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Ford Motor Company
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September 6, 2018

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 18S27 – Supplement #1**
 Certain 2015 through 2018 Model Year F-150 Regular Cab and SuperCrew Cab
 Vehicles
 Carpet Shielding and Insulation Rework
REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 18S27**
 Dated September 5, 2018

New! REASON FOR THIS SUPPLEMENT

Claiming Instructions: Time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. Claims submitted without recording technician time will be accepted.

AFFECTED VEHICLES

Vehicle	Cab Configuration	Model Year	Assembly Plant	Build Dates
F-150	SuperCrew Cab Regular Cab	2015 - 2018	Dearborn Truck	March 12, 2014 through August 23, 2018
			Kansas City	August 20, 2014 through August 23, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, deployment of the front seatbelt pretensioners during a crash event may cause a fire inside the driver or passenger side B-pillar trim in the vehicle passenger compartment. A fire in the B-pillar area may spread within the vehicle and increase the risk of injury. Odor and/or smoke may be evident prior to fire propagation.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to modify the B-pillar sound insulation, remove electrical harness tape remnants, and apply shielding to the carpet insulation and loadspace trim panel (Regular Cab only) as directed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

To help ensure an ample supply of material is available to complete repairs, owners of affected vehicles will be notified in three separate mailings. Mailing will begin by the week of September 24, 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 for SuperCrew Cab
Attachment IV: Technical Information for Regular Cab
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

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OASIS ACTIVATION

OASIS will be activated on September 5, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 5, 2018. Owner names and addresses will be available by the week of November 5, 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

- **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 be provided for the cost associated with repairs made as a result of fire in the B-pillar area and related damage.

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RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.

New! CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** 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 (18S27) 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.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 18S27 - 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.
- **Provision for Locally Obtained Supplies:**
 - Nashua® 324A or 3M™ 3340
 - Program Code: 18S27
 - Misc Expense: OTHER
 - Amount:
 - Up to \$2.00 for SuperCrew Cab
 - Up to \$4.00 for Regular Cab
- *Time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. Claims submitted without recording technician time will be accepted.*

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New! LABOR ALLOWANCES

NOTE: Time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. Claims submitted without recording technician time will be accepted.

Description	Labor Operation	Labor Time
2015-2018 MY Regular Cab with Back Panel Taping: Remove sound deadener from B-pillar trim, remove debris, and apply foil tape to carpet edge and back panel edge	18S27B	0.9 Hours
2015-2018 MY Regular Cab Without Back Panel Taping: Remove sound deadener from B-pillar trim, remove debris, and apply foil tape to carpet edge	18S27C	0.7 Hours
2015-2018 MY SuperCrew Cab: Trim sound deadener from B-pillar trim, remove debris, and apply foil tape to carpet edge	18S27D	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Materials for this safety recall should be obtained locally or via online retailers as indicated in the table below. Only procure the manufacturer- and part number-specific materials as directed.

Part Number	Description	Order Quantity	Claim Quantity
Nashua® 324A	2.5" wide x 60 yd. premium foil tape UL181A-P Available at Home Depot / HomeDepot.com (SKU # 915276) or Amazon.com (part # 324A / SI2560) NOTE: one roll will service 8.5 Regular Cab vehicles or 18 SuperCrew Cab vehicles		Claim as MISC OTHER up to: \$2.00 per SuperCrew Cab or \$4.00 per Regular Cab
-- or -- 3M™ 3340	2.5" wide x 50 yd. foil tape UL181A-P Available at Lowe's / Lowes.com (item # 350444) or Amazon.com (part # 3M 3340) NOTE: one roll will service 7 Regular Cab vehicles or 15 SuperCrew Cab vehicles		