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June 21, 2018

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 18S17**

Certain 2018 Model Year F-150, Expedition, Navigator Vehicles Equipped with a 3.5L GTDI Engine

High-Pressure Fuel Pump Replacement

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Advance Notice –
Safety Recall 18S17**

Dated: June 12, 2018

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2018	Dearborn Truck	March 14, 2018 through April 24, 2018
F-150	2018	Kansas City	March 20, 2018 through April 17, 2018
Expedition	2018	Kentucky Truck	March 14, 2018 through April 12, 2018
Navigator	2018	Kentucky Truck	February 20, 2018 through May 6, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the high-pressure fuel pump flange weld may crack, allowing the high-pressure fuel pump to move while the engine is running. Movement of the high-pressure fuel pump can cause the fuel tubes to leak. A fuel leak in the presence of an ignition source may increase the risk of a fire.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the high-pressure fuel pump. This service must be performed on all affected vehicles at no charge to the vehicle owner. Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Until parts are available to repair all vehicles, dealers should only repair unsold vehicles with a signed sales contract.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 16, 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.

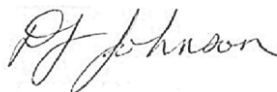
ATTACHMENTS

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 "D. Johnson", written in a cursive style.

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on June 12, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on June 12, 2018. Owner names and addresses will be available by July 30, 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

- Until parts are available in sufficient quantities to repair all vehicles, stock vehicles should only be repaired with a signed sales contract.
- 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

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC06196, Lincoln Loyalty Program Announcement for additional details.

LINCOLN PICKUP AND DELIVERY

Owners of Lincoln vehicles affected by this safety recall have the option of requesting pickup and delivery service with a Lincoln loaner, from their dealership. For details, reference EFC06121 2018 Lincoln Pickup & Delivery Updates.

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
 - Lincoln vehicles – 4 years or 50,000 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 18S17 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.
- For Lincoln Client Special Handling, reference EFC06196, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace high-pressure fuel pump	18S17B	1.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for W503280-S437, W503275-S437, W714498-S900, HL3Z-9350-B and HL3Z-9J323-C submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

NOTE: Until parts are available to repair all vehicles, dealers should only repair unsold vehicles with a signed sales contract.

Part Number	Description	Order Quantity	Claim Quantity
W503280-S437	High-pressure fuel tube bolt (4 bolts per pkg, 1 bolt req'd)	1	1
W503275-S437	High-pressure fuel tube bolt (4 bolts per pkg, 1 bolt req'd)	1	1
W714498-S900	High-pressure pump bolts (4 bolts per pkg, 2 bolts req'd)	1	2
HL3Z-9350-B	High-pressure fuel pump	1	1
HL3Z-9J323-C	High-pressure fuel tube	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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.