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Ford Motor Company  
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December 20, 2016

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S45**  
Certain 2017 Model Year F-Super Duty Vehicles  
Frame Crossmember Reinforcement Bracket Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2017	Kentucky Truck	August 10, 2016 through September 17, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, a frame crossmember reinforcement bracket at the attachment of the front fuel tank strap may be missing, which is required for long-term durability. Over time, a missing frame crossmember reinforcement bracket may lead to the fuel tank strap separating from the frame, resulting in the fuel tank moving out of position and potentially contacting the ground, increasing the risk of a fuel leak. A fuel leak in the presence of an ignition source may increase the risk of a fire.

**SERVICE ACTION**

Dealers are to inspect for the presence of the frame crossmember reinforcement bracket. If the frame crossmember reinforcement bracket is missing, dealers will install a new frame crossmember reinforcement bracket following the technical information in Attachment III. 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 February 6, 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 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

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**OASIS ACTIVATION**

OASIS will be activated on December 20, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 20, 2016. Owner names and addresses will be available week of February 17, 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**

- 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**

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

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

**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 16S45 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- 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.
- **Provision for Locally Obtained Supplies:** Brake Cleaner PM-4-A. Submit on the same line as the repair.
  - Program Code: 16S45
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$4.50

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect for presence of the frame crossmember reinforcement bracket – PASS (no service required)	16S45A	0.3 Hours
Inspect for presence of the frame crossmember reinforcement bracket – DOES NOT PASS (install frame crossmember reinforcement bracket)	16S45B	0.7 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**NOTE:** Less than 5% of the affected vehicle population is expected to require installation of the frame crossmember reinforcement bracket.

Part Number	Description	Order Quantity	Claim Quantity
W718865-S439	Bolt (4/package, 1 needed)	1	1
Motorcraft TA-1	Motorcraft® TA-1 Metal Bonding Adhesive	1	1
HC3Z-5097-A	Frame Crossmember Reinforcement Bracket	1	1
PM-4-A	Brake Parts Cleaner		Claim as MISC OTHER

**NOTE:** One can of brake parts cleaner will repair approximately 10 vehicles. Please order only enough product to repair affected in-stock vehicles.

The DOR/COR number for this recall is 51067.

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.