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April 23, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S33 - Supplement #3

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 - Supplement #2

Dated October 12, 2018

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

New! REASON FOR THIS SUPPLEMENT

Technical Information: Updated with additional robustness actions including the installation of a wiper clip on the exterior door handle cable end and the use of low temperature grease. As a result, the Claims Preparation and Submission, the Labor Allowances and the Parts Requirements / Ordering Information have also been updated.

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

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, lubricate certain door latch, door handle and door handle cable components, modify door lock rod grommets 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. Customer Satisfaction Program 18N03 will expire October 31, 2028.

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.

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 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,



David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S33 - Supplement #3

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

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.

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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S33 - Supplement #3

Certain 2015-2017 Model Year F-150 and 2017 Model Year F-Super Duty Vehicles

Doors Will Not Close or Open While Driving

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.

New! 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 Locally Obtained Supplies: Includes TA-19-C, **XG-16**, XG-13, XL-6, and brushes. Submit on the same repair line.

NOTE: The listed chemicals and locally obtained supplies can be used on multiple vehicles.

 - o Program Code: **17S33**
 - o Misc. Expense: OTHER
 - o **Amount: Actual cost 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: 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.
- Claims with labor operation code 17S33B, 17S33C, 17S33D or 17S33E must have a repair date on or before October 12, 2018 to be eligible for payment.
- **Claims with labor operation code 17S33F, 17S33G, 17S33H or 17S33J must have a repair date on or before April 23, 2019 to be eligible for payment.**

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S33 - *Supplement #3*

Certain 2015-2017 Model Year F-150 and 2017 Model Year F-Super Duty Vehicles

Doors Will Not Close or Open While Driving

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Front Door Latch Shields*	17S33K	1.1
Install Front and Rear Door Latch Shields (Crew Cab)*	17S33L	1.8
Install Front and Rear Door Latch Shields (Super Cab)*	17S33M	1.8
Install Rear Door Latch Shields (Super Duty Crew Cab)*	17S33N	0.9

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

New! 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
LL3Z-15264B28-A	Exterior Door Handle Cable Wiper Clip (One Piece per Package)	All	2 Req. Reg/Sup Cab 4 Req. Crew Cab
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
TA-19-C**	Motorcraft® Instant Gel Adhesive (or equivalent, including but not limited to Loctite 414 or 495)		MISC. OTHER
XG-16**	Motorcraft® Low Temperature Grease	All	
XG-13**	Motorcraft® Door Latch Grease	All	
XL-6**	Motorcraft® Silicone Lubricant	All	
Obtain Locally	Brush**	All	

* 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.

** The listed chemicals and locally obtained supplies can be used on multiple vehicles.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S33 - Supplement #3

Certain 2015-2017 Model Year F-150 and 2017 Model Year F-Super Duty Vehicles

Doors Will Not Close or Open While Driving

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

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

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.

CERTAIN 2015-2017 MODEL YEAR F-150 AND 2017 MODEL YEAR F-SUPER DUTY VEHICLES — DOORS WILL NOT CLOSE OR OPEN WHILE DRIVING

OVERVIEW

In the affected vehicles, a frozen door latch, or a bent or kinked door latch actuation cable, may result in a door will not open, door will not close, or door opens while driving condition, increasing the risk of injury. 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, lubricate certain door latch, door handle and door handle cable components, modify door lock rod grommets 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: F-150 vehicles that had a claim paid for TSB 16-0155 were excluded from this program.

NEW ! SERVICE PROCEDURE

Recommended Tool List:

General Tools	General Equipment
1/4" Drive Impact Driver	Flashlight
1/4" Drive Ratchet	Inspection Mirror
1/4" Drive Torque Wrench	Bungee Cord
1/4" Drive Extension - 6" (152mm)	Brush
1/4" Drive Socket - 7mm, 8mm	
1/4" Driver Bit - T-20 and T-25 Torx®	
3/8" Drive Ratchet	
3/8" Driver Bit - T-30 Torx®	
3/8" Drive Torque Wrench	
Small Pick	
Small trim removal tool	
Pocket Screwdriver	
Utility Knife	
Blowgun	

Install door latch water shields in the affected doors. Refer to the 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 ! Front Door Latch Water Shield Kit Installation (All F-150 Vehicles)

NOTE: Front door latch water shields were phased into F-150 production in December 2016. For vehicles already equipped with water shields built in December 2016, it is not necessary to remove and replace the water shields on the front doors.

NOTE: *Always refer to the dealer bulletin and the technical information for latest parts requirements and repair procedures.* To view a video demonstration of this repair procedure, click the video icon. 

NOTE: Procedure to be performed on both LH and RH sides.

NOTE: The window must be in the closed (up) position when performing this procedure.

1. Remove the front door interior trim panels. Please follow the Workshop Manual (WSM) procedures in Section 501-05.
2. Remove the door panel weather shields for access.
3. Inspect the interior door handle to latch cable for kinking. See Figure 1.
 - Correct any kinks found in the cable by straightening the cable by hand as required.

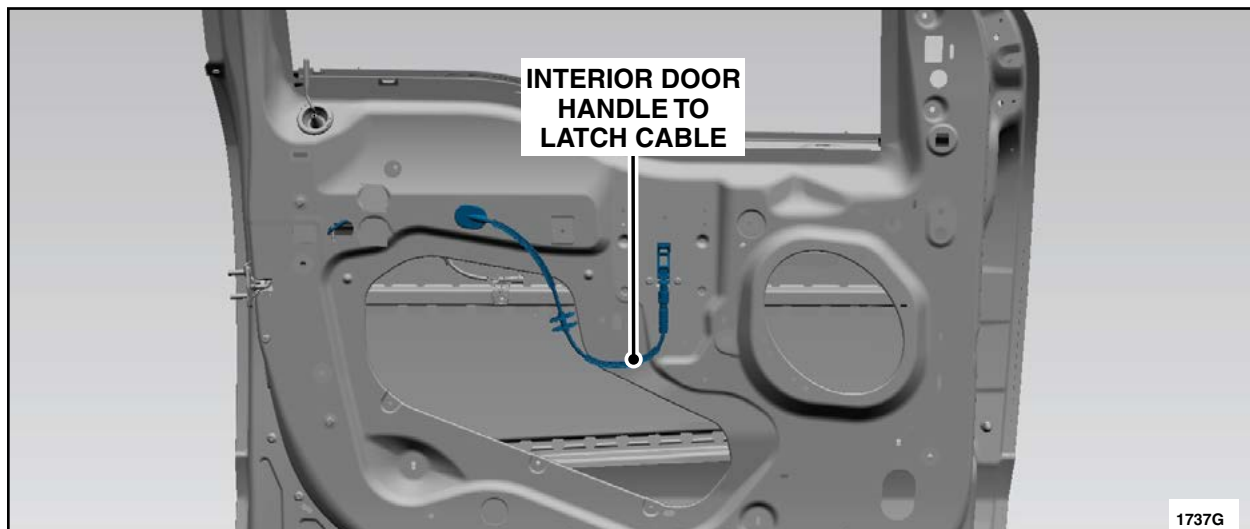


FIGURE 1



4. Remove the lock rod assemblies. See Figure 2.

- Use the male end of a 1/4" extension to spread apart the lock rod retainer and remove the rod from the door latch.

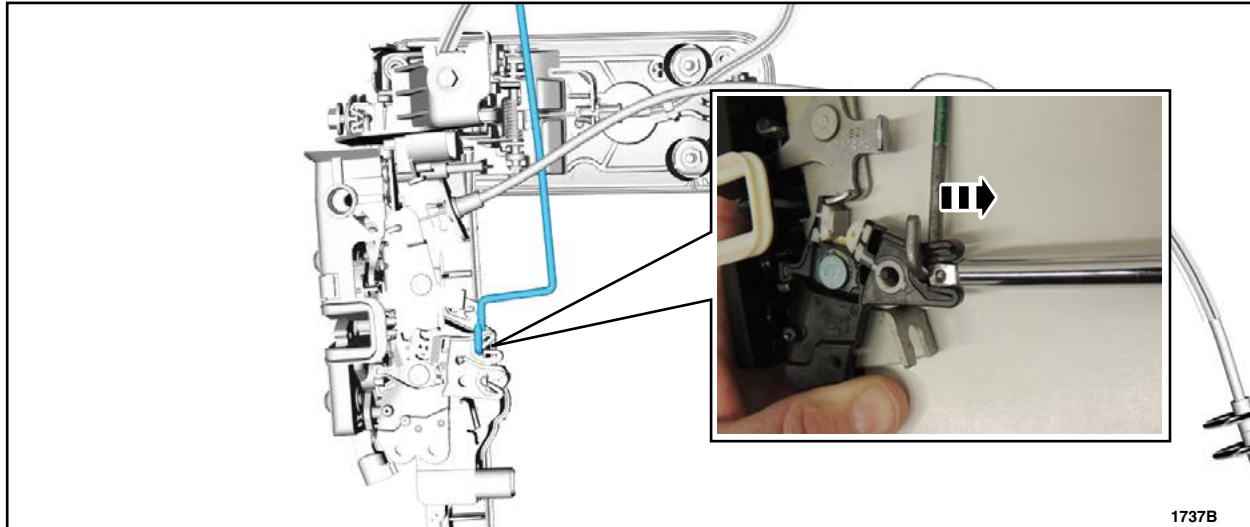


FIGURE 2

5. Using compressed air, blow out any debris or residual water from the door latch assembly, exterior door handle mechanism and cables for thirty seconds. Blow drying with compressed air for thirty seconds is critical to remove as much moisture as possible. See Figure 3.

NOTE: Driver door latch shown, all door latches similar.



FIGURE 3



6. Loosen but do not remove the two door glass run bolts. See Figure 4.

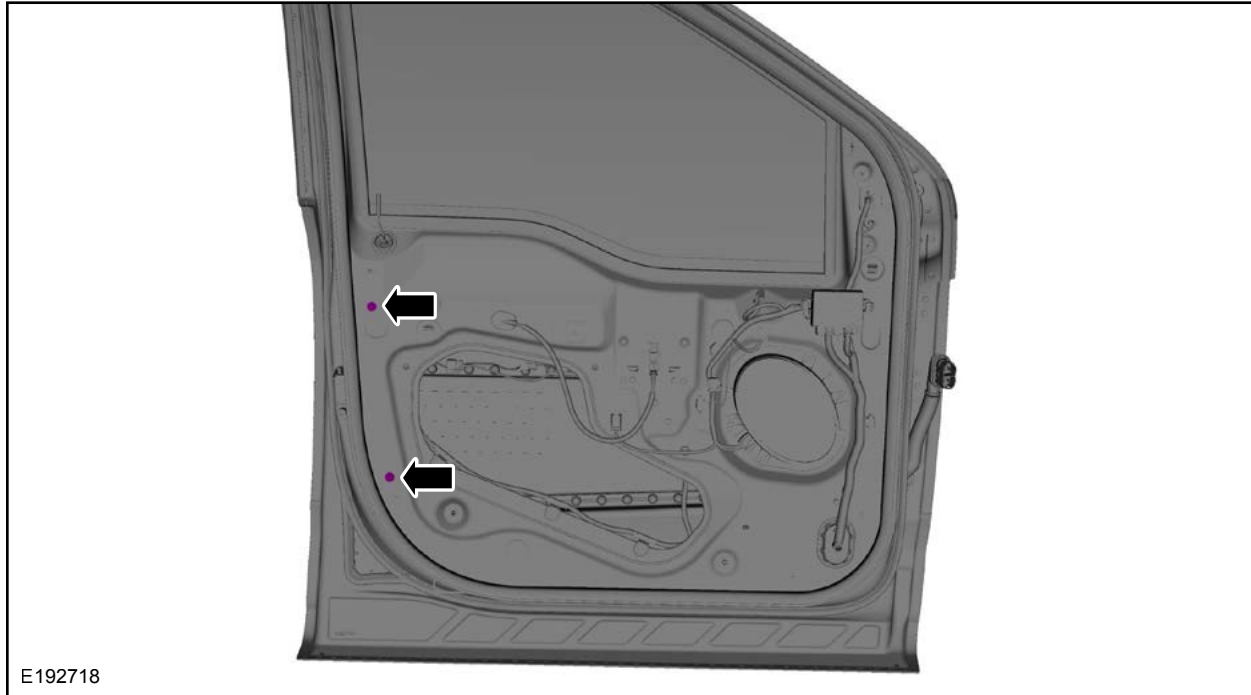


FIGURE 4

7. Loosen but do not remove the 3 door latch bolts. See Figure 5.



FIGURE 5



8. Apply supplied foam tape to the *new* shield in the highlighted area. See Figure 6.

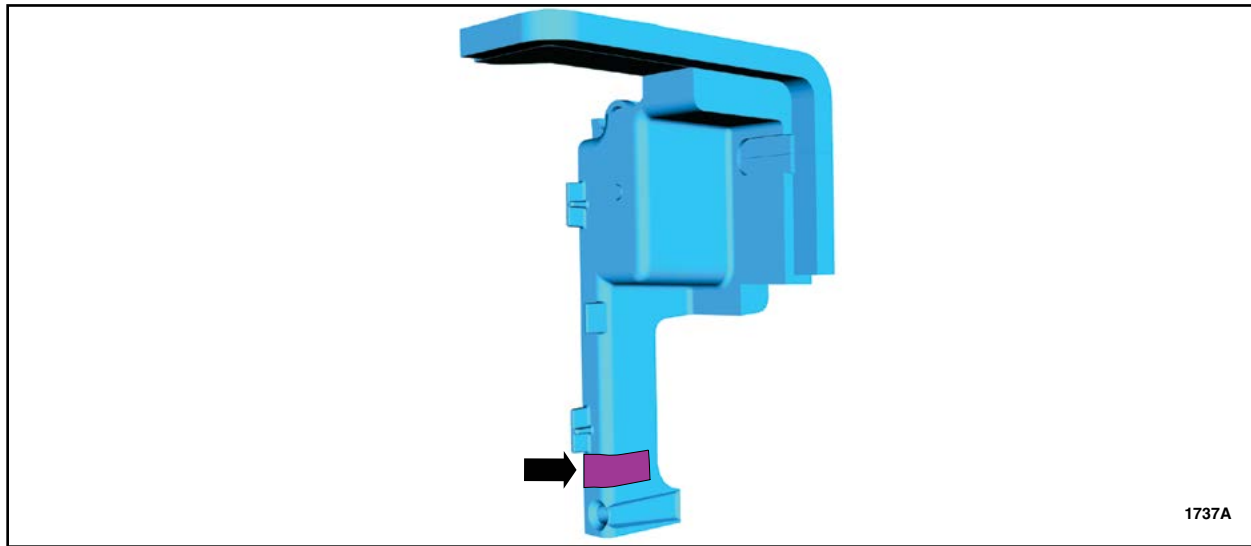


FIGURE 6

9. With the latch and door glass run assembly loose inside the door panel, install the door latch water shield into position. See Figure 7.

NOTE: The water shield is properly installed when the locating tabs align with the window run, the latch cable is fitted in the notch of the water shield, and the fastener holes align.

10. Install the *new* screw into the top hole of the shield. See Figure 7.

NOTE: The lower fastener hole of the shield is not used on the front water shields.

NOTE: Driver side door latch shown, passenger side door latch similar.

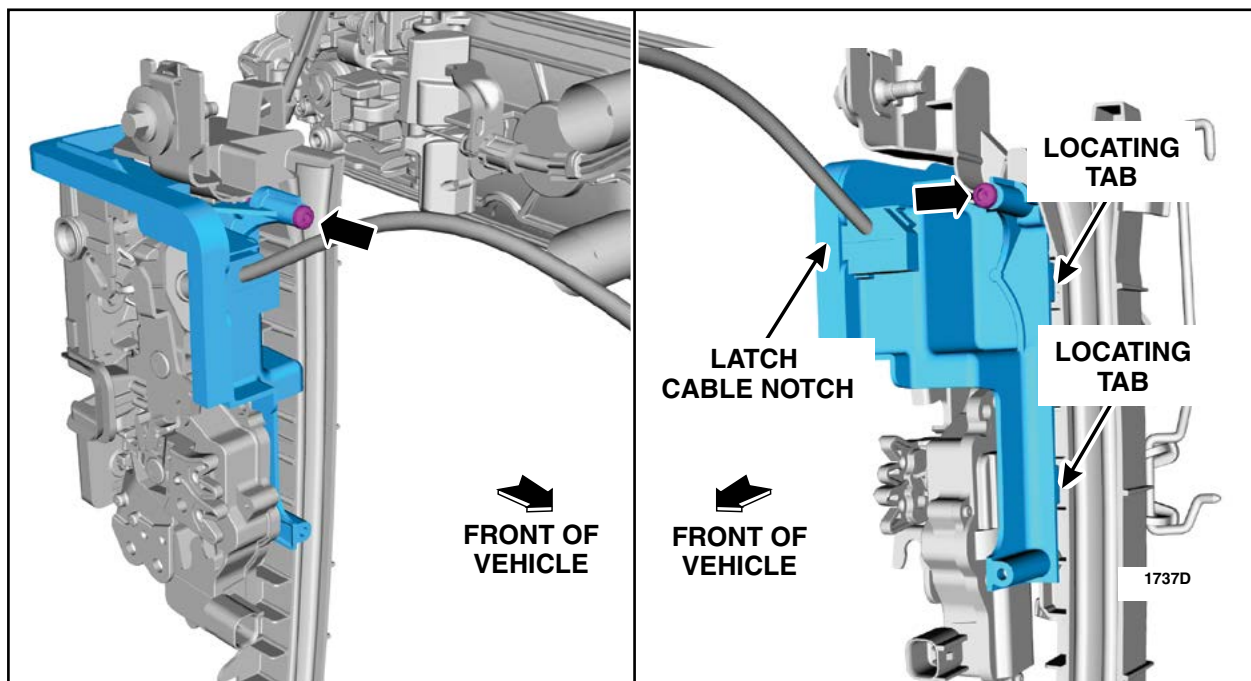


FIGURE 7



11. Tighten the two door glass run bolts. See Figure 3.

- 71 lb.in (8 Nm).

12. Tighten the three door latch bolts. See Figure 4.

- 71 lb.in (8 Nm).

13. Was the vehicle built on or before June 1, 2016?

Yes - Install a *new* lock rod to accommodate the *new* water shield. See Figure 8 and 9.

No - Verify the vehicle has the updated lock rod shown in Figure 9 and proceed to Step 14.

NOTE: If the vehicle does not already have the updated lock rod, proceed with the lock rod replacement procedure.

NOTE: If a replacement lock rod already has a button and grommet installed, transfer of the components is not required.

- Transfer the grommet and button from the original lock rod to the *new* lock rod.
- Apply a bead of Motorcraft® instant gel adhesive TA-19-C (or equivalent) to the lock rod prior to threading the button into place.
- When threading the button onto the *new* lock rod, stop threading when some resistance is met.
- Ensure the right-hand and left-hand buttons are installed at similar heights.

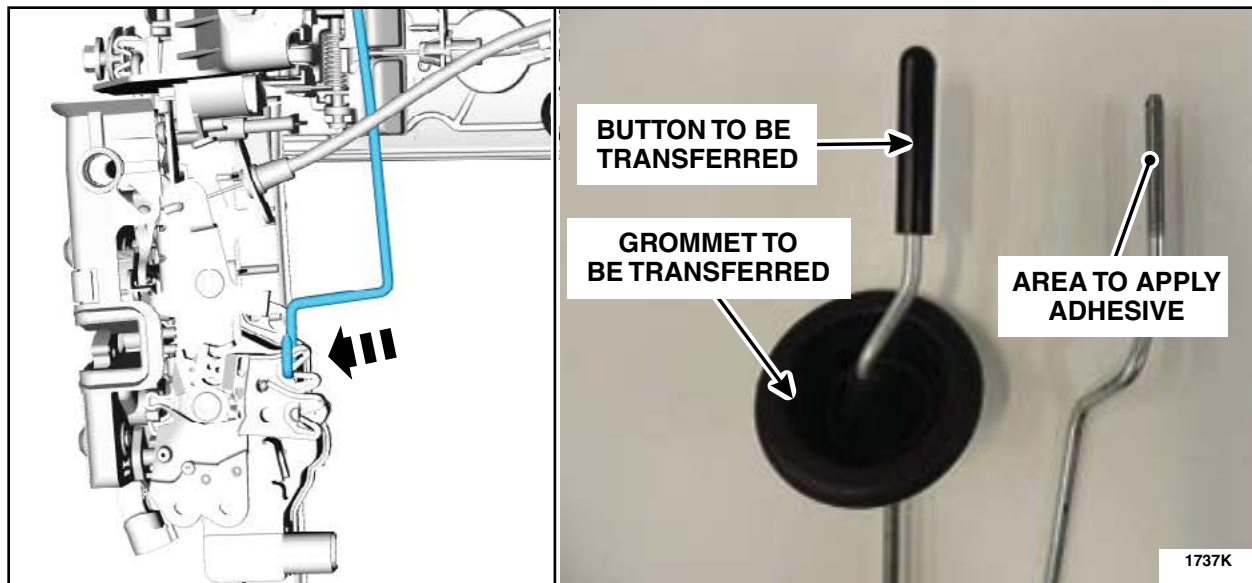


FIGURE 8



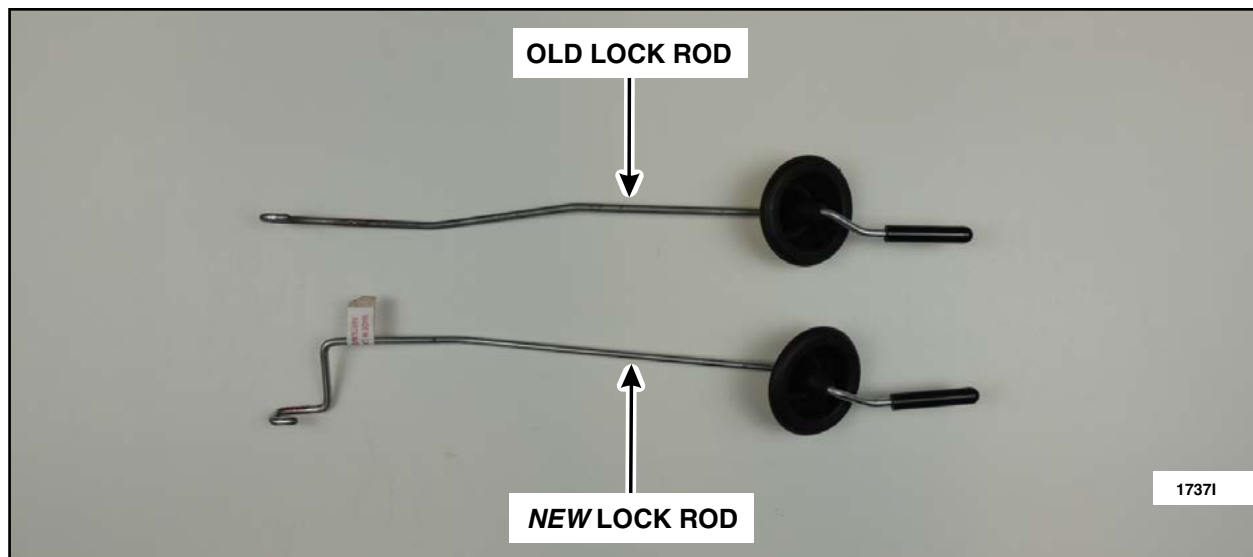


FIGURE 9

14. Modify the front door Lock Rod Grommet. See Figure 10.

- Using a utility knife, cut four 6 mm (.25 in) long slits approximately 90° apart into the top of the front door lock rod grommet where the lock rod exits the grommet.
- Cut four additional 13 mm (.5 in) long slits approximately 90° apart on the inner sides of the grommet 45° separated from the previously cut slits.



FIGURE 10



15. If equipped, disconnect the interior door handle cable retaining clips from the door sheet metal.
16. Using isopropyl alcohol and a clean shop cloth, thoroughly remove grease from the interior door handle cable mechanism. See Figure 11.

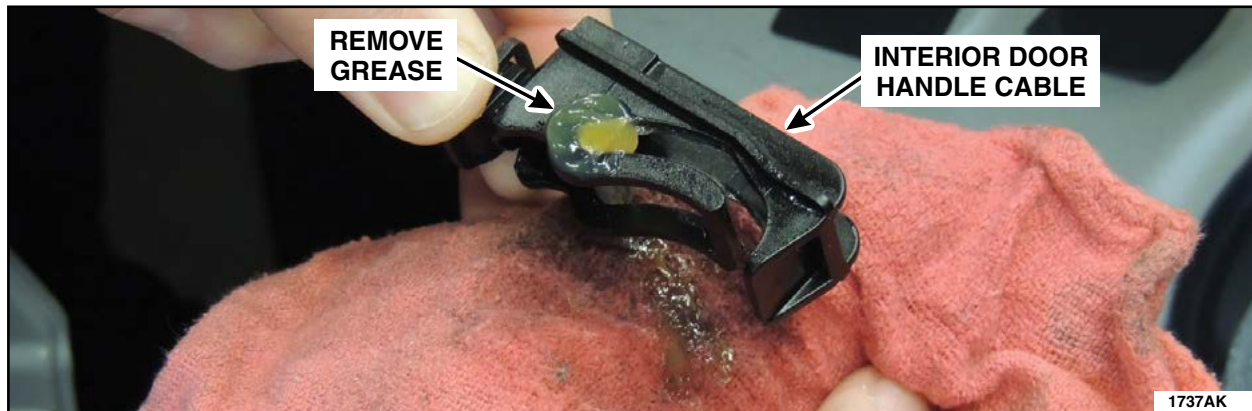


FIGURE 11

17. Unseat the interior door handle cable rubber grommet and while holding the end of the cable in an upward position, spray Motorcraft® XL-6 silicone lubricant down into the cable for five seconds. See Figure 12.

NOTE: If the Motorcraft® XL-6 Lubricant container is not equipped with an applicator nozzle that can accommodate a straw, swap the applicator nozzle from another Motorcraft® chemical such as: XL-5 Multi-Purpose Grease Spray, XL-5-A Multi-Purpose Grease Spray or ZC-30-A Silicone Gasket Remover so a straw can be used. Spray a small amount to clear the applicator nozzle and straw prior to spraying the cable.

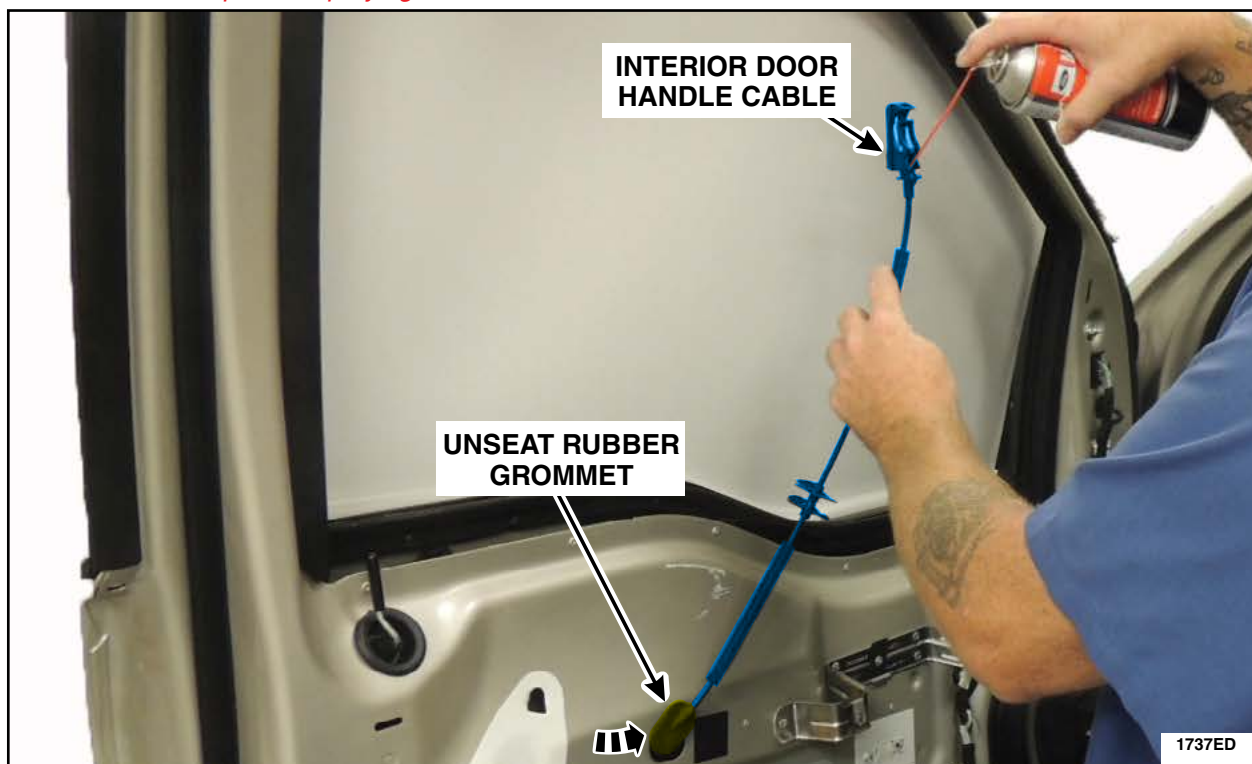


FIGURE 12



18. Using a bungee cord or other similar device, secure the interior door handle cable to the door in an upward position to allow the Motorcraft® XL-6 silicone lubricant time to run down into the cable, until the interior door panel is reinstalled later in this procedure. See Figure 13.

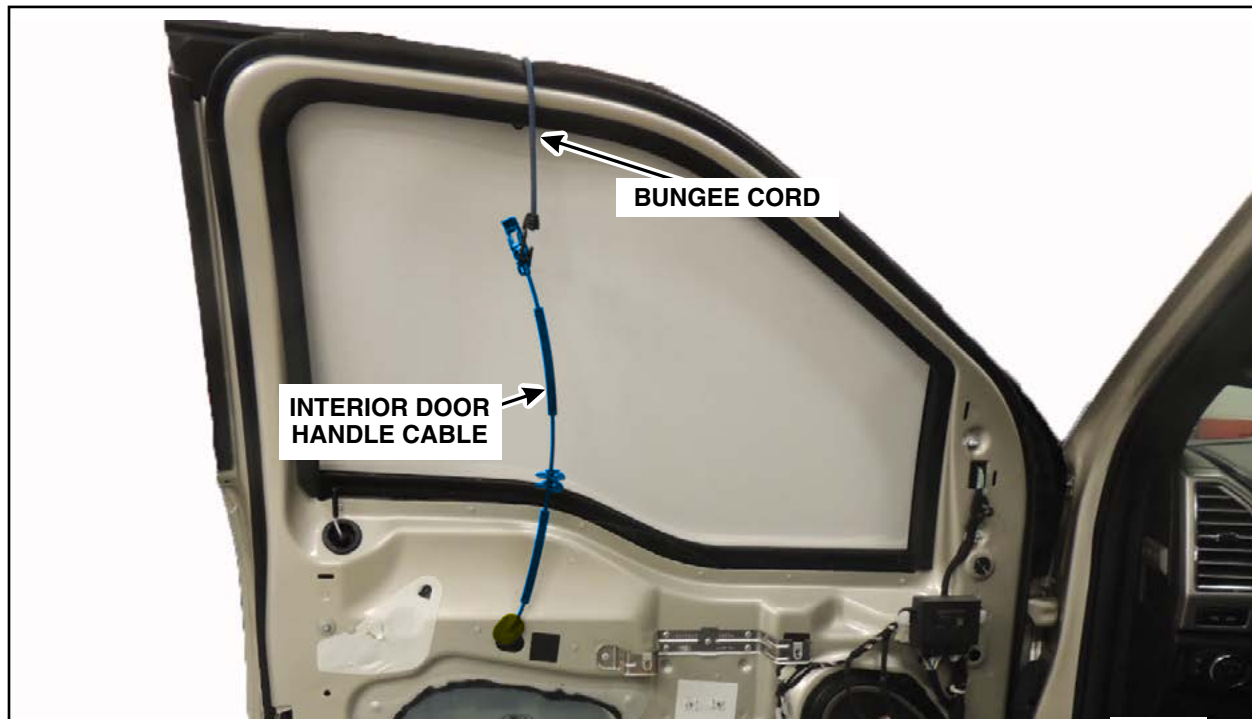


FIGURE 13

19. Through the large door sheet metal opening, use a brush to apply a light film of Motorcraft® *low temperature* **XG-16** grease to the exterior door handle cable end, and to the three additional highlighted areas. See Figures 14a and 14b.

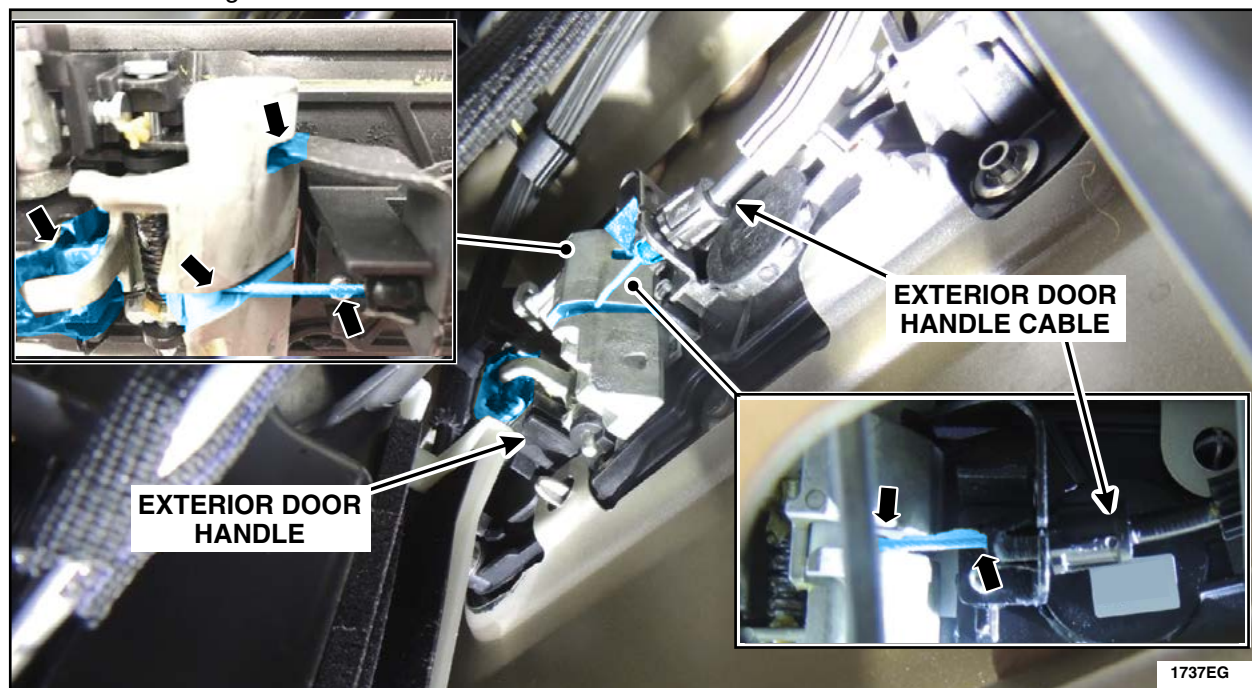


FIGURE 14a



NOTE: The exterior door handle is removed for clarity.

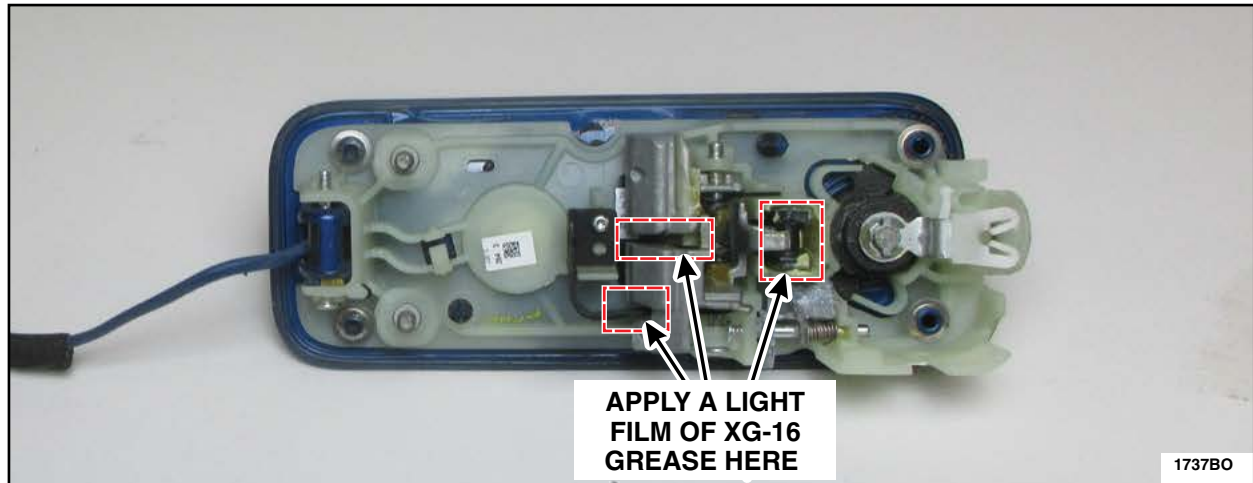


FIGURE 14b

20. Install the handle cable wiper clip on the exterior door handle cable end. See Figure 15.



FIGURE 15



21. For driver side only, use an inspection mirror to locate and liberally apply Motorcraft® XG-13 door latch grease to the area where the key cylinder lock rod attaches to the key lock rod lever. See Figures 16 and 17.

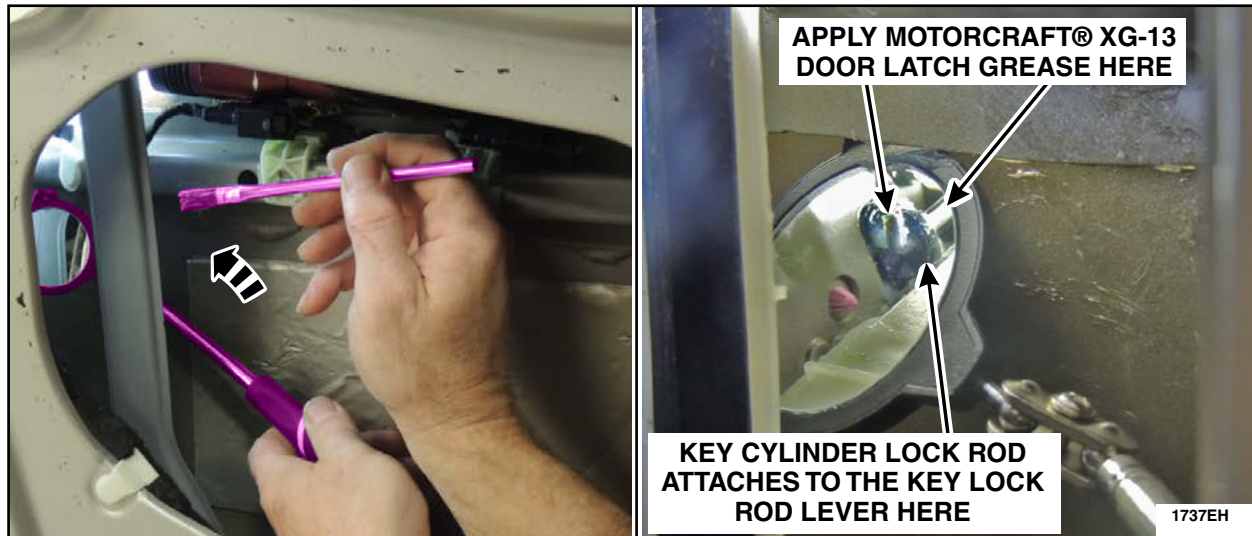


FIGURE 16

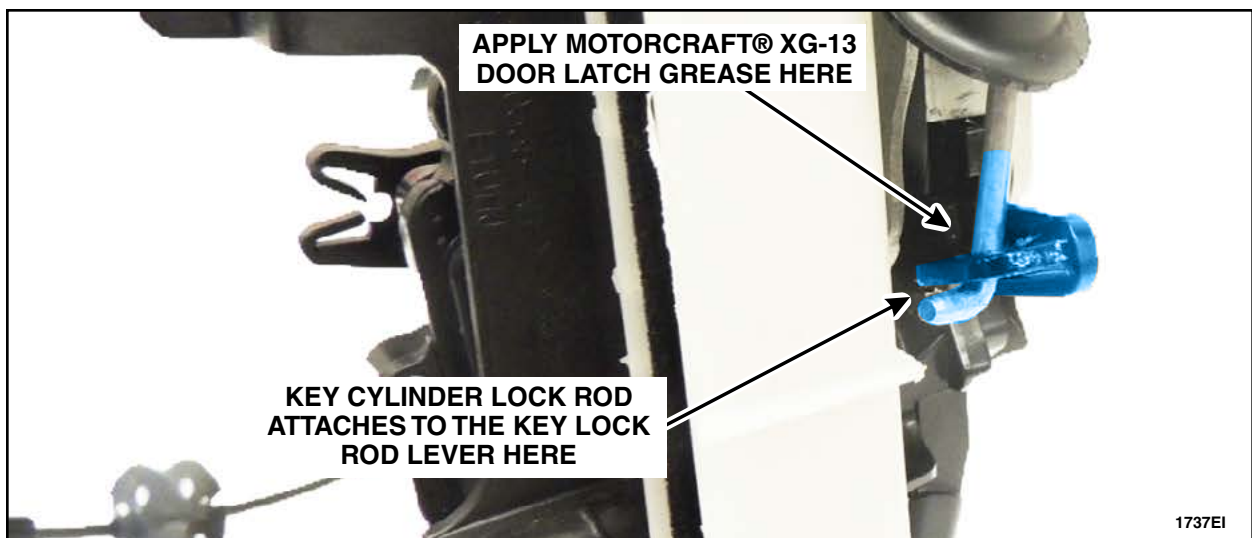


FIGURE 17

22. Install the door panel weather shields.
23. Remove the bungee cord used to hold the interior door handle cable up, seat the interior door handle cable rubber grommet and if equipped, reinstall the interior door handle cable retaining clips.
24. Install the front door interior trim panels. Please follow the WSM procedures in Section 501-05.



NEW ! Rear Door Latch Water Shield Kit Installation (Crew Cab vehicles only built on or before September 1, 2016)

NOTE: Rear door latch water shields were phased into F-150 and F-Super Duty Crew Cab production in August 2016. For vehicles already equipped with water shields built in August 2016, it is not necessary to remove and replace the water shields present on the rear doors.

NOTE: *Always refer to the dealer bulletin and the technical information for latest parts requirements and repair procedures.* To view a video demonstration of this repair procedure, click the video icon. 

NOTE: Procedure to be performed on both LH and RH sides.

NOTE: The window must be in the closed (up) position when performing this procedure.

1. Remove the rear door interior trim panels. Please follow the WSM procedures in Section 501-05.
2. Remove the door panel weather shields for access.
3. Inspect the interior door handle to latch cable for kinking. See Figure 18.
 - Correct any kinks found in the cable by straightening the cable by hand as required.

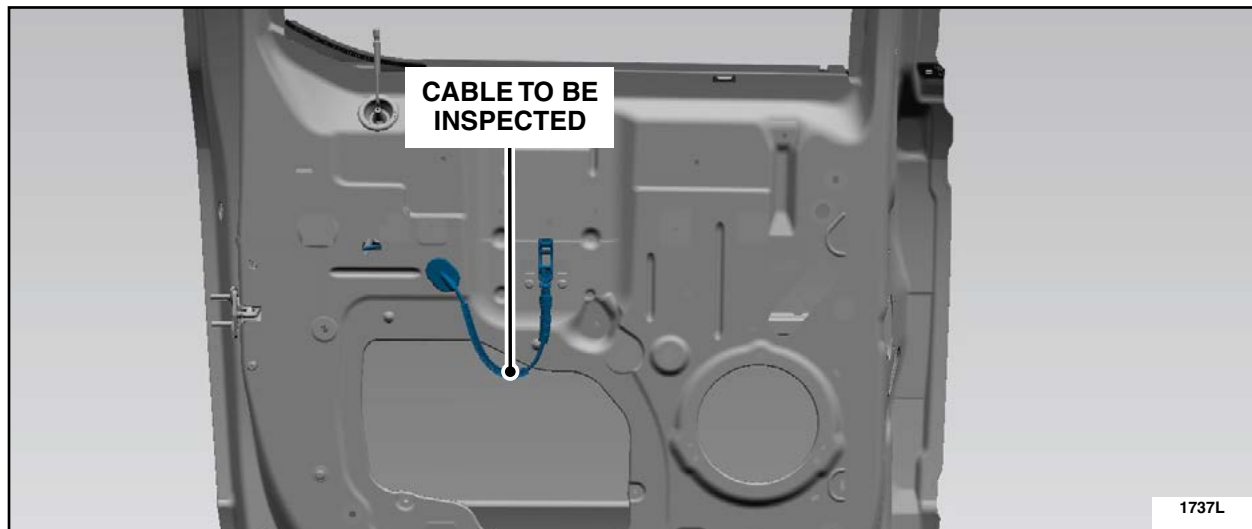


FIGURE 18



4. Remove the lock rod assemblies. See Figure 19.

- Use the male end of a 1/4" extension to spread apart the lock rod retainer and remove the rod from the door latch.

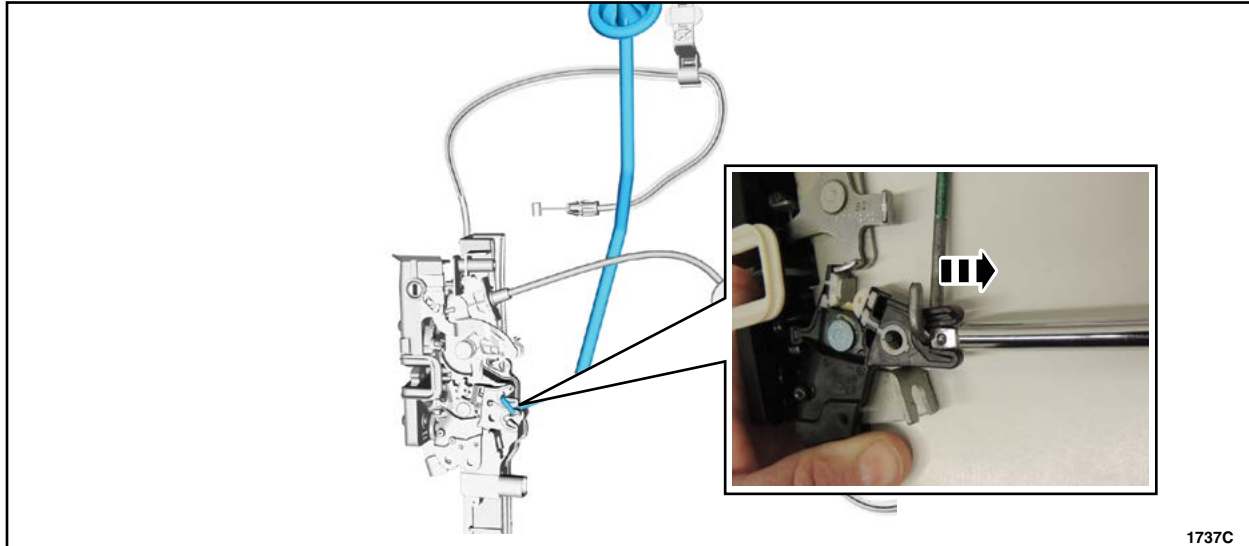


FIGURE 19

5. Using compressed air, blow out any debris or residual water from the door latch assembly, exterior door handle mechanism and cables for thirty seconds. Blow drying with compressed air for thirty seconds is critical to remove as much moisture as possible. See Figure 20.

NOTE: Driver door latch shown, all door latches similar.

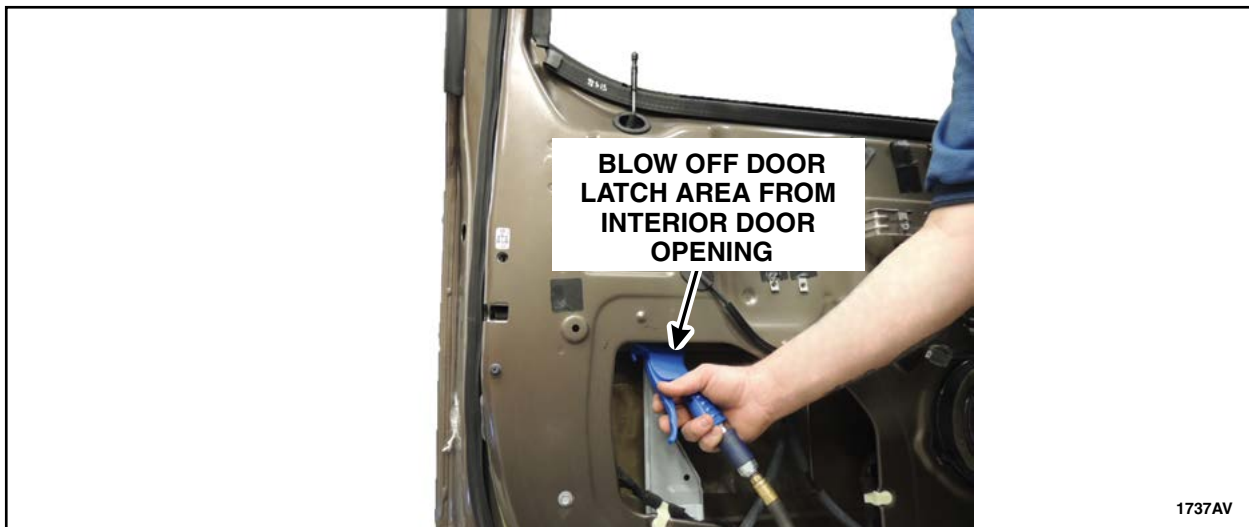


FIGURE 20



6. Install the door latch water shield into position. See Figure 21.

NOTE: The water shield is properly installed when the latch cable is fitted in the notch of the water shield and the fastener holes align.

7. Install the *new* screws into the top and bottom holes of the shield. See Figure 21.

NOTE: Driver side door latch shown, passenger side door latch similar.

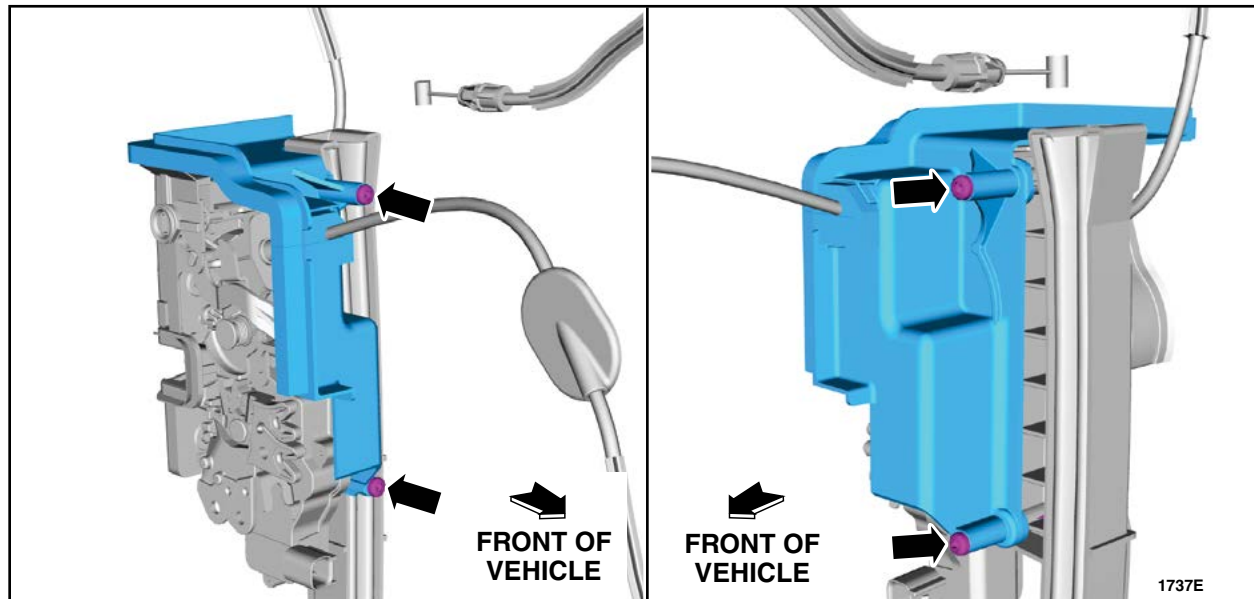


FIGURE 21



8. Was the vehicle built on or before June 1, 2016?

Yes - Install a *new* lock rod to accommodate the *new* water shield. See Figure 22 and 23.

No - Verify the vehicle has the updated lock rod shown in Figure 23 and proceed to Step 9.

NOTE: If equipped with manual locks, lock rod replacement is not necessary.

NOTE: If a replacement lock rod already has a button and grommet installed, transfer of the components is not required.

- For replacement lock rods only. Transfer the grommet , sleeve and button from the original lock rod to the *new*.
- Apply a bead of Motorcraft® instant gel adhesive TA-19-C (or equivalent) to the lock rod prior to threading the button into place.
- When threading the button onto the *new* lock rod, stop threading when some resistance is met.
- Ensure the right-hand and left-hand buttons are installed at similar heights.

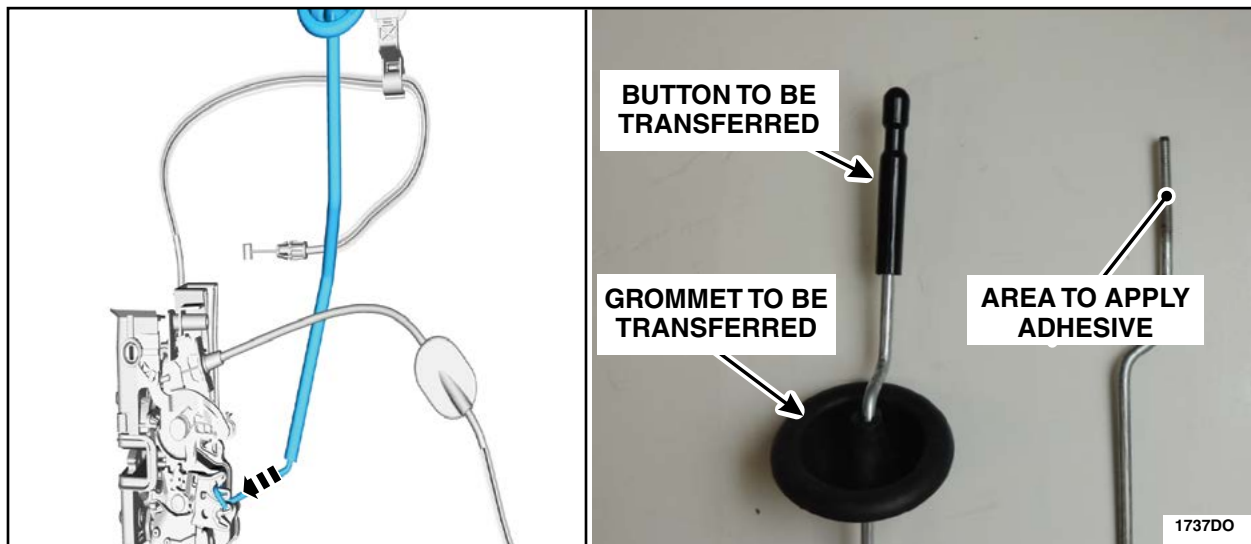


FIGURE 22



FIGURE 23



9. Modify the rear door lock rod grommet. See Figure 24.

- a. Remove the rear door lock rod grommet from the lock rod.
- b. Cut approximately 6 mm (0.25 in) off the top of the grommet.
- c. Install the rear door lock rod grommet back onto the lock rod.
- d. Using a utility knife, cut four 6 mm (0.25 in) long slits approximately 90° apart into the lower portion of the rear door lock rod grommet.



FIGURE 24

10. Using isopropyl alcohol and a clean shop cloth, thoroughly remove grease from the interior door handle cable mechanism. See Figure 25.

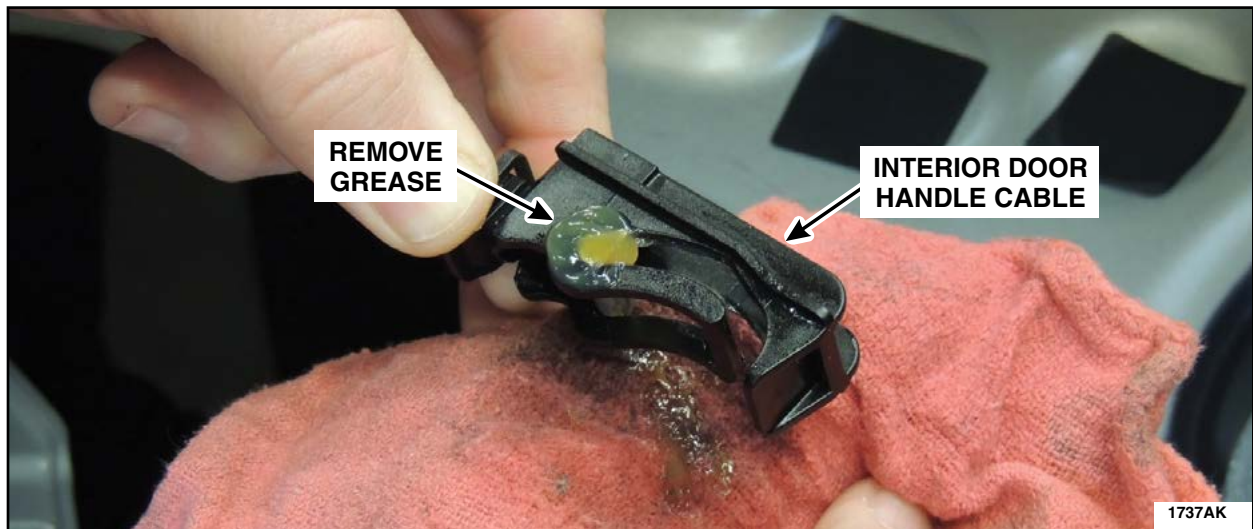


FIGURE 25



11. Unseat the interior door handle cable rubber grommet and while holding the end of the interior door handle cable in an upward position, spray Motorcraft® XL-6 silicone lubricant for five seconds down into the cable. See Figure 26.

NOTE: If the Motorcraft® XL-6 Lubricant container is not equipped with an applicator nozzle that can accommodate a straw, swap the applicator nozzle from another Motorcraft® chemical such as: XL-5 Multi-Purpose Grease Spray, XL-5-A Multi-Purpose Grease Spray or ZC-30-A Silicone Gasket Remover so a straw can be used. Spray a small amount to clear the applicator nozzle and straw prior to spraying the cable.

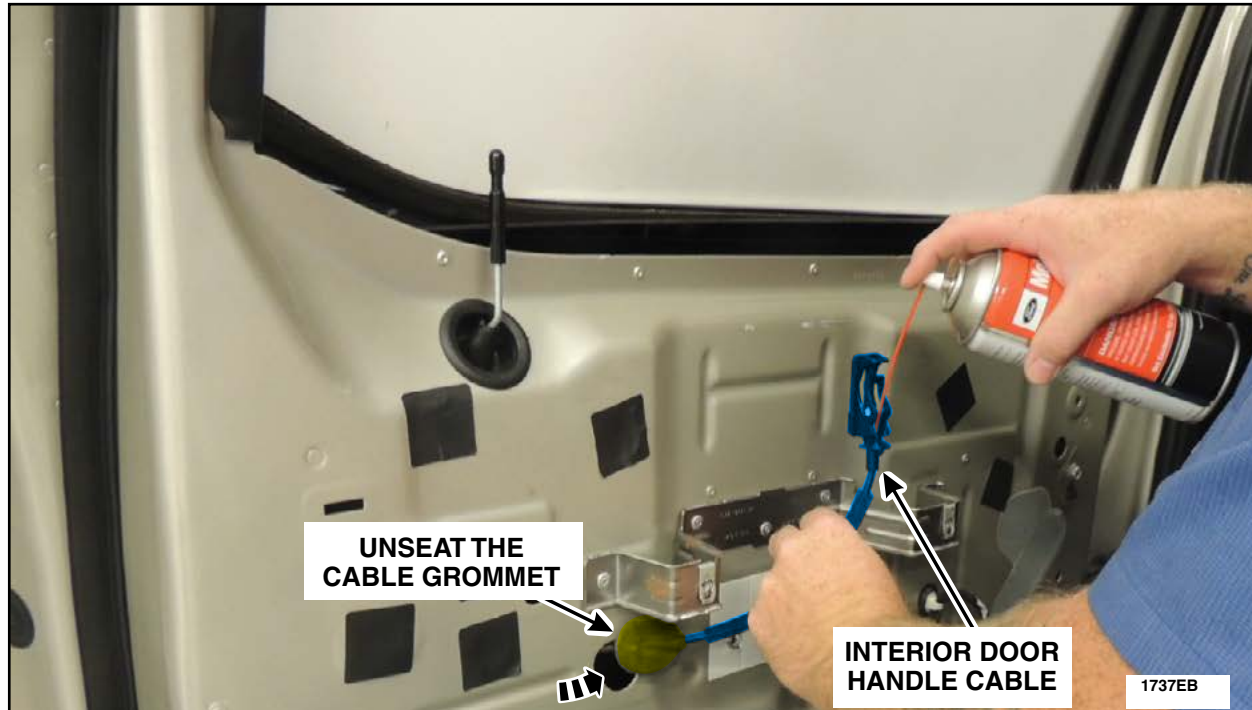


FIGURE 26



12. Using a bungee cord or other similar device, secure the interior door handle cable to the door in an upward position to allow the lubricant time to run down into the cable, until the interior door handle cable is reinstalled later in this procedure. See Figure 27.

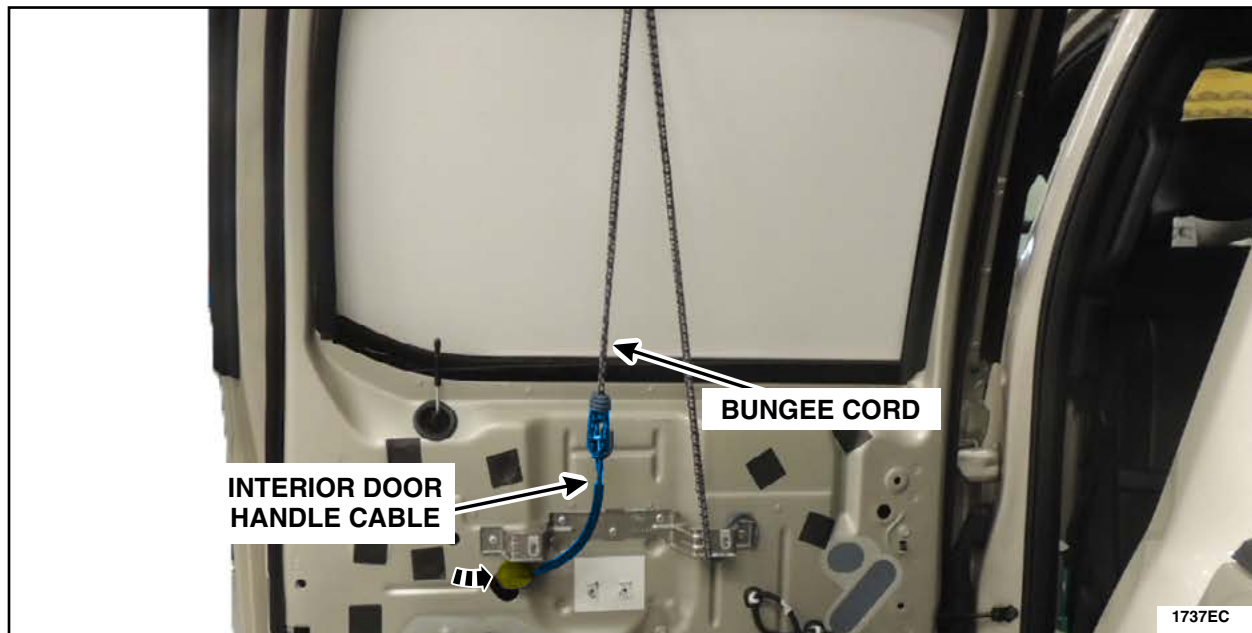


FIGURE 27

13. Through the large door sheet metal opening, use a brush to apply a light film of Motorcraft® *XG-16 low temperature* grease to the exterior door handle cable end, and to the three additional highlighted areas. See Figures 28a and 28b.

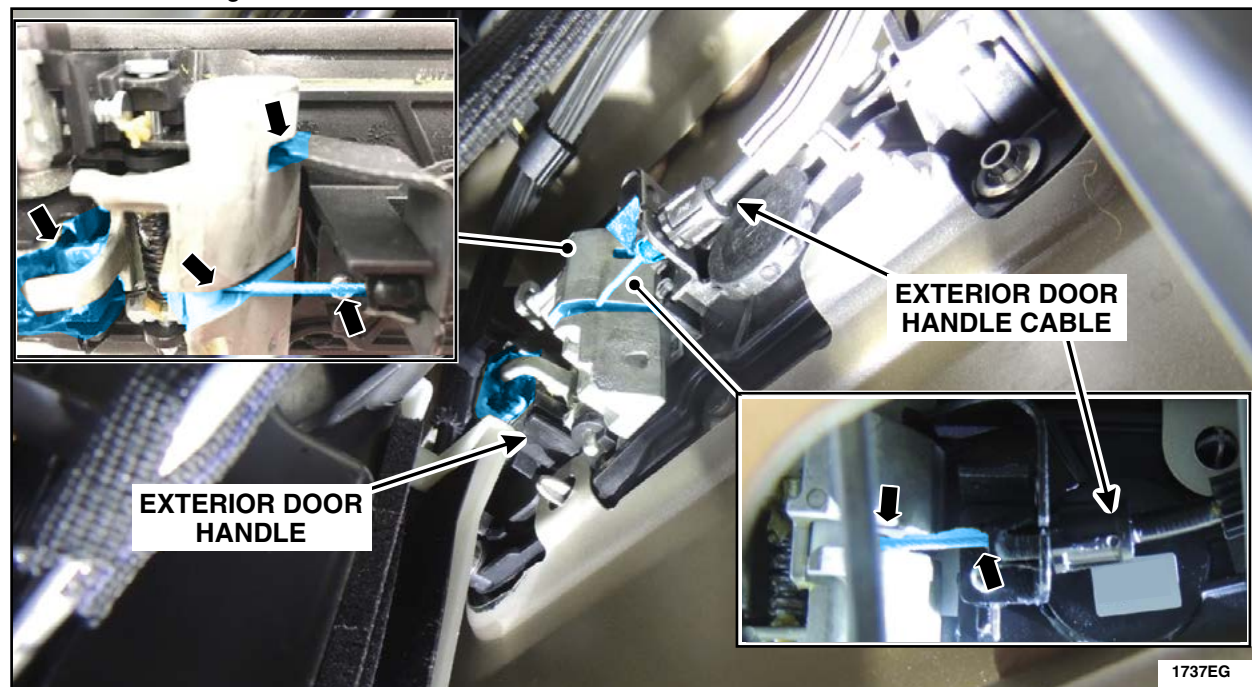


FIGURE 28a



NOTE: The exterior door handle is removed for clarity.

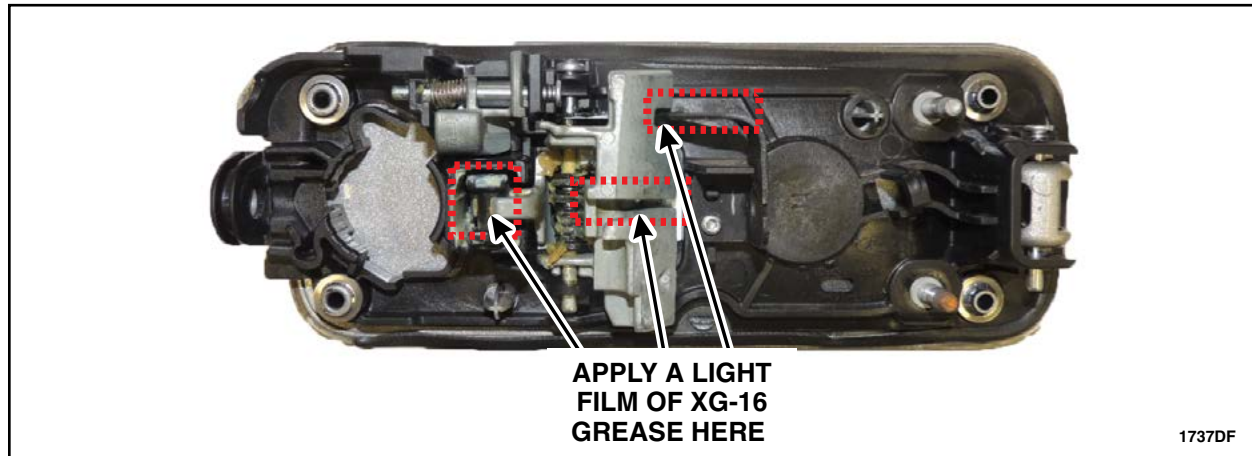


FIGURE 28b

14. Install the handle cable wiper clip on the exterior door handle cable end. See Figure 29.



FIGURE 29

15. Install the door panel weather shields.
16. Remove the bungee cord used to hold the interior door handle cable up, seat the interior door handle cable rubber grommet and install the rear door interior trim panels. Please follow the WSM procedures in Section 501-05.



Rear Door Lower Latch Water Shield Kit Installation (Super Cab only)

NOTE: To view a video demonstration of this repair procedure, click the video icon. 

NOTE: If the vehicle has previously had a rear lower door latch replaced, it may already have the latest level door latch water shield installed. If the Super Cab rear lower door latch has a large water shield installed as shown in Figure 33, then installation of a new water shield is not required.

NOTE: Procedure to be performed on both LH and RH sides.

1. Remove the rear door interior trim panels. Please follow the WSM procedures in Section 501-05.
2. Remove the door panel weather shields for access.
3. Inspect the interior door handle to latch cable for kinking. See Figure 31.
 - Correct any kinks found in the cable by straightening the cable by hand as required.
4. Remove the three lower door latch bolts. See Figure 30.

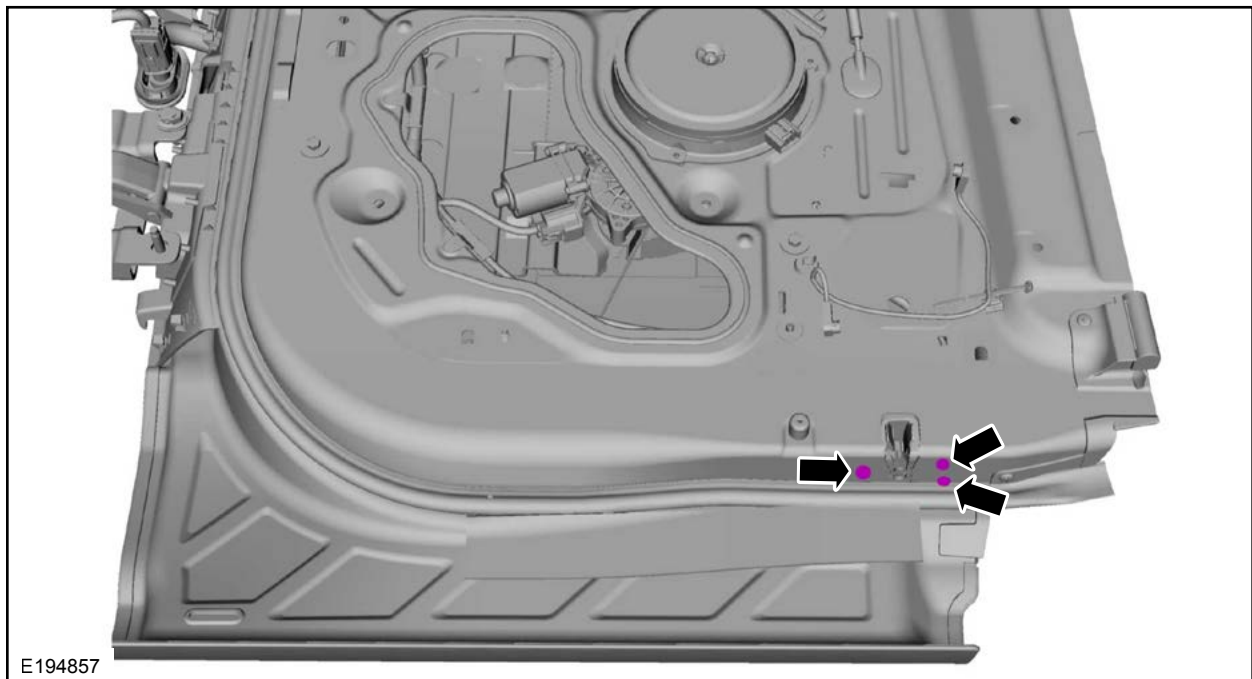


FIGURE 30



5. Detach the cable retainers and disconnect the electrical connector. Position the rear door latch outside of the door. See Figure 31.

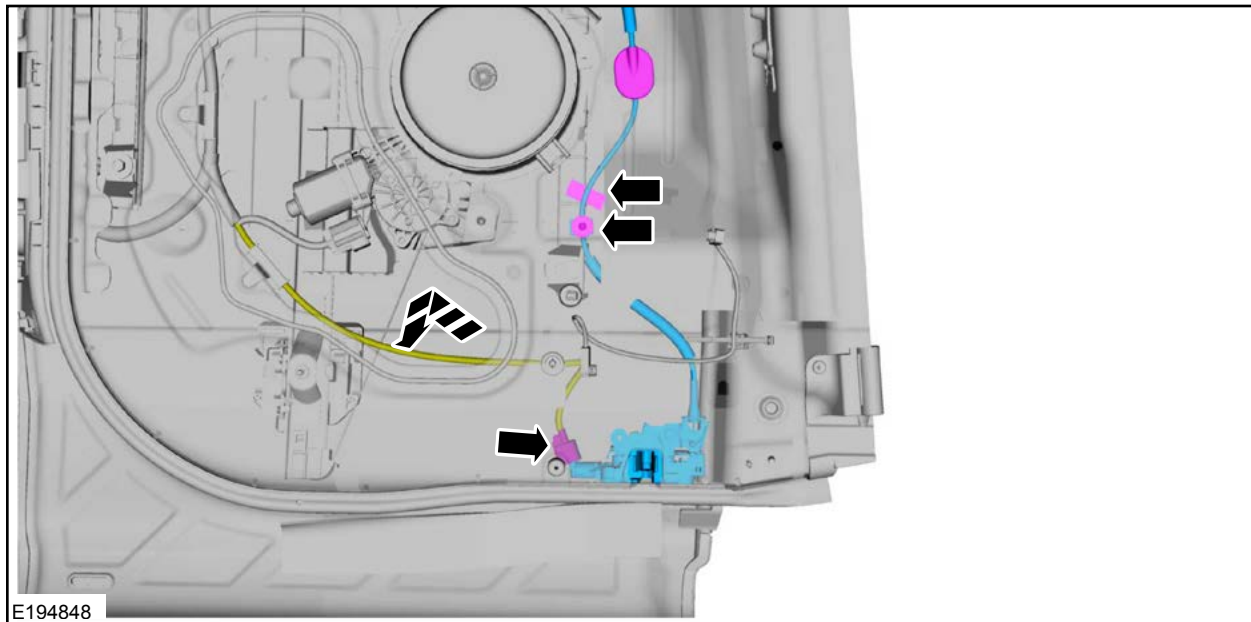


FIGURE 31

NOTE: Some F-150 SuperCab vehicles may be equipped with a smaller water shield than what is being installed in this safety recall. The smaller shields must be removed and replaced. See Figure 32.

6. If equipped with small water shields, remove and discard the existing lower door latch water shields. See Figure 32.

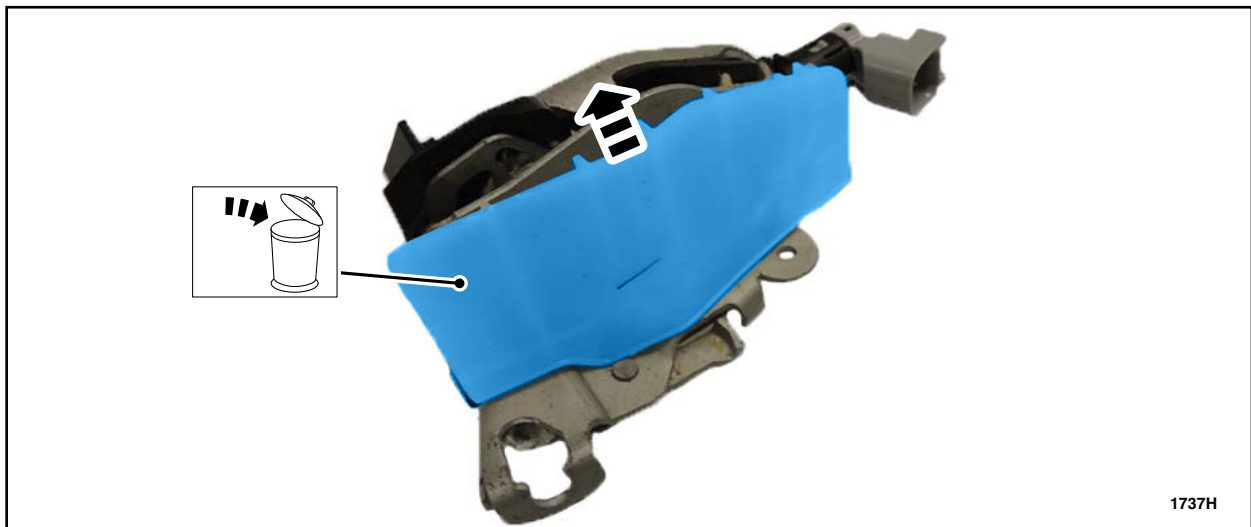


FIGURE 32



7. Using compressed air, blow out any debris or residual water from the latch assembly area.
8. Install a *new* door latch water shield onto the lower rear door latch. See Figure 33.

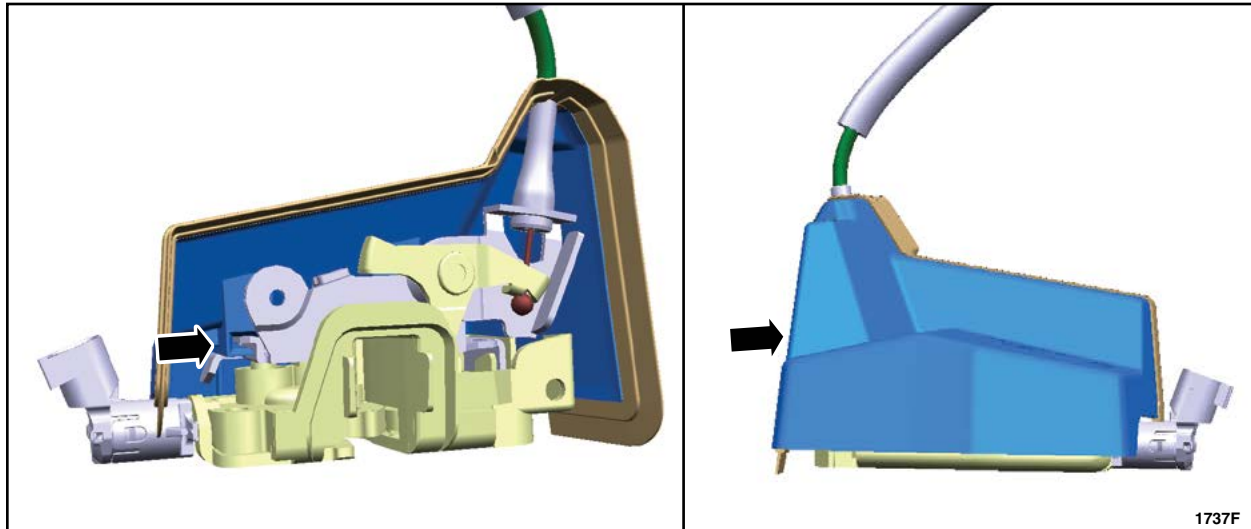


FIGURE 33

9. Position the rear door lower latch back into the door. Attach the cable retainers and connect the electrical connector. See Figure 31.
10. Install the three lower door latch bolts. See Figure 30.
 - 106 lb.in (12 Nm).
11. Install the door panel weather shields.
12. Install the rear door interior trim panels. Please follow the WSM procedures in Section 501-05.



Ford Motor Company
Recall Reimbursement Plan for 17S33

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 17S33, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to December 1, 2017. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2015. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2015 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.