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Ford Customer Service Division

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

September 29, 2015

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B31**  
Certain 2015 Model Year Focus Vehicles with DPS6 Automatic Transmission  
Flexplate-to-Clutch Nut Replacement

**PROGRAM TERMS**

This program will be in effect through March 31, 2016. There is no mileage limit for this program.

**AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Focus with DPS6 Automatic Transmission	2015	Michigan	July 22, 2015 through July 24, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, incorrect flexplate-to-clutch nuts may have been used during powertrain assembly. Incorrect flexplate-to-clutch nuts may loosen over time, resulting in unintended powertrain noise and vibration.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to replace the flexplate-to-clutch nuts (six total nuts). 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 12, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
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 black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B31**  
Certain 2015 Model Year Focus Vehicles with DPS6 Automatic Transmission  
Flexplate-to-Clutch Nut Replacement

**OASIS ACTIVATION**

OASIS will be activated on September 29, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 29, 2015. Owner names and addresses will be available by October 23, 2015.

**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 program 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 service action.

**STOCK VEHICLES**

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

**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.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**ADDITIONAL LABOR TIME AND/OR PARTS**

Submit a request to the SSSC Web Contact Site prior to the repair if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B31**

Certain 2015 Model Year Focus Vehicles with DPS6 Automatic Transmission  
Flexplate-to-Clutch Nut Replacement

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15B31) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and/or parts require prior approval from the SSSC via the SSSC Web Contact Site.
- PROGRAM TERMS: This program will be in effect through March 31, 2016. There is no mileage limit for this program.

**DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 15B31**

Certain 2015 Model Year Focus Vehicles with DPS6 Automatic Transmission  
Flexplate-to-Clutch Nut Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace flexplate-to-clutch nuts	15B31B	1.1 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
W705448-S441	Flexplate-to-clutch nuts (4/package, 6 needed)	2
1S7Z-6840-AA	Oil filter adapter gasket	1
FL910S	Oil filter	1
XO-5W20-QSP	Motorcraft 5W20 engine oil (for top-off as needed)	Up to 1 qt.

The DOR/COR number for this program is 51002.

Order your parts through normal order processing channels.

For questions regarding parts, contact SSSC via the SSSC Web Contact Site.

**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 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH DPS6 AUTOMATIC TRANSMISSION — FLEXPLATE-TO-CLUTCH NUT REPLACEMENT

### OVERVIEW

In some of the affected vehicles, incorrect flexplate-to-clutch nuts may have been used during powertrain assembly. Incorrect flexplate-to-clutch nuts may loosen over time, resulting in unintended powertrain noise and vibration. Before demonstrating or delivering any of the vehicles involved in this program, dealers are to replace the flexplate-to-clutch nuts.

### SERVICE PROCEDURE

#### Removal

1. With the vehicle in NEUTRAL position it on a hoist. Please follow Workshop Manual (WSM) procedures in Section 100-02.
2. Disconnect the battery ground cable. Please follow WSM procedures in Section 414-01.
3. Remove the engine oil filter adapter. Please follow WSM procedures in Section 303-01C.
4. Remove the starter motor. Please follow WSM procedures in Section 303-06B.
5. Remove the starter motor insulator. See Figure 1.

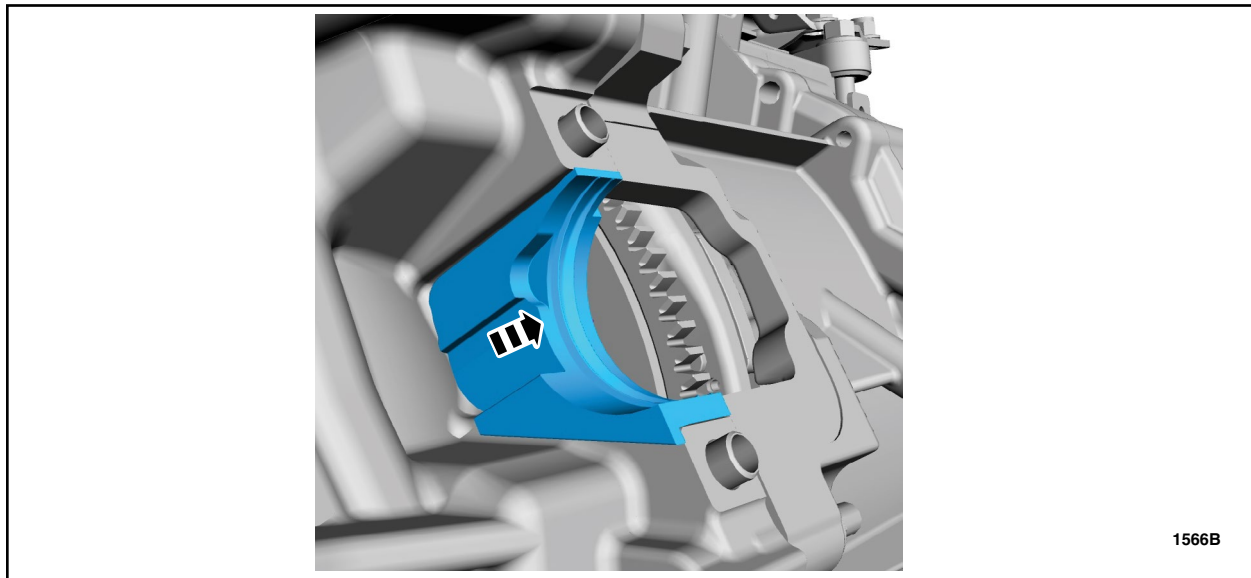


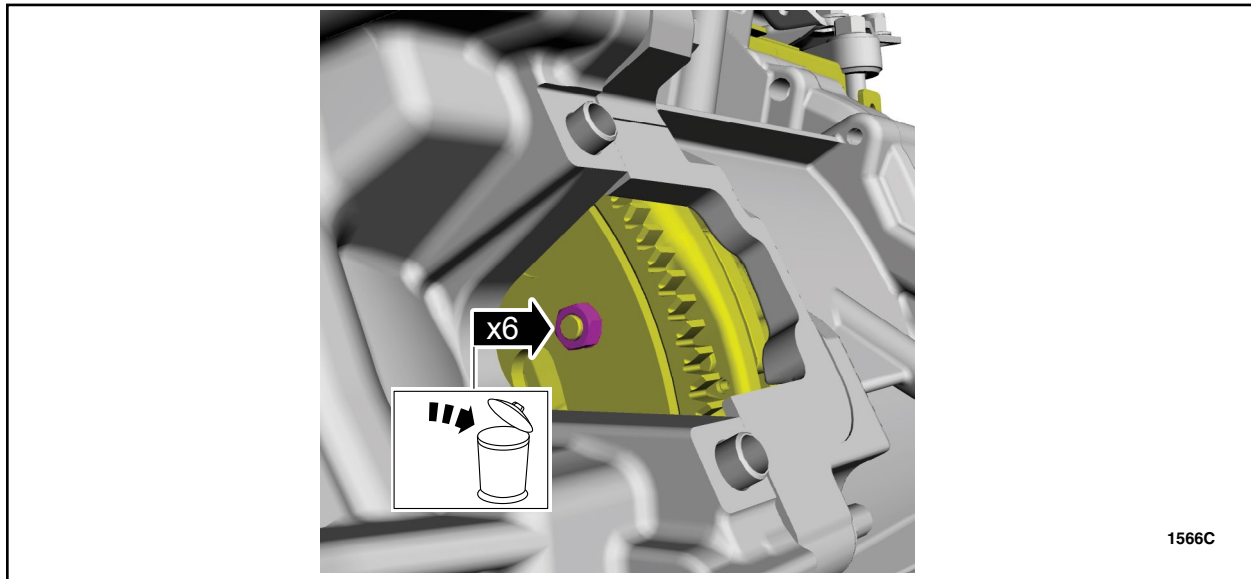
FIGURE 1



**NOTE:** Using a magnetic socket will help ease the removal of the flexplate-to-clutch nuts. If the flexplate-to-clutch nuts fall into the clutch housing, the transmission will have to be removed to retrieve them.

**NOTICE:** Rotate the engine in a clockwise direction only or engine damage may occur.

6. Using a magnetic socket, remove and discard the six (6) flexplate-to-clutch nuts. See Figure 2.



**FIGURE 2**



## Installation

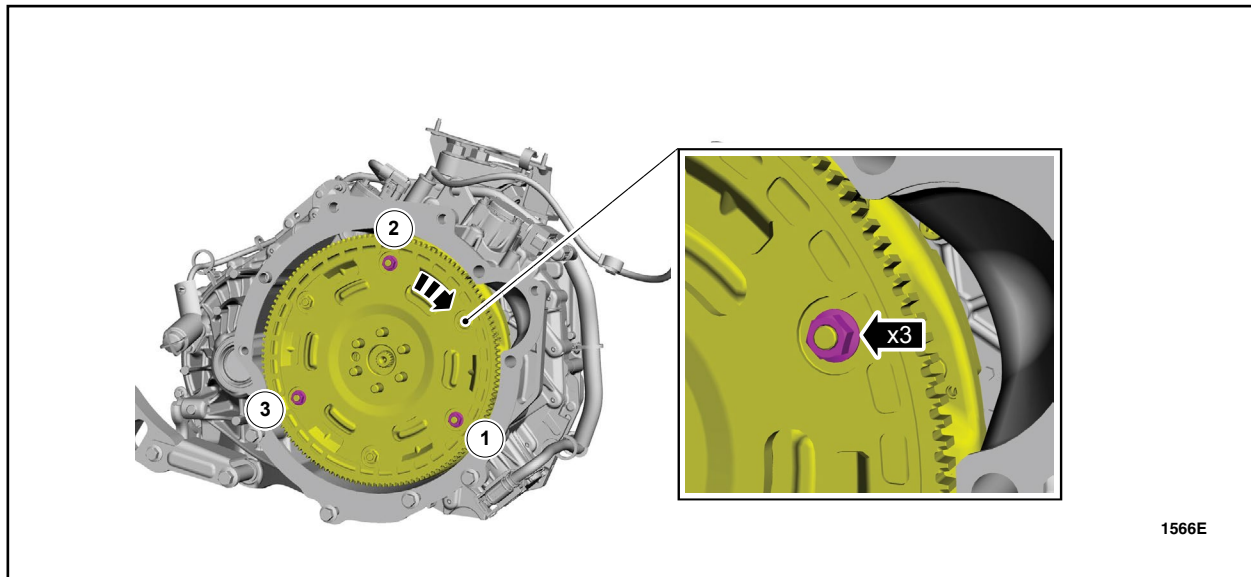
**NOTICE:** Rotate the engine in a clockwise direction only or engine damage may occur.

**NOTE:** Using a magnetic socket will help ease the installation of the *new* flexplate-to-clutch nuts. If the flexplate-to-clutch nuts fall into the clutch housing, the transmission will have to be removed to retrieve them.

**NOTICE:** Failure to torque the flexplate-to-clutch nuts in the sequence described may result in a first order engine vibration. Misalignment can be resolved by removing and discarding all six (6) flexplate-to-clutch nuts and installing six (6) *new* flexplate-to-clutch nuts.

1. Install three (3) of six (6) *new* flexplate-to-clutch nuts in locations shown. Tighten in sequence as shown. See Figure 3.

- Tighten to 12 Nm (106 lb.in)



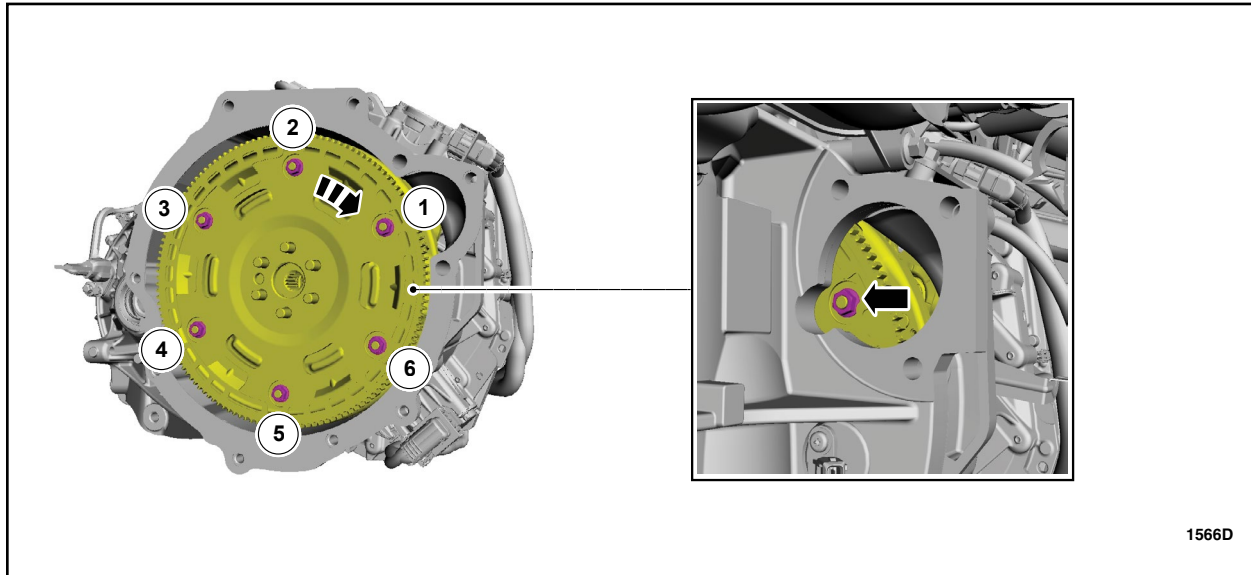
**FIGURE 3**





2. Install the three (3) remaining *new* flexplate-to-clutch nuts. Tighten all six (6) *new* flexplate-to-clutch nuts sequence as shown. See Figure 4.

- Tighten to 25 Nm (18 lb.ft)



**FIGURE 4**

3. Install the starter motor insulator. See Figure 1.
4. Install the starter motor. Please follow WSM procedures in Section 303-06B.
5. Install the engine oil filter adapter with a *new* gasket and *new* oil filter. Please follow WSM procedures in Section 303-01C.
6. Reconnect the battery ground cable. Please follow WSM procedures in Section 414-01.
7. Check and top off the engine oil as needed.





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

October 2015

Customer Satisfaction Program 15B31  
Programa de satisfacción del cliente 15B31

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, incorrect flexplate-to-clutch nuts may have been used during powertrain assembly. Incorrect flexplate-to-clutch nuts may loosen over time, resulting in unintended powertrain noise and vibration.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the flexplate-to-clutch nuts free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until March 31, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

Please call your dealer without delay and request a service date for Customer Satisfaction Program 15B31. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is:  
[www.Fordowner.com](http://www.Fordowner.com).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

Ford Customer Service Division