



David J. Johnson  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

September 25, 2018

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 18C06**  
Certain 2018 Model Year Edge and MKX Vehicles  
Incorrect Door Striker Bolts

**AFFECTED VEHICLES**

| Vehicle | Model Year | Assembly Plant | Build Dates                         |
|---------|------------|----------------|-------------------------------------|
| Edge    | 2018       | Oakville       | July 27, 2018 through July 31, 2018 |
| MKX     | 2018       | Oakville       | July 27, 2018 through July 31, 2018 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may have an incorrect shorter length door striker bolt installed, and may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 206: Door Locks and Door Retention Components. Reduced door striker strength may allow a door to open in a crash, increasing the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the door striker bolts on all four doors, one at a time to ensure door fit and alignment is retained. 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 October 15, 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  
Owner Notification Letters

**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 "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on September 12, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 12, 2018. Owner names and addresses will be available by October 30, 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**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

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**LINCOLN PICKUP AND DELIVERY**

Owners of Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner, from their dealership. For details, reference EFC06121 2018 Lincoln Pickup & Delivery Updates.

**LINCOLN CLIENT SPECIAL HANDLING**

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC06196, Lincoln Loyalty Program Announcement for additional details.

**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
  - Lincoln vehicles – 4 years or 50,000 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 (18C06) 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.
- Provision for Locally Obtained Supplies: An oil-based paint marker, wax pencil, or similar item for marking placement of striker, and brake cleaner for removing marker.
  - Program Code: 18C06
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$2.00

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**LABOR ALLOWANCES**

| Description                                 | Labor Operation | Labor Time |
|---|-----------------|------------|
| Replace Door Striker Bolts (all four doors) | 18C06B          | 0.4 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION**

| Part Number    | Description                             | Order Quantity | Claim Quantity |
|----------------|---|----------------|----------------|
| W717729-S450   | Striker Bolt (package of 4, 8 required) | 2              | 8              |
| PM-4-A         | Motorcraft® metal brake parts cleaner   | As Needed      | Misc.<br>OTHER |
| Obtain Locally | Oil-Based Paint Marker or similar       | As Needed      | Misc.<br>OTHER |

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 2018 MODEL YEAR EDGE AND MKX VEHICLES — INCORRECT DOOR STRIKER BOLTS

### OVERVIEW

Some of the affected vehicles may have an incorrect shorter length door striker bolt installed, and may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 206: Door Locks and Door Retention Components. Reduced door striker strength may allow a door to open in a crash, increasing the risk of injury. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the door striker bolts on all four doors, one at a time to ensure door fit and alignment is retained. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### SERVICE PROCEDURE

#### Recommended Tool List:

|  |                        |
|--|------------------------|
| 3/8" Drive Ratchet (Power and Hand Tool) | Grease Pen/Paint Stick |
| 3/8" Drive 40 Torx® Socket               |                        |
| 3/8" Drive Torque Wrench                 |                        |

**NOTE:** Each striker bolt should be replaced one at a time to ensure that door fit and alignment is retained.

1. Trace the location of the striker assembly with a non-permanent/erasable pen such as a grease pen or paint stick. See Figure 1.

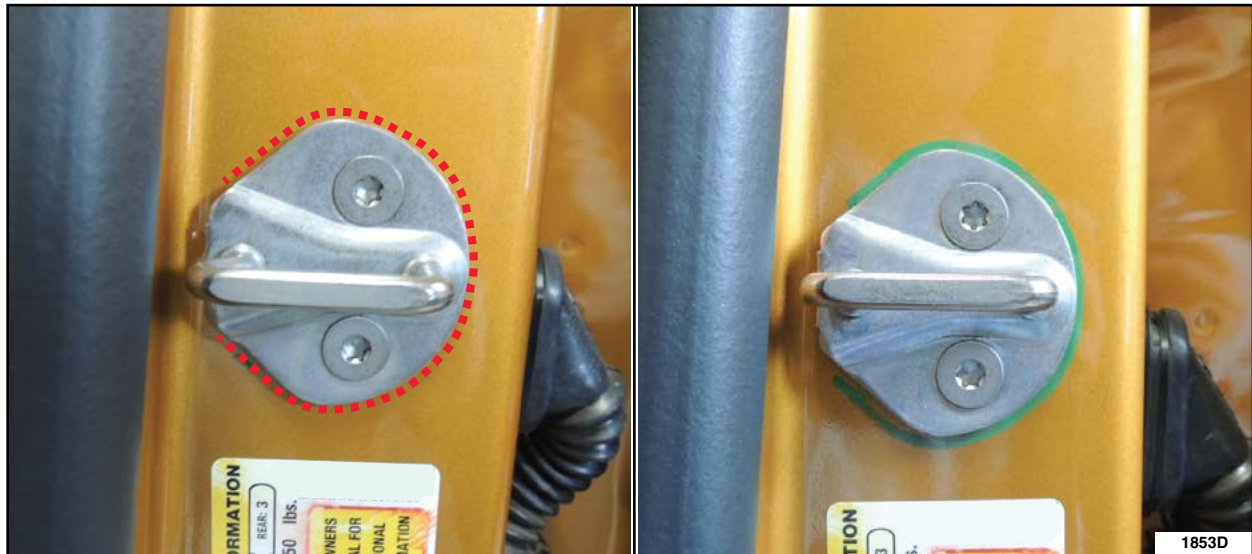


FIGURE 1



2. Remove the upper door striker bolt and discard, install the *new* bolt and torque bolt to specifications. See Figure 2.

- Torque 18 lb.ft (25 Nm).



**FIGURE 2**

3. Remove the lower door striker bolt and discard, install the *new* bolt and torque bolt to specifications. See Figure 3.

- Torque 18 lb.ft (25 Nm).



**FIGURE 3**

4. Repeat Steps 1-3 for the remaining three door striker assemblies and bolts, then proceed to Step 5.
5. Using a suitable cleaner, clean the grease pen/paint stick from around all four of the striker assemblies.

