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July 25, 2017

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S15**  
**– Supplement #1**  
 Certain 2015-2017 Transit Vehicles Equipped with a Driveshaft Flexible Coupling  
 Driveshaft Flexible Coupling Repair

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S15**  
 Dated June 27, 2017

**New! REASON FOR THIS SUPPLEMENT**

- **Service Action:** *Dealers are to submit part order requests for in-stock units based on vehicle delivery priority.*
- **Parts Requirements / Ordering Information:** *Submit VIN-specific part order contacts via the Special Service Support Center (SSSC) Web Contact Site.*

**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.

**New! SERVICE ACTION**

**For In-Stock Units**

- DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A permanent repair (including parts and technical information) is not currently available to close this recall for all affected in-stock vehicles.
- *An updated Dealer Bulletin with Technical Information and Labor Allowances is expected to be published by July 31, 2017 to support part shipments and facilitate permanent repairs for in-stock units.*
- *Part order requests for permanent repairs are now being accepted for in-stock units only. Dealers are to submit VINs based on order of dealer priority using the SSSC Web Contact Site. This will enable Ford to begin shipping parts by dealer assigned priority as soon as they become available.*
- *Dealers should print the SSSC Web Contact Site response for each vehicle, which will include the specific list of parts required for the repair.*

## 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 were 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.**

## **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,



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.

**New! STOCK VEHICLES**

- A permanent repair is not currently available to close this recall.
- *Part order requests for permanent repairs are now being accepted for in-stock units only. Dealers are to submit VINs based on order of dealer priority using the SSSC Web Contact Site. This will enable Ford to begin shipping parts by dealer assigned priority as soon as they become available.*
- 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 – Interim Repair Only:** 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 - FOR INTERIM REPAIRS**

| 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 |                |

**New! PARTS REQUIREMENTS / ORDERING INFORMATION - FOR IN-STOCK UNITS****SSSC Web Contact Site:**

*Submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Ford will send the parts required for the specific VIN as they become available.*

**NOTE:** *The parts required to repair a specific vehicle may not arrive together and the parts required per vehicle will vary based on vehicle configuration. It is important to print out the SSSC response, as it will show what parts are needed for each individual VIN.*

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

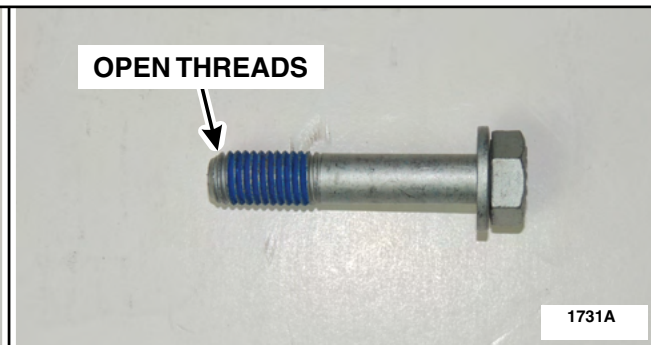


FIGURE 1b

