

2017 Ford Mustang V8-5.0L

Vehicle > Technical Service Bulletins

DEMONSTRATION / DELIVERY HOLD - COMPLIANCE RECALL 17C04 - LEFT-HAND INTERIOR DOOR HANDLE SPRING INSPECTION



Michael A. Berardi
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

March 14, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 17C04

Certain 2017 Model Year Mustang Vehicles

Left-Hand Interior Door Handle Spring Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2017	Flatrock	January 13, 2017 through January 31, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 206 S4.1.1.4, Door Locks & Door Retention Components – Inertial Load Requirement. A spring inside the left-hand interior door handle may be installed incorrectly. If the spring becomes unseated, the door could unlatch during a side impact, increasing the risk of injury in a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the left-hand interior door handle spring and repair vehicles as needed following the technical instructions. 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 10, 2017. 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

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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



Michael A. Berard

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ATTACHMENT

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OASIS ACTIVATION

OASIS will be activated on March 14, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 14, 2017. Owner names and addresses will be available by April 21, 2017.

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.

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.

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.

DEALER-OPERATED RENTAL VEHICLES

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - 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.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17C04 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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ATTACHMENT I

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Left-Hand Interior Door Handle Spring – PASS Spring Installed Correctly – No Service Required	17C04A	0.2 Hours

Inspect Left-Hand Interior Door Handle Spring – FAIL Spring Installed Incorrectly <u>or</u> Spring Not Present Reinstall Interior Door Handle Spring <u>or</u> Replace Interior Door Handle	17C04B	0.5 Hours
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PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Less than 1% of the affected vehicle population is expected to require interior door handle replacement.

Part Number	Description	Order Quantity
-6322601- refer to catalog	Interior Door Handle – Left-Hand Side	1 (if door handle spring is missing)

The DOR/COR number for this recall is 51075.

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.

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CERTAIN 2017 MODEL YEAR MUSTANG VEHICLES – LEFT-HAND INTERIOR FRONT DOOR HANDLE SPRING INSPECTION

OVERVIEW

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 206 S4.1.1.4, Door Locks & Door Retention Components – Inertial Load Requirement. A spring inside the left-hand interior door handle may be installed incorrectly. If the spring becomes unseated, the door could unlatch during a side impact, increasing the risk of injury in a crash.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the left-hand interior door handle spring and repair vehicles as needed following the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

1. Inspect the position of the spring inside the left-hand (LH) interior front door handle. See Figure 1.
 - If the spring is correctly installed, the spring tail will be approximately 3 mm (0.1 in) from the edge of the door handle spring wall. No service is required.
 - If the spring tail is flush or above the edge of the door handle spring wall OR the spring is missing, proceed to Step 2.

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FIGURE 1

2. Remove the LH interior front door handle. Please follow the Workshop Manual (WSM) procedures in Section 501-14.

- If the spring is installed incorrectly, remove the spring then proceed to Step 4.

NOTE: An incorrectly installed spring can be easily removed with needle nose pliers.

3. If the spring is missing, it may be located behind the door trim panel or inside the vehicle passenger compartment. Was the spring recovered?

YES - Proceed to Step 4.

NO - Install a *new* LH interior front door handle. Please follow the WSM procedures in Section 501-14. Service is complete.

4. Reinstall the spring into the LH interior front door handle in the correct orientation. Press downward until the spring is fully seated. See Figure 2.

- When installed correctly the longer spring tail should face forward, toward the front of the vehicle when the handle is reinstalled.

5. Install the LH interior front door handle. Please follow the WSM procedures in Section 501-14.

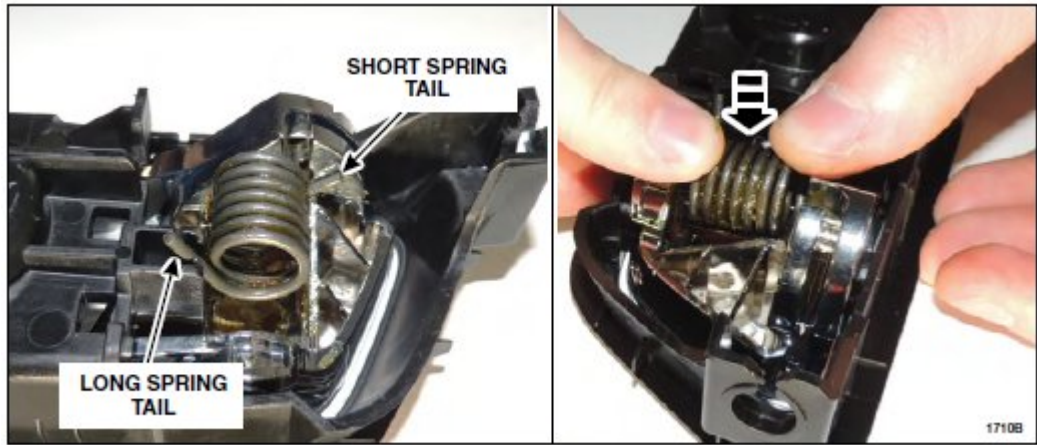


FIGURE 2

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DEALER EXECUTIVE SUMMARY

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PROGRAM

Program Type	Safety
Stop Sale	No
New Vehicle Demonstration Hold	Yes
New Vehicle Delivery Hold	Yes
Program Expiration	None

PARTS & SERVICE

Parts Required	Inspection dependent
Parts Available	Yes
IDS Software Update Required	No
Interim Repair	Not applicable
Repair Universe/Percentage of vehicles expected to require a repair	Less than 1%
New FSA Special Service Tools Needed	No
Additional Repair Provision	Yes, limits established
Labor Time	0.2 – 0.5 hours

CUSTOMER HANDLING

Towing Reimbursement	Follow Warranty & Policy Manual guidelines
Rental Assistance	No
Refunds Authorized	No
Special Handling	No

ADMINISTRATION

OASIS On	March 14, 2017
Owner Notification	Begins the week of April 10, 2017

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