



David J. Johnson
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 Ford Customer Service Division

Ford Motor Company
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March 29, 2018

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
 Compliance Recall 18C02**

Certain 2017-2018 Taurus with a Floor Mounted Transmission Selector Lever and Key Ignition
 Transmission Selector Lever Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Taurus	2017-2018	Chicago	July 31, 2017 through February 13, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: Approximately 1,950 vehicles are affected by this recall.

REASON FOR THIS COMPLIANCE RECALL

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 114, Theft Protection and Rollaway Prevention. The vehicles were built with an incorrect transmission selector lever that allows the ignition key to be removed in any gear position. This could increase the risk of accidental rollaway of the vehicle.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the transmission selector lever assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 30, 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". The signature is written in a cursive style with a large initial "D".

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on March 1, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on March 1, 2018. Owner names and addresses will be available by May 4, 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

- Parts are not currently available in sufficient quantities to repair all vehicles. Parts orders for dealer stock vehicles **with a customer sales contract** can be requested through the SSSC. However, due to limited supply it is possible not all parts requests can be filled.
- 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.

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OWNER REFUNDS

Refunds are not approved for this program.

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 18C02 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace transmission selector lever assembly - 2.0L engine	18C02B	0.5
Replace transmission selector lever assembly - 3.5L engine	18C02C	0.6

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not currently available in sufficient quantities to repair all vehicles. At this time, repair customer vehicles that arrive at your dealership and dealer stock vehicles **with a signed sales contract**. It is anticipated that parts will be available for open ordering the week of April 30, 2018.

SSSC Web Contact Site:

To place an order for transmission selector lever submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
GG1Z-7210-FA	Transmission Selector Lever Assembly	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.

The DOR/COR number for this recall is 51119.

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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - COMPLIANCE RECALL 18C02 - CERTAIN 2017-2018 TAURUS WITH A FLOOR MOUNTED TRANSMISSION SELECTOR LEVER AND KEY IGNITION - TRANSMISSION SELECTOR LEVER REPLACEMENT

OVERVIEW

All of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 114, Theft Protection and Rollaway Prevention. The vehicles were built with an incorrect transmission selector lever that allows the ignition key to be removed in any gear position. This could increase the risk of accidental rollaway of the vehicle. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the transmission selector lever assembly.

SERVICE PROCEDURE

Recommended Tool List For Replacement:

General Tools	General Equipment
1/4" Drive Ratchet 6"	Light
1/4" Drive 7mm and 8mm Sockets	
1/4" Drive 6" Extension	
1/4" Drive Torque Wrench	
1/4" Drive Electric Impact	
Small Trim Tool	
Pick Tool	

1. Replace floor shift selector lever. Please follow the Workshop Manual (WSM) procedures in Section 307-05.

