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June 28, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 18S07 - Supplement #2**
 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

Service Action Update: Parts and technical repair instructions are now available to complete this safety recall.

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.

New! SERVICE ACTION

- Focus vehicles: dealers are to reprogram the powertrain control module (PCM) using Integrated Diagnostic Software (IDS) R110.01 or higher. In addition, dealers will perform a test for clutch slippage. If the clutch does not pass the test, dealers are to replace the clutch assembly.*
- Fusion vehicles: dealers are to replace the clutch assembly.*

This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 30, 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.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

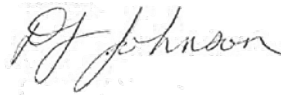
Owner Notification Letters

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 was activated on March 13, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on March 13, 2018. Owner names and addresses were 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

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

Dealers are pre-approved for one day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than one rental day(s) is required from the SSSC via the SSSC Web Contact Site.

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.
- Provision for Locally Obtained Supplies: Includes thread lock, anti-seize lubricant, and front axle and wheel bearing grease.
 - Program Code: 18S07
 - Misc. Expense: OTHER
- Amount: Actual cost up to \$5.00
- 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.
- Claims with labor operation code 18S07ZZ must have a repair date on or before June 28, 2018 to be eligible for payment.

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New! LABOR ALLOWANCES

| Description | Vehicle | Labor Operation | Labor Time |
|---|---------|-----------------|------------|
| Previously Tested Clutch For Slippage Using Labor Operation 18S07ZZ, Passed, Reprogram PCM Using IDS R110.01 or Higher | Focus | 18S07A | 0.3 Hours |
| Previously Tested Clutch For Slippage Using Labor Operation 18S07ZZ, Failed, Reprogram PCM Using IDS R110.01 or Higher, And Replace Clutch Assembly | Focus | 18S07B | 3.7 Hours |
| Test Clutch For Slippage, Pass, Reprogram PCM Using IDS R110.01 or Higher | Focus | 18S07C | 0.5 Hours |
| Test Clutch For Slippage, Fail, Reprogram PCM Using IDS R110.01 or Higher, And Replace Clutch Assembly | Focus | 18S07D | 3.9 Hours |
| Replace Clutch Assembly | Fusion | 18S07F | 5.8 Hours |
| Additional Time To Check And Adjust Toe | Fusion | 18S07G | 0.6 Hours |

NOTE: Claims with labor operation code 18S07ZZ must have a repair date on or before June 28, 2018 to be eligible for payment.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

| Part Number | Description | Vehicle | Order Quantity | Claim Quantity |
|---------------|--|---------|----------------|----------------|
| TA-26 | Motorcraft® Thread lock 262 | All | As Needed | |
| XL-2 | Motorcraft® High Temperature Nickel Anti-Seize Lubricant | | | |
| XG-11 | Motorcraft® High Temperature 4x4 Front Axle and Wheel Bearing Grease | | | |
| W520214-S442 | Lower Ball Joint Nut | Fusion | 2 | 2 |
| W500545-S439 | Lower Ball Joint Bolt | Fusion | 2 | 2 |
| 4S4Z-3N324-AA | Half Shaft Retaining Strap | Fusion | 2 | 2 |
| W520102-S442 | Half Shaft Retaining Strap Nut | Fusion | 2 | 2 |
| 3M5Z-3B498-A | Halfshaft Retaining Circlip | Fusion | 2 | 2 |
| W714878-S439 | Steering Column Shaft Coupler Bolt | Fusion | 1 | 1 |
| W520215-S440 | Tie Rod End Nut | Fusion | 2 | 2 |
| W705606-S440 | Stabilizer Bar Link Lower Nut | Fusion | 2 | 2 |

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| | | | | |
|-------------------------------------|---|--------|---|---|
| W716457-S439 | Forward & Rearward Front Subframe Bolts | Fusion | 4 | 4 |
| AV6Z-7B546-R | Clutch Assembly | Fusion | 1 | 1 |
| XS6Z-1177-A | RH/LH Halfshaft Seal | Fusion | 2 | 2 |
| W520415-S442 | Lower Ball Joint Nut | Focus | 2 | 2 |
| W715491-S442 | Lower Ball Joint Bolt | Focus | 2 | 2 |
| YS4Z-3N324-AA | Half Shaft Retaining Strap | Focus | 2 | 2 |
| W520102-S442 | Half Shaft Retaining Strap Nut | Focus | 2 | 2 |
| F1FZ-3A331-E (kit includes both) | Wheel Hub Nut and Halfshaft Circlip | Focus | 2 | 2 |
| CV6Z-1S177-A | RH/LH Halfshaft Seal | Focus | 2 | 2 |
| DS7Z-7B546-P | Clutch Assembly | Focus | 1 | 1 |

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 - 2016 MODEL YEAR FOCUS AND 2013 - 2014 FUSION VEHICLES EQUIPPED WITH A B6 6-SPEED MANUAL TRANSMISSION — CLUTCH PRESSURE PLATE REPLACEMENT

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. Focus vehicles: dealers are to reprogram the powertrain control module (PCM) using Integrated Diagnostic Software (IDS) R110.01 or higher. In addition, dealers will perform a test for clutch slippage. If the clutch does not pass the test, dealers are to replace the clutch assembly. Fusion vehicles: dealers are to replace the clutch assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.



NEW ! SERVICE PROCEDURE

Recommended Tool List For Replacement:

| General Tools | General Equipment |
|--|---|
| 1/4" Drive Standard Length Socket 8mm and 10mm | Drain Pan |
| 1/4" Drive Deep Socket 10mm | Torque Adapter |
| 3/8" Drive Standard Length Socket 13mm, 15mm and T30 | Ratchet Strap |
| 3/8" Drive Extension 3" | Pry Bar |
| 1/2" Drive Standard Length Socket 18mm, 19mm and T55 | Seal Puller |
| 1/2" Drive Deep Socket 32mm | Metal Push Pin Tool |
| 1/2" Drive Extension 3" | Marker |
| Torque Wrench 1/4", 3/8" and 1/2" Drive | Wire Brush |
| Power Tool 1/4", 3/8" and 1/2" Drive | Slip Joint Pliers |
| Ratchet Wrench 13mm | |
| Ratchet 1/4", 3/8" and 1/2" Drive | |
| | |
| Special Tools Focus | Special Tools Fusion |
| 303-1554 Engine Support Bar | 303-F072 Engine Support Bar |
| Clutch Alignment Tool | Transmission Jack |
| 204-161 Halfshaft Installer | 303-290B-18 Adapter For 303-290B |
| 205-D070 Front Wheel Hub Remover | 303-1502 Engine Lifting Device |
| 308-880 Driveshaft Seal Installer | 205-290 Halfshaft Remover Plate |
| Transmission Fluid Sution Gun | 205-241 Halfshaft Remover |
| Brake/Clutch System Pressure Bleeder/Filler | 100-001 Slide Hammer |
| | 300-OTC1585AE Powertrain Lift |
| | Tie Rod End Remover |
| | Steering Wheel Holder Tool |
| | Brake/Clutch System Pressure Bleeder/Filler |



FOCUS

1. Reprogram the powertrain control module (PCM) using Integrated Diagnostic Software (IDS) R110.01 or higher.
2. If not previously tested under labor operation 18S07ZZ, 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 replace the clutch assembly, see step 3.
3. Remove the transmission. Please follow the Workshop Manual (WSM) procedures in Section 308-03B.
 - Support of the exhaust flexible pipe is not needed.
 - Removal of the nuts to separate the exhaust pipe from the down pipe is not needed.
 - Removal of the exhaust insulator and bolts is not needed.
4. Replace the clutch disc and pressure plate assembly. Please follow the WSM procedures in Section 308-01.
5. Install the transmission. Please follow the WSM procedures in Section 308-03B.

FUSION

1. Remove the transmission. Please follow the Workshop Manual (WSM) procedures in Section 308-03.
2. Replace the clutch disc and pressure plate assembly. Please follow the WSM procedures in Section 308-01.
3. Install the transmission. Please follow the WSM procedures in Section 308-03.

