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Ford Motor Company
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December 7, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S15
- Supplement #8
Certain 2015-2017 Transit Vehicles Equipped with a Driveshaft Flexible Coupling
Driveshaft Flexible Coupling Repair

New! REASON FOR THIS SUPPLEMENT

- **Technical Information:** *The enhanced driveshaft flexible coupling installation procedure has been updated to provide clarification on the correct orientation of the coupling. In addition, the front driveshaft section replacement instructions have been removed as all vehicles can be repaired using enhanced driveshaft flexible coupling kits.*

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

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install an enhanced driveshaft flexible coupling.

NOTE: Although affected vehicles with less than 30,000 miles, or affected vehicles that have had an interim repair completed within the last 30,000 miles, may continue to be driven until the vehicle or replaced coupling reaches 30,000 miles, all vehicle owners are encouraged to have permanent repairs performed without delay. Dealers must apply the permanent repair to all affected vehicles brought to your dealership, regardless of accumulated miles or previous interim repairs.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed by the week of August 14, 2017, advising owners of the safety risk and an interim repair.

Owners will be notified again in the second quarter of 2018, when sufficient permanent repair parts quantities are available.

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.

New! 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 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 "D. Johnson", written over a light gray rectangular background.

David J. Johnson

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OASIS ACTIVATION

OASIS was activated for all affected vehicles by August 11, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> by August 11, 2017 for all affected vehicles. Owner names and addresses became available by August 25, 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.

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:
 - o 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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Driveshaft Flexible Coupling Repair

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.

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (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 (or equivalent) and XG-1-E1 Motorcraft® Premium Long Life Grease (or equivalent):** Submit on the same line as the repair. Can be claimed with labor operation code 17S15J only.
 - Program Code: 17S15 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$6.00
- 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.
- *Claims with labor operation code 17S15D, 17S15F, and 17S15H must have a repair order open date on or before December 7, 2018 to be eligible for payment.*

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Driveshaft Flexible Coupling Repair

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Enhanced Driveshaft Flexible Coupling and Shield – All Vehicles	17S15J	1.1 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: There have **NOT** been any changes to the enhanced driveshaft flexible coupling parts list as part of this Supplement #8 release. In addition, the front driveshaft section replacement instructions and parts have been removed, as Supplement #7 (Dated April 26, 2018) allowed for all vehicles to be repaired using enhanced driveshaft flexible coupling kits. Front driveshaft section replacement claims are no longer an eligible repair.

Vehicle Configuration	Part Number	Description	Order Quantity	Claim Quantity
All Vehicles	JK4Z-4A109-C	Enhanced Driveshaft Flexible Coupling kit	1	1
	CK4Z-4091-A	Shield Kit	1	1
	XG-1-E1	Motorcraft® Premium Long Life Grease*	Claim as Misc. Expense: OTHER	
	Obtain Locally	Loctite® 243 General Purpose Medium Strength Threadlocking Adhesive (or equivalent) – see Technical Information for usage		

The DOR/COR number for this recall is 51085.

*One tube of XG-1-E1 will service about 100 vehicles.

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 REPAIR

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. *Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install an enhanced driveshaft flexible coupling.*

NEW ! SERVICE PROCEDURES

Recommended Tool List:

3/8" Drive Ratchet (Power and Hand Tool)
3/8" Drive 10mm, 13mm and 15mm Shallow Sockets
3/8" Drive 13mm and 15mm Deep Socket
3/8" Drive 12mm, 12-Point Shallow Socket
3/8" Drive Extension 12 in (305 mm)
1/2" Drive Ratchet (Power and Hand Tool)
1/2" Drive 18mm and 21mm Shallow Sockets
1/2" Drive 34mm, 12-Point Deep Socket
1/2" Drive Extension 12 in (305 mm)
3/8" and 1/2" Drive Torque Wrench
21mm Wrench
Rubber Hammer
Hammer
Screwdriver Flat Head
Chisel
Mini-Ductor™ induction heating tool, or equivalent
3-Jaw Puller



ENHANCED DRIVESHAFT FLEXIBLE COUPLING INSTALLATION

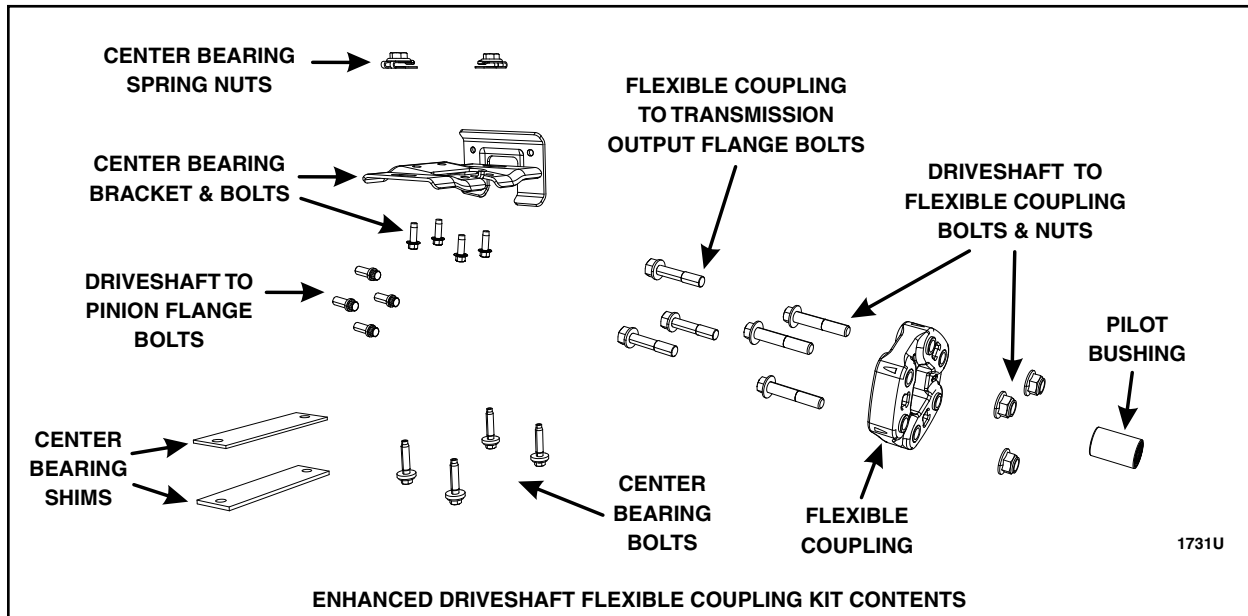


FIGURE 1

1. Remove the driveshaft and the driveshaft flexible coupling. Please follow the Driveshaft Removal and Installation Workshop Manual (WSM) procedure 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.
- 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 2.

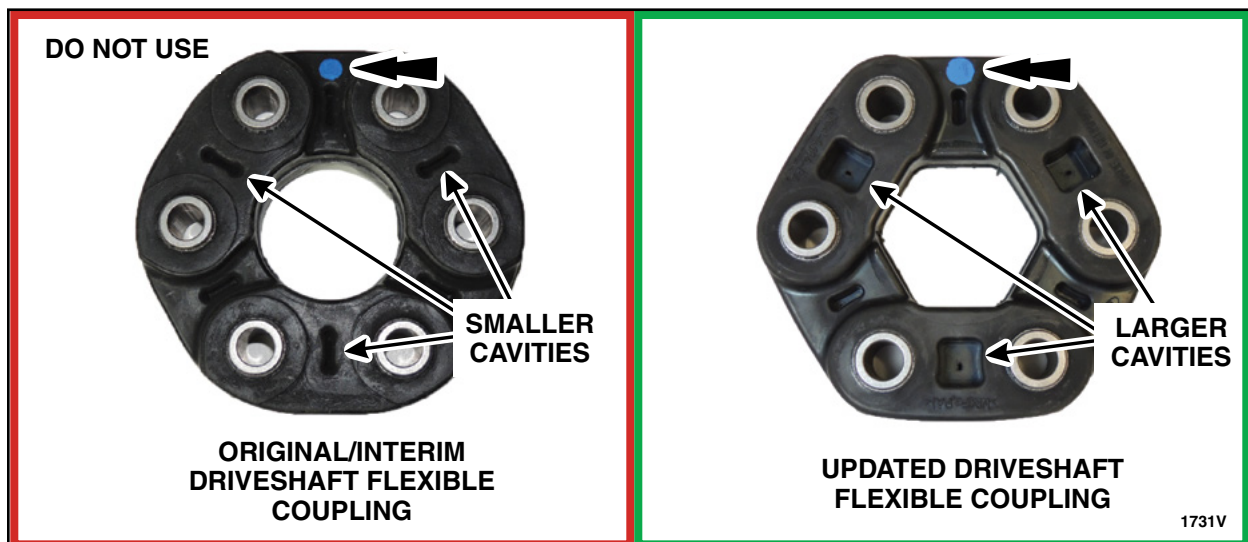


FIGURE 2



2. Using a hammer and chisel with a sharp edge, remove and discard the driveshaft pilot bushing.
See Figure 3.

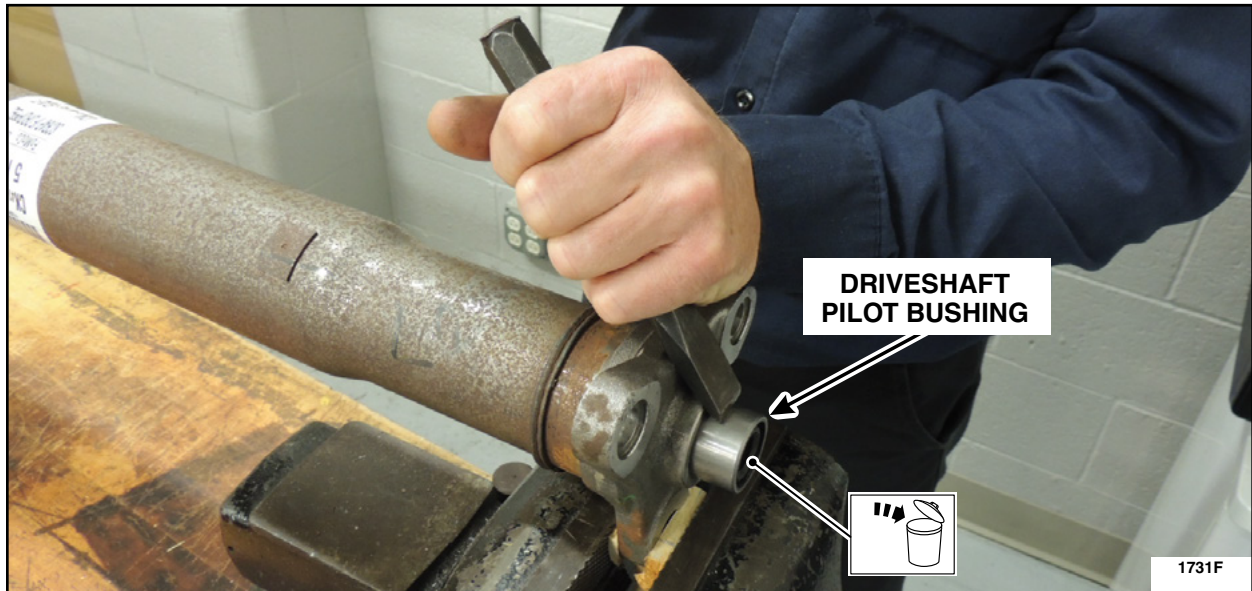


FIGURE 3

3. **NOTE:** Prior to installation of the *new* driveshaft pilot bushing, make sure the rubber seal end of the bushing is facing outward and the capped end is pressed into the driveshaft. See Figure 4.

Using a 3-jaw puller and a suitable flat piece of metal, press in the *new* pilot bushing until the depth mark on the pilot bushing has been reached. See Figures 4 and 5.

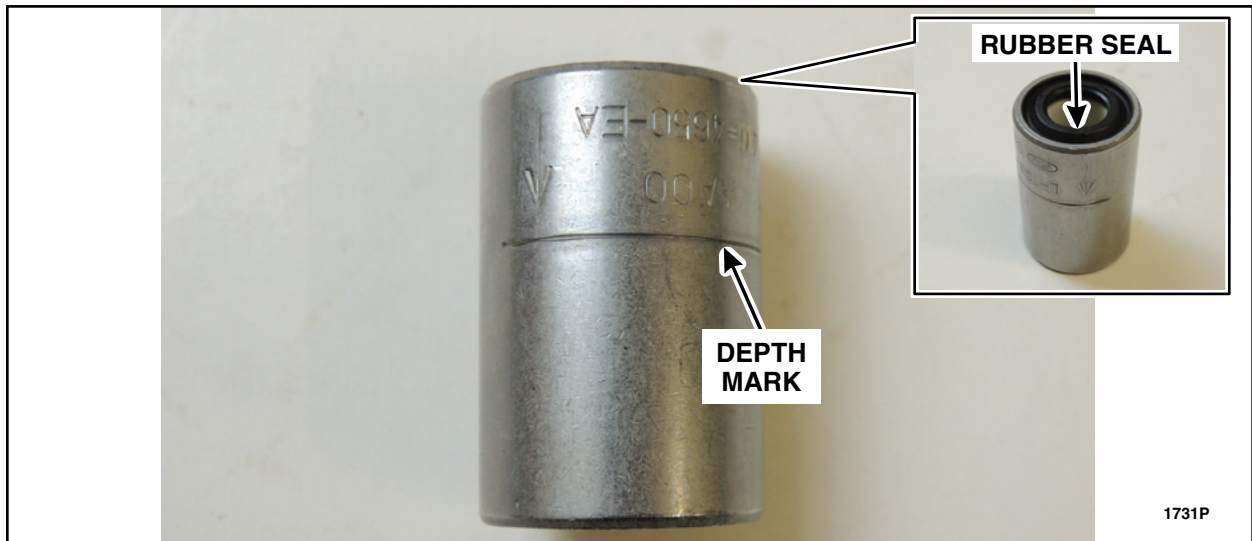


FIGURE 4





FIGURE 5

4. Remove and discard the four center bearing bracket retaining bolts and the center bearing bracket. See Figure 6.

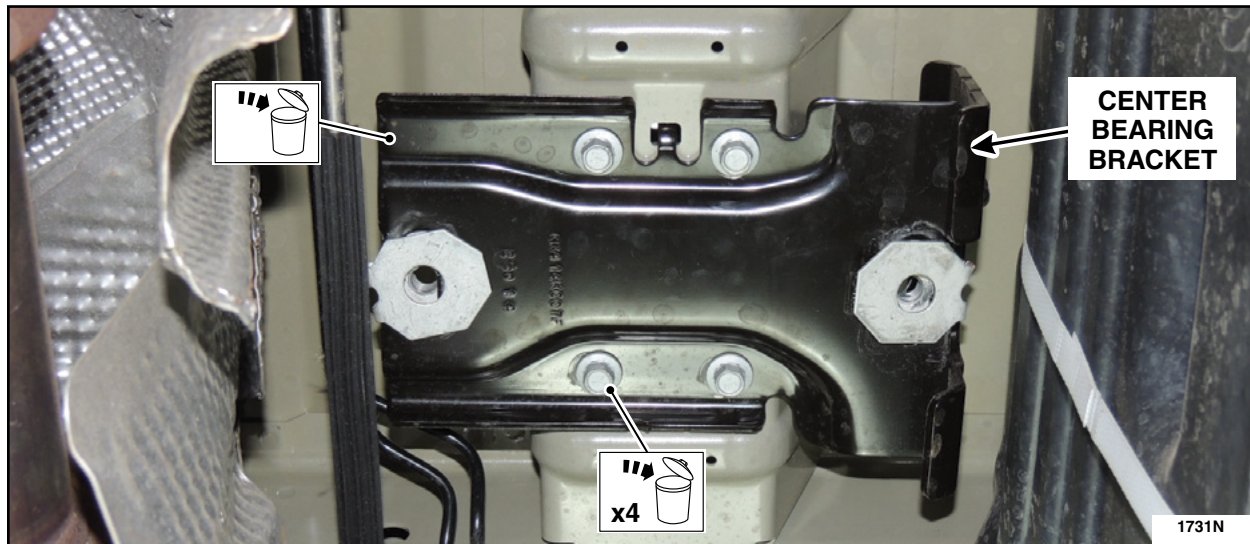


FIGURE 6

5. Install the *new* center bearing bracket spring nuts onto the *new* center bearing bracket.



6. Install the *new* center bearing bracket using four *new* retaining bolts. See Figure 7.

- Tighten bolts to 18 lb.ft (25 Nm).

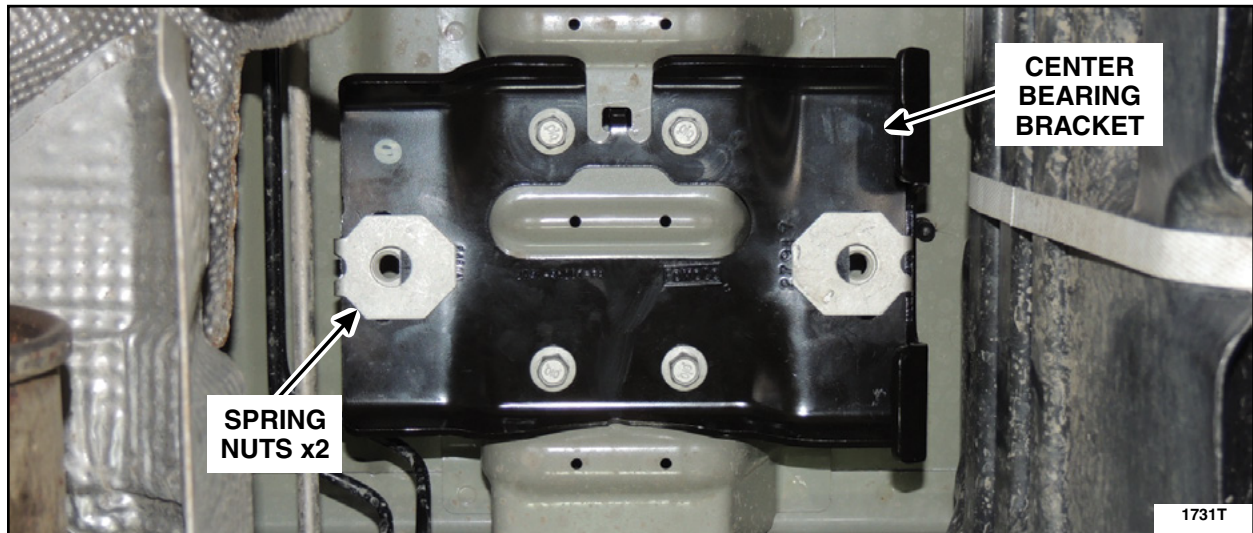


FIGURE 7

7. Install the driveshaft flexible coupling shield. See Figure 8.

- Remove the upper RH transmission bracket stud nut and discard.
- Install the shield onto the transmission rear housing and bracket.
- Install a *new* RH and LH transmission bracket stud nut (LH nut is installed over existing nut), and *new* transmission rear housing bolts to secure the shield.

- Tighten nuts to 23 lb.ft (31 Nm).
- Tighten bolts to 47 lb.ft (64 Nm).

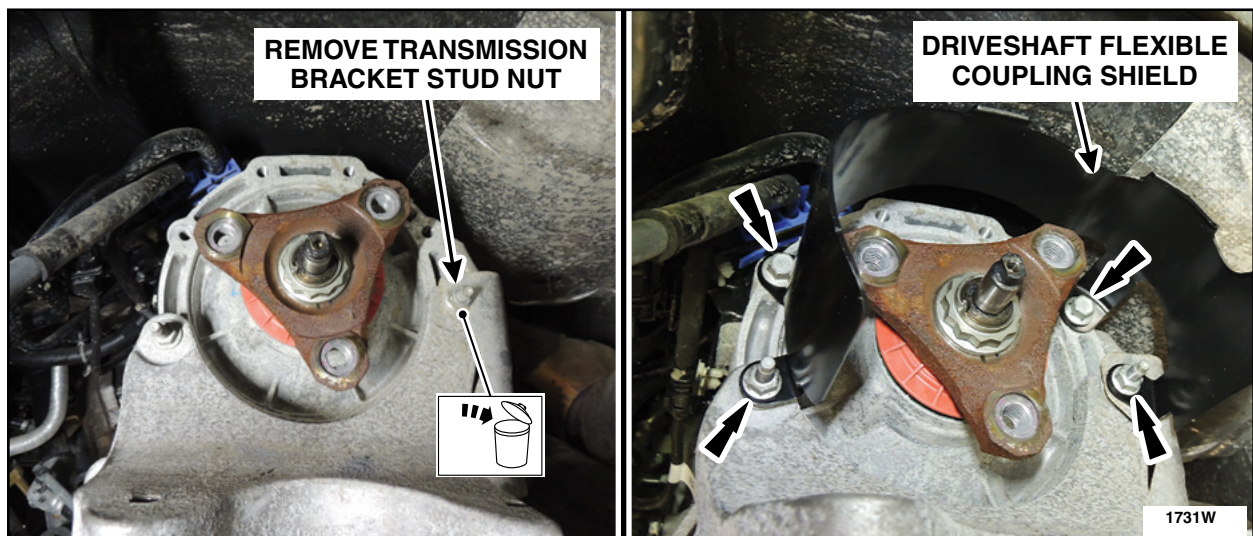


FIGURE 8



8. Lubricate the transmission output shaft and driveshaft bushing using a small amount of Motorcraft® XG-1-E1 Premium Long Life Grease or equivalent. See Figure 9.

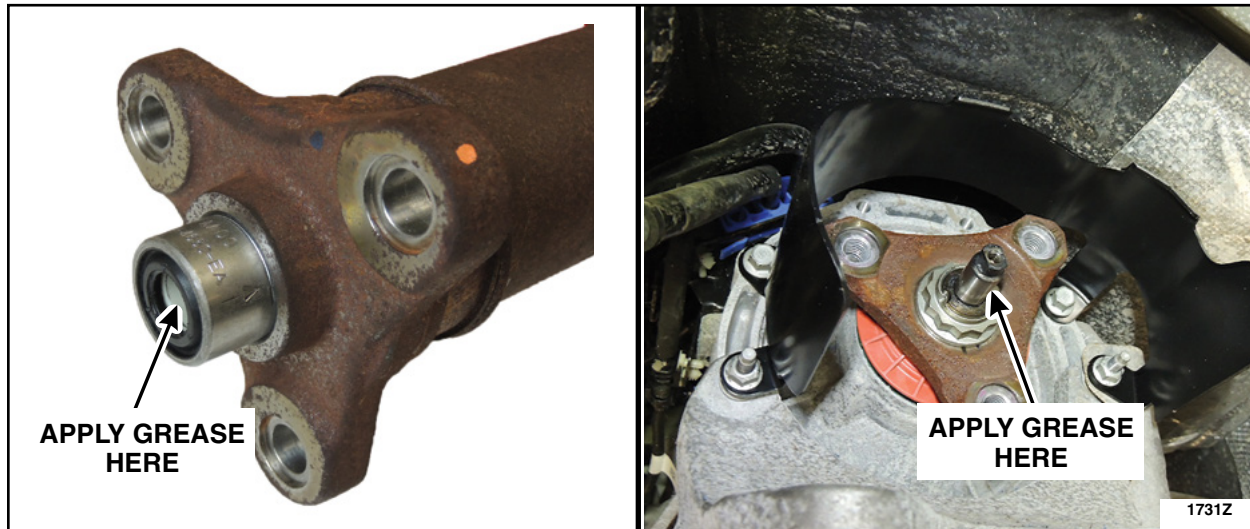


FIGURE 9

9. Install the *new* driveshaft flexible coupling. Please follow the Driveshaft Flexible Coupling Removal and Installation Workshop Manual (WSM) procedure in Section 205-01. See Figures 10 and 11.

NOTICE: The flex coupling must be installed with the blue paint mark facing the transmission output flange. The protruding flex coupling bushings must align with the driveshaft flange and transmission output flange as shown in Figures 10 and 11.

NOTE: The driveshaft safety straps must be reinstalled. When installing the driveshaft safety strap bolts, the bolts must be threaded in by hand as far as possible before using hand or power tools.

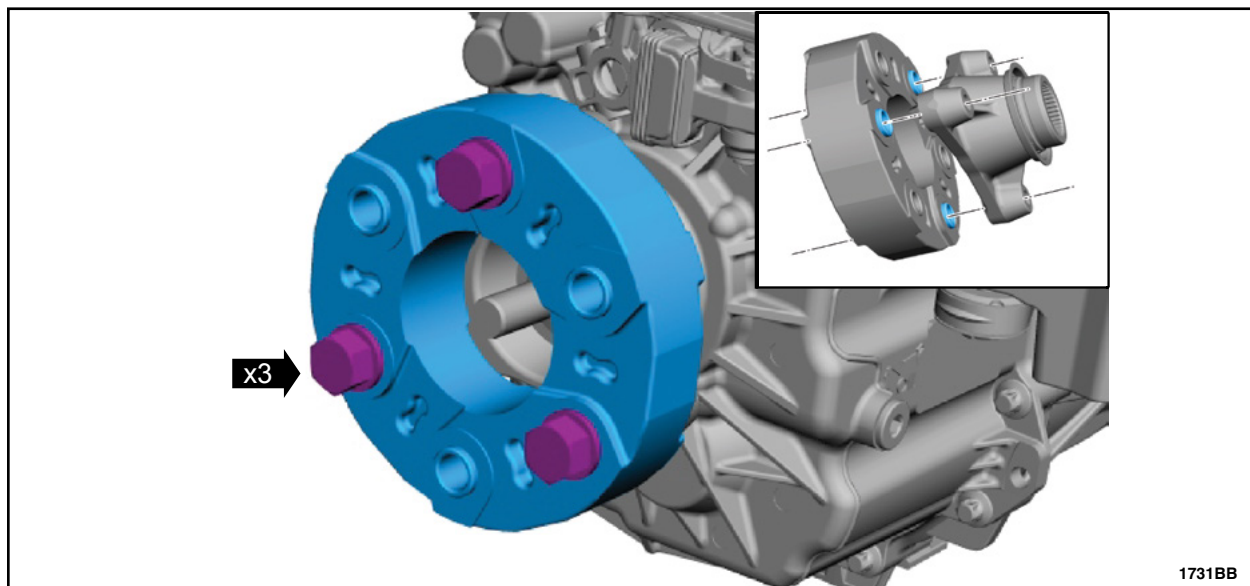


FIGURE 10



NOTE: There are six (6) bushings in the coupler. Three (3) bushings protrude forward and three (3) protrude rearward and they must interlock with each flange.

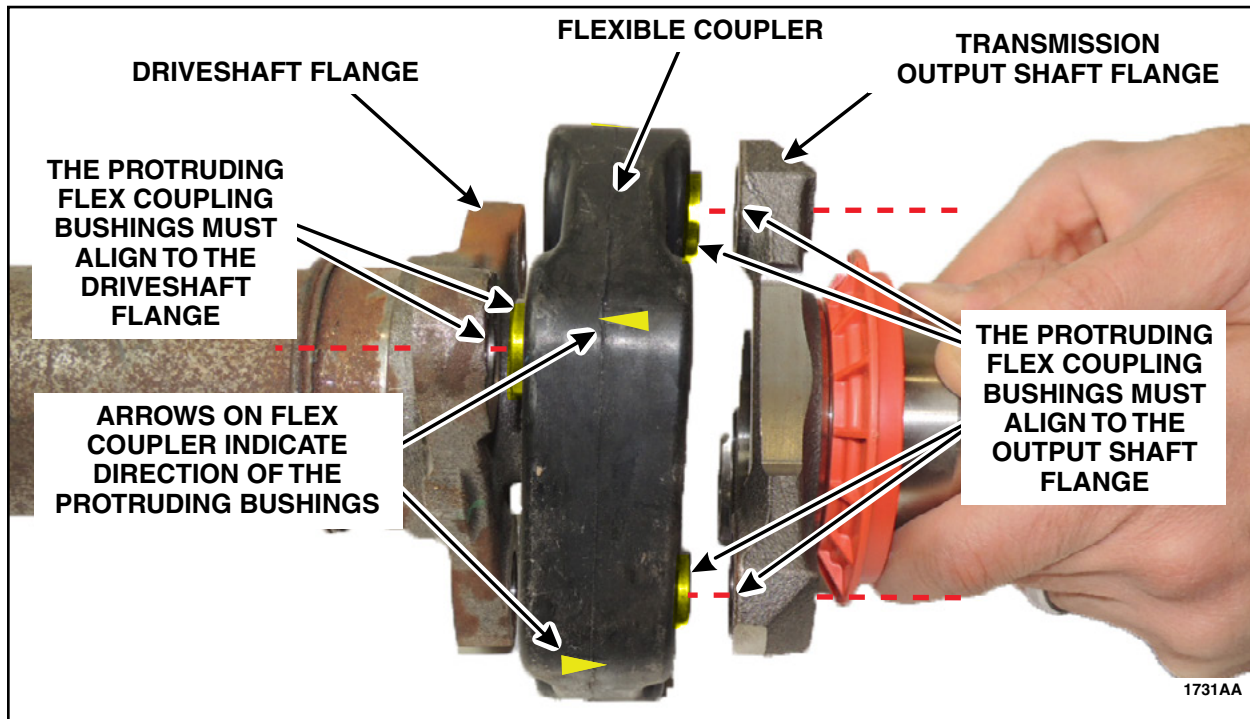


FIGURE 11



10. Reinstall the driveshaft with the appropriate center bearing shim according to the chart in Figure 13. Please follow the Driveshaft Removal and Installation Workshop Manual (WSM) procedure in Section 205-01. See Figures 12, 13 and 14.

NOTICE: The flex coupler must be installed with the blue paint mark facing the transmission output flange. The protruding flex coupling bushings must align with the driveshaft flange and transmission output flange. Arrows should point at the ears of each flange shown in Figure 12.

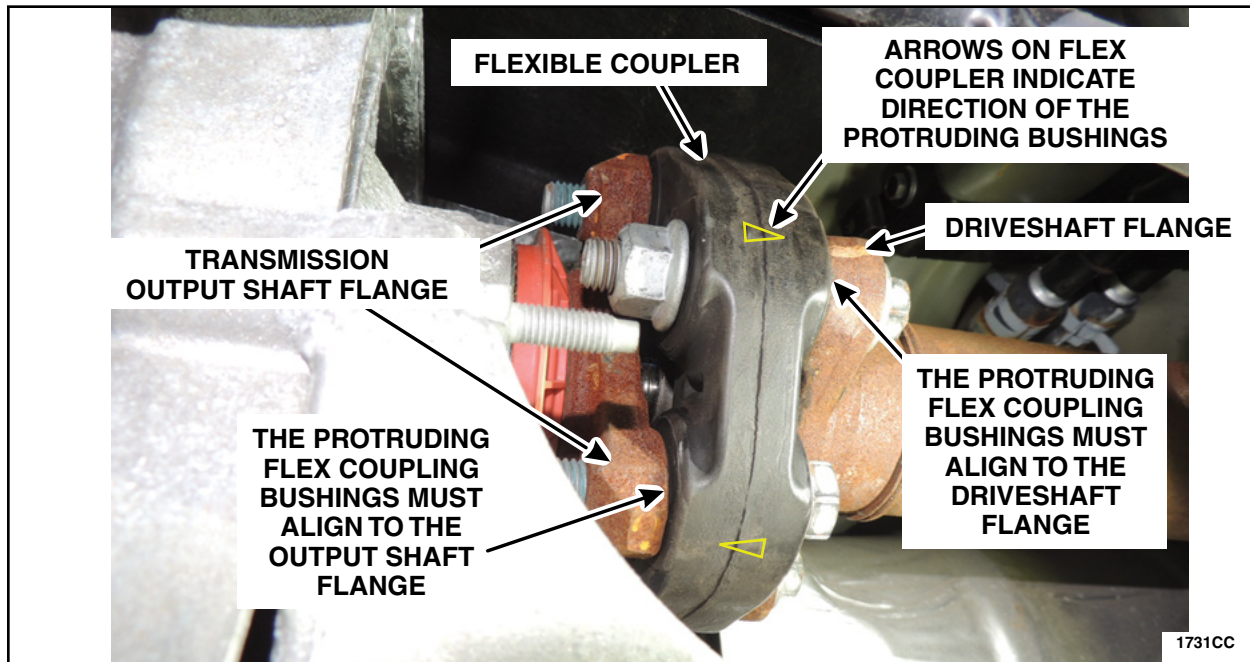


FIGURE 12



SHIM	WHEEL BASE	ENGINE	SRW/DRW
3.8MM SHIM JK41-4A209-BA	129"	3.5L	SRW
5MM SHIM JK41-4A209-AA	148"	3.5L	ALL
		3.7L	
NO SHIM	All Others		



FIGURE 13



FIGURE 14

