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May 3, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S42**
 Certain 2013-2016 Model Year Fusion and 2013-2015 Model Year MKZ Vehicles
 Driver and Passenger Front Seatbelt Pretensioner Cable Repair

REF: **Advance Notice - Safety Recall 16S42**, dated December 1, 2016

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|------------------|--|---|
| Fusion | 2013-2015 | Hermosillo | November 2, 2012 through July 31, 2014 |
| | 2014-2015 | Flat Rock | April 12, 2013 through July 31, 2014 |
| MKZ | 2013-2015 | Hermosillo | November 14, 2012 through July 31, 2014 |
| Fusion | 2013 & 2015-2016 | Certain vehicles serviced with a Driver or Passenger Front Seatbelt Pretensioner (see table below in Service Action section) | |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the driver and passenger front seatbelt pretensioner cables may separate during a deployment and may not adequately restrain the occupant 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 inject 1.5 ml of conformal coating chemical into the driver and passenger front seatbelt pretensioner assemblies following the instructions in the Technical Information. This service must be performed on all affected vehicles at no charge to the vehicle owner.

In addition, dealers are to use the chart below to identify service part sales and vehicles serviced by your dealership with the following Front Seatbelt Pretensioner parts:

| Ford Fusion Service Part Numbers | | Lincoln MKZ Service Part Numbers | |
|----------------------------------|------------------|----------------------------------|------------------|
| DG9Z-54611B09-AC | DG9Z-54611B08-AC | DP5Z-54611B08-AC | DP5Z-54611B09-AH |
| DG9Z-54611B09-AD | DG9Z-54611B08-AD | DP5Z-54611B08-AD | DP5Z-54611B08-AK |

If dealership records indicate that an over-the-counter service part sale occurred, or that a vehicle was serviced with one of the parts listed, and the vehicle is not identified in OASIS, dealers should:

- Submit a VIN-specific type contact to the Special Service Support Center (SSSC) via the SSSC Web Contact Site under the 16S42 program requesting addition as a non-involved unit. Please provide documentation (sales invoice or repair order) showing the use of the part on the vehicle.
- Contact the owner and arrange a service date.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in two separate mailings. Mailings will begin the week of May 15, 2017. 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,



Michael A. Berardi

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OASIS ACTIVATION

OASIS was activated on December 1, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on December 1, 2016. Owner names and addresses will be available by June 16, 2017.

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

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - 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.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 as necessary. The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC05367, Lincoln Loyalty Program Announcement for additional details.

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 (16S42) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For Lincoln Client Special Handling, reference EFC05367, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|------------|
| Inject 1.5 ml of conformal coating chemical into the driver and passenger front seatbelt pretensioner assemblies | 16S42B | 0.6 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

| Part Number | Description | Order Quantity | Claim Quantity |
|-------------|--|----------------|----------------|
| XL-21 | Motorcraft® Conformal Coating (12 kits per case, 1 kit required per vehicle) | 1 case | 1 kit |

The DOR/COR number for this program is 51078.

To ensure an equitable distribution of service parts, there will be a **one-time** seed stock of Motorcraft® XL-21 to dealers according to the chart below beginning May 8, 2017, and an order restriction has been placed on this part number until June 12, 2017.

| Seed Stocking Chart – Week of May 8, 2017 | | | |
|---|---------------------------|-------------------|---------------------------|
| Assigned Vehicles | Seed Stock Amount | Assigned Vehicles | Seed Stock Amount |
| 10 to 79 | 1 box of 12 (12 kits) | 440 to 479 | 11 boxes of 12 (132 kits) |
| 80 to 119 | 2 boxes of 12 (24 kits) | 480 to 519 | 12 boxes of 12 (144 kits) |
| 120 to 159 | 3 boxes of 12 (36 kits) | 520 to 559 | 13 boxes of 12 (156 kits) |
| 160 to 199 | 4 boxes of 12 (48 kits) | 560 to 599 | 14 boxes of 12 (168 kits) |
| 200 to 239 | 5 boxes of 12 (60 kits) | 600 to 639 | 15 boxes of 12 (180 kits) |
| 240 to 279 | 6 boxes of 12 (72 kits) | 640 to 679 | 16 boxes of 12 (192 kits) |
| 280 to 319 | 7 boxes of 12 (84 kits) | 680 to 719 | 17 boxes of 12 (204 kits) |
| 320 to 359 | 8 boxes of 12 (96 kits) | 720 to 759 | 18 boxes of 12 (216 kits) |
| 360 to 399 | 9 boxes of 12 (108 kits) | 760 to 799 | 19 boxes of 12 (228 kits) |
| 400 to 439 | 10 boxes of 12 (120 kits) | 800 & up | 20 boxes of 12 (240 kits) |

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

Once seed stock orders are placed, dealers will be able to view their seed stock quantities on the PTS website under the white SSSC tab. Select the Part Seed Stock Status menu for details.

NOTE: For the small percentage of dealers that do not receive an initial distribution of parts, submit a VIN-specific Part Order contact type via the SSSC Web Contact Site if you need a part prior to it being available through open ordering on June 12, 2017.

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

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.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.