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November 8, 2017

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Compliance Recall 17C12 – *Supplement #1***  
Certain 2015-2017 F-150 and 2017 F-Super Duty Vehicles Equipped with Rear  
Inflatable Seatbelts  
Left-Hand Rear Inflatable Seatbelt Buckle Inspection & Repair

**New! REASON FOR THIS SUPPLEMENT**

- **Service Action:** *A new service procedure is available to repair the left-hand rear inflatable seatbelt buckle. Inflatable seatbelt buckle replacement is no longer required.*
- **Parts Requirements / Ordering Information:** *Part ordering information is updated for the repair procedure. A one-time seed stock of repair parts will occur no later than the week of November 13, 2017.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015-2017	Dearborn Truck	July 20, 2015 through June 16, 2017
		Kansas City	
F-Super Duty	2017	Kentucky Truck	October 20, 2015 through June 16, 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) 210: Seat Belt Assembly Anchorages. An inadequate rivet head thickness may allow separation of the left-hand rear inflatable seatbelt buckle from its mounting bracket during a crash, increasing the risk of injury.

**New! SERVICE ACTION**

*Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the left-hand rear inflatable seatbelt buckle following the Technical Information and repair, if necessary.* This service must be performed on all affected vehicles at no charge to the vehicle owner.

- Rotunda Seatbelt Rivet Gauge 501-420 is required to complete the inspection. Rivet Gauges were shipped to dealers starting September 22, 2017. One gauge was shipped directly to each dealer with at least one affected vehicle.
- To place an order for an additional inspection gauge, submit a VIN-specific request via the Special Service Support Center (SSSC) Web Contact Site (use General Contact type with the words Rotunda Seatbelt Rivet Gauge 501-420).

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of October 16, 2017 informing owners of the recall and that parts were not currently available in sufficient quantities to repair all vehicles. *Owner letters are expected to be mailed the week of December 4, 2017 informing owners that parts are available.* 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 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 August 29, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on August 29, 2017. Owner names and addresses were available by October 27, 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 when parts become available in sufficient quantities to repair all vehicles.
- 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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please 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.

**New! 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 (17C12) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- *Claims with labor operation code 17C12AA and 17C12B must have a repair date on or before November 17, 2017 to be eligible for payment.*

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**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect the left-hand rear inflatable seatbelt buckle – PASS – <i>repair</i> not required	17C12A	0.2 Hours
<i>Inspect the left-hand rear inflatable seatbelt buckle – DOES NOT PASS – remove and repair the left-hand rear inflatable seatbelt buckle</i>	<i>17C12C</i>	<i>0.5 Hours</i>

**NOTE:** Claims with labor operation code 17C12AA (does not pass inspection– part not available) and 17C12B (buckle replacement) must have a repair date on or before November 17, 2017 to be eligible for payment.

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

To place an order for an additional inspection gauge, submit a VIN-specific request via the SSSC Web Contact Site (use General Contact type with the words Rotunda Seatbelt Rivet Gauge 501-420).

Base Part Number	Description	Order Quantity	Claim Quantity
<i>W714836-S451</i>	<i>Bolt (4 bolts per package, 1 bolt per vehicle required)</i>	<i>1</i>	<i>1</i>
<i>W520103-S442</i>	<i>Nut (4 nuts per package, 1 nut per vehicle required)</i>	<i>1</i>	<i>1</i>

The DOR/COR number for this recall is 51093.

To ensure an equitable distribution of service parts, there will be a **one-time** seed stock of part number W714836-S451 and W520103-S442 to dealers no later than the week of November 13, 2017. Each dealer will receive parts equal to at least 15% of the vehicles assigned to them on their FSA VIN Lists.

**NOTE: Each package of bolts/nuts will repair 4 vehicles. Keep all unused bolts/nuts for repair of additional affected vehicles.**

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.

It is anticipated that open ordering will take place by the end of November 2017. Dealers will be notified via a DOES II communication when open ordering is available.

**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.