipated in early-August, 2017 when parts ordering information and repair instructions will be available for units with a signed sales contract.
- Use OASIS to identify any affected vehicles in your used vehicle inventory. Affected vehicles with more than 30,000 miles on the odometer may require the interim repair.

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

- **Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 driveshaft flexible coupling failure.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact 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 (17S15) is the sub code.
- **Provision for locally obtained Loctite® 243:** Submit on the same line as the repair.
 - Program Code: 17S15 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$5.00
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
 - Program Code: 17S15 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Interim Repair: Replace the driveshaft flexible coupling – includes time to clean and re-use certain fasteners (interim repair will NOT close the recall)	17S15MM	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-4782-B	Driveshaft Flexible Coupling	1	1
Obtain Locally	Loctite® 243 General Purpose Medium Strength Threadlocking Adhesive – see Technical Information for usage	Claim as Misc. Expense: OTHER	

The DOR/COR number for this recall is 51085.

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 2015-2017 TRANSIT VEHICLES EQUIPPED WITH A DRIVESHAFT FLEXIBLE COUPLING — DRIVESHAFT FLEXIBLE COUPLING REPLACEMENT

OVERVIEW

In the affected vehicles, the driveshaft flexible coupling may crack with increasing mileage, resulting in driveline noise and vibration. Continued driving with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of injury or crash. For affected vehicles with more than 30,000 miles, or affected vehicles that have not had a driveshaft or driveshaft flexible coupling replaced within the last 30,000 miles, dealers are to replace the driveshaft flexible coupling every 30,000 miles as needed as an interim repair until a permanent repair is available and completed for this safety recall. Ford does not recommend driving affected vehicles with more than 30,000 miles on the driveshaft flexible coupling, except to the dealer for service.

SERVICE PROCEDURE

NOTE: All fasteners shown in the Workshop Manual (WSM) can be reused for this interim repair following the procedures below.

NOTE: The use of an assistant is not required for this repair as it is not necessary to completely remove the driveshaft. A stand may be used to support the driveshaft.

1. Replace the Driveshaft Flexible Coupling. Please follow the WSM procedures in Section 205-01.

- To assist with the removal of the driveshaft flexible coupling-to-transmission output flange bolts, the use of a Mini-Ductor™ induction heating tool, or equivalent, is recommended.
- For vehicles with a severely cracked driveshaft flexible coupling, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site for additional repair instructions and authorization.
- The blue paint marking on the *new* driveshaft flexible coupling must be installed facing the transmission output flange or premature failure of the flexible coupling will occur. See Figure 1a.
- Clean and re-use the six driveshaft flexible coupling bolts. Starting at the end of the bolt, leave one or two threads free of adhesive and apply Loctite 243® threadlocking adhesive to at least seven threads minimum. See Figure 1b.
- The driveshaft center bearing attaching bolts can be reused without the use of Loctite®.

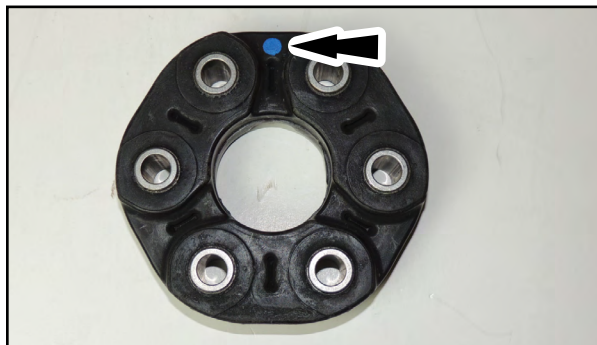


FIGURE 1a

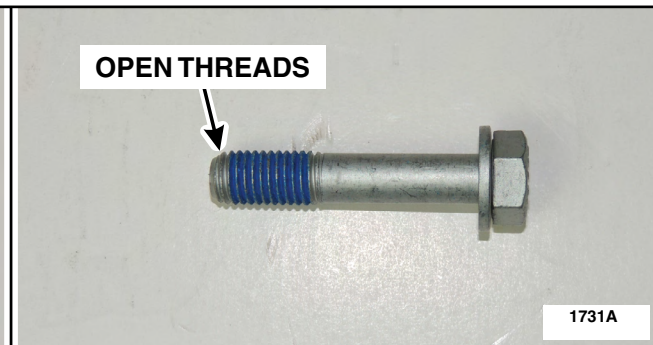


FIGURE 1b



Ford Motor Company
Recall Reimbursement Plan for 17S15

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall #17S15, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 31, 2017. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2015. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2015 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.