



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

April 26, 2017

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 17C06**  
Certain 2017 Model Year F-250 Vehicles with 6.2L Engine and 6R100 Transmission  
Transmission Park Rod Actuating Plate

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-250	2017	Kentucky Truck	October 9, 2015 through March 31, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 102 Transmission Shift Position Sequence, Starter Interlock and Transmission Braking Effect, and FMVSS No. 114 Theft Protection and Rollaway Prevention. Vehicles built with a damaged park rod actuating plate may not achieve mechanical Park within the automatic transmission after the driver moves the shift lever to Park. If the parking brake is not applied, this could result in unintended vehicle movement without warning, increasing the risk of injury or crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the transmission park rod actuating plate. This service must be performed on all affected vehicles at no charge to the vehicle owner. **Important Note: Until the repair is made, dealers should ensure the vehicle's parking brake is applied whenever the transmission shift lever is in the Park position.**

**OWNER NOTIFICATION MAILING SCHEDULE**

Owners were notified the week of April 10, 2017, advising drivers to apply the parking brake when the vehicle is left unattended. Owner letters are expected to be mailed the week of June 5, 2017 to notify that parts are available to repair vehicles. 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".

Michael A. Berardi

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 17C06**

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**OASIS ACTIVATION**

OASIS was activated on March 31, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on March 31, 2017. 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**

- 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**

Rental vehicles are 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 17C06 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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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace transmission park rod actuating plate	17C06B	1.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
HC3Z-7G101-A	Park Rod Actuating Plate	1	1
W500214-S300	Park Rod Actuating Plate Bolts (pkg. contains 4 bolts)	1	4
XT-10-QLVC	Transmission Fluid	1	1

The DOR/COR number for this recall is 51080.

To ensure an equitable distribution, service part number HC3Z-7G101-A will be administered with seed stock and restricted ordering. Dealers will begin receiving parts the week of April 24, 2017. By May 12, 2017, dealers are expected to receive parts equal to approximately 25% of the number of vehicles assigned to them on their FSA VIN Lists. Every dealer will receive at least one part.

**NOTE:** Due to limited part supply, it is possible not all parts requests can be filled. Beginning May 15, 2017, orders for part number HC3Z-7G101-A can be requested through the SSSC using the SSSC link at the bottom of the OASIS VIN report screen to repair vehicles that meet the following criteria only:

- Customer vehicles that arrive at your dealership with the symptoms described in this bulletin.
- New in-stock vehicles with a customer sales contract (submit copy of contract via SSSC link).

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes. It is anticipated that open ordering will begin the week of June 5, 2017.

**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.