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April 5, 2018

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 18S07 -  
Supplement #1**  
Certain 2015-2016 Model Year Focus and 2013-2014 Fusion Vehicles  
Equipped With A B6 6-Speed Manual Transmission  
Clutch Pressure Plate Cracks

**New! REASON FOR THIS SUPPLEMENT**

**AFFECTED VEHICLES:** *Four 2017 Model Year Focus vehicles are being added to this recall as a result of prior service repairs using clutches that were produced before the introduction of containment actions.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Focus	2015-2016	Michigan	July 21, 2014 through June 30, 2016
Fusion	2013-2014	Hermosillo	March 9, 2012 through June 28, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the clutch assembly may overheat as a result of excessive clutch slip, resulting in abnormal noise, odor, smoke, and/or engine speed flare accompanied by a loss of power. If not addressed, this condition could cause the clutch pressure plate to crack and eventually fracture, damaging the transmission assembly. Damage to the transmission assembly could allow transmission fluid to leak. Leaking of transmission fluid in the presence of an ignition source can lead to the risk of an engine compartment fire.

**SERVICE ACTION**

Software updates and parts are not yet available to repair vehicles. For affected vehicles with concerns of abnormal noise, odor, smoke, and/or engine speed flare accompanied by a loss of power, dealers are to perform a test for clutch slippage. If the clutch does not pass the test, dealers are to provide the customer a rental vehicle. 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 March 26, 2018 advising owners of an interim inspection if their vehicle exhibits symptoms of abnormal noise, odor, smoke, and/or engine speed flare accompanied by a loss of power. Owners will be notified again when a final repair is available for their vehicles.

**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 Letters  
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

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### **OASIS ACTIVATION**

OASIS will be activated on March 13, 2018.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 13, 2018. Owner names and addresses will be available by April 10, 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**

- 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.

### **OWNER REFUNDS**

- **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 clutch assembly and transmission assembly replacement resulting from a fractured clutch pressure plate.

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**RENTAL VEHICLES**

For affected vehicles that do not pass the clutch slippage test, dealers are to provide owners a rental vehicle.

Prior approval from the SSSC via the SSSC Web Contact Site is required for all rental vehicle requests.

- Ford Motor Company will provide reimbursement for rental vehicle costs following Extended Service Plan (ESP) guidelines. Prior approval from the SSSC is also required for special rental needs and costs above ESP guidelines.
- The customer should be offered a like Ford Motor Company brand vehicle.
  - In the event that a Ford Motor Company vehicle is not available, the customer should be provided a like non-Ford vehicle within a comparable vehicle rental class. Every effort should be made to swap customers into a Ford vehicle as they become available.
  - If a vehicle is not available in the same vehicle rental class, the customer may be offered the next higher vehicle rental class.
- Traveling owners may incur additional rental fees for one-way rentals, which are also reimbursable under this FSA.
- Rental vehicle days for this FSA will NOT be removed from dealer's TAP allocation/budget.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
  - 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.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 18S07 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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**CLAIMS PREPARATION AND SUBMISSION (Cont.)**

- Submit refunds on a separate repair line.
  - Program Code: 18S07
  - 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
Test Clutch For Slippage (Does Not Close Recall)	18S07ZZ	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not yet available to complete this repair.

## **CERTAIN 2015 - 2016 MODEL YEAR FOCUS AND 2013 - 2014 FUSION VEHICLES EQUIPPED WITH A B6 6-SPEED MANUAL TRANSMISSION — CLUTCH PRESSURE PLATE CRACKS**

### **OVERVIEW**

In some of the affected vehicles, the clutch assembly may overheat as a result of excessive clutch slip, resulting in abnormal noise, odor, smoke, and/or engine speed flare accompanied by a loss of power. If not addressed, this condition could cause the clutch pressure plate to crack and eventually fracture, damaging the transmission assembly. Damage to the transmission assembly could allow transmission fluid to leak. Leaking of transmission fluid in the presence of an ignition source can lead to the risk of an engine compartment fire. Software updates and parts are not yet available to repair vehicles. For affected vehicles with concerns of abnormal noise, odor, smoke, and/or engine speed flare accompanied by a loss of power, dealers are to perform a test for clutch slippage. If the clutch does not pass the test, dealers are to provide the customer a rental vehicle. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### **SERVICE PROCEDURE**

#### **Interim service procedure.**

1. Test the clutch for slippage using pinpoint test A. Please follow the Workshop Manual (WSM) procedures in Section 308-01.
  - If the clutch passes the pinpoint test A then no repair is needed at this time.
  - If the clutch fails pinpoint test A dealers are to provide the customer with a rental vehicle following the directions in the 18S07 Dealer Bulletin.

