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September 26, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S29
Certain 2018 Model Year F-150 Raptor SuperCab Vehicles
Roof Center Bow K-Brace Rivet Installation

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 Raptor SuperCab	2018	Dearborn	June 8, 2017 through August 21, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the roof center bow K-brace may be missing rivets to the roof rail structure. Vehicles with missing K-brace roof rivets may have reduced structural integrity, potentially increasing the risk of injury in a rollover.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to drill and install two rivets on each side of the roof structure following the Technical Information. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S29

Certain 2018 Model Year F-150 Raptor SuperCab Vehicles
Roof Center Bow K-Brace Rivet Installation

OASIS ACTIVATION

OASIS will be activated on September 26, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 26, 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.
- 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:
 - 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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Roof Center Bow K-Brace Rivet Installation

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 (17S29) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- **Provision for four (4) W70877-S900C Blind Rivets, and the use of Motorcraft TA-1, 3M 08115, or Fusor 108B Metal Panel Bonding Adhesive:** Submit on the same line as the repair.
 - Program Code: 17S29 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$65.00

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S29

Certain 2018 Model Year F-150 Raptor SuperCab Vehicles

Roof Center Bow K-Brace Rivet Installation

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install 4 Roof Center Bow K-brace Rivets	MT17S29	Actual Time, up to 2.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
W708777-S900C	Blind Rivets (box of 100 rivets, 4 rivets required)	Claim as Misc. Expense: OTHER	
Motorcraft TA-1, 3M 08115, or Fusor 108B	Metal Panel Bonding Adhesive		
- 9929024-	Headliner Garment Hooks (2 required) – refer to Ford Catalog Advantage to determine the specific part numbers based on interior trim color	2	2

NOTE: Part number W708777-S900C is used for several F-150 body repair operations, and may be available in most Body and Paint Repair facilities. Refer to Workshop Manual, Section 501-28 for additional information.

The DOR/COR number for this recall is 51097.

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 2018 MODEL YEAR F-150 RAPTOR SUPERCAB VEHICLES — ROOF CENTER BOW K-BRACE RIVET INSTALLATION

OVERVIEW

In the affected vehicles, the roof center bow K-brace may be missing rivets to the roof rail structure. Vehicles with missing K-brace roof rivets may have reduced structural integrity, potentially increasing the risk of injury in a rollover. Dealers are to drill and install two rivets on each side of the roof structure following the Service Procedure below.

SERVICE PROCEDURE

Recommended Tool List:

3/8" Drive Ratchet (Power Tool)
3/8" Drive Ratchet (Hand Tool)
3/8" Drive 10mm Deep Socket
1/4" Drive Ratchet (Power Tool)
1/4" Drive Ratchet (Hand Tool)
1/4" Drive 7mm Deep Socket
1/4" Drive T20 Torx® Bit
Drill
1/4" (6.5mm) Drill Bit
Drill Bit Stop Collar
Small Flathead Screwdriver
Pneumatic Rivet Gun
Adhesive Application Gun



1. Remove the headliner. Please follow the Workshop Manual (WSM) procedures in Section 501-05.
2. Lower, but do not fully remove the right hand (RH) and left hand (LH) side curtain airbags.
See Figure 1.

⚠ WARNING: The ignition must remain in the OFF position for a minimum of 1 minute before disconnecting the side curtain airbag electrical connectors. Leave the ignition in the OFF position until this service procedure is completed.

- a. Disconnect both side curtain airbag electrical connectors.
- b. Remove the four fasteners on each side, as shown in Figure 1.
- c. Lower the RH and LH side curtain airbags.
- d. Using a drop cloth or equivalent, cover the airbags to avoid metal shaving contamination.

NOTE: LH side curtain airbag shown, RH similar.

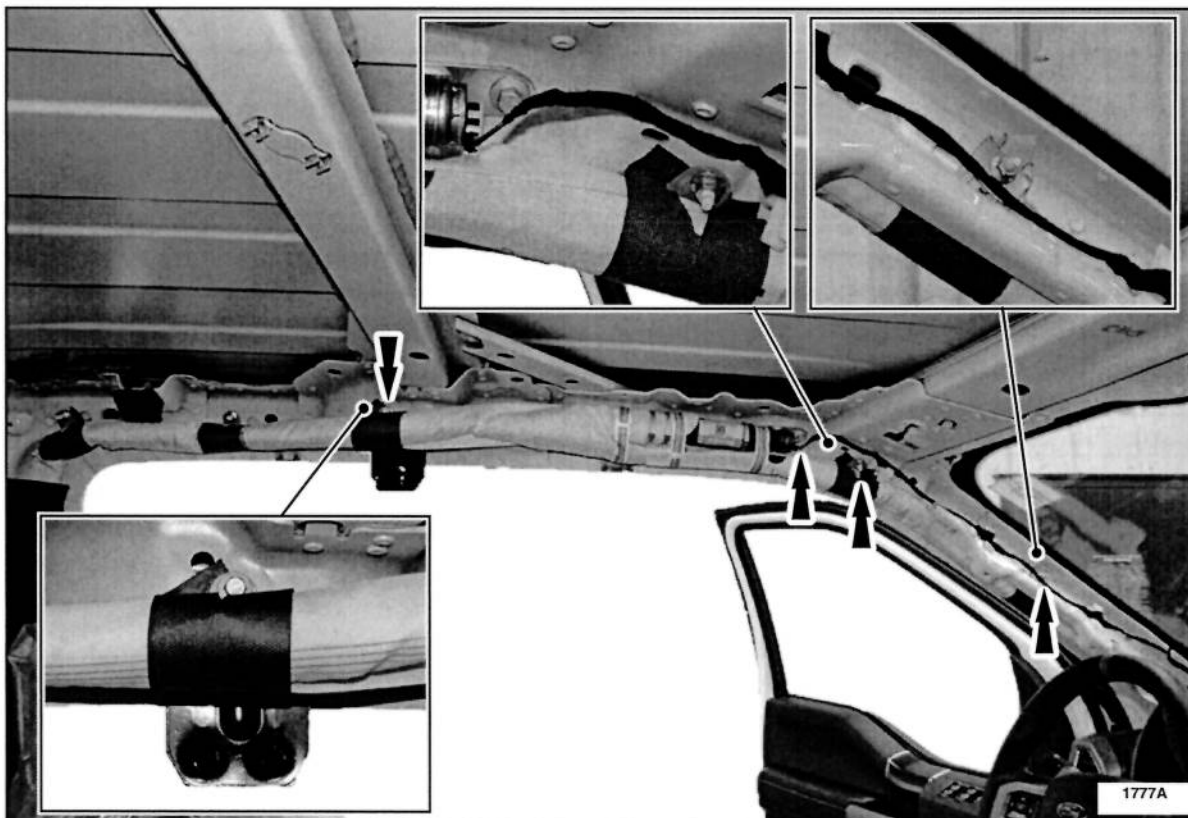


FIGURE 1



3. On both sides, mark the drilling locations on the roof rail at the center bow K-brace. See Figure 2.

NOTE: LH roof brace shown, RH similar.

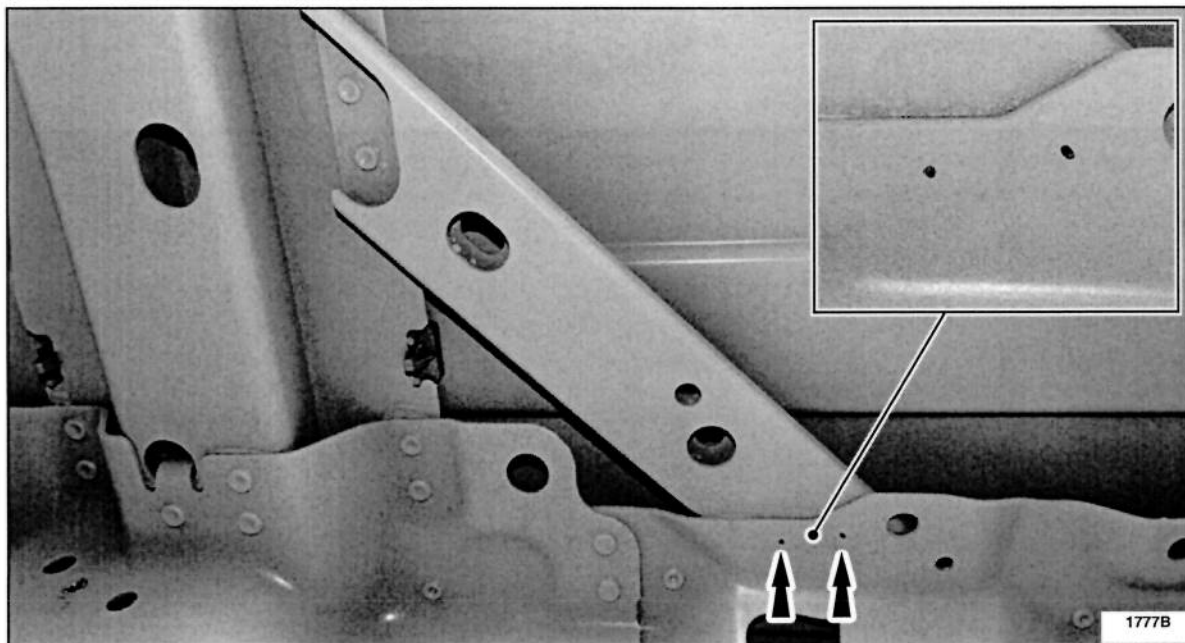


FIGURE 2

4. Using a 1/4" (6.5 mm) drill bit, install a drill stop set at a depth of 3/8" (9.5 mm). See Figure 3.

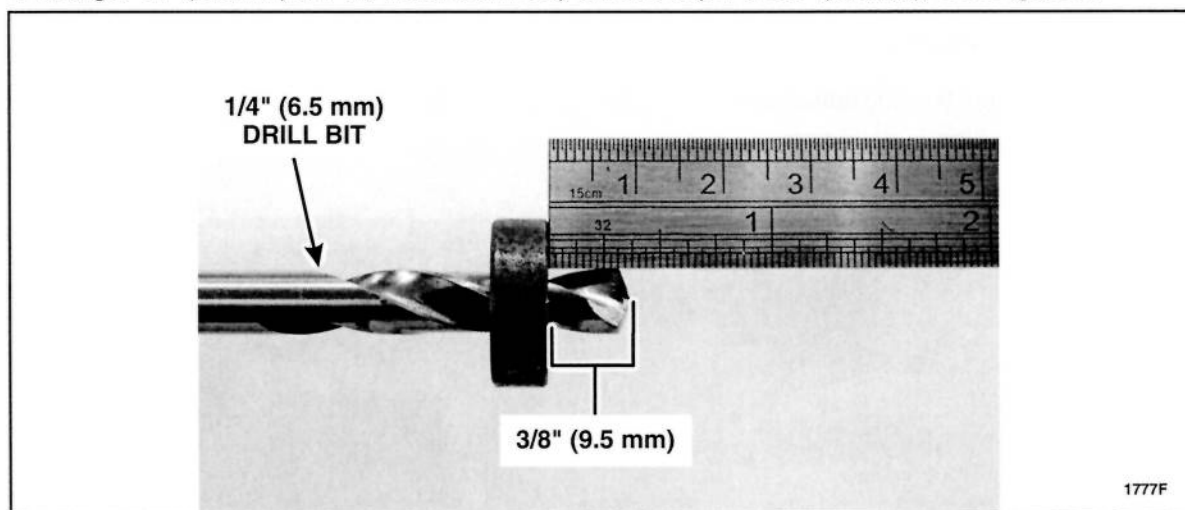


FIGURE 3

5. Temporarily position a suitable flat piece of metal above the RH and LH roof K-brace to prevent damage to the roof sheet metal. See Figure 4.

NOTE: Figure 4 shows a clean paint can lid being used above the roof K-brace to protect the roof sheet metal.



6. Drill the previously marked roof K-brace holes on the RH and LH side. See Figure 4.

- Using an assistant, hold a vacuum near the drilling location to capture the metal shavings.
- Remove the temporary flat piece of metal used to prevent damage to the roof sheet metal once drilling is complete.

NOTE: LH roof brace shown, RH similar.

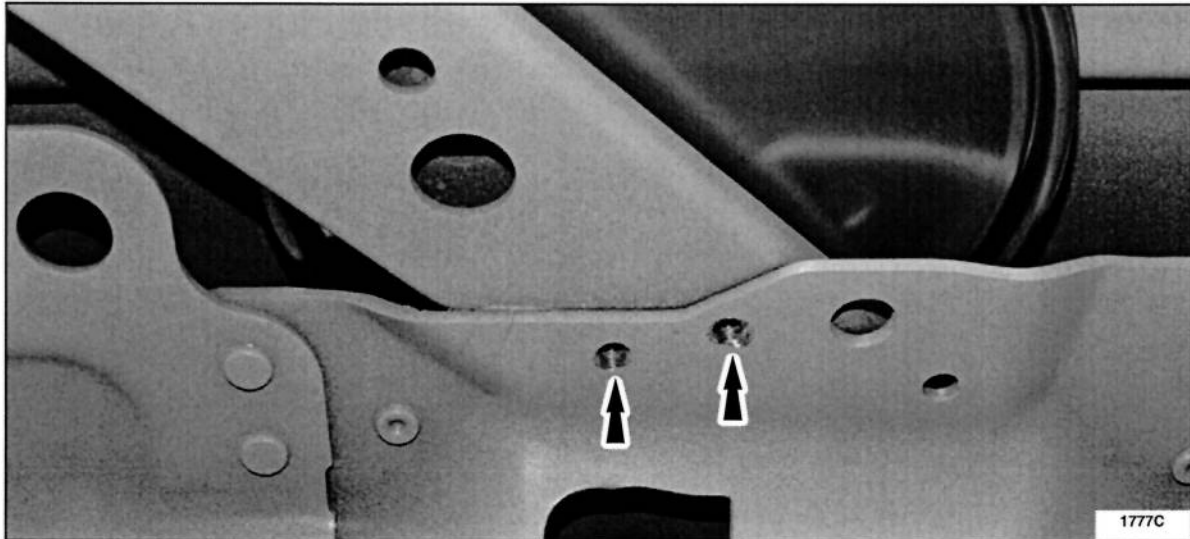


FIGURE 4

NOTE: Once the metal panel bonding adhesive is applied on both sides, the rivets should be installed within the specified work time of the adhesive that is being used.

7. Apply metal panel bonding adhesive where the RH and LH roof K-brace meets the roof rail. See Figure 5.

NOTE: LH roof brace shown, RH similar.

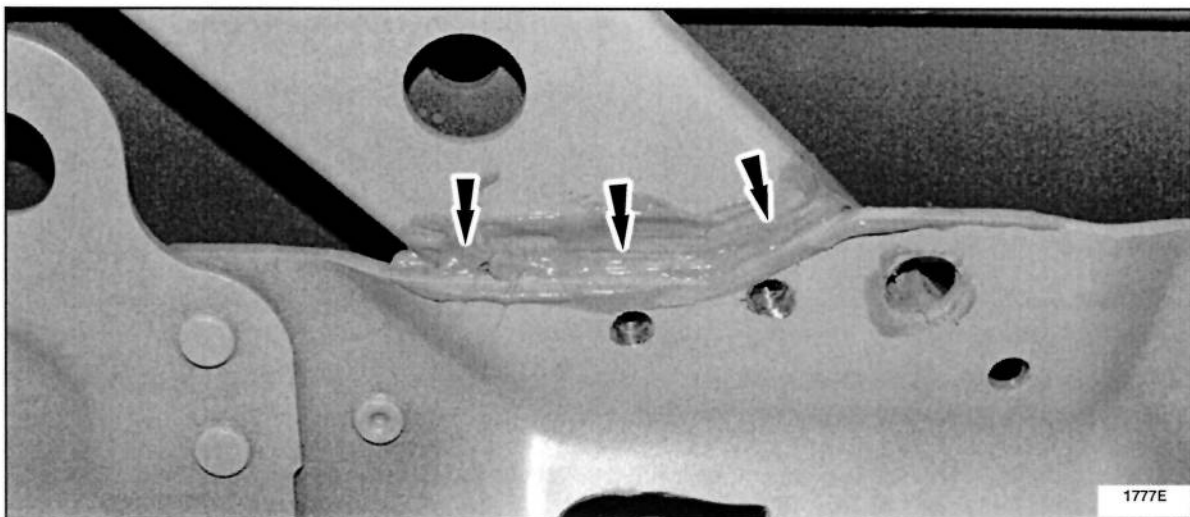


FIGURE 5



8. Using a pneumatic rivet gun, install two rivets into the RH and LH roof K-brace. See Figure 6.

NOTE: LH roof brace shown, RH similar.

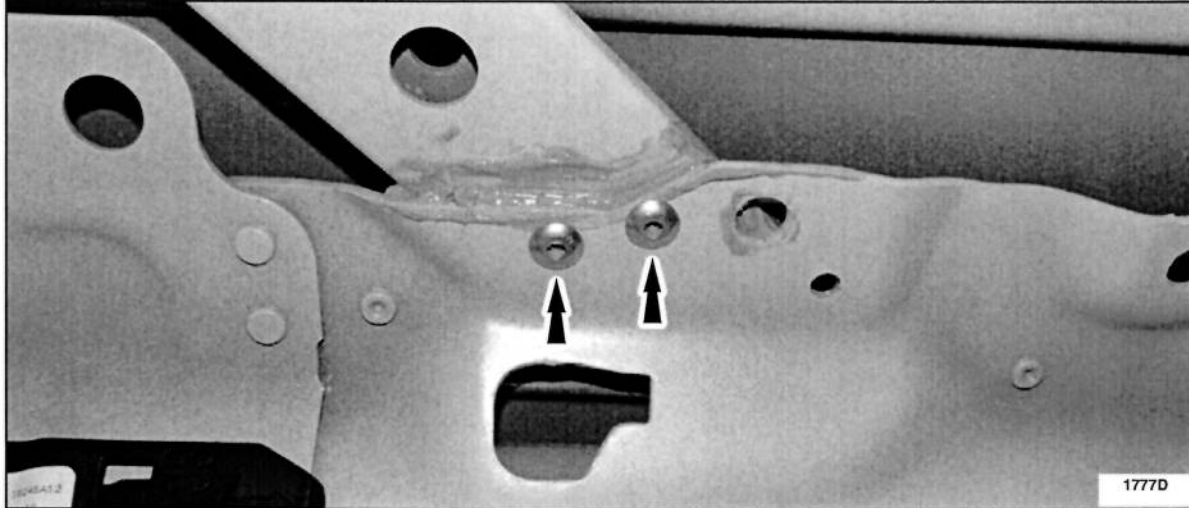


FIGURE 6

9. Reinstall the RH and LH side curtain airbag.

- a. Remove the protective cover from both side curtain airbags.
- b. Place the RH and LH side curtain airbag in its original position.
- c. Install the four RH and LH side curtain airbag fasteners shown in Figure 1.
 - Tighten fasteners to 93 lb.in (10.5 Nm).
- d. Connect both side curtain airbag electrical connectors.

10. Reinstall the headliner. Please follow the WSM procedures in Section 501-05.

11. Vacuum any metal shavings from the vehicle interior.

