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TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S15
 – Supplement #7**
 Certain 2015-2017 Transit Vehicles Equipped with a Driveshaft Flexible Coupling
 Driveshaft Flexible Coupling Repair

New! REASON FOR THIS SUPPLEMENT

- **Service Action:** All vehicles can be repaired using enhanced driveshaft flexible couplings.
- **Parts:** Enhanced Driveshaft Flexible Coupling kits are available for open ordering.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2017	Kansas City	January 17, 2014 through June 15, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the driveshaft flexible coupling may crack with increasing mileage, resulting in driveline noise and vibration. Continued driving with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of injury or crash.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install an enhanced driveshaft flexible coupling.

NOTE: Although front driveshaft sections and related components are no longer available for ordering, dealers and fleets should continue to use parts previously ordered through the SSSC to repair affected vehicles.

NOTE: Although affected vehicles with less than 30,000 miles, or affected vehicles that have had an interim repair completed within the last 30,000 miles, may continue to be driven until the vehicle or replaced coupling reaches 30,000 miles, all vehicle owners are encouraged to have permanent repairs performed without delay. Dealers must apply the permanent repair to all affected vehicles brought to your dealership, regardless of accumulated miles or previous interim repairs.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed by the week of August 14, 2017, advising owners of the safety risk and an interim repair.

Owners will be notified again in the second quarter of 2018, when sufficient permanent repair parts quantities are available.

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

Recall Reimbursement Plan

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,



David J. Johnson

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OASIS ACTIVATION

OASIS was activated for all affected vehicles by August 11, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> by August 11, 2017 for all affected vehicles. Owner names and addresses became available by August 25, 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.

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

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

- **Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with driveshaft flexible coupling failure.

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).
 - When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17S15) is the sub code.
- **Provision for locally obtained Loctite® 243 (or equivalent) and XG-1-E1 Motorcraft® Premium Long Life Grease (or equivalent):** Submit on the same line as the repair. Can be claimed with labor operation code 17S15J only.
 - Program Code: 17S15 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$6.00
- **Provision for Motorcraft® XG-8 (or XG-8-A) –Service Procedures that require a Driveshaft Slip Yoke Boot Kit:** Submit on the same repair line. *Can be claimed with labor operation code 17S15D and 17S15F only.*
 - Program Code: 17S15 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$3.00
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
 - Program Code: 17S15 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Claims with labor operation code 17S15MM, 17S15NN, 17S15B, 17S15C, 17S15E, or 17S15G for any vehicle configuration, or 17S15D, 17S15F, and 17S15H for vehicles not equipped with a 3.7L engine and single rear wheels (SRW) must have a repair date on or before March 1, 2018 to be eligible for payment.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Enhanced Driveshaft Flexible Coupling and Shield – <i>All Vehicles</i>	17S15J	1.1 Hours

NOTE: Although front driveshaft sections and related components are no longer available for ordering, dealers and fleets should continue to use parts previously ordered through the SSSC with the labor operations listed below to repair affected vehicles. Once these parts have been exhausted, all vehicles should be repaired using enhanced driveshaft flexible coupling kits.

Driveshaft Front Section Replacement – 129/130 WB with 3.7L gas engine and single rear wheels (SRW)	17S15D	0.9 Hours
Driveshaft Front Section Replacement – 138 WB with 3.7L gas engine and single rear wheels (SRW)	17S15F	0.8 Hours
Driveshaft Front Section Replacement – 148 WB with 3.7L gas engine and single rear wheels (SRW)	17S15H	1.1 Hours

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New! PARTS REQUIREMENTS / ORDERING INFORMATION

Vehicle Configuration	Part Number	Description	Order Quantity	Claim Quantity
<i>All Vehicles</i>	JK4Z-4A109-C	Enhanced Driveshaft Flexible Coupling kit	1	1
	CK4Z-4091-A	Shield Kit	1	1
	XG-1-E1	Motorcraft® Premium Long Life Grease***	Claim as Misc. Expense: OTHER	
	Obtain Locally	Loctite® 243 General Purpose Medium Strength Threadlocking Adhesive (or equivalent) – see Technical Information for usage		

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Although front driveshaft sections and related components listed below are no longer available for ordering, dealers and fleets should continue to use parts previously ordered through the SSSC to repair affected vehicles. Once these parts have been exhausted, all vehicles should be repaired using enhanced driveshaft flexible coupling kits.

3.7L gas engine & 129/130" Wheelbase	CK4Z-4602-B	Front Driveshaft Section	1	1
	CK4Z-4635-A	Bolt and Flange Kit	1	1
	JK4Z-5A669-A	Pinion Nose Damper Kit	1	1
	CK4Z-4635-B	Lower Profile Center Bearing Bracket Kit	1	1
	CK4Z-4421-F	Driveshaft Slip Yoke Boot Kit	1	1
	XG-8 or XG-8-A	Motorcraft® Driveshaft Slip Yoke PTFE Lubricant*	Claim as Misc. Expense: OTHER	
3.7L gas engine & SRW & 138" Wheelbase	CK4Z-4602-B	Front Driveshaft Section	1	1
	CK4Z-4635-A	Bolt and Flange Kit	1	1
	CK4Z-4421-F	Driveshaft Slip Yoke Boot Kit	1	1
	XG-8 or XG-8-A	Motorcraft® Driveshaft Slip Yoke PTFE Lubricant*	Claim as Misc. Expense: OTHER	
3.7L gas engine & SRW & 148" Wheelbase	CK4Z-4602-D	Front Driveshaft Section	1	1
	CK4Z-4635-A	Bolt and Flange Kit	1	1
	JK4Z-5A669-A	Pinion Nose Damper Kit	1	1
	7L1Z-4635-A	Universal Joint Kit	1	1
	JK4Z-4A209-A	Center Bearing 5mm Shim (required on some vehicles only)**	1	1

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

The DOR/COR number for this recall is 51085.

*Order the PTFE Lubricant through normal order processing channels.

Only vehicles originally equipped with a CK41-4K357-EAA** Engineering Part driveshaft (as shown in HVBOM) will require a JK4Z-4A209-A shim. Vehicles equipped with a CK41-4K357-**TA** or **VA** driveshaft (as shown in HVBOM) will not require a shim.

***One tube of XG-1-E1 will service about 100 vehicles.

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.

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INDIVIDUAL KIT CONTENTS

Part Number	Bolt and Flange Kit (CK4Z-4635-A)	Kit Quantity
FL3Z-7089-A	Transmission Output Flange (4-bolt)	1
6L2Z-7045-AA	Transmission Output Flange Castle Nut	1
W713078-S439	Center Bearing Support Bolts	4
N800594-S100	Driveshaft-to-Output Flange & Pinion Flange Bolts	8
W505264-S439	Front Safety Strap Bolts	2

Part Number	Pinion Nose Damper Kit (JK4Z-5A669-A)	Kit Quantity
CK4Z-4A263-D	Pinion Nose Damper	1
W714735-S439	Damper Attaching Bolts	3

Part Number	Lower Profile Center Bearing Bracket Kit (CK4Z-4635-B)	Kit Quantity
JK4Z-4K007-A	Lower Profile Center Bearing Support Bracket	1
W713649-S441	Center Bearing Clip Nuts	2
W505264-S439	Bracket-to-Body Bolts	4

Part Number	Driveshaft Slip Yoke Boot Kit (CK4Z-4421-F)	Kit Quantity
CK4Z-4421-A	Driveshaft Slip Yoke Dust Boot	1
9L1Z-3B478-A	50mm Clamp	1
F85Z-4K227-AA	41.5mm Clamp	1