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April 19, 2018

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 17S34 – Supplement #2**  
 Certain 2015-2017 Transit Vehicles Equipped with a Trailer Module  
 Trailer Module Fuse and Footwell Drainage Hole

**New! REASON FOR THIS SUPPLEMENT**

- *Affected Vehicles: Additional vehicles have been identified that were built with a trailer module, and are affected by this safety concern.*

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2017	Kansas City	February 3, 2014 through August 2, 2017
		Certain vehicles with Dealer-Installed Ford Original Accessory Trailer Tow Kit FK4Z-15A416-A	

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, it may be possible for water to pool and splash in the footwell area of the vehicle, where the Trailer Module (TRM) is packaged, which may cause wiring corrosion and damage to the module. This may result in rapid flashing of the turn signals, loss of instrument cluster display, loss of heater and air conditioning controls, and loss of multimedia (radio, screens, SYNC). Wiring corrosion from prolonged water intrusion could also result in an electrical short to ground, which could cause an uncommanded seatbelt pretensioner deployment, a burning smell, and/or an increased risk of fire, including when the vehicle is parked and the ignition is off.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to follow the technical information to add a drainage hole in the driver's footwell and, if necessary, install an inline fuse to the TRM ground circuit. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**Dealer-Installed Ford Original Accessory Trailer Tow Kits**

Dealers are to review part sales records to identify vehicles that may have had the Trailer Tow Kit FK4Z-15A416-A installed. If dealership records indicate that a non-involved vehicle has had the Trailer Tow Kit installed, dealers should:

- Submit a VIN specific Non-Involved Vehicle Request contact to the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Please provide documentation (sales invoice or repair order) for the vehicle to be added.
- Contact the owner and arrange a service date for the repair options listed in the bulletin.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of November 13, 2017, advising customers of the safety risk and **recommending to park vehicles outside until the recall is performed**. Owner letters are expected to be mailed the week of February 5, 2018 informing owners that parts are now available to complete this safety recall. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

*Owner letters for the newly added vehicles are expected to be mailed the week of April 23, 2018.*

**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 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 17S34 – Supplement #2**

Certain 2015-2017 Transit Vehicles Equipped with a Trailer Module  
Trailer Module Fuse and Footwell Drainage Hole

**New! OASIS ACTIVATION**

OASIS was activated on October 24, 2017. *OASIS was activated for newly added vehicles on April 19, 2018.*

**New! FSA VIN LISTS ACTIVATION**

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on October 24, 2017. Owner names and addresses became available on November 24, 2017.

*FSA VIN Lists for newly added vehicles will be available on April 19, 2018. Owner names and addresses for the newly added vehicles will be available by May 11, 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.

**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 17S34 – Supplement #2**

Certain 2015-2017 Transit Vehicles Equipped with a Trailer Module  
Trailer Module Fuse and Footwell Drainage Hole

**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 damage to the TRM and associated wiring due to the presence of water or corrosion.

**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 (17S34) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- **Provision for Motorcraft® PM-13-A Anti-Corrosion Coating:** Submit on the same repair line. One bottle services multiple vehicles.
  - Program Code: 17S34
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$1.00
- Submit refunds on a separate repair line.
  - Program Code: 17S34
  - 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 17S34ZZ (inline fuse required – part not available, remove TRM fuses) must have a repair date on or before December 21, 2017 to be eligible for payment.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S34 – Supplement #2**

Certain 2015-2017 Transit Vehicles Equipped with a Trailer Module  
Trailer Module Fuse and Footwell Drainage Hole

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
2017 vehicles built on or after March 1, 2017: <ul style="list-style-type: none"> <li>• Drill drainage hole</li> <li>• Inspect for fuse (F19)</li> <li>• Fuse (F19) present – no additional service required</li> </ul>	17S34B	0.4 Hours
2015-2017 vehicles built before March 1, 2017 <u>AND</u> 2017 vehicles built on or after March 1, 2017, NOT equipped with fuse F19: <ul style="list-style-type: none"> <li>• Drill drainage hole</li> <li>• Install inline fuse on TRM ground circuit</li> </ul>	17S34C	0.8 Hours

Claims with labor operation code 17S34ZZ (inline fuse required – part not available, remove TRM fuses) must have a repair date on or before December 21, 2017 to be eligible for payment.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
HK4Z-15A416-A	Inline fuse installation kit	1	1
PM-13-A	Motorcraft® Anti-Corrosion Coating	Claim as Misc. Expense: OTHER	

The DOR/COR number for this recall is 51104.

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 2015-2017 TRANSIT VEHICLES EQUIPPED WITH A TRAILER MODULE — TRAILER MODULE FUSE AND FOOTWELL DRAINAGE HOLE

### OVERVIEW

In the affected vehicles, it may be possible for water to pool and splash in the footwell area of the vehicle, where the Trailer Module (TRM) is packaged, which may cause wiring corrosion and damage to the module. This may result in rapid flashing of the turn signals, loss of instrument cluster display, loss of heater and air conditioning controls, and loss of multimedia (radio, screens, SYNC). Wiring corrosion from prolonged water intrusion could also result in an electrical short to ground, which could cause an uncommanded seatbelt pretensioner deployment, a burning smell, and/or an increased risk of fire, including when the vehicle is parked and the ignition is off. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to follow the technical information to add a drainage hole in the driver's footwell and, if necessary, install an inline fuse to the TRM ground circuit.

### SERVICE PROCEDURE

#### Recommended Tool List:

General Tools	General Equipment
1/4" Drive Ratchet (Power and Hand Tool)	Applicator Brush/Cotton Swab
1/4" Drive 3" Extension	Measuring Tape/Ruler
1/4" Drive T-30 Torx Bit	Heat Gun
1/4" Drive 8mm Shallow Socket	
1/4" Drive 10mm Deep Socket	
1/4" Drive Torque Wrench	
Terminal Release Tool	
Side Cutters	
Pick Tool	
Needle Nose Pliers 12"	
Trim Tool	
Pocket Screwdriver	
Drill	
7/32" (5mm) Drill Bit	
Center Punch	



1. Release the clips and remove the LH side middle B-pillar trim panel. See Figure 1.

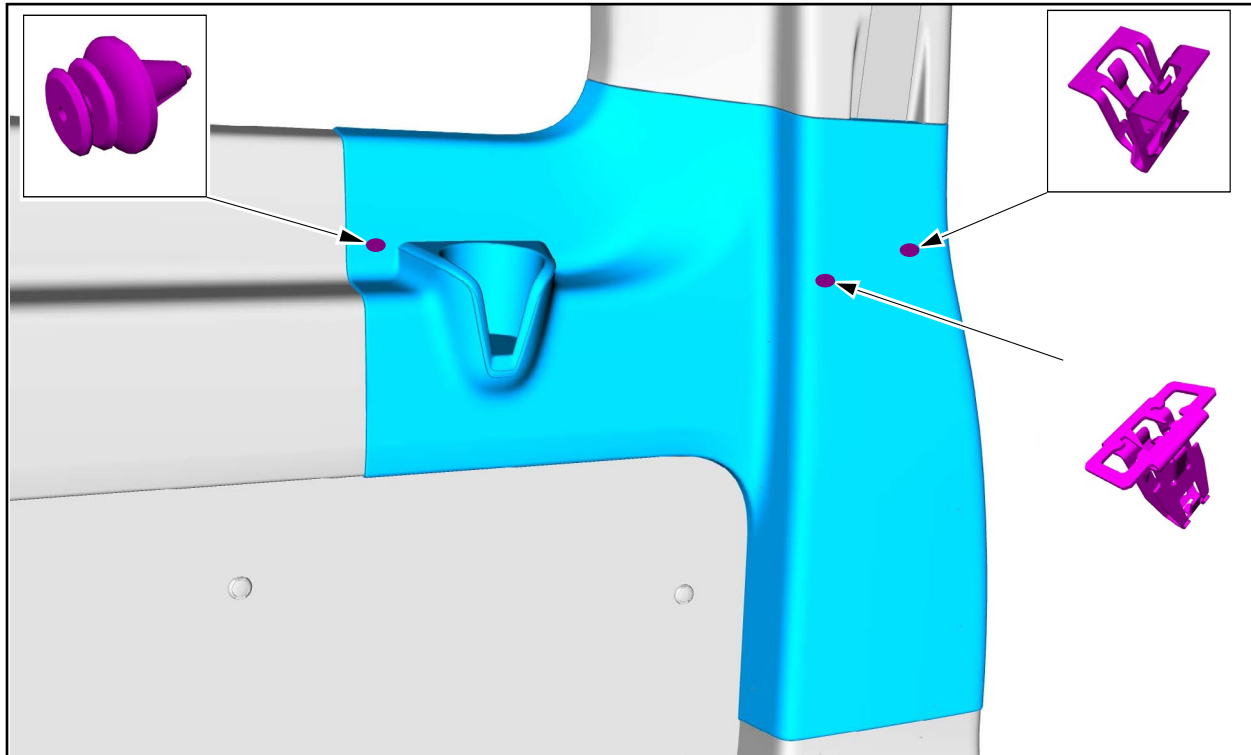


FIGURE 1

2. Release the clips and remove the LH side lower B-pillar trim panel. See Figure 2.

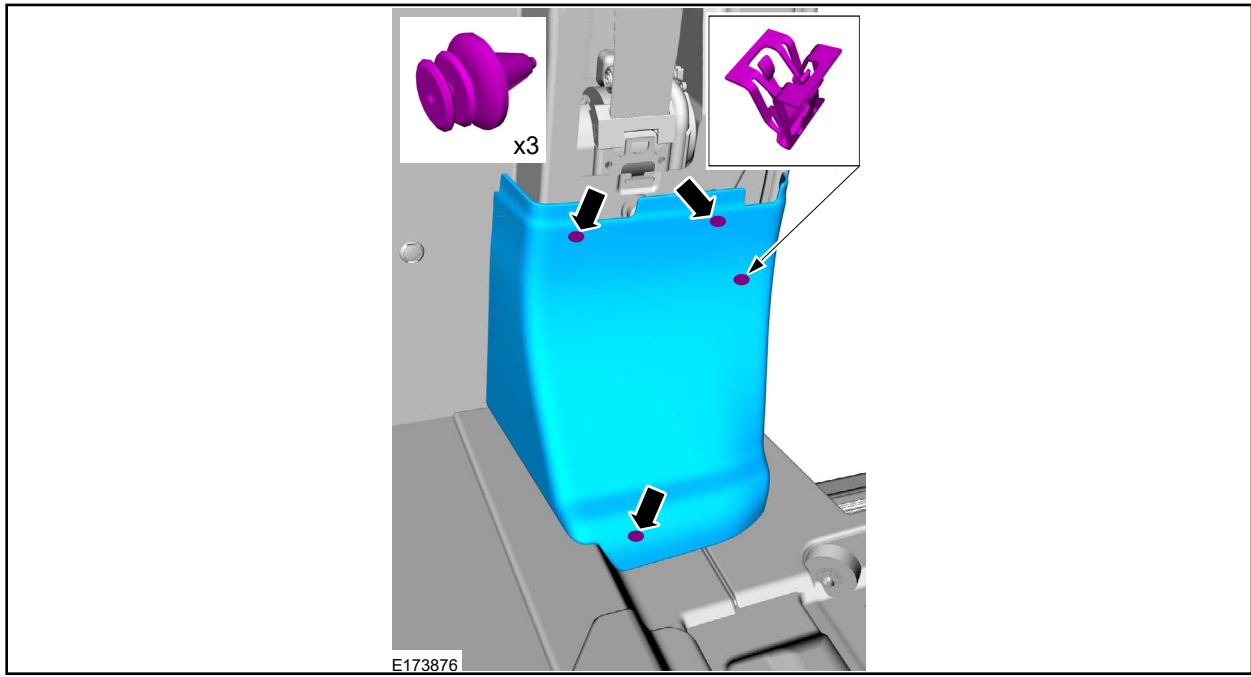
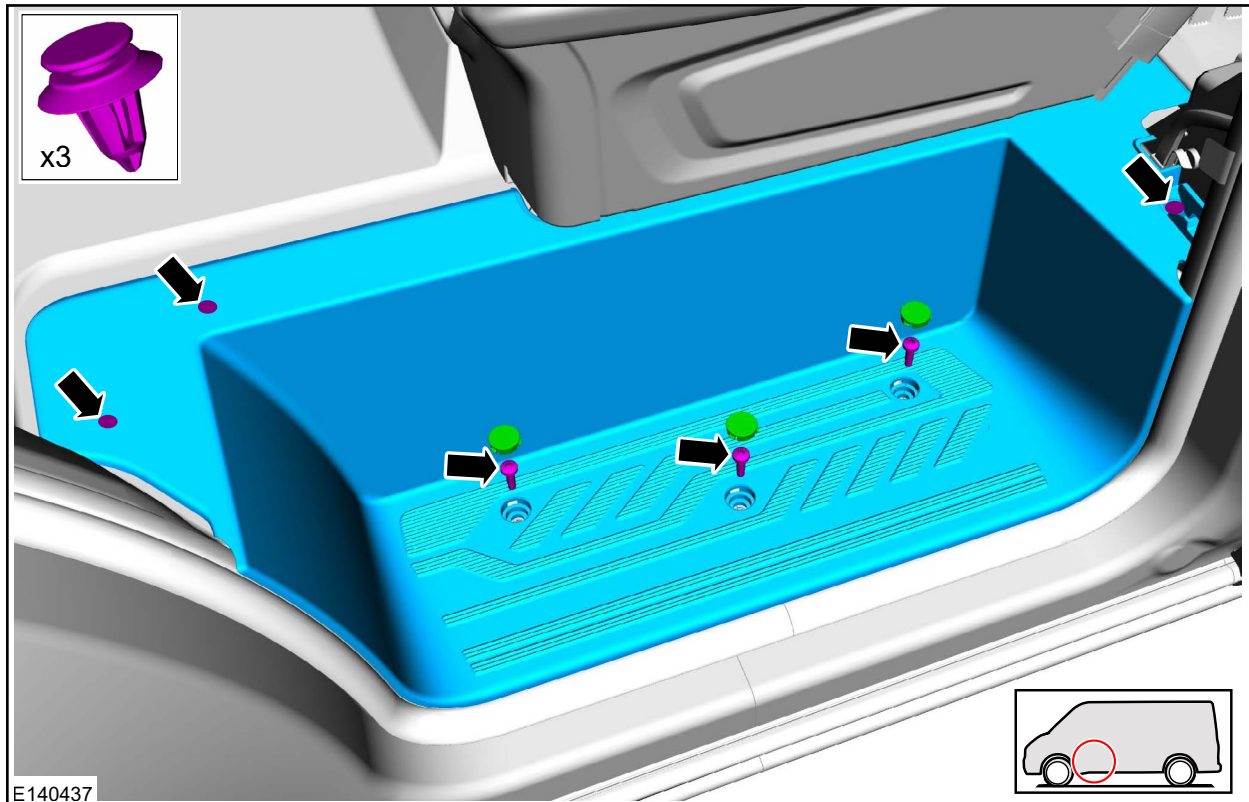


FIGURE 2



3. Remove the footwell trim panel by releasing the three clips, and the three footwell trim panel screw covers and screws. See Figure 3.



**FIGURE 3**

4. Partially remove and position aside the driver's front door weatherstrip across the bottom of the driver's door stepwell.





- Using a center punch and a 7/32" (5 mm) drill bit, drill a hole located 3/8" (9 mm) inboard from the body seam, and between the left edge and spot welds of the center threaded insert plate. See Figure 4.

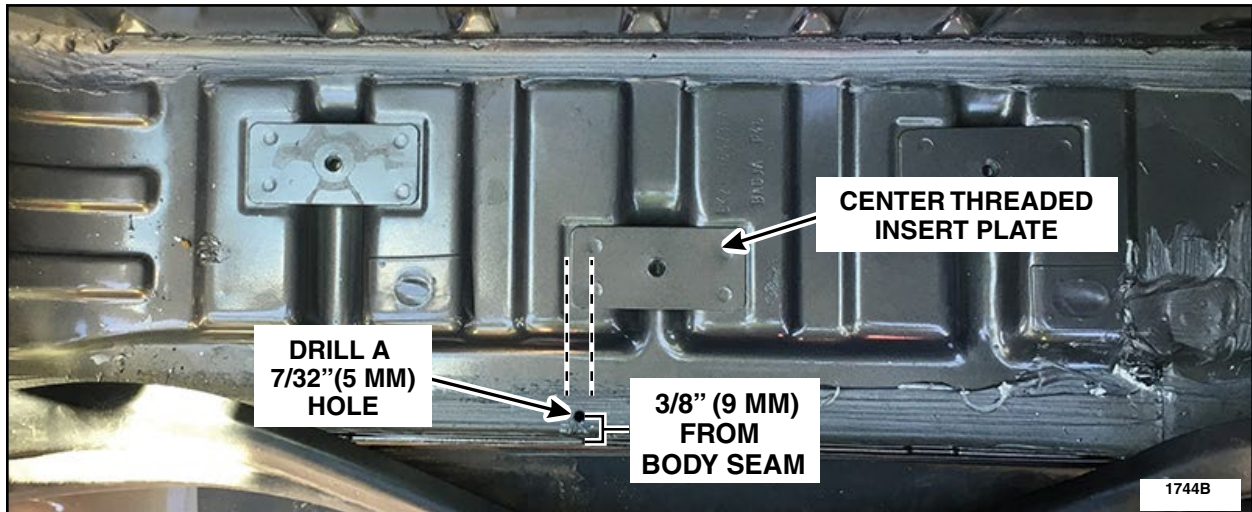


FIGURE 4

- Using a brush or cotton swab, apply two coats of Motorcraft® PM-13-A Anti-Corrosion Coating to the drilled hole. See Figure 5.

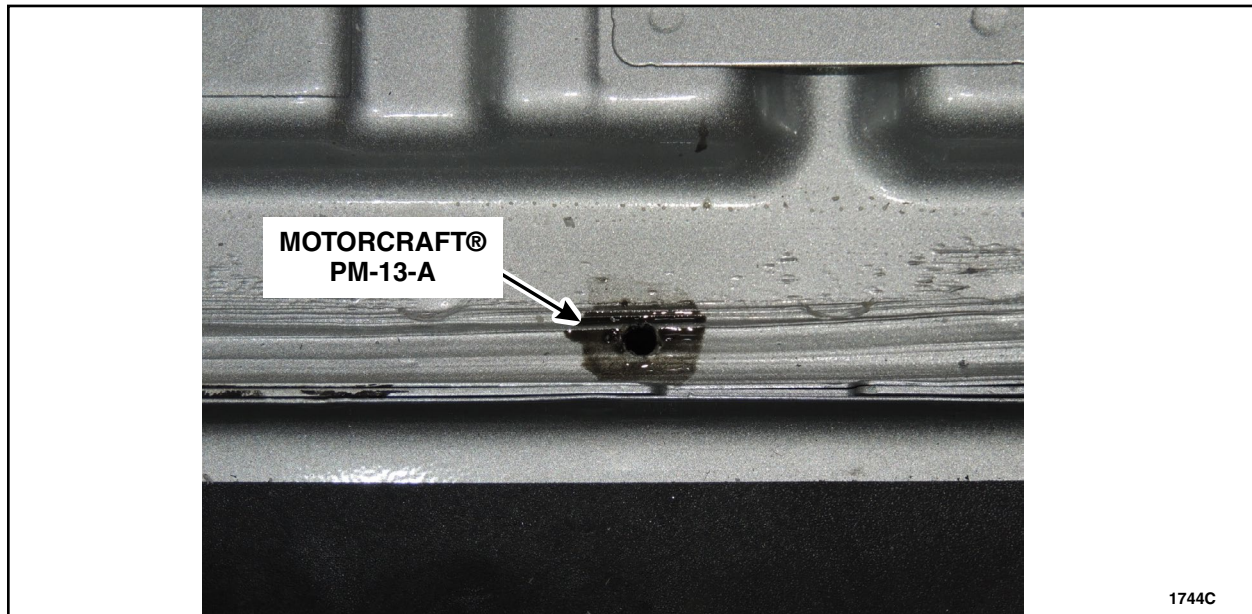


FIGURE 5

- Is the vehicle 2017 model year and built on or after March 1, 2017?

**Yes** - Proceed to Inspect For Fuse 19, on Page 5.

**No** - Proceed to *Inline Fuse Installation*, on Page 6.



### INSPECT FOR FUSE F19

1. Release the eight clips and remove the lower steering column opening trim panel. See Figure 6.

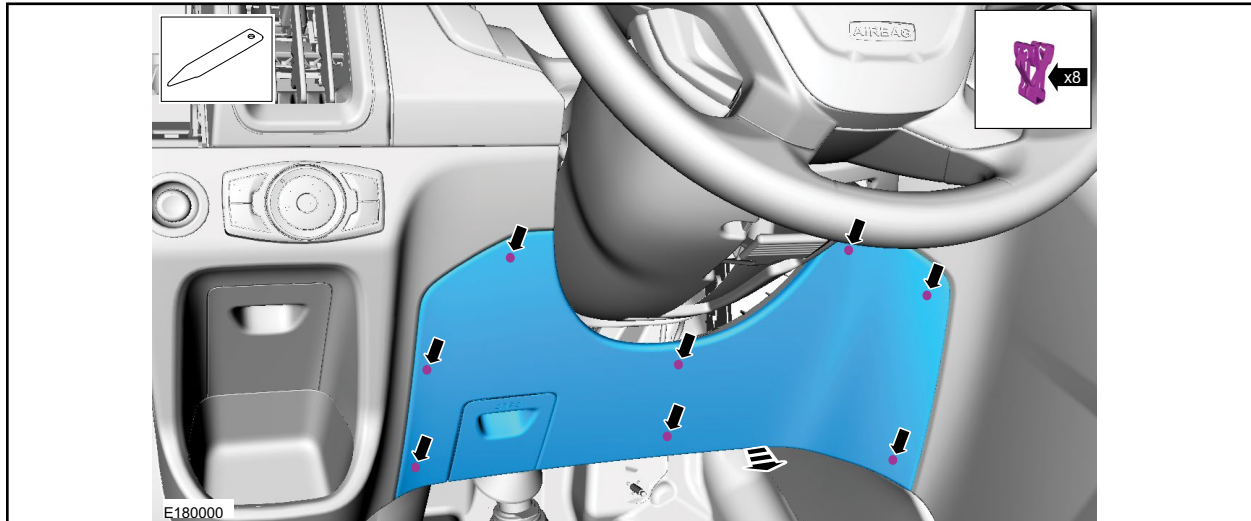


FIGURE 6

2. Inspect for the presence of a 5 amp fuse in the auxiliary junction box at the specified location. Is a **5 amp** fuse present in position F19? See Figure 7.

**NOTE:** Some installers may have used fuse position F19 for their aftermarket components. If F19 is anything other than a 5 amp fuse or has aftermarket wiring, then inline fuse installation is required.

**Yes** - Reinstall the lower steering column opening trim panel, and reassemble the vehicle.  
End of Service Procedure.

**No** - Proceed to Inline Fuse Installation, on Page 6.

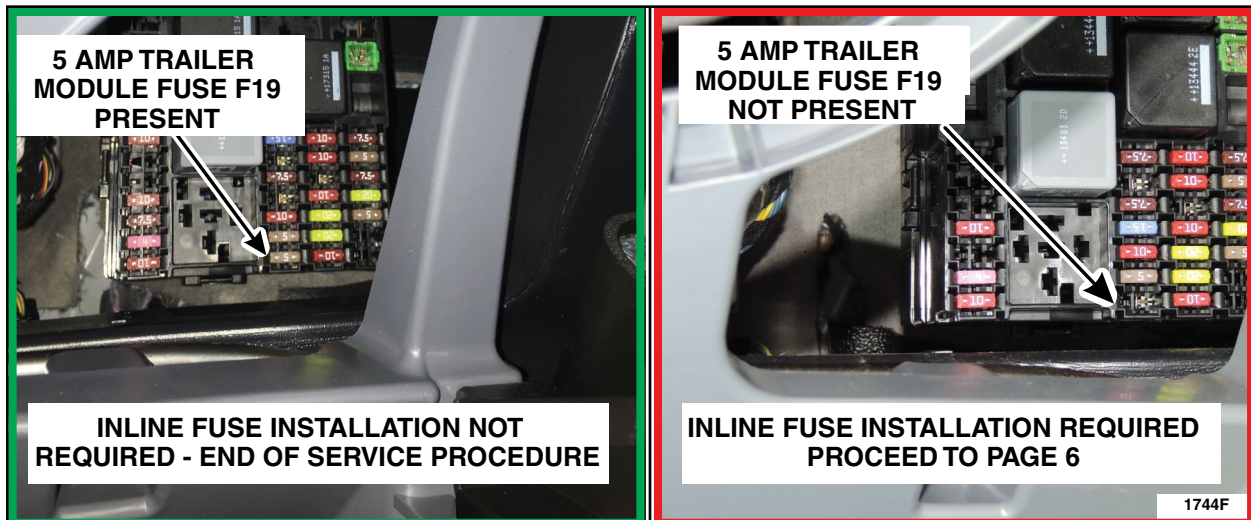
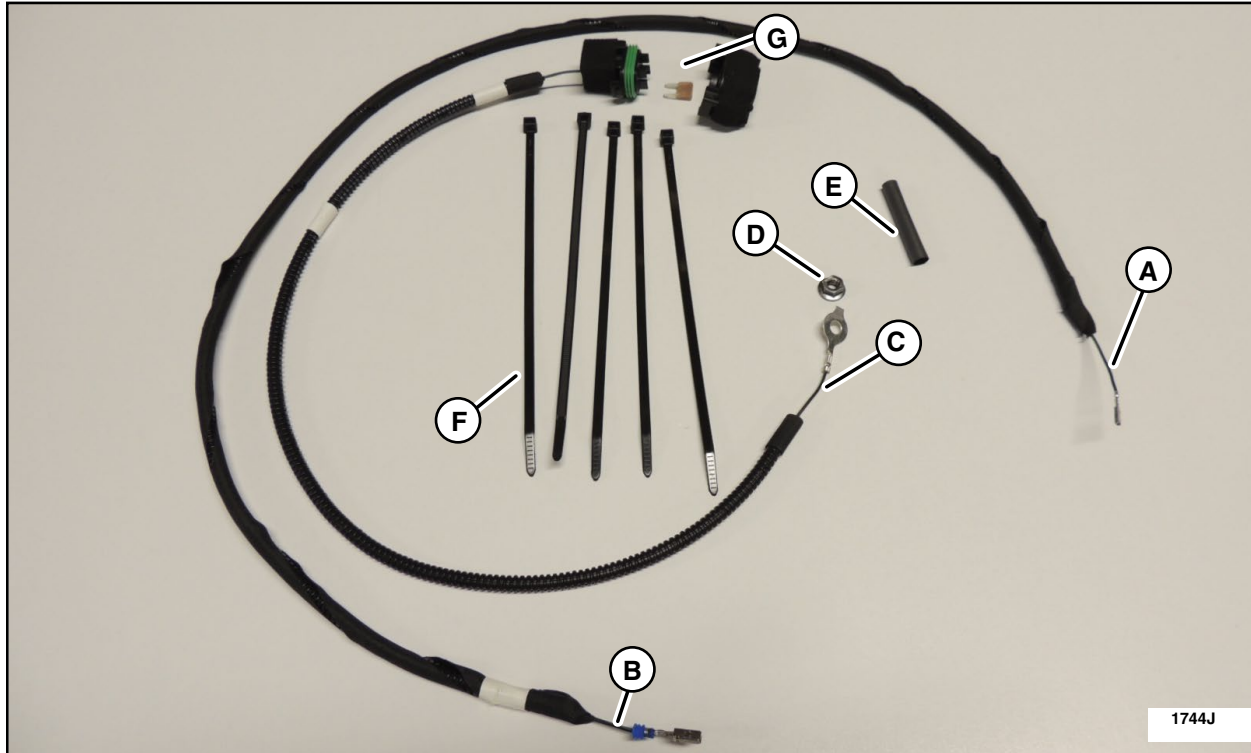


FIGURE 7



**Inline Fuse Installation**

**TRM Inline Fuse Kit Components**



TRM Inline Fuse Kit Components	
A	C3548D Pin 1 Ground Terminal Wire
B	Inline Fuse Holder Female Terminal Wire
C	Ground Eyelet Wire
D	Ground Eyelet Nut
E	Heat Shrink
F	Tie-Straps
G	Inline Fuse Holder, Fuse, and Fuse Cover



1. Disconnect the TRM electrical connector C3548D. See Figure 8.

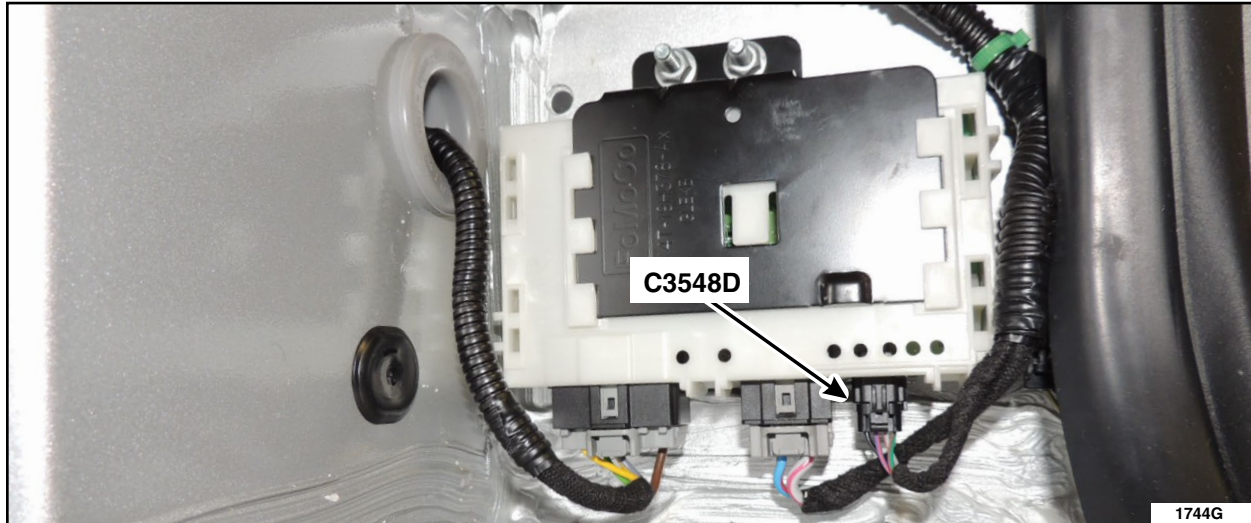


FIGURE 8

2. Using a small pick tool, push in and up to release the C3548D electrical connector insert tabs on the side of the connector and then pry up on connector face insert to remove the insert. See Figure 9.

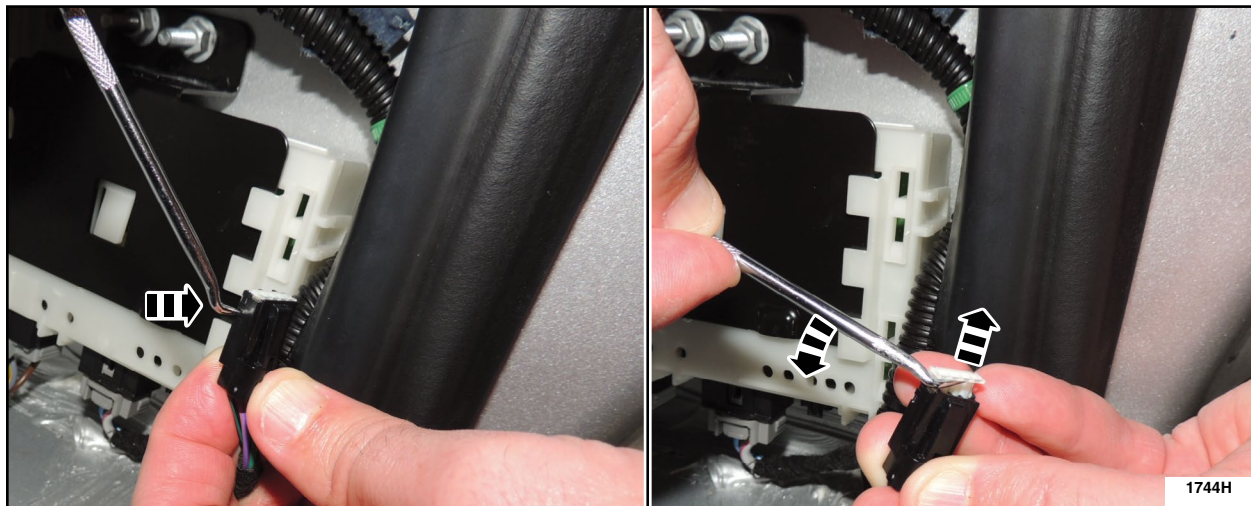


FIGURE 9



- Using a terminal release tool, remove the ground wire circuit GD140 (Black/Green) from Pin 1 of electrical connector C3548D. See Figure 10A.
- Insert the *new* Pin 1 ground terminal wire from the TRM inline fuse kit (component A) into connector C3548D. See Figure 10B.



FIGURE 10A

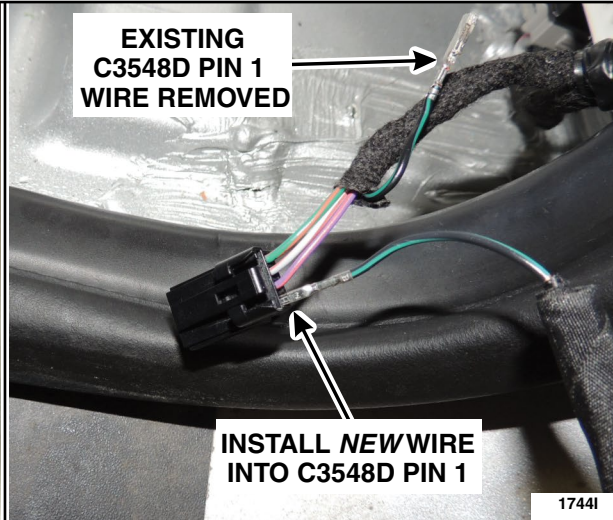


FIGURE 10B

- Install heat shrink (component E) over the previously removed female terminal wire and tape the female terminal wire back on the main harness. See Figure 11.

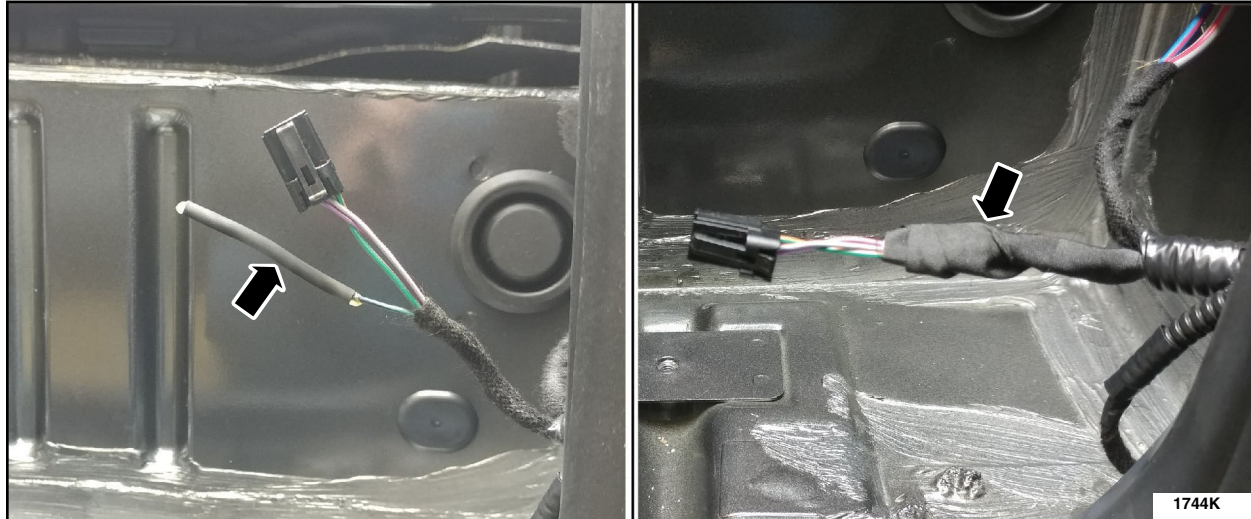


FIGURE 11

- Re-connect electrical connector C3548D to the TRM. See Figure 8.



7. Route the *new* inline fuse holder female terminal wire (component B) under the floor cover, around the outboard rear side of the driver seat pedestal mount, and through the hole in the bottom of the pedestal mount. See Figure 12.

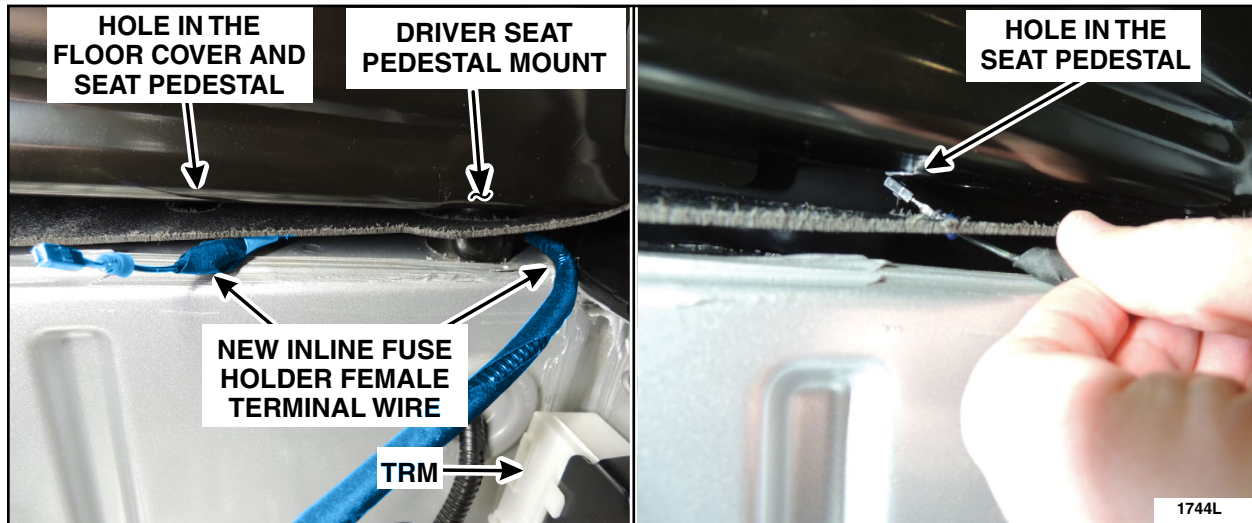


FIGURE 12

8. Position the driver's seat fully forward and upward.
9. Remove the bolts and the wire harness retainers from the battery hold-down bracket, and remove the battery hold down bracket from under the drivers seat. See Figure 13.

**NOTE:** Seat not shown for clarity, seat removal is not required.

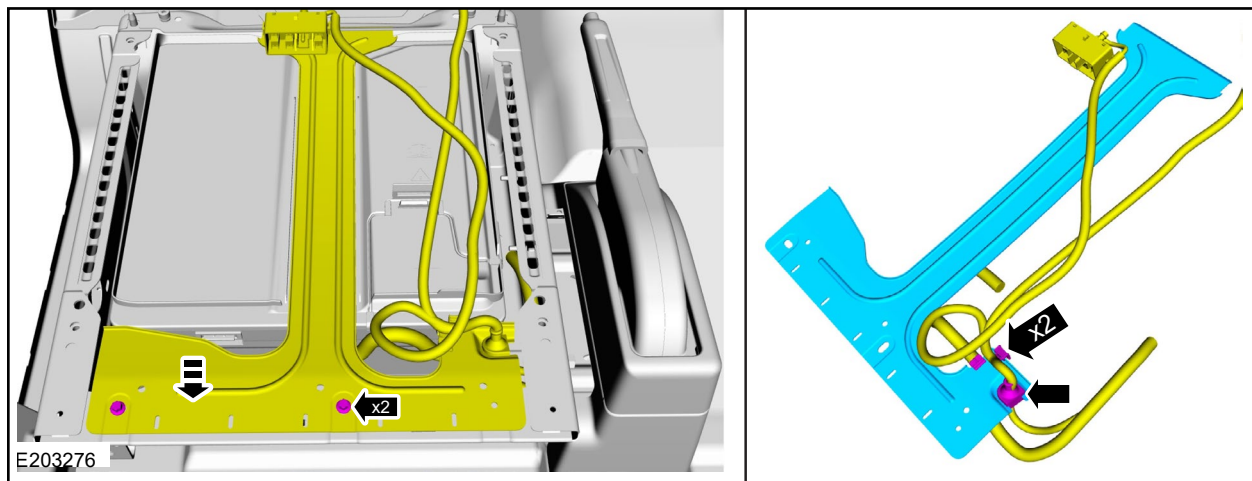


FIGURE 13



10. Remove the battery cover by releasing the battery cover latch then pulling the cover rearward.  
See Figure 14.

NOTE: Seat not shown for clarity.

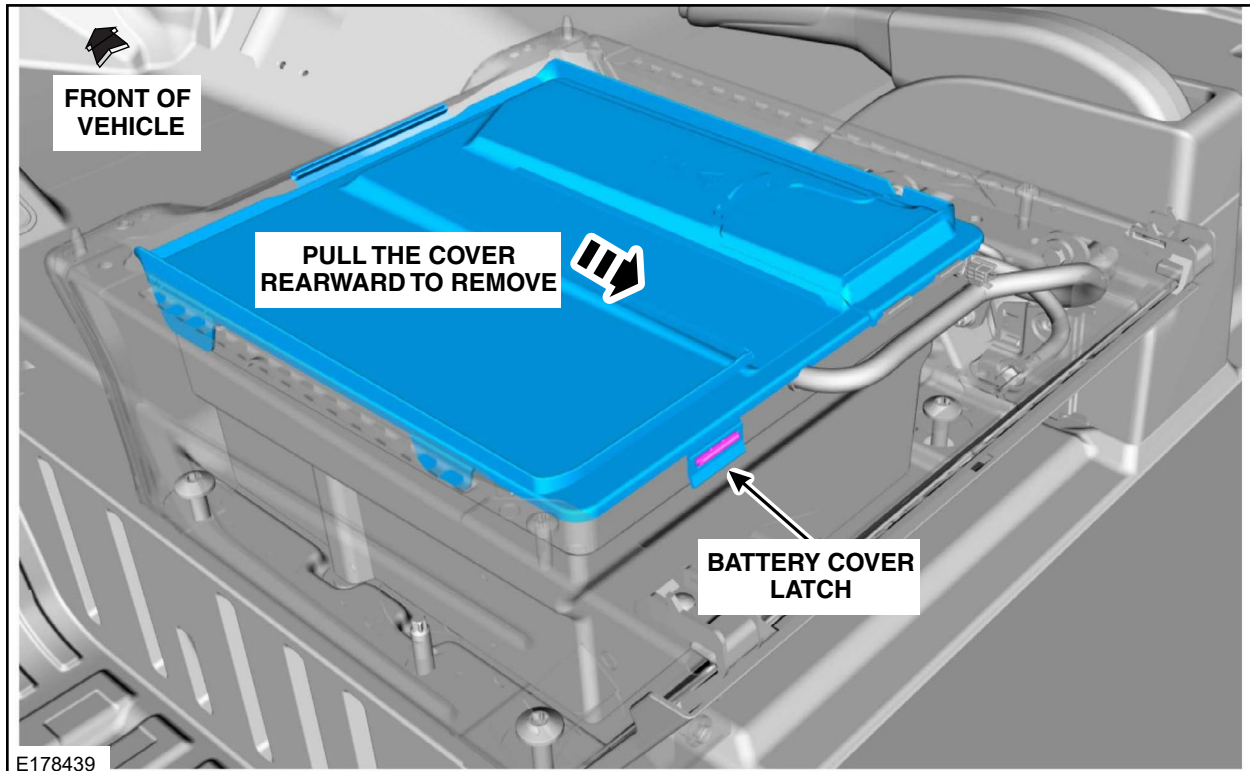
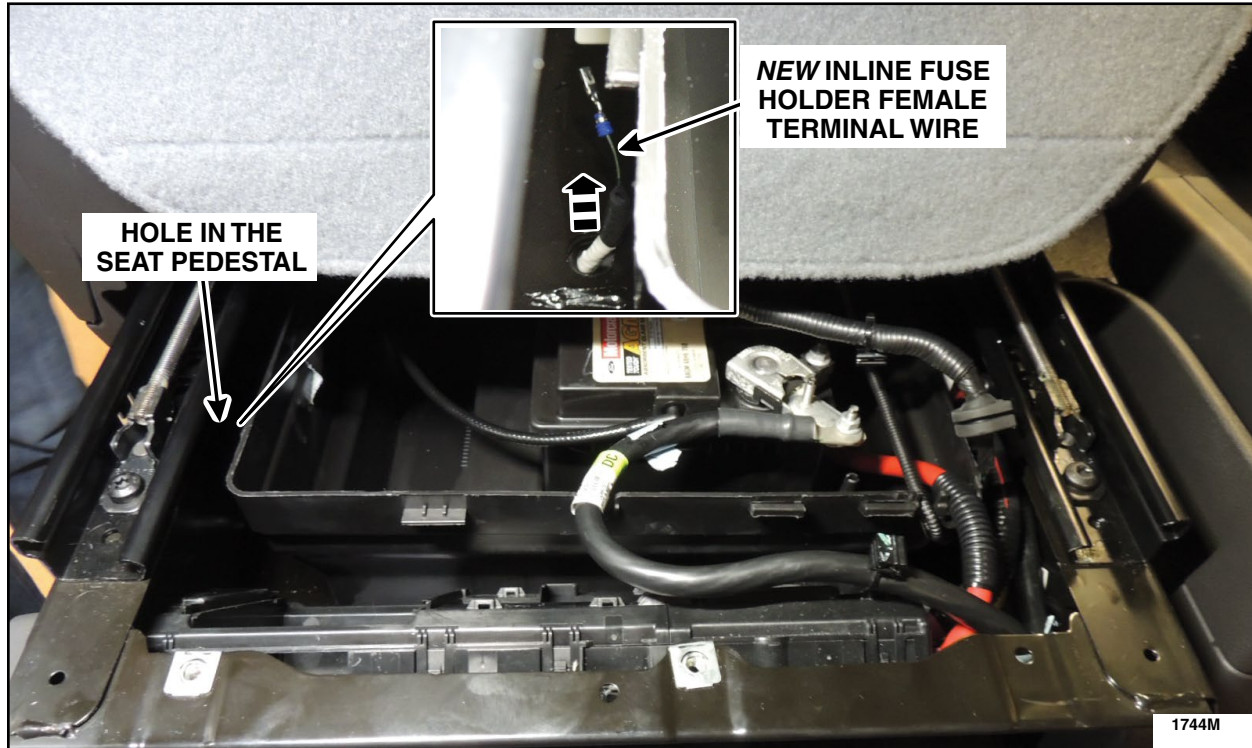


FIGURE 14



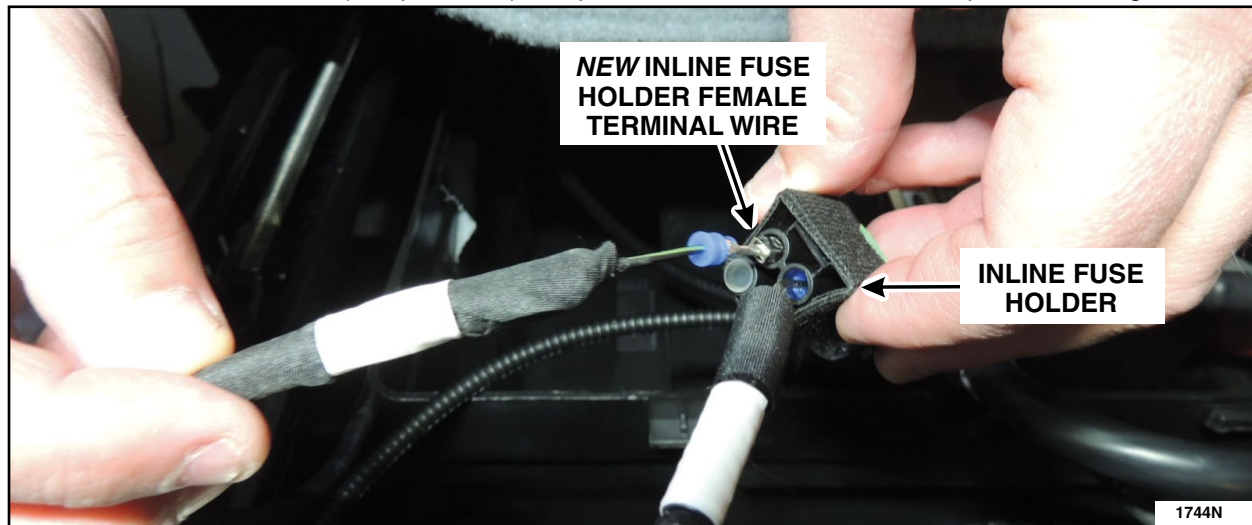
11. Pull the *new* inline fuse holder female terminal wire (component B) through the hole in the bottom of the driver seat pedestal. See Figure 15.

**NOTE:** Vehicle with single battery shown, vehicles with dual batteries similar.



**FIGURE 15**

12. Insert the *new* inline fuse holder female terminal wire (component B) into the open pin cavity in the inline fuse holder (component G) and push the wire in until it locks into place. See Figure 16.



**FIGURE 16**





13. Install and secure the inline fuse holder, wiring and ground wire eyelet.

- For single battery equipped vehicles, refer to Single Battery Inline Fuse Installation, below.
- For dual battery equipped vehicles, refer to Dual Battery Inline Fuse Installation, on Page 15.

### Single Battery Inline Fuse Installation

1. Install the *new* 5 amp fuse into the *new* inline fuse holder and install the fuse cover (components G) until it clicks into place. See Figures 17 and 18.

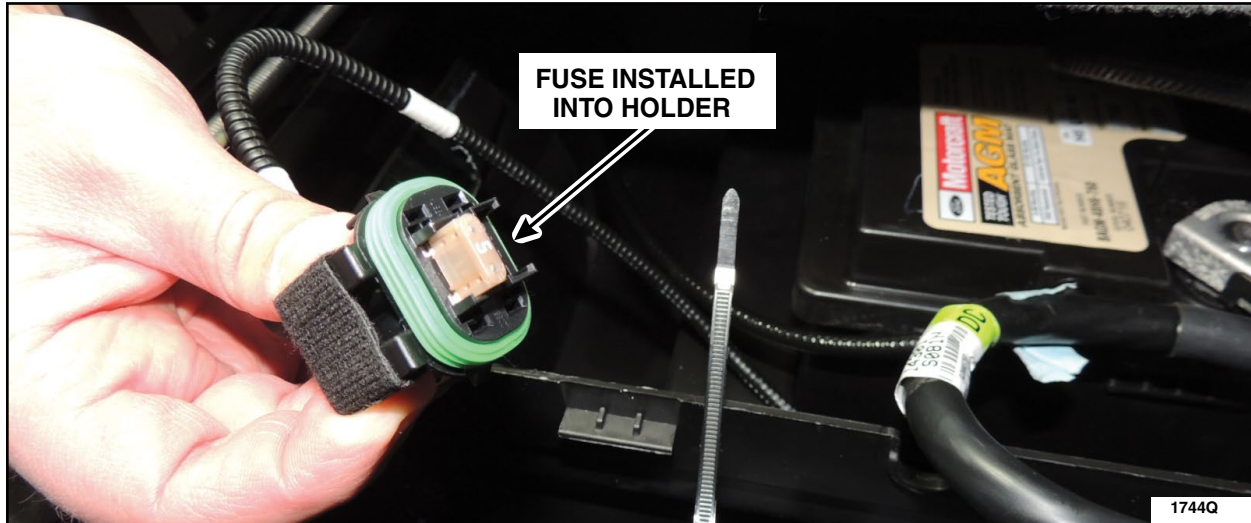


FIGURE 17

2. Create a loop on the ground eyelet wire near the inline fuse holder so the three white pieces of tape are bundled together and secured with a tie-strap (component F). Cut off and remove the extra length of the tie-strap. See Figure 18.

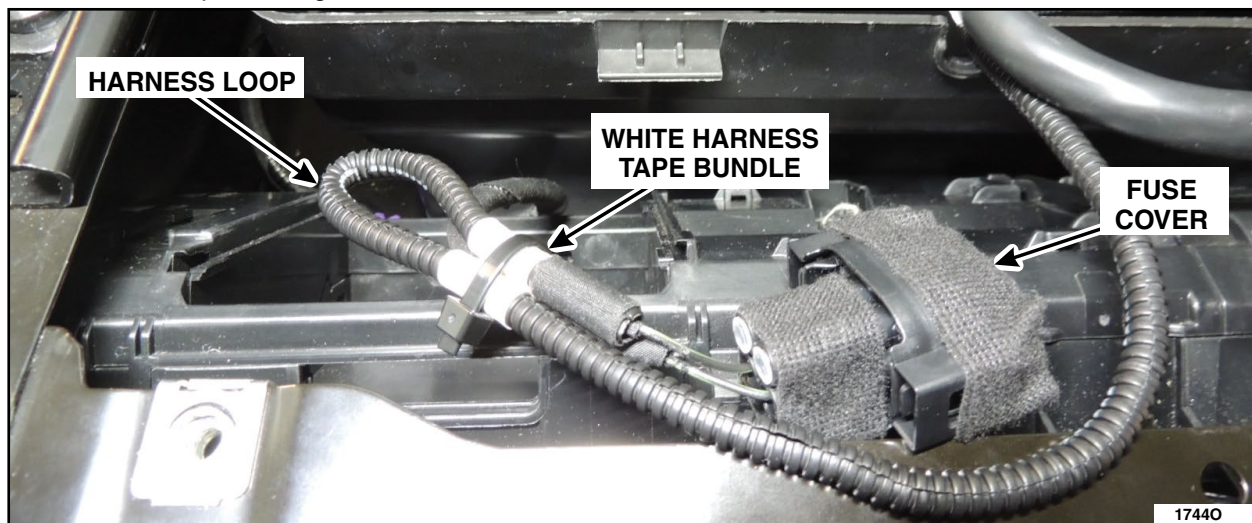


FIGURE 18



3. Place a tie-strap (component F) through the outboard upper hold down slot on the auxiliary fuse panel cover. See Figure 19.

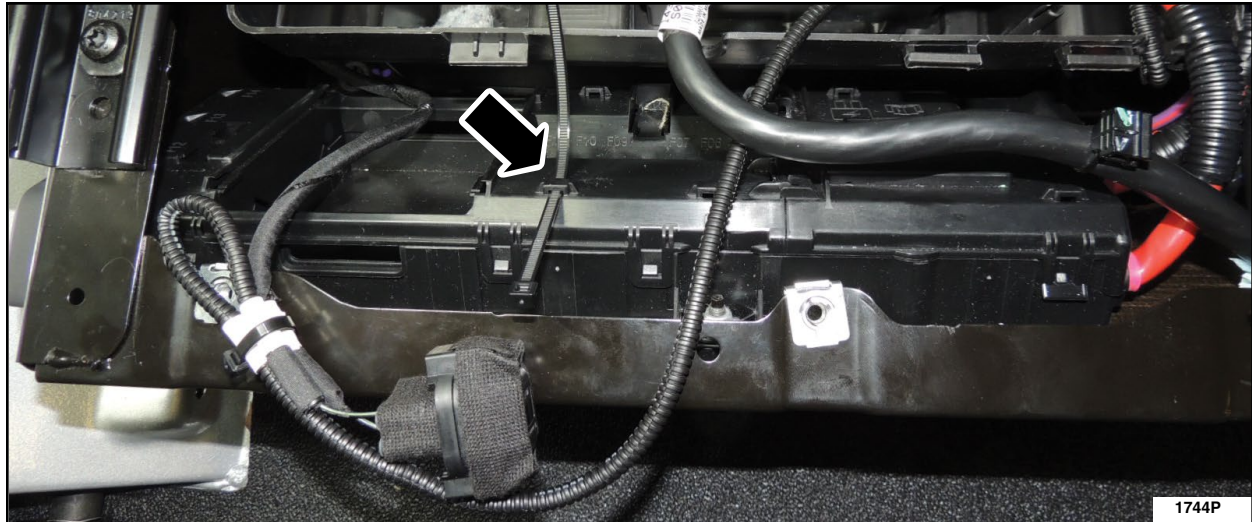


FIGURE 19

4. Secure the ground eyelet wire and the base of the inline fuse holder to the auxiliary fuse panel cover. Cut off and remove the extra length of the tie-strap. See Figure 20.

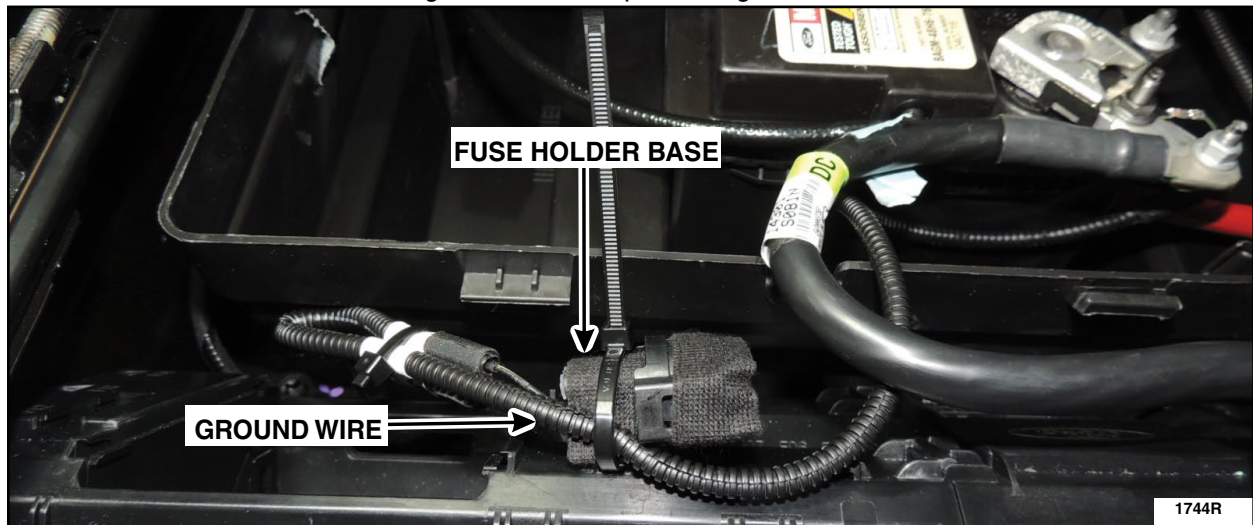
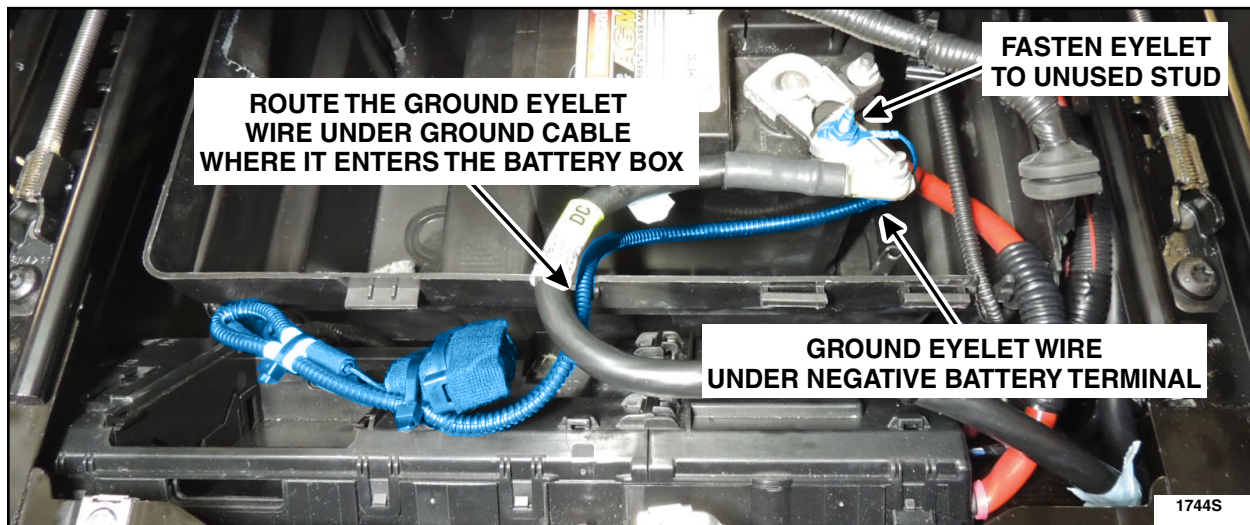


FIGURE 20



5. Route the ground eyelet wire under the main battery ground cable where it enters the battery box and under the negative battery terminal. See Figure 21.



**FIGURE 21**

6. Using the *new* nut (component D) from the kit, fasten the ground eyelet to the unused negative battery terminal stud. Verify the ground eyelet is not loose on the stud after tightening and does not rotate. See Figure 21.

- Tighten to 71 lb-in. (8 Nm).

7. Proceed to Vehicle Reassembly, on Page 17.



## Dual Battery Inline Fuse Installation

1. Place two tie-straps (component F) through the outboard and inboard upper hold down slot on the auxiliary fuse panel cover. See Figure 22.

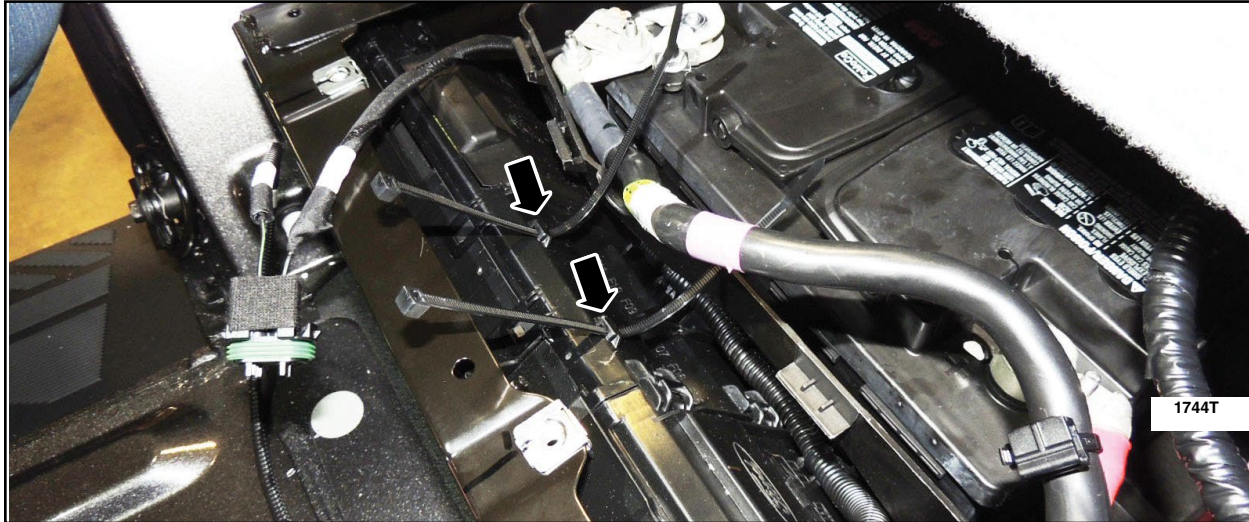


FIGURE 22

2. Install the *new* 5 amp fuse into the *new* inline fuse holder and install the fuse cover (component G) until it clicks into place. See Figures 23 and 24.



FIGURE 23



3. Create a loop on the ground eyelet wire near the inline fuse holder so the three white pieces of tape are bundled together and secured with the outboard tie-strap. Using the inboard tie-strap, attach the base of the fuse holder to the auxiliary battery fuse panel cover. Cut off and remove the extra length of the tie-strap. See Figure 24.

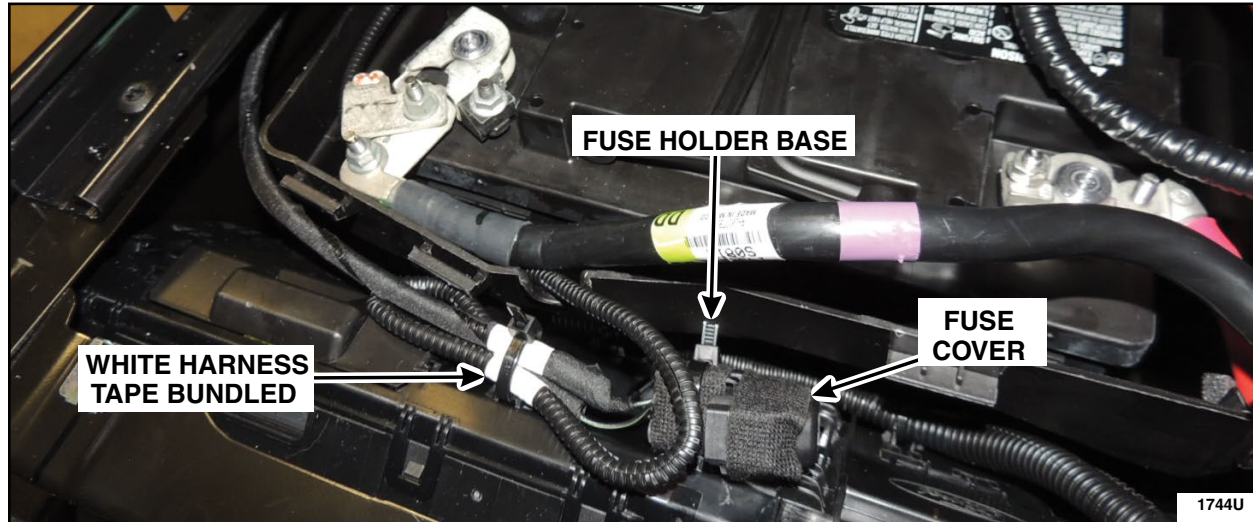


FIGURE 24

4. Route the ground eyelet wire under the main battery ground cable where it enters the battery box and under the rearward negative battery terminal and place the ground eyelet on the unused forward negative battery terminal ground stud on the front battery. See Figure 25

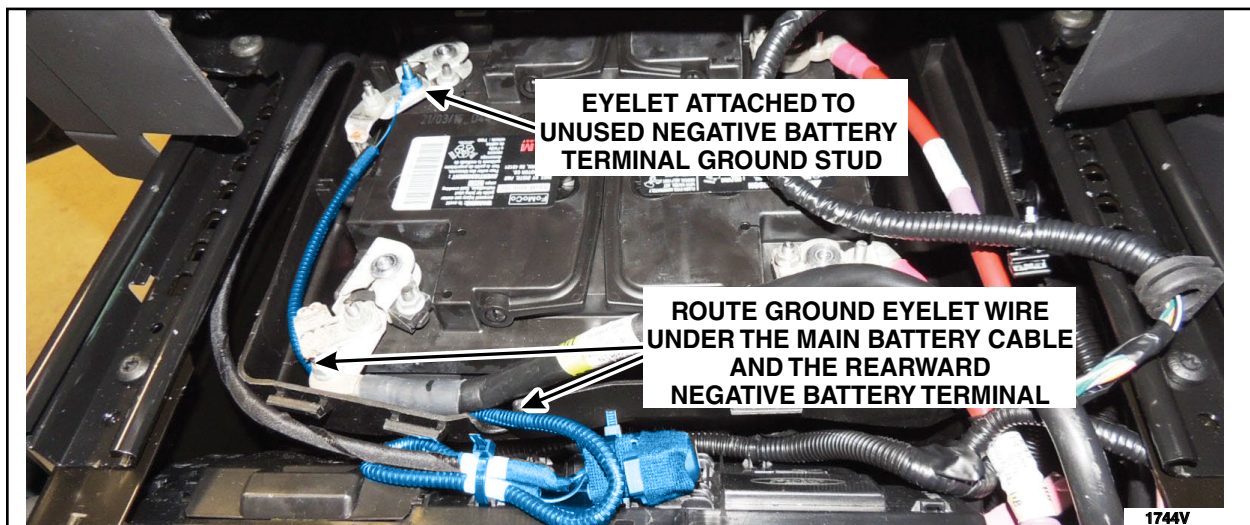


FIGURE 25

5. Using the nut from the kit ( component D), fasten the ground eyelet to the unused negative battery cable ground stud. Verify the ground eyelet is not loose on the stud and does not rotate after tightening.
  - Tighten to 71 lb-in. (8 Nm).



## Vehicle Reassembly

1. Attach the battery cover and latch the cover back in place. See Figure 26.

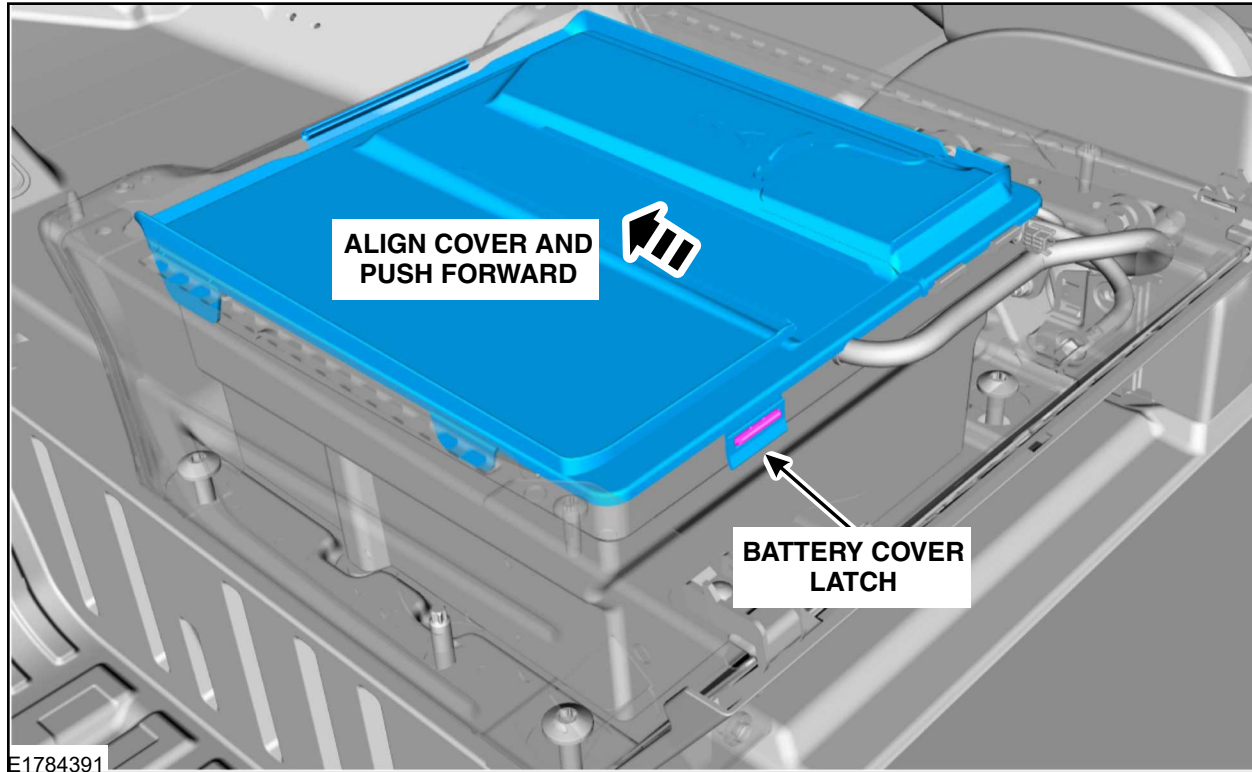


FIGURE 26

2. Install the battery hold-down bracket, bolts and the wire harness retainers to the battery hold down bracket on the driver's seat. See Figure 27.

- Tighten to 89 lb-in. (10 Nm).

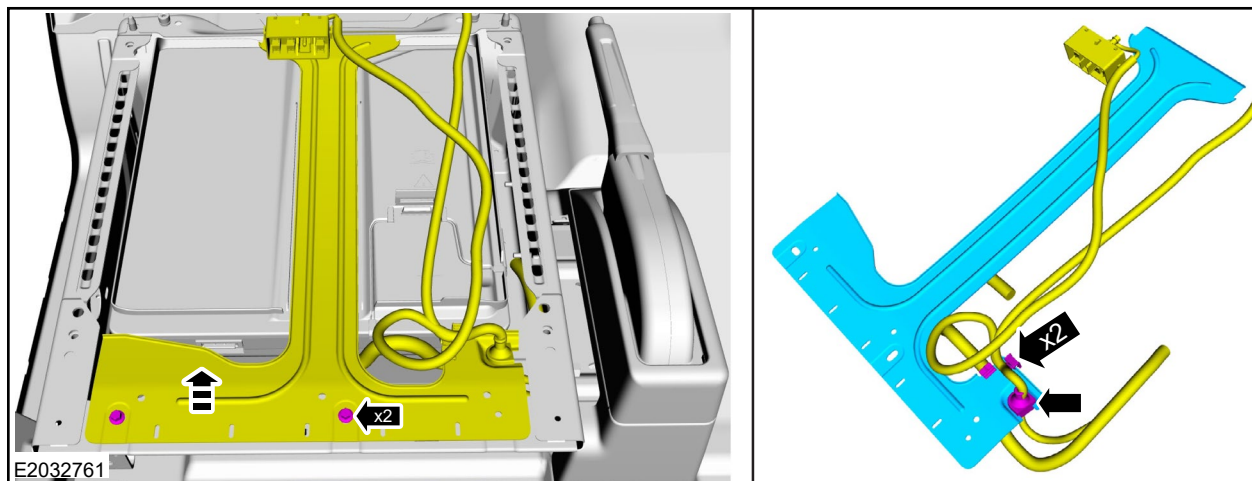


FIGURE 27



3. Install tie-straps (component F) to the TRM harness, one on the outboard side near the door weatherstrip and the other near the rear of the driver's seat pedestal mount. Tighten both tie-straps so the new ground circuit wire is next to, or below, the existing TRM harness. Cut off and remove the extra length of the tie-strap. See Figure 28.

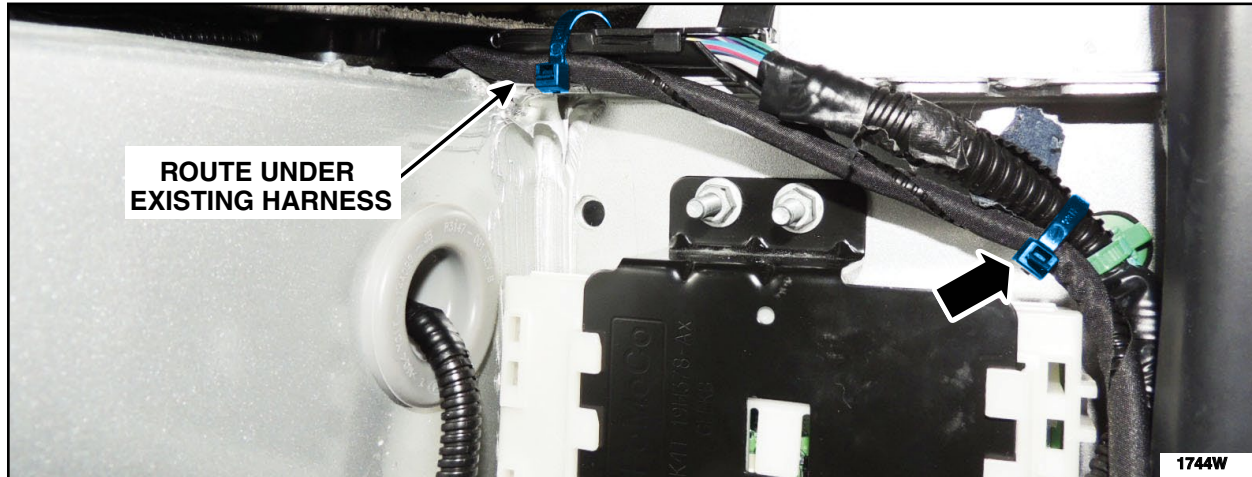


FIGURE 28

4. Reinstall the driver's front door weather strip, the footwell trim panel, the three screws and screw covers. See Figure 3.
5. Install the LH side lower B-pillar trim panel. See Figure 2.
6. Install the LH side middle B-pillar trim panel. See Figure 1.
7. If the interim repair was performed and fuses F12, F43 and F45 were previously removed, access the auxiliary junction box by releasing the eight clips and remove the lower steering column opening trim panel. See Figure 29.

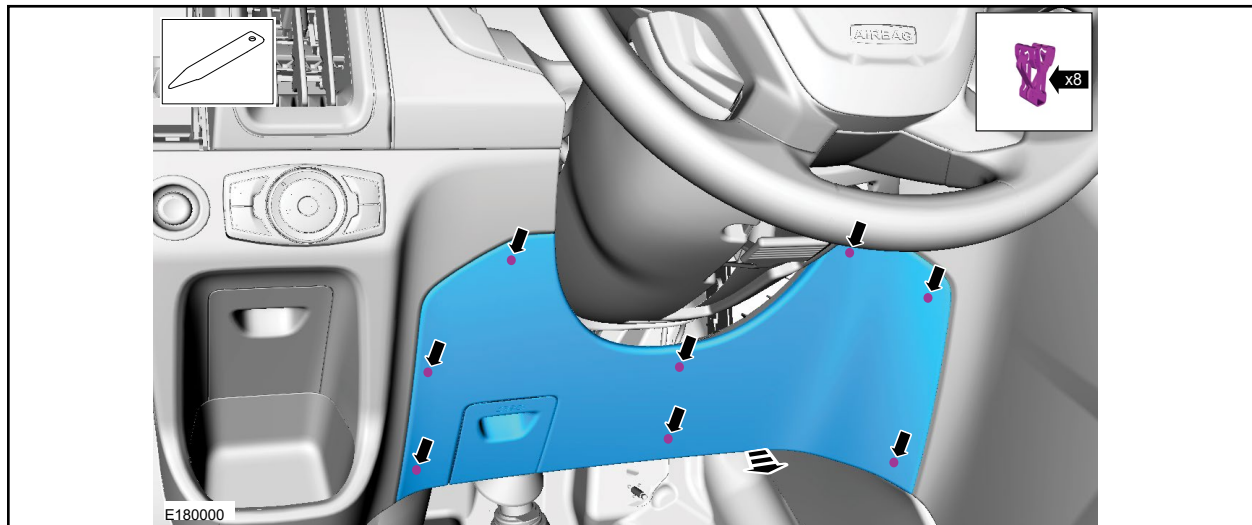
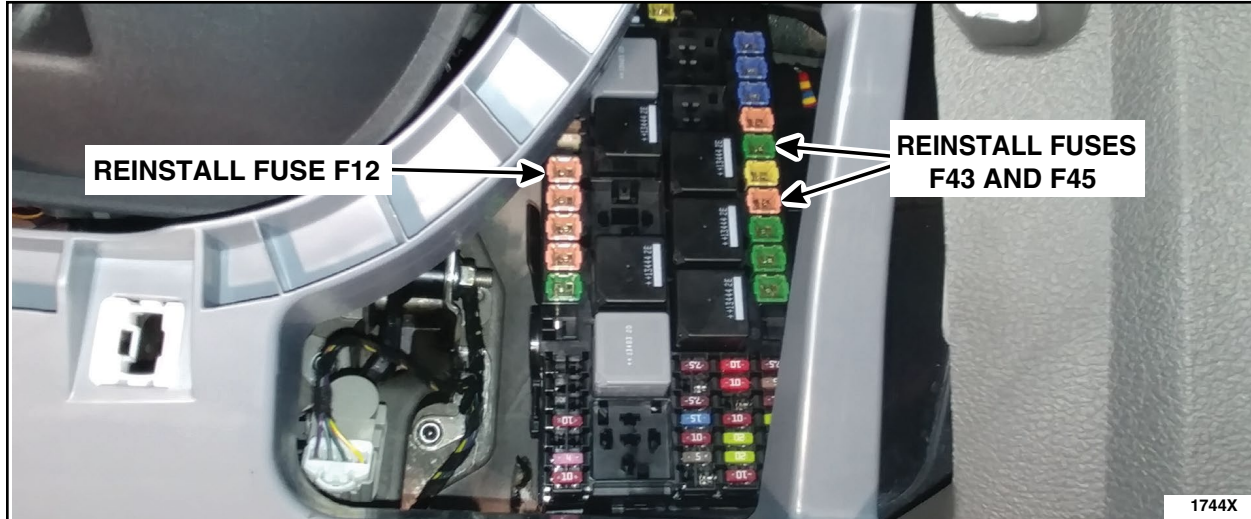


FIGURE 29



8. Inspect for fuses F12, F43 (pink 30 amp) and F45 (green 40 amp), and reinstall as required. See Figure 30.

NOTE: These fuses may have been removed during an interim repair.



**FIGURE 30**

9. Reinstall the lower steering column opening trim panel. See Figure 29.

