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Ford Motor Company
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September 26, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S33 - Supplement #1

Certain 2015-2017 Model Year F-150 and 2017 Model Year F-Super Duty Vehicles
Doors Will Not Close or Open While Driving

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S33
Dated: December 13, 2017

REF: Customer Satisfaction Program 18N03
Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F-550
Vehicles - Door Latch Freezing Concerns
Dated: September 26, 2018

New! REASON FOR THIS SUPPLEMENT

- **Service Action:** If a vehicle has exhibited a frozen door latch, dealers must perform customer satisfaction program 18N03. The technical instructions for customer satisfaction program 18N03 include procedures required to complete safety recall 17S33.
- **Owner Notification Mailing Schedule:** Owners of affected vehicles will be notified in October 2018.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015-2017	Dearborn	March 12, 2014 through December 31, 2016
		Kansas City	August 11, 2014 through December 30, 2016
F-Super Duty	2017	Kentucky	October 8, 2015 through September 1, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: F-150 vehicles that had a paid claim for TSB 16-0155 were excluded from this program.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, a frozen door latch, or a bent or kinked door latch actuation cable, may result in a door that will not open, will not close, or opens while driving condition, increasing the risk of injury.

Refer to chart below for affected doors:

Vehicle	Front Door	Rear Door
F-150 Regular Cab	ALL	—
F-150 Super Cab	ALL	ALL
F-150 Crew Cab	ALL	Built on/before September 1, 2016
F-Super Duty Crew Cab	Not Affected	Built on/before September 1, 2016

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install door latch water shields in the affected doors and repair any kinks in the latch actuation cables. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: If a vehicle has exhibited a frozen door latch, dealers must perform customer satisfaction program 18N03. The technical instructions for customer satisfaction program 18N03 include procedures required to complete safety recall 17S33.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified in two separate mailings. Mailing is expected to begin the week of October 1, 2018. 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
Recall Reimbursement Plan

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 dark ink, appearing to read "D. Johnson", with a stylized flourish at the end.

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on October 17, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on October 17, 2017. Owner names and addresses will be available in the second quarter of 2018.

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.

New! SOLD VEHICLES

- *Ford has not issued instructions to stop driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they follow all instructions and warnings contained in the recall notice.*
- 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:
 - 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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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. 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 door latch functional issues.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using One Warranty Solution (OWS).
 - o When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17S33) is the sub code.
- Provision for Motorcraft TA-19-C (or equivalent) and Motorcraft XL-5-A (or equivalent): Submit on the same repair line.
 - o Program Code: 17S33
 - o Misc. Expense: OTHER
 - o Amount: \$2.00
- 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: 17S33
 - 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
Install Front Door Latch Shields*	17S33B	0.9
Install Front and Rear Door Latch Shields (Crew Cab)*	17S33C	1.5
Install Front and Rear Door Latch Shields (Super Cab)*	17S33D	1.6
Install Rear Door Latch Shields (Super Duty Crew Cab)*	17S33E	0.8

* Includes time to replace lock rods and transfer buttons and grommets as needed.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Part Usage	Claim Quantity
FL3Z-1521978-D	Front Door Latch Shield Kit	All F-150	1
FL3Z-1626494-F	Crew Cab Rear Door Latch Shield Kit	All Crew Cab Built on/before September 1, 2016	1
FL3Z-1626495-F	Super Cab LH Rear Lower Latch Shield	All F-150 Super Cab	1
FL3Z-1626494-G	Super Cab RH Rear Lower Latch Shield		1
FL3Z-1521853-A*	Front LH Lock Rod	Vehicles Built On/Before June 1, 2016	1
FL3Z-1521852-A*	Front RH Lock Rod		1
FL3Z-1626461-A*	Rear LH Lock Rod – Crew Cab		1
FL3Z-1626460-A*	Rear RH Lock Rod – Crew Cab		1
Instant Gel Adhesive	Motorcraft TA-19-C (or equivalent, including but not limited to Loctite 414 or 495)		MISC. OTHER
White Lithium Based Grease Spray**	Motorcraft XL-5-A (or equivalent locally obtained White Lithium Grease Spray)	All	MISC. OTHER

* The initial supply of Lock Rods seed stocked to dealers may include the parts in the table below, and are acceptable for use under this program.

** Availability of Motorcraft XL-5-A is limited at launch. Equivalent products include, but are not limited to, 3M White Grease 08875, Liquid Wrench White Lithium Grease L616, CRC White Lithium Grease 05037, B'laster White Lithium Grease 16-LG, WD-40 Protective White Lithium Grease.

FL3Z-1521853-AB	Front LH Lock Rod	Vehicles Built On/Before June 1, 2016	1
FL3Z-1521852-AB	Front RH Lock Rod		1
FL3Z-1626461-AB	Rear LH Lock Rod – Crew Cab		1
FL3Z-1626460-AB	Rear RH Lock Rod – Crew Cab		1

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

The DOR/COR number for this recall is 51103.

- Beginning the week of December 11, 2017, dealers will receive a weekly seed stock shipment of door latch water shields and lock rods. Parts will be shipped weekly until they are available for open order, which is expected to occur in the late first quarter of 2018. The volume of parts shipped to each dealer will vary by part number and will be based on a percentage of the assigned vehicles on dealers FSA VIN lists.
- F-150 Super Cab rear door lower latch water shields will ship on a bi-weekly cadence.
- If a dealer wishes to discontinue their weekly seed stock of parts, contact the SSSC via the SSSC Web Contact Site. Please note that removing a dealership P&A Code from the weekly seed stock program is a permanent action.
- Beginning December 18, 2017, dealers will be able to view their seed stock distribution from the PTS website under the white SSSC tab. Select the Part Seed Stock Status menu for details.
- Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

For questions and assistance on part supply and/or the seed stock program, contact PACO (Parts Assistance Center Online).

https://www.fmcdealer.dealerconnection.com/sites/ford_lm/parts_service/pdt/paco/Pages/default.aspx

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.