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Ford Motor Company
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April 19, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 17S34 – Supplement #2
 Certain 2015-2017 Transit Vehicles Equipped with a Trailer Module
 Trailer Module Fuse and Footwell Drainage Hole

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:** Additional vehicles have been identified that were built with a trailer module, and are affected by this safety concern.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2017	Kansas City	February 3, 2014 through August 2, 2017
		Certain vehicles with Dealer-Installed Ford Original Accessory Trailer Tow Kit FK4Z-15A416-A	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, it may be possible for water to pool and splash in the footwell area of the vehicle, where the Trailer Module (TRM) is packaged, which may cause wiring corrosion and damage to the module. This may result in rapid flashing of the turn signals, loss of instrument cluster display, loss of heater and air conditioning controls, and loss of multimedia (radio, screens, SYNC). Wiring corrosion from prolonged water intrusion could also result in an electrical short to ground, which could cause an uncommanded seatbelt pretensioner deployment, a burning smell, and/or an increased risk of fire, including when the vehicle is parked and the ignition is off.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to follow the technical information to add a drainage hole in the driver's footwell and, if necessary, install an inline fuse to the TRM ground circuit. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Dealer-Installed Ford Original Accessory Trailer Tow Kits

Dealers are to review part sales records to identify vehicles that may have had the Trailer Tow Kit FK4Z-15A416-A installed. If dealership records indicate that a non-involved vehicle has had the Trailer Tow Kit installed, dealers should:

- Submit a VIN specific Non-Involved Vehicle Request contact to the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Please provide documentation (sales invoice or repair order) for the vehicle to be added.
- Contact the owner and arrange a service date for the repair options listed in the bulletin.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of November 13, 2017, advising customers of the safety risk and **recommending to park vehicles outside until the recall is performed**. Owner letters are expected to be mailed the week of February 5, 2018 informing owners that parts are now available to complete this safety recall. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

Owner letters for the newly added vehicles are expected to be mailed the week of April 23, 2018.

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.

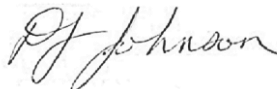
New! ATTACHMENTS

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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New! OASIS ACTIVATION

OASIS was activated on October 24, 2017. *OASIS was activated for newly added vehicles on April 19, 2018.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on October 24, 2017. Owner names and addresses became available on November 24, 2017.

FSA VIN Lists for newly added vehicles will be available on April 19, 2018. Owner names and addresses for the newly added vehicles will be available by May 11, 2018.

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

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

- **This safety recall must be performed, even if the owner has paid for a previous repair. 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 damage to the TRM and associated wiring due to the presence of water or corrosion.

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 (17S34) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- **Provision for Motorcraft® PM-13-A Anti-Corrosion Coating:** Submit on the same repair line. One bottle services multiple vehicles.
 - Program Code: 17S34
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$1.00
- Submit refunds on a separate repair line.
 - Program Code: 17S34
 - 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 17S34ZZ (inline fuse required – part not available, remove TRM fuses) must have a repair date on or before December 21, 2017 to be eligible for payment.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2017 vehicles built on or after March 1, 2017: <ul style="list-style-type: none"> • Drill drainage hole • Inspect for fuse (F19) • Fuse (F19) present – no additional service required 	17S34B	0.4 Hours
2015-2017 vehicles built before March 1, 2017 <u>AND</u> 2017 vehicles built on or after March 1, 2017, NOT equipped with fuse F19: <ul style="list-style-type: none"> • Drill drainage hole • Install inline fuse on TRM ground circuit 	17S34C	0.8 Hours

Claims with labor operation code 17S34ZZ (inline fuse required – part not available, remove TRM fuses) must have a repair date on or before December 21, 2017 to be eligible for payment.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
HK4Z-15A416-A	Inline fuse installation kit	1	1
PM-13-A	Motorcraft® Anti-Corrosion Coating	Claim as Misc. Expense: OTHER	

The DOR/COR number for this recall is 51104.

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.