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November 15, 2018

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 18S37**

Certain 2018 Model Year Expedition and Navigator Vehicles with 40/20/40 Second Row Seating  
Second Row Center Seat Frame Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2018	Kentucky Truck	March 14, 2017 through August 18, 2018
Navigator			March 31, 2017 through August 18, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the second row center seat frame may not have been assembled with one or both of the J-channel brackets in the seat track. A second row center seat frame assembled without a J-channel bracket, and is adjusted at or near the full forward position, may not restrain an occupant properly in the event of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the second row center seat frame track to ensure both J-channel brackets are present. If one or both brackets are missing, dealers will replace the seat frame assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

At this time, parts are not available to repair vehicles, however, less than 1% of the affected vehicle population is expected to require seat frame replacement. Parts are expected to be available in December 2018, at which time this bulletin will be supplemented to include revised technical instructions, labor time and parts information.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of December 17, 2018. Dealers should inspect any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. Until the vehicle is serviced for this concern, passengers should adjust the second row center seat to its full rearward position.

**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 Letters

## **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 that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on November 15, 2018.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 15, 2018. Owner names and addresses will be available by January 11, 2019.

**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**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they follow all instructions and warnings contained in the recall notice.
- 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.

**RENTAL VEHICLES (When Lincoln pickup and delivery is not used)**

For sold customer vehicles that do not pass the seat frame inspection, please contact the SSSC via the SSSC Web Contact Site if a rental vehicle is needed.

**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.

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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.

**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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - 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**

- **Claim Entry:** 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 18S37 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.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- 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**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect second row center seat; Pass (both J-channel brackets present). Recall will be closed.	18S37A	0.2 Hours
Inspect second row center seat; Does Not Pass (one or both J-channel brackets not present, seat frame replacement required). Recall will remain open.	18S37B	0.2 Hours

Less than 1% of the affected vehicle population is expected to require seat frame replacement.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not yet available to repair vehicles assembled with seat frames missing the J-channel brackets. Additional information to support this safety recall will be published to dealers as a supplement in December 2018.

## CERTAIN 2018 MODEL YEAR NAVIGATOR AND EXPEDITION VEHICLES — SECOND ROW CENTER SEAT FRAME INSPECTION

### OVERVIEW

In some of the affected vehicles, the second row center seat frame may not have been assembled with one or both of the J-channel brackets in the seat track. A second row center seat frame assembled without a J-channel bracket, and is adjusted at or near the full forward position, may not restrain an occupant properly in the event of a crash. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the second row center seat frame track to ensure both J-channel brackets are present. If one or both brackets are missing, dealers will replace the seat frame assembly. At this time, parts are not available to repair vehicles, however, less than 1% of the affected vehicle population is expected to require seat frame replacement. Parts are expected to be available in December 2018, at which time this bulletin will be supplemented to include revised technical instructions, labor time and parts information.

### SERVICE PROCEDURE

#### Recommended Tool List:

General Tools	
Flashlight	

#### Second Row Center Seat Frame Inspection Procedure

1. Fold down the second row center seat backrest and tilt both outboard seats forward.
2. Inspect the rearward end of both second row center seat tracks for the presence of J-channel brackets. See Figure 1.
  - Use the seatbelt retractor and the seatbelt buckle anchor bolts as a reference point for the J-channel brackets location as shown in Figure 2.
3. Are the second row center seat track J-channel brackets present?  
  
Yes - Place the second row seat backrest in the upright position. The repair is complete.  
No - Contact the SSSC for customer rentals.



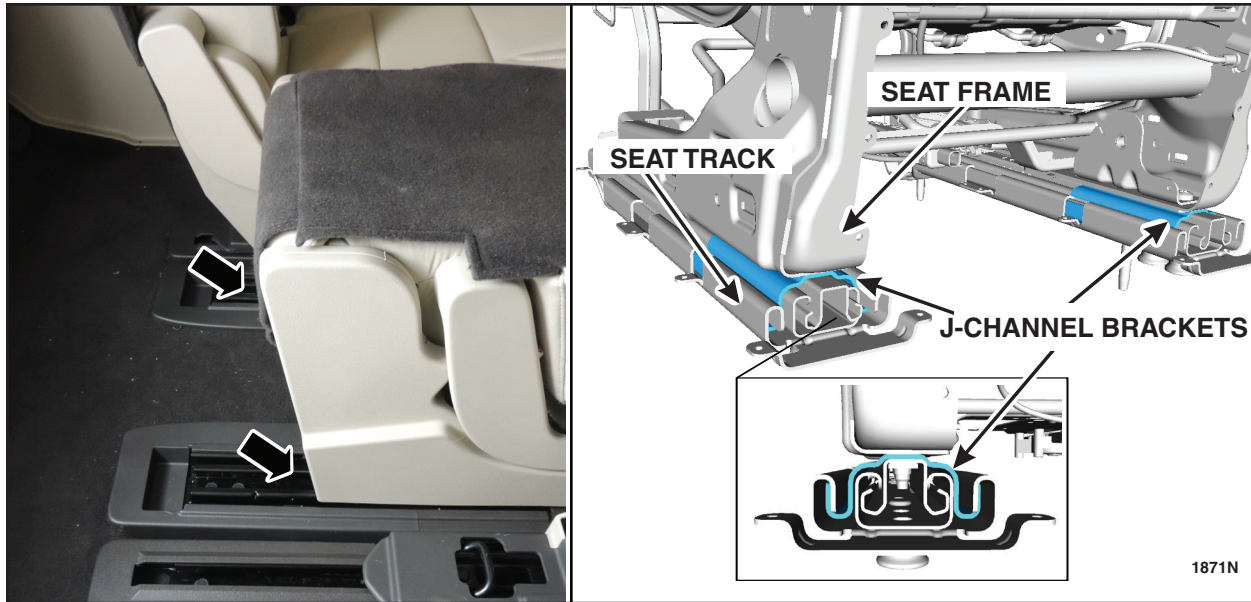


FIGURE 1

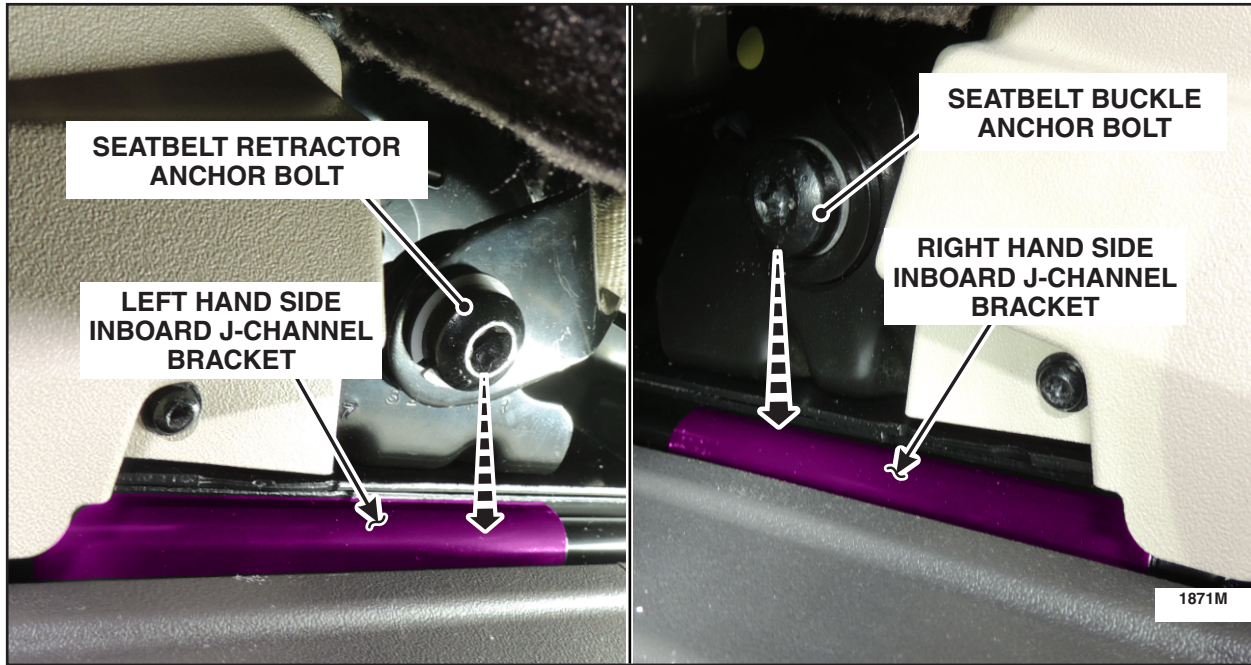


FIGURE 2