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March 1, 2018

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 17S40 – Supplement #1**
 Certain 2016 Model Year F-150 and Explorer Vehicles Equipped with Power Seats
 Seat Track Pivot Link Bolt Inspection and Repair

New! REASON FOR THIS SUPPLEMENT

- *A permanent repair is now available for all affected vehicles.*
- *A new pivot link service kit has been added to the parts requirements/ordering information section.*
- *The Technical Information has been updated for installation of the new pivot link service kit.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2016	Dearborn	January 22, 2016 through April 19, 2016
		Kansas City	
Explorer		Chicago	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the seat track pivot link bolt for the front power seat may loosen and/or fall out. A front seat cushion with a missing seat track pivot link bolt may experience increased movement in a crash and may not properly restrain occupants, increasing the risk of injury.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to measure the torque of the seat track pivot link bolt.

- If the bolt passes the torque inspection, dealers will remove and clean the bolt, apply new threadlocker, and reinstall the bolt to the specified torque.
- *If the bolt fails the torque inspection, dealers are to replace the suspect seat track pivot link and related hardware using a new pivot link service kit.*

This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of March 5, 2018. 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

Recall Reimbursement Plan

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,



David J. Johnson

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OASIS ACTIVATION

OASIS was activated on December 1, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists was made available through <https://web.fsavinlists.dealerconnection.com> on December 1, 2017. **Owner names and addresses will be available by March 16, 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 appointment.
- 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.

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 replacement of the power seat track for damage as a result of a loose or missing seat track pivot link kit.

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RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - 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.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (17S40) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.
- Submit refunds on a separate repair line.
 - Program Code: 17S40
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.

Multiple refunds should be submitted on one repair line and the

- **Provision for TA-26 Red High-Strength Threadlocker (or equivalent):** Submit on the same repair line.
 - Program Code: 17S40
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$1.00

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New! LABOR ALLOWANCES (claim one)

Description	Labor Operation	Labor Time
<p><u>All Front Power Seats Pass Pivot Link Bolt Torque Inspection</u> Vehicles where the <u>power driver and passenger seats PASS</u> inspection. Includes time to perform the inspection and apply threadlocker to driver and passenger power seat track pivot link bolts.</p>	17S40B	0.3
<p><u>Replace the Driver and Passenger Seat Track Pivot Links</u> Vehicles equipped with a <u>power driver and passenger seat that both FAIL</u> inspection. NOTE: This labor operation may also be used for vehicles that previously had the interim repair completed on both the driver and passenger seat.</p>	17S40D	0.5
<p><u>Replace Passenger Seat Track Pivot Link</u> Vehicles equipped with a <u>power passenger seat that FAILED</u> inspection, but the <u>driver seat PASSES</u> inspection. Includes adding threadlocker to the pivot link bolt for the driver seat that passes inspection. NOTE: This labor operation may also be used for vehicles that previously had the interim repair completed on the passenger side.</p>	17S40E	0.4
<p><u>Replace Drivers Seat Track Pivot Link</u> Vehicles equipped with a <u>driver seat that FAILED</u> inspection, but the <u>passenger seat (if equipped) PASSES</u> inspection. Includes adding threadlocker to the pivot link bolt for the passenger seat (if equipped) that passes inspection. NOTE: This labor operation may also be used for vehicles that previously had the interim repair completed on the driver seat.</p>	17S40F	0.4

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New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
TA-26, Loctite 262 or equivalent	Red High-Strength Threadlocker (one tube can be used for multiple repairs)	Claim as Misc. Expense: OTHER	
<i>FL3Z-1560001-A</i>	<i>Seat Track Pivot Link Service Kit (services 1 seat)</i>	<i>1-2</i>	<i>1-2</i>

The DOR/COR number for this recall is 51108.

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.