



David J. Johnson
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June 1, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DELIVERY HOLD
Update Prior to Sale 18U17 – Supplement #1
Certain 2018 Model Year Escape and MKC Vehicles
Rear Brake Caliper Bolt Torque

New! REASON FOR THIS SUPPLEMENT

Affected Vehicles: Additional vehicles have been identified that are affected by this concern.

PROGRAM TERMS

This program will be in effect through May 31, 2019.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2018	Louisville	January 7, 2018 through February 24, 2018
MKC			February 6, 2018 through February 23, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the rear brake caliper bolts may not be torqued properly. Vehicles with improperly torqued rear brake caliper bolts may experience noise and vibration while driving.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to verify the rear brake caliper anchor plate bolts and rear brake caliper guide pin bolts torque. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

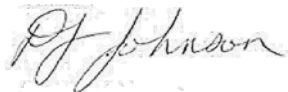
New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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".

David J. Johnson

NEW VEHICLE DELIVERY HOLD
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Rear Brake Caliper Bolt Torque

New! OASIS ACTIVATION

OASIS was activated on May 23, 2018. *OASIS will be activated for newly added vehicles on June 1, 2018.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on May 23, 2018. *FSA VIN Lists for newly added vehicles will be available on June 1, 2018.*

SOLD VEHICLES

Repair affected vehicles brought to your dealership for service. Complete the program and inform the customer.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are not eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

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 are covered under new vehicle bumper-to-bumper warranty, no SSSC approval is required.

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 18U17 is the sub code.
 - Labor Operation – 18U17B
 - 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.

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 Rear Brake Caliper Bolt Torque

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Torque All Rear Brake Caliper Anchor Plate Bolts and Guide Pin Bolts (Includes Time To Replace Brake Caliper Anchor Plate Bolt(s) As Required)	18U17B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not currently available in sufficient quantities to repair all vehicles. At this time, repair customer vehicles that arrive at your dealership and dealer stock vehicles **with a signed sales contract**. It is anticipated that parts will be available for open ordering the week of June 4, 2018.

SSSC Web Contact Site:

To place an order for brake caliper anchor plate bolts submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
W715624-S439	Brake Caliper Anchor Plate Bolts	As Required	

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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.