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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Compliance Recall 17C01 – Supplement #1

Certain 2017 Model Year F-150 Vehicles Equipped with an 8” Instrument Panel Cluster Display

Reprogram Instrument Panel Cluster

New! REASON FOR THIS SUPPLEMENT

- **Service Action Update:** Some previous versions of Integrated Diagnostic Software (IDS) may have caused installation failures when programming the instrument panel cluster (IPC). Reprogram the IPC module using IDS release 105.05 or higher. Vehicles that were successfully programmed or had the IPC replaced and updated prior to this supplement do not require any further action and will remain closed.
- **Service Procedure Update:** Reminder added IPC programming can take up to 45 minutes.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2017	Dearborn	October 4, 2016 through November 23, 2016
		Kansas City	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 102 for Transmission Shift Lever Sequence, Starter Interlock, Transmission Braking Effect and additional FMVSS standards governing warning indicators. Immediately after engine start up in cold ambient temperatures, the transmission shift position indicator located in the IPC may not illuminate and display the transmission gear selection, increasing the risk of injury or crash from unintended vehicle movement. In addition, an inoperative IPC display may prevent activation of certain warning chimes, messages, and warning lights.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the IPC, using IDS release 105.05 or higher. 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 13, 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.

New! 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,



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OASIS ACTIVATION

OASIS will be activated on January 25, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 25, 2017. Owner names and addresses will be available by February 24, 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
- 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

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

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 17C01 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram IPC using IDS release <i>105.05</i> or higher	17C01B	0.3 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.