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Ford Motor Company
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December 1, 2017

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 17S40**

Certain 2016 Model Year F-150 and Explorer Vehicles Equipped with Power Seats
 Seat Track Pivot Link Bolt Inspection and Repair

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2016	Dearborn	January 22, 2016 through April 19, 2016
		Kansas City	
Explorer		Chicago	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the seat track pivot link bolt for the front power seat may loosen and/or fall out. A front seat cushion with a missing seat track pivot link bolt may experience increased movement in a crash and may not properly restrain occupants, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to measure the torque of the seat track pivot link bolt.

- If the bolt passes the torque inspection, dealers will remove and clean the bolt, apply new threadlocker, and reinstall the bolt to the specified torque. This repair will complete the recall.
- If the bolt fails the torque inspection on sold and delivered units, dealers will apply threadlocker to the bolt as an interim repair. The recall will remain open until the final repair can be completed.
- If the bolt fails the torque inspection on new in-stock units, dealers must continue to hold the vehicle until the final repair can be completed.

Parts to complete the final repair for vehicles that fail inspection are anticipated to become available during the first quarter of 2018.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 15, 2018, informing owners that parts are not available to repair their vehicles. Owners of record will be notified via first class mail after repair instructions and parts ordering information have been provided to dealers. Owners will be instructed to contact the dealer for service if they experience looseness in the driver or passenger front seat or find the pivot bolt on the floor.

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 black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

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OASIS ACTIVATION

OASIS will be activated on December 1, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 1, 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 appointment.
- 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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OWNER REFUNDS

- **This safety recall must 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 replacement of the power seat track.

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 17S40 is the sub code.
- **Provision for TA-26 Red High-Strength Threadlocker (or equivalent):** Submit on the same repair line.
 - Program Code: 17S40 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$1.00
- 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: 17S40 - 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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Seat Track Pivot Link Bolt Inspection and Repair

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>Pivot Link Bolt Torque Inspection PASSES:</u> Permanent repair for vehicles that pass the torque inspection and are equipped with a power driver <u>and</u> passenger seat: <ul style="list-style-type: none"> • Perform the Pivot Link Bolt Torque Inspection • Add threadlocker to both pivot link bolts CLOSSES THE PROGRAM	17S40B	0.3
<u>Pivot Link Bolt Torque Inspection PASSES:</u> Permanent repair for vehicles that pass the torque inspection and are equipped with a power driver seat only: <ul style="list-style-type: none"> • Perform the Pivot Link Bolt Torque Inspection • Add threadlocker to the pivot link bolt CLOSSES THE PROGRAM	17S40C	0.2
<u>Pivot Link Bolt Torque Inspection FAILS:</u> For vehicles equipped with a power driver <u>and</u> passenger seat: <ul style="list-style-type: none"> • Perform the Pivot Link Bolt Torque Inspection • In-stock units Interim repair NOT applicable • Sold units perform the interim repair on both pivot link bolts DOES NOT CLOSE THE PROGRAM	17S40BB	0.3
<u>Pivot Link Bolt Torque Inspection FAILS:</u> For vehicles equipped with a driver power seat only: <ul style="list-style-type: none"> • Perform the Pivot Bolt Torque Inspection • In stock units Interim repair NOT applicable • Sold units perform the interim repair on the driver's pivot link bolt DOES NOT CLOSE THE PROGRAM	17S40CC	0.2

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
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PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
TA-26, Loctite 262 or equivalent	Red High-Strength Threadlocker (one tube can be used for multiple repairs)		Claim as Misc. Expense: OTHER

The DOR/COR number for this recall is 51108.

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 2016 F-150 AND EXPLORER VEHICLES EQUIPPED WITH POWER SEATS — SEAT TRACK PIVOT LINK BOLT INSPECTION AND REPAIR

OVERVIEW

In some of the affected vehicles, the seat track pivot link bolt for the front power seat may loosen and/or fall out. A front seat cushion with a missing seat track pivot link bolt may experience increased movement in a crash and may not properly restrain occupants, increasing the risk of injury.

SERVICE PROCEDURE

Recommended Tool List:

General Tools	General Equipment
6" (152 mm) Flat Blade Screwdriver	Work Light
Small Needle Nose Pliers	
1/4" Ratchet	
1/4" Power Ratchet	
1/4" Torque Wrench	
1/4" drive T-20 Torx™ bit	
1/4" drive stubby T-45 Torx™ bit	

NOTE: This procedure applies to front power seats only. Manual seats are not applicable to this service action.

SEAT TRACK PIVOT LINK BOLT TORQUE INSPECTION

1. Is the vehicle equipped with a power passenger seat?

Yes - perform the following procedure on both the driver and passenger seat.

No - perform the following procedure on only the drivers seat.

NOTE: The driver and passenger seat tracks are identical. The affected seat track pivot link will be located on the outboard side of the drivers seat, and the inboard side for the passenger seat. See Figure 1.

2. Remove the side shield from the driver seat following the front seat control switch procedure. Please follow the Workshop Manual (WSM) procedures in Section 501-10A.

NOTE: It is not necessary to remove the side shield on the passenger seat since the bolt that is being serviced is located on the in board side of the seat frame.

NOTE: It is not necessary to remove the seat control knobs or seat control switches from the side shield.



3. Position the seat to the highest position, then lower the seat approximately 1 in (25 mm).
4. Check the pivot link bolt break-away torque. Using a torque wrench set to 10 Nm (16 ft-lb), attempt to loosen the seat track pivot link bolt. See Figure 1.

- Did the torque wrench activate before the bolt or bolts started to loosen?

Yes - Proceed to Step 5.

No - **For sold delivered vehicles:** Proceed to the Interim Repair Procedure, on Page 4.

No - **For new in-stock vehicles:** If one or both of the seat track pivot link bolts fail the torque inspection, end the procedure here. Parts are not currently available to complete the final repair. The recall will remain open until the final repair can be completed. Do not demonstrate or deliver the vehicle until the recall is completed.

NOTE: If the seat track pivot link bolt is missing, submit an approval request to the Special Service Support Center (SSSC) for repair information.

5. Remove the seat track pivot link bolt. See Figures 1 and 2.

NOTE: Center console is removed for clarity.

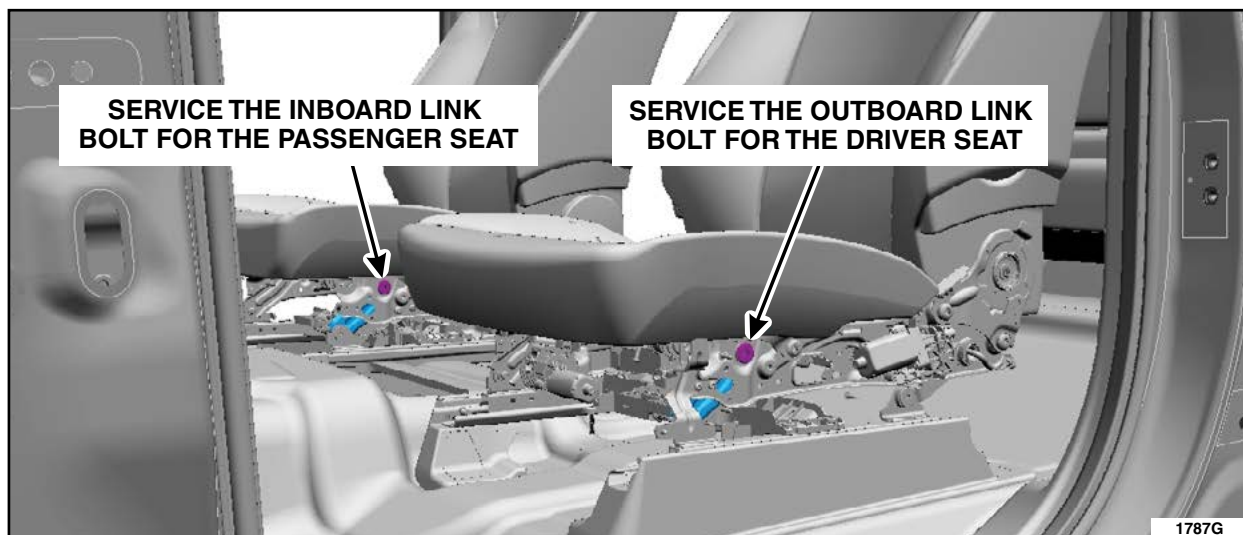


FIGURE 1



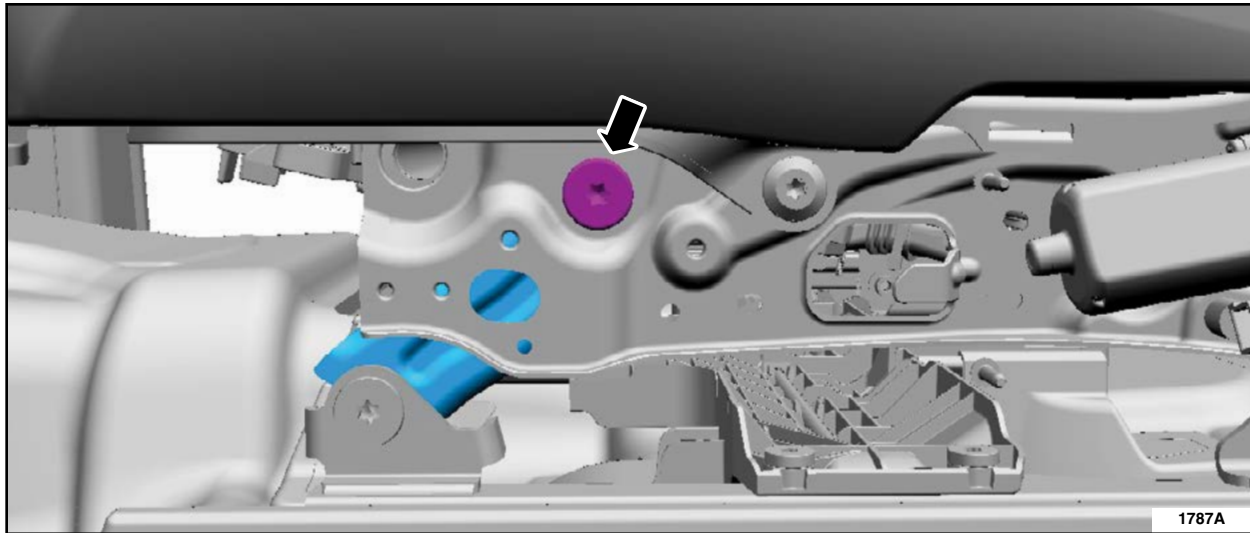


FIGURE 2

6. Inspect the seat track pivot link bolt bushing for signs of wear or damage. See Figure 3.

- Is wear or damage present?

Yes - Submit an approval request to the Special Service Support Center (SSSC) for repair information.

No - Proceed to Step 7.

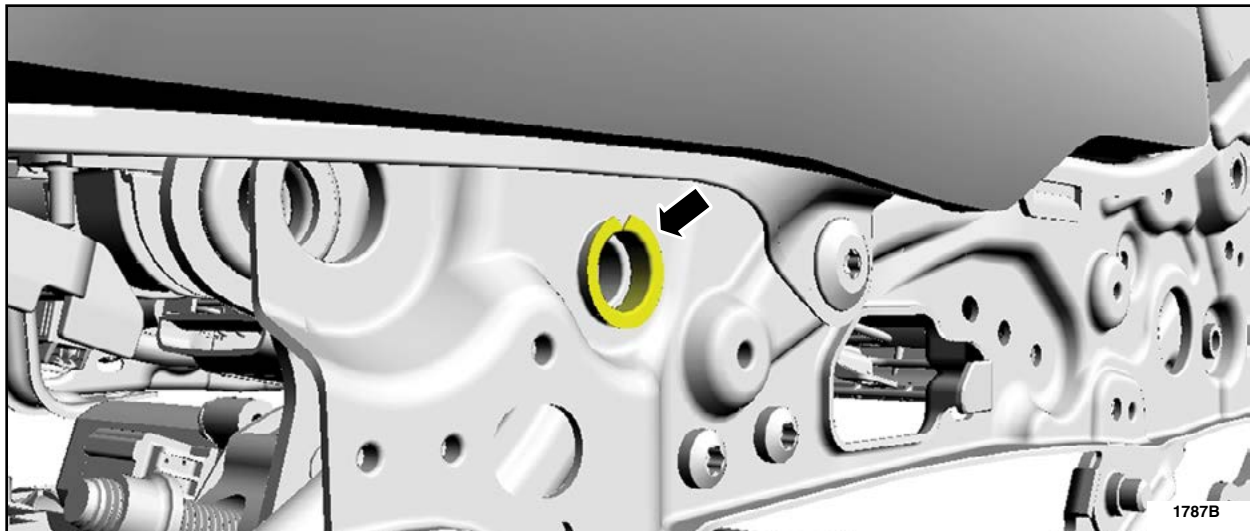


FIGURE 3

7. Using a wire brush, remove any remaining threadlocker from the pivot link bolt threads.

8. Apply Motorcraft® TA-26 Threadlocker or equivalent to the pivot link bolt threads.

NOTE: Proper alignment of the pivot link and seat frame components is crucial to allow the shoulder of the bolt to be inserted far enough into the bushing so the threads of bolt can start in the seat frame.



- Align the pivot link to seat track holes, reinstall the seat track pivot link bolt and torque to 22 Nm (16 ft-lb). To assist in starting the bolt, wiggle the seat cushion frame by hand until the bolt can be started.
- Reinstall the driver seat side shield, following the front seat control switch procedure. Please follow the WSM procedures in Section 501-10A.

INTERIM REPAIR — SOLD AND DELIVERED VEHICLES ONLY

Only perform this interim repair if the pivot link bolt did not pass the torque inspection in step 4. Parts are not currently available to complete the final repair. Performing this interim repair will not close the recall. Vehicle owners will be notified once parts are available to complete the final repair.

- Remove the seat track pivot link bolt. See Figure 4.

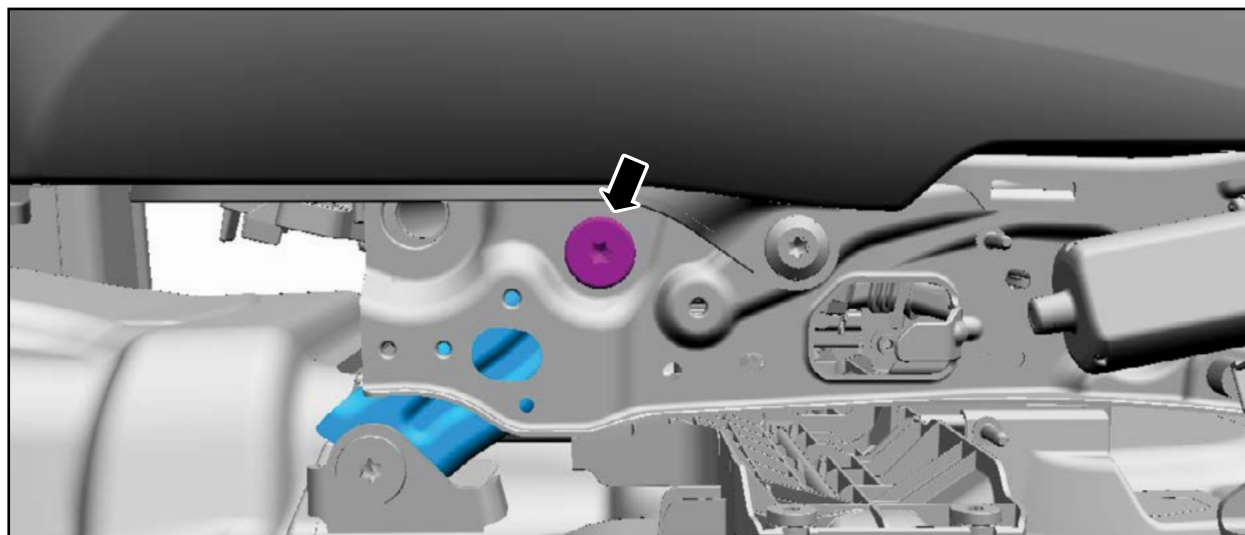


FIGURE 4

- Using a wire brush, remove any remaining threadlocker from the pivot link bolt threads.
- Apply Motorcraft® TA-26 Threadlocker or equivalent to the pivot link bolt threads.

NOTE: Proper alignment of the pivot link and seat frame components is crucial to allow the shoulder of the bolt to be inserted far enough into the bushing so the threads of bolt can start in the seat frame.

- Align the pivot link to seat track holes, reinstall the seat track pivot link bolt and torque to 22 Nm (16 ft-lb). To assist in starting the bolt, wiggle the seat cushion frame by hand until the bolt can be started.
- Reinstall the driver seat side shield, following the front seat control switch procedure. Please follow the WSM procedures in Section 501-10A.



Ford Motor Company
Recall Reimbursement Plan for 17S40

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 # 17S40, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to February 2, 2018. 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.