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Ford Motor Company
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April 10, 2018

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 18S08 - *Supplement #1***
 Certain 2014 through 2018 Model Year Fusion and MKZ Vehicles
 Steering Wheel Attachment Bolt Replacement

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:** *The population of affected vehicles built at Hermosillo Assembly Plant has been expanded to include production through March 7, 2018. The affected vehicles table has also been updated to indicate 2017-2018 model year vehicles with power adjust steering columns are not affected.*
- **Technical Information:** *A link to a video demonstration of how to release the driver airbag module has been added to the service procedure.*

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	<i>2014 – 2017*</i>	Flat Rock	August 6, 2013 through February 29, 2016
Fusion	<i>2014 – 2018*</i>	Hermosillo	July 25, 2013 through <i>March 7, 2018</i>
MKZ			

**2017-2018 model year vehicles with power adjust steering columns are not affected.* Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the steering wheel attachment bolt may not maintain torque, allowing the steering wheel to loosen over time. If not corrected, the steering wheel may separate from the steering column shaft, increasing the risk of a crash while driving.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the steering wheel attachment bolt. 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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters
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,

A handwritten signature in black ink, appearing to read "D. Johnson", with a light grey circular stamp or watermark behind it.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on March 13, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 13, 2018. Owner names and addresses will be available by May 15, 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.

OWNER REFUNDS

This safety recall must still 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.

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OWNER REFUNDS (continued)

- 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 a loose steering wheel attachment bolt.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 2017 MY and newer Lincoln vehicles 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 18S08 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.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- 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.
- Submit refunds on a separate repair line.
 - Program Code: 18S08
 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the steering wheel attachment bolt	18S08B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
W716575-S437	Steering wheel attachment bolt (4 per package, 1 required)	1	1

- Beginning the week of March 12, 2018, dealers will receive a weekly seed stock shipment of the steering wheel attachment bolt, W716575-S437. Parts will be shipped weekly until they are available for open order, which is expected to occur in April 2018. The volume of parts shipped to each dealer will be based on a percentage of the assigned vehicles on dealers FSA VIN lists.
- If a dealer wishes to discontinue their weekly seed stock of parts, contact the SSSC via the SSSC Web Contact Site. Please note that removing a dealership P&A Code from the weekly seed stock program is a permanent action.

For questions and assistance on part supply and/or the seed stock program, contact PACO (Parts Assistance Center Online).

https://www.fmcdealer.dealerconnection.com/sites/ford_lm/parts_service/pdt/paco/Pages/default.aspx

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.

CERTAIN 2014 THROUGH 2018 MODEL YEAR FUSION AND MKZ VEHICLES — STEERING WHEEL ATTACHMENT BOLT REPLACEMENT

OVERVIEW

In some of the affected vehicles, the steering wheel attachment bolt may not maintain torque allowing the steering wheel to loosen over time. If not corrected, the steering wheel may separate from the steering column shaft, increasing the risk of a crash while driving. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the steering wheel bolt.

NEW ! SERVICE PROCEDURE

Recommended Tool List:

General Tools
3/8" Drive Impact (Hand and Power Tool)
3/8" Drive 24mm Mid-Length Socket
3/8" Drive Torque Wrench
3/8" Drive Extension 4 in (10 cm)
3/8" Drive T50 Hex Socket
3mm Hex Wrench
Hook Tool 6 in (15 cm)

To view a video demonstration of releasing the driver airbag module, click the video icon. 

NOTE: It is not necessary to remove the steering wheel or tape the clockspring rotor.

1. Replace the steering wheel attachment bolt. Please follow the Workshop Manual (WSM) procedures in Section 211-04 - steering wheel removal and installation.

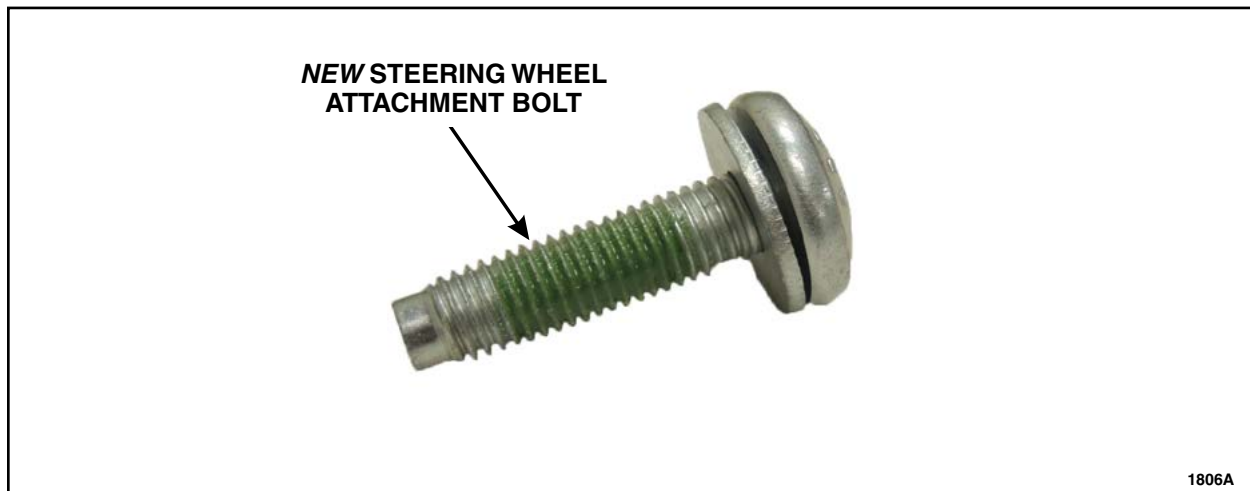


FIGURE 1

