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September 22, 2017

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
Compliance Recall 17C12**

Certain 2015-2017 F-150 and 2017 F-Super Duty Vehicles Equipped with Rear Inflatable Seatbelts
Left-Hand Rear Inflatable Seatbelt Buckle Inspection

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|----------------|-------------------|-----------------------|--|
| F-150 | 2015-2017 | Dearborn Truck | July 20, 2015 through June 16, 2017 |
| | | Kansas City | |
| F-Super Duty | 2017 | Kentucky Truck | October 20, 2015 through June 16, 2017 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 210: Seat Belt Assembly Anchorages. An inadequate rivet head thickness may allow separation of the left-hand rear inflatable seatbelt buckle from its mounting bracket during 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 inspect the left-hand rear inflatable seatbelt buckle following the Technical Information and replace, if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

- Rotunda Seatbelt Rivet Gauge 501-420 is required to complete this service action, and will be shipped to dealers starting September 22, 2017. One gauge will be shipped directly to each dealer with at least one affected vehicle. The package will be sent to the attention of the service manager and contain a bright orange 17C12 sticker on the envelope.
- To place an order for an additional inspection gauge, submit a VIN-specific request via the Special Service Support Center (SSSC) Web Contact Site (use General Contact type with the words Rotunda Seatbelt Rivet Gauge 501-420).

Note: Parts are not currently available in sufficient quantities to repair all vehicles. Only vehicles that have had a left-hand rear inflatable seatbelt buckle deploy will have a part ordered by SSSC.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of October 16, 2017 informing owners of the recall and that parts are not currently available in sufficient quantities to repair all vehicles. When parts become available in sufficient quantities, owners will receive a follow-up notification instructing them to bring their vehicle to a dealership. 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 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 17C12

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OASIS ACTIVATION

OASIS was activated on August 29, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on August 29, 2017. Owner names and addresses will be available by October 27, 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 when parts become available in sufficient quantities to repair all vehicles.
- 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.

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

Refunds are not approved for this program.

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 (17C12) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|-----------------|------------|
| Inspect the left-hand rear inflatable seatbelt buckle – DOES NOT PASS – part not readily available to repair - DOES NOT CLOSE THE PROGRAM | 17C12AA | 0.2 Hours |
| Inspect the left-hand rear inflatable seatbelt buckle – PASS – replacement not required | 17C12A | 0.2 Hours |
| Inspect the left-hand rear inflatable seatbelt buckle – DOES NOT PASS – replace the left-hand rear inflatable seatbelt buckle | 17C12B | 0.4 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

Parts are not currently available in sufficient quantities to repair all vehicles. Only vehicles that have had a left-hand rear inflatable seatbelt buckle deploy will have a part ordered by SSSC.

To place an order for a left-hand rear inflatable seatbelt buckle, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

To place an order for an additional inspection gauge, submit a VIN-specific request via the SSSC Web Contact Site (use General Contact type with the words Rotunda Seatbelt Rivet Gauge 501-420).

| Base Part Number | Description | Order Quantity | Claim Quantity |
|------------------|--|----------------|----------------|
| -1660045- | Left-hand rear inflatable seatbelt buckle – refer to Ford Catalog Advantage to determine the specific part number for the vehicle based on interior trim color | 1 | 1 |

The DOR/COR number for this recall is 51093.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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 F-150 AND 2017 F-SUPER DUTY VEHICLES EQUIPPED WITH REAR INFLATABLE SEATBELTS — LEFT-HAND REAR INFLATABLE SEATBELT BUCKLE INSPECTION

OVERVIEW

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 210: Seat Belt Assembly Anchorages. An inadequate rivet head thickness may allow separation of the left-hand rear inflatable seatbelt buckle from its mounting bracket during a crash, increasing the risk of injury. Dealers are to inspect the left-hand rear inflatable seatbelt buckle following the Service Procedure below and replace, if necessary.

SERVICE PROCEDURE

Recommended Tool List:

| |
|---|
| 3/8" Drive Impact Gun |
| 3/8" Drive 13mm and 19mm Deep Socket |
| 3/8" Drive Extension 3 in (76 mm) and 6 in (152 mm) |
| 3/8" Drive Torque Wrench |
| Rotunda Seatbelt Rivet Gauge 501-420 |

1. Position the rear seat cushion up to access the left-hand (LH) rear inflatable seatbelt buckle assembly. See Figure 1.

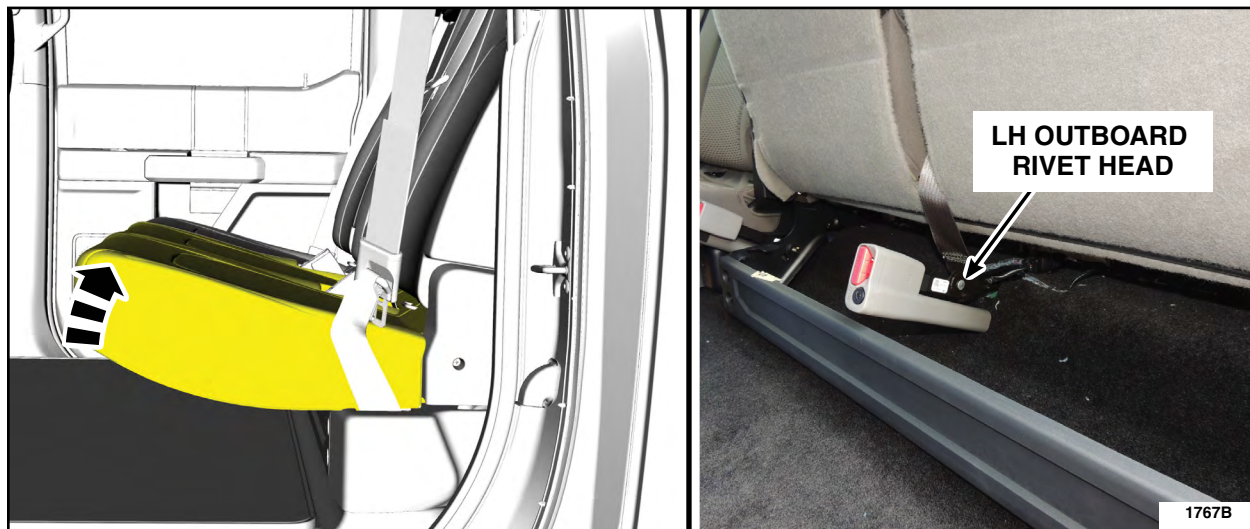


FIGURE 1



2. Using Rotunda Seatbelt Rivet Gauge 501-420, check the outboard rivet head height.
 - a. Place the wide groove (height measurement) of the gauge flat against the outboard rivet head bracket. See Figure 2.
 - b. Attempt to slide the gauge over the rivet.
 - c. Does the gauge stop at the edge of the rivet?

Yes – Rivet head height meets specification, proceed to Step 3.

No – Replace the LH rear inflatable seatbelt buckle. Please follow the Workshop Manual (WSM) procedures in Section 501-20A.

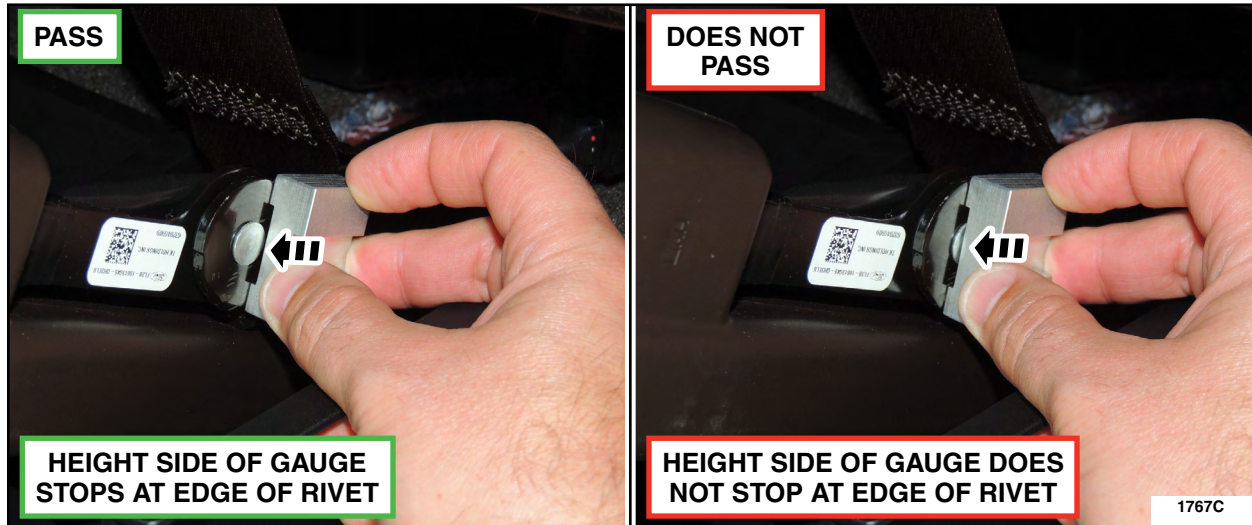


FIGURE 2



3. Using the same Rotunda gauge, measure the outboard rivet head width.
 - a. Place the narrow groove (width measurement) of the gauge flat against the outboard rivet head bracket. See Figure 3.
 - b. Attempt to slide the gauge over the rivet.
 - c. Does the gauge stop before sliding completely over the rivet head?

Yes – Rivet head width and height PASSES inspection, replacement not required.

No – Replace the LH rear inflatable seatbelt buckle. Please follow the WSM procedures in Section 501-20A.

NOTE: The gauge has to hit and stop ON BOTH SIDES of the gauge. If the gauge slides over the outboard rivet head on either side of the gauge, replacement of the LH rear inflatable seatbelt buckle will be required.

NOTE: The inspection gauge should not be used on replacement parts, as the gauge specifications do not apply to *new* parts.

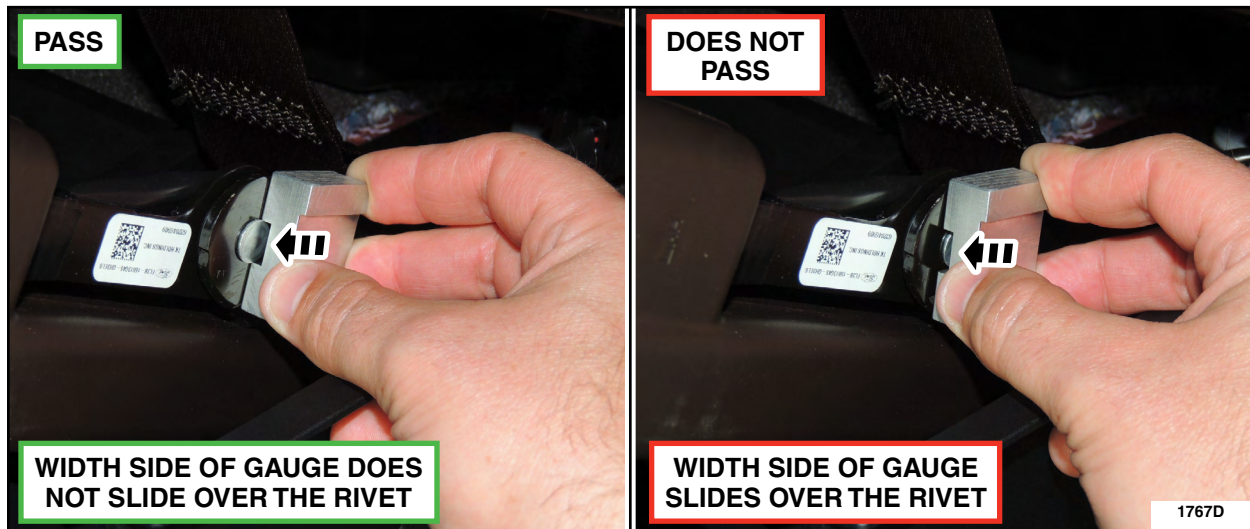


FIGURE 3

