



David J. Johnson
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Ford Motor Company
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April 25, 2019

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 18C08**
Certain 2018 Model Year EcoSport Vehicles
Front Seat Replacement

**REF : NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -
Compliance Recall 18C08**
Dated: January 3, 2019

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
EcoSport	2018	Chennai	July 10, 2018 through July 23, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

In some of the affected vehicles, the front seat frames may contain insufficient weld penetration, which may result in seat squeak or rattle noise or a seat back that is loose. A seat back with insufficient weld penetration may have reduced strength, potentially increasing the risk of injury in a crash. This may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 207: Seating Systems, and FMVSS No. 210: Seat Belt Assembly Anchorages.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to review the Front Seat Replacement Identification Chart in ATTACHMENT IV to identify which seats require replacement by VIN, and replace the affected seat(s). 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 April 15, 2019. 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
- Attachment IV: Front Seat Replacement Identification Chart
- Owner Notification Letter

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 cursive script that reads "D. Johnson". The signature is written in black ink and is positioned above the printed name.

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on January 3, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on January 3, 2019. Owner names and addresses will be available by April 26, 2019.

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

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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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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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - 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

- **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 (18C08) 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.

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 Front Seat Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace one front seat (right hand or left hand) Includes time for passenger seat Occupant Classification System (OCS) reset*	18C08B	0.5 Hours
Replace both front seats Includes time for passenger seat OCS reset*	18C08C	0.8 Hours

* Assumes OCS reset is successful on the first attempt. If OCS reset is not successful on the first attempt, additional labor time may be requested by submitting an Approval Request to the SSSC Web Contact Site.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
Refer to Attachment IV	Seat assembly - Use the Front Seat Replacement Identification Chart in ATTACHMENT IV to identify correct replacement part numbers by VIN	As Required	
W719004-S451	Bolt (4 per package)	1	2
W709980-S451	Bolt (4 per package)	1	2

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 ECOSPORT VEHICLES – FRONT SEAT REPLACEMENT

OVERVIEW

In some of the affected vehicles, the front seat frames may contain insufficient weld penetration, which may result in seat squeak or rattle noise or a seat back that is loose. A seat back with insufficient weld penetration may have reduced strength, potentially increasing the risk of injury in a crash. This may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 207: Seating Systems, and FMVSS No. 210: Seat Belt Assembly Anchorages.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to review the Front Seat Replacement Identification Chart in ATTACHMENT IV to identify which seats require replacement by VIN, and replace the affected seat(s). This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

Recommended Tool List For Replacement:

General Tools	General Equipment
3/8" Drive Ratchet	Light
3/8" Drive Torque Wrench	
3/8" Drive 10mm and 13mm Socket	
3/8" Drive 2 inch Extension	

NOTE: Refer to Attachment IV to identify the complete seat assembly that requires replacement, based on the vehicle's VIN.

1. Replace the affected seat(s). Please follow the Workshop Manual (WSM) Procedures in Section 501-10A.


- If the front passenger seat assembly is being replaced, proceed to Occupant Classification System (OCS) Reset.

Occupant Classification System (OCS) Reset



WARNING: OCS parts are calibrated as an assembly and must only be replaced in the configuration they are sold. Never separate parts of an assembly. Failure to follow this instruction may result in incorrect operation of the OCS and increases the risk of serious personal injury or death in a crash.



 **WARNING:** Make sure the complete front passenger seat assembly is correctly installed to the vehicle before using System Reset to rezero the seat weight. Failure to follow these instructions may result in incorrect operation of the OCS and increases the risk of serious personal injury or death in a crash.

NOTICE: To prevent system failure, take the following precautions before carrying out the OCS reset.

- Make sure the voltage to the OCSM is greater than 8 volts and less than 18 volts.
 - Make sure the OCS is not below 6° C (42.8° F) or above 36° C (96.7° F) when initiating the OCS reset process. If the vehicle has been exposed to extreme cold or hot temperatures, the vehicle must be exposed and kept at a temperature between 6° C (42.8° F) to 36° C (96.7° F) for a minimum of 30 minutes.
 - Make sure nothing is present on the passenger seat before and during the OCS reset process.
 - Prior to carrying out the OCS reset, make sure a minimum of 8 seconds has elapsed after cycling the ignition switch on.
1. Using a diagnostic scan tool, carry out the OCS reset. Cycle the ignition switch after the OCS reset.
 2. If the first system reset attempt was successful, proceed to prove out the SRS.
 3. If the first system reset attempt was not successful, carry out a thorough visual inspection of the OCS connector and wiring for damage, pressure sensor hose for kinks and or damage, and seat-related wiring harness and body wiring harness terminals and connectors for damage. Repair any concerns found and proceed to the next step.
 4. Carry out a second OCS reset. Cycle the ignition switch after the OCS reset. If the second attempt is unsuccessful, install a new OCS service kit.
 5. Prove out the SRS. Verify all airbags are installed and connected and the ignition is OFF. Wait 10 seconds then turn the ignition ON and monitor the airbag warning indicator. The airbag warning indicator illuminates continuously for approximately 6 seconds and turns off. Continue to monitor the airbag warning indicator for approximately 30 seconds, as this is the time required for the RCM to complete testing of the SRS.
 - If a SRS fault is present, the airbag warning indicator either fails to light, remains lit continuously or flashes. The flashing may not occur until approximately 30 seconds after the ignition has been turned from OFF to ON. If this occurs, diagnose and repair any SRS faults before proceeding with other repairs.
 - If, after the ignition has been turned on for 30 seconds, the airbag warning indicator remains unlit with no chime or SRS message displayed in the message center, no SRS fault is present.
 - If the airbag warning indicator is inoperative and a SRS fault exists, a chime sounds in a pattern of 5 sets of 5 beeps or a message displays in the message center. If this occurs, diagnose and repair the airbag warning indicator and any SRS faults before proceeding with other repairs.
 6. Using a diagnostic scan tool, clear all Continuous Memory Diagnostic Trouble Codes (CMDTCs) from all modules.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Compliance Recall 18C08
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Front Seat Replacement

Use the following chart, arranged by VIN, to identify which seat(s) require replacement.

To search for a VIN:

- Press Ctrl and F simultaneously, then insert the VIN, then press ENTER.

Front Seat Replacement Identification Chart		
VIN Number	Left Hand (Driver) Seat Part Number	Right Hand (Passenger) Seat Part Number
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	HN1Z-5860005-AC	Replacement Not Required
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BG
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BG
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN

VIN Number	Left Hand (Driver) Seat Part Number	Right Hand (Passenger) Seat Part Number
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860005-AC
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-CL
	Replacement Not Required	HN1Z-5860004-CL
	Replacement Not Required	HN1Z-5860004-CL
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-AQ
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BG
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BM
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN

VIN Number	Left Hand (Driver) Seat Part Number	Right Hand (Passenger) Seat Part Number
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-BN
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DL
	Replacement Not Required	HN1Z-5860004-DL
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DL
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DM
	Replacement Not Required	HN1Z-5860004-DN
	HN1Z-5860005-CK	HN1Z-5860004-DN
	Replacement Not Required	HN1Z-5860004-DN
	Replacement Not Required	HN1Z-5860004-DN
	HN1Z-5860005-CK	Replacement Not Required
	Replacement Not Required	HN1Z-5860004-DN
	HN1Z-5860005-EE	Replacement Not Required
	Replacement Not Required	HN1Z-5860004-CM
	Replacement Not Required	HN1Z-5860004-AS
	Replacement Not Required	HN1Z-5860004-AS
	Replacement Not Required	HN1Z-5860004-AS