



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

August 30, 2017

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 17C13**  
Certain 2017 Model Year Focus Vehicles  
Rear 60% Seat Back Frame Pivot Nut Weld

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Focus	2017	Michigan	June 7, 2017 through June 12, 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) No. 207 Seating Systems and No. 210 Seat Belt Assembly Anchorages. For rear seat back frames with an inadequate weld, the customer may experience an inoperative or difficult to operate folding seat back, seat squeak, rattle noise, sudden or unexpected seat back movement on one side of the seat, or a seat back that is loose at the lower outboard corner. A seat back with inadequate weld penetration may have reduced strength, potentially increasing the risk of injury in a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the 60% rear seat back pivot nut weld location using a pass/fail gauge and replace the rear seat back frame if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

A Pass/Fail Gauge is required to complete this service action, and will be shipped to dealers at no cost (only one gauge allotted per dealer).

- If you need to service a vehicle, order a Pass/Fail Gauge by submitting a VIN-specific request via the SSSC Web Contact Site (use General Contact type with the words "Pass/Fail Gauge").
- Schedule a service appointment for the customer at least three business days in advance to ensure the gauge is available (more time may be needed in Alaska or Hawaii).
- Order seat frame parts only after inspection. **NOTE: Less than 1% of vehicles are expected to require seat back frame replacement.**

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of October 16, 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

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Rear 60% Seat Back Frame Pivot Nut Weld

**OASIS ACTIVATION**

OASIS will be activated on August 30, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 30, 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.
- 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.

**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

**OWNER REFUNDS**

Refunds are not approved for this program.

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**RENTAL VEHICLES**

Dealers are pre-approved for up to three days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than three rental day(s) 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 17C13 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Rear 60% Seat Back Frame Pivot Nut Weld, Pass	17C13A	0.3 Hour
Inspect & Replace Rear 60% Seat Back Frame Pivot Nut Weld, Failed Inspection	17C13B	0.6 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Order parts after the inspection has been completed with the Pass/Fail gauge (please see Service Action on first page for ordering information). **Expected replacement rate is less than 1%.**

Obtain the VIN-specific part number from the Ford Parts Catalog to ensure the correct rear seat back frame is ordered:

Part Number	Description	Order Quantity	Claim Quantity
-96613A39-	Rear 60% Seat Back Frame and Spring, LH	1	1
CV6Z-58613B48-A	Rear Seat Backrest Hinge	1	1
F1EZ-54624A08-AA	Latch Bezel	2	2
CU5Z-96610A16-BD	Headrest Guide Sleeve	2	2
CU5Z-96610A16-BB	Headrest Guide Sleeve	2	2

The DOR/COR number for this recall is 51094.

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

Less than 1% of the affected vehicle population is expected to require Rear 60% Seat Back Frame replacement.

**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 FOCUS VEHICLES — REAR 60% SEAT BACK FRAME PIVOT WELD

### OVERVIEW

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 207 Seating Systems and No. 210 Seat Belt Assembly Anchorages. For rear seat back frames with an inadequate weld, the customer may experience an inoperative or difficult to operate folding seat back, seat squeak, rattle noise, sudden or unexpected seat back movement on one side of the seat, or a seat back that is loose at the lower outboard corner. A seat back with inadequate weld penetration may have reduced strength, potentially increasing the risk of injury in a crash. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the rear 60% seat back pivot weld location using a pass/fail gauge, and replace the rear seat back frame if necessary.

### SERVICE PROCEDURE

#### Recommended Tool List For Inspection:

Pass / Fail Gauge
Trim Removal Tool
3 in (76 mm) Flat Head Screw Driver

#### Recommended Tool List For Replacement:

Needle Nose Pliers
6 in (152 mm) Flat Head Large Screw Driver
3/8" Torque Wrench
3 in (76 mm) 3/8" Drive Extension
3/8" Drive Impact Tool
3/8" Drive 10mm Hex Bit Socket
3/8" Drive T-50 Torx Bit Socket
3/8" Drive T-40 Torx Bit Socket
3/8" Drive T-30 Torx Bit Socket

1. Open the rear door and fold the rear 60% seat back downward.



2. Unlatch the rear 60% seat back pivot. See Figure 1.

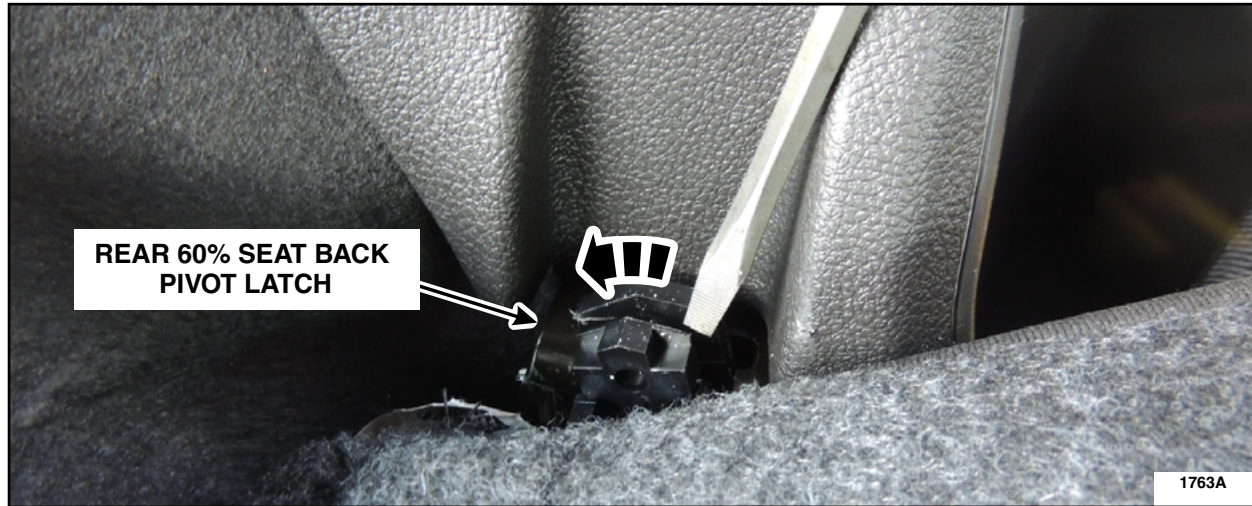


FIGURE 1

3. Position the rear 60% seat back so that the pivot may be inspected. See Figure 2.



FIGURE 2





4. Release the hook and loop strip adjacent to the pivot and remove the black plastic sleeve around the pivot shaft. See Figure 3.



**FIGURE 3**

5. Release the J-clip along bottom of the rear 60% seat cover. See Figure 4.



**FIGURE 4**





6. Place the Pass/Fail Gauge over the weld area. Ensure the Gauge is flush against the bracket and pivot shaft, zero gap is allowed on the bracket or pivot shaft. Utilize the Pass/Fail Gauge to measure the entire circumference of the weld area, the pivot weld must be contained within the notched measurement area of the Pass/Fail gauge. See Figure 5.

- If the Pass/Fail Gauge makes contact with both the pivot shaft and base of the seat back frame, the seat back frame passes inspection. The vehicle can be reassembled by reversing the removal procedure.
- If the Pass/Fail Gauge does not make contact to the base of the seat back frame due to an incorrect weld, the seat back must be replaced. Replace the rear 60% seat back frame following the Workshop Manual (WSM) procedure in Section 501-10B. When replacing the 60% seat back frame, it is not necessary to remove the hog rings or to separate the cushion cover from the cushion for seat back frame replacement.

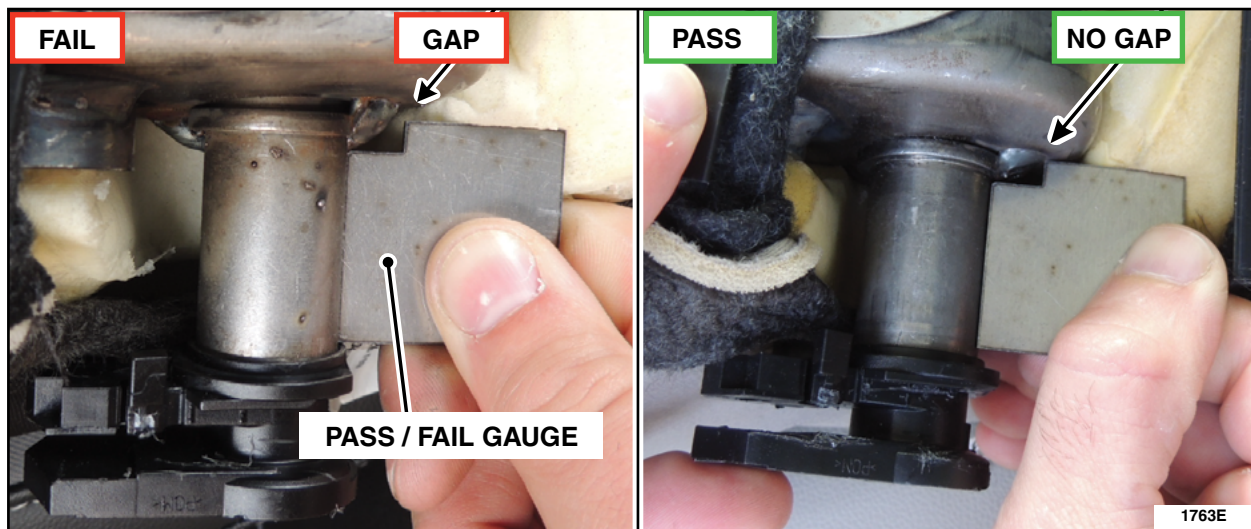


FIGURE 5

