



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

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

December 19, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 17S44
Certain 2018 Model Year Escape Vehicles
Side Curtain Airbag Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2018	Louisville	November 13, 2017 through December 1, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the top hat diffuser on the side curtain airbag inflator may detach from the inflator during deployment. A detached top hat diffuser may cause the side curtain airbag to tear and not fully inflate. There is also potential for the diffuser to become a projectile in the passenger compartment. A top hat diffuser that detaches during airbag deployment may increase 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 replace the affected side curtain airbag. 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 January 29, 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
Attachment IV: VIN Lookup Tool
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". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 17S44
Certain 2018 Model Year Escape Vehicles
Side Curtain Airbag Replacement

OASIS ACTIVATION

OASIS will be activated on December 19, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 19, 2017. Owner names and addresses will be available by February 16, 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

- 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

- Parts are currently not available in sufficient quantities to support Safety Recall 17S44. Parts orders for dealer stock vehicles **with a customer sales contract** can be requested through the SSSC. However, due to limited supply it is possible not all parts requests can be filled.
- 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
- 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 17S44

Certain 2018 Model Year Escape Vehicles

Side Curtain Airbag Replacement

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 One Warranty Solution (OWS).
 - When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17S44) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

ATTACHMENT II

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 17S44
Certain 2018 Model Year Escape Vehicles
Side Air Curtain Replacement**

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace one side curtain airbag	17S44B	2.2 Hours
Replace both side curtain airbags	17S44C	2.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order for side air curtains submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

NOTE: Parts are currently not available in sufficient quantities to support all affected vehicles in 17S44. At this time, repair customer vehicles that arrive at your dealership, or dealer stock vehicles **with a signed sales contract**. It is anticipated that parts will be available for open ordering the week of January 22, 2018.

Part Number	Description	Order Quantity	Claim Quantity
EJ5Z-74042D94-B	Side curtain airbag – Right side	1	1
EJ5Z-74042D95-C	Side curtain airbag – Left side	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

The DOR/COR number for this recall is 51113.

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 ESCAPE VEHICLES — SIDE CURTAIN AIRBAG REPLACEMENT

OVERVIEW

In some of the affected vehicles, the top hat diffuser on the side curtain airbag inflator may detach from the inflator during deployment. A detached top hat diffuser may cause the side curtain airbag to tear and not fully inflate. There is also potential for the diffuser to become a projectile in the passenger compartment. A top hat diffuser that detaches during airbag deployment may increase the risk of injury in a crash.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the affected side curtain airbag. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

Recommended Tool List:

1/4" Drive Ratchet (Hand and Power)
1/4" Drive 7mm and 8mm Shallow Socket
1/4" Drive T20 and T25 Torx® Bits
1/4" Drive 4 in (10 cm) Extension
1/4" Drive Torque Wrench
3/8" Drive Ratchet (Hand and Power)
3/8" Drive 13mm Deep Socket
3/8" Drive 10 in (25 cm) Extension
3/8" Drive Torque Wrench
Trim Tool 6 in (15 cm)
Pick Tool 6 in (15 cm)
Pocket Screwdriver

1. Refer to the VIN look up tool in this bulletin to determine which side curtain airbag(s) require replacement.
2. Replace the side curtain airbag(s) identified in the VIN look up tool that require replacement. Please follow the Workshop Manual (WSM) procedure in Section 501-20B.

