David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

March 1, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S15 *– Supplement #6***
Certain 2015-2017 Transit Vehicles Equipped with a Driveshaft Flexible Coupling
Driveshaft Flexible Coupling Repair

New! *REASON FOR THIS SUPPLEMENT*

- ***Service Action:*** *Permanent repairs are now available for all vehicles.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2017	Kansas City	January 17, 2014 through June 15, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the driveshaft flexible coupling may crack with increasing mileage, resulting in driveline noise and vibration. Continued driving with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of injury or crash.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to perform the appropriate Permanent Repair Service Procedures based on the vehicle's configuration, following the updated Technical Information.

- *Vehicles equipped with a 3.7L engine and single rear wheels (SRW) – replace the driveshaft front section*
- *All other vehicles – Install an enhanced driveshaft flexible coupling*

NOTE: Although affected vehicles with less than 30,000 miles, or affected vehicles that have had an interim repair completed within the last 30,000 miles, may continue to be driven until the vehicle or replaced coupling reaches 30,000 miles, all vehicle owners are encouraged to have permanent repairs performed without delay.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed by the week of August 14, 2017, advising owners of the safety risk and an interim repair.

Owners will be notified again in the second quarter of 2018, when sufficient permanent repair parts quantities are available.

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.

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ATTACHMENTS

Attachment I: *Administrative Information*
Attachment II: *Labor Allowances and Parts Ordering Information*
Attachment III: *Technical Information*
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the 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,

David J. Johnson

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OASIS ACTIVATION

OASIS was activated for all affected vehicles by August 11, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through https://web.fsavinlists.dealerconnection.com by August 11, 2017 for all affected vehicles. Owner names and addresses became available by August 25, 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.

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.

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.

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

- **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.
- 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 driveshaft flexible coupling failure.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17S15) is the sub code.
- **Provision for locally obtained Loctite® 243 (or equivalent) *and XG-1-E1 Motorcraft® Premium Long Life Grease (or equivalent)*:** Submit on the same line as the repair. *Can be claimed with labor operation code 17S15J only.*
  - Program Code: 17S15
  - Misc. Expense: OTHER
  - Misc. Expense: *Claim up to $6.00*
- **Provision for Motorcraft® XG-8 (or XG-8-A) –Service Procedures that require a Driveshaft Slip Yoke Boot Kit:** Submit on the same repair line. *Can be claimed with labor operation code 17S15D and 17S15F only.*
  - Program Code: 17S15
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to $3.00
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
  - Program Code: 17S15
  - 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.
- *Claims with labor operation code 17S15MM, 17S15NN, 17S15B, 17S15C, 17S15E, or 17S15G for any vehicle configuration, or 17S15D, 17S15F, and 17S15H for vehicles not equipped with a 3.7L engine and single rear wheels (SRW) must have a repair date on or before March 1, 2018 to be eligible for payment.*

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Driveshaft Flexible Coupling Repair

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Enhanced Driveshaft Flexible Coupling and Shield	*17S15J*	*1.1 Hours*
Driveshaft Front Section Replacement – 129/130 WB with 3.7L gas engine and single rear wheels (SRW)	17S15D	0.9 Hours
Driveshaft Front Section Replacement – 138 WB with 3.7L gas engine and single rear wheels (SRW)	17S15F	0.8 Hours
Driveshaft Front Section Replacement – 148 WB with 3.7L gas engine and single rear wheels (SRW)	17S15H	1.1 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order submit a VIN-specific Part Order contact via the SSSC Web Contact Site.
NOTE: The parts required to repair a specific vehicle may not arrive together and the parts required per vehicle will vary based on vehicle configuration. It is important to print out the SSSC response, as it will show what parts are needed for each individual VIN.

Vehicle Configuration	Part Number	Description	Order Quantity	Claim Quantity
3.7L gas engine & 129/130" Wheelbase	CK4Z-4602-B	Front Driveshaft Section	1	1
	CK4Z-4635-A	Bolt and Flange Kit	1	1
	JK4Z-5A669-A	Pinion Nose Damper Kit	1	1
	CK4Z-4635-B	Lower Profile Center Bearing Bracket Kit	1	1
	CK4Z-4421-F	Driveshaft Slip Yoke Boot Kit	1	1
	XG-8 or XG-8-A	Motorcraft® Driveshaft Slip Yoke PTFE Lubricant*****	Claim as Misc. Expense: OTHER	
3.7L gas engine & SRW & 138" Wheelbase	CK4Z-4602-B	Front Driveshaft Section	1	1
	CK4Z-4635-A	Bolt and Flange Kit	1	1
	CK4Z-4421-F	Driveshaft Slip Yoke Boot Kit	1	1
	XG-8 or XG-8-A	Motorcraft® Driveshaft Slip Yoke PTFE Lubricant*****	Claim as Misc. Expense: OTHER	
3.7L gas engine & SRW & 148" Wheelbase	CK4Z-4602-D	Front Driveshaft Section	1	1
	CK4Z-4635-A	Bolt and Flange Kit	1	1
	JK4Z-5A669-A	Pinion Nose Damper Kit	1	1
	7L1Z-4635-A	Universal Joint Kit	1	1
	JK4Z-4A209-A	Center Bearing 5mm Shim (required on some vehicles only)******	1	1
All Others	*JK4Z-4A109-C*	*Enhanced Driveshaft Flexible Coupling kit*	*1*	*1*
	CK4Z-4091-A	*Shield Kit*	*1*	*1*
	XG-1-E1	*Motorcraft® Premium Long Life Grease********	*Claim as Misc. Expense: OTHER*	
	Obtain Locally	*Loctite® 243 General Purpose Medium Strength Threadlocking Adhesive (or equivalent) – see Technical Information for usage*		

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

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Certain 2015-2017 Transit Vehicles Equipped with a Driveshaft Flexible Coupling
Driveshaft Flexible Coupling Repair

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

The DOR/COR number for this recall is 51085.

***Order the PTFE Lubricant through normal order processing channels.

****Only vehicles originally equipped with a CK41-4K357-**EAA** Engineering Part driveshaft (as shown in HVBOM) will require a JK4Z-4A209-A shim. Vehicles equipped with a CK41-4K357-**TA** or **VA** driveshaft (as shown in HVBOM) will not require a shim.

****One tube of XG-1-E1 will service about 100 vehicles.*

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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INDIVIDUAL KIT CONTENTS

Part Number	**Bolt and Flange Kit (CK4Z-4635-A)**	**Kit Quantity**
FL3Z-7089-A	Transmission Output Flange (4-bolt)	1
6L2Z-7045-AA	Transmission Output Flange Castle Nut	1
W713078-S439	Center Bearing Support Bolts	4
N800594-S100	Driveshaft-to-Output Flange & Pinion Flange Bolts	8
W505264-S439	Front Safety Strap Bolts	2

Part Number	**Pinion Nose Damper Kit (JK4Z-5A669-A)**	**Kit Quantity**
CK4Z-4A263-D	Pinion Nose Damper	1
W714735-S439	Damper Attaching Bolts	3

Part Number	**Lower Profile Center Bearing Bracket Kit (CK4Z-4635-B)**	**Kit Quantity**
JK4Z-4K007-A	Lower Profile Center Bearing Support Bracket	1
W713649-S441	Center Bearing Clip Nuts	2
W505264-S439	Bracket-to-Body Bolts	4

Part Number	**Driveshaft Slip Yoke Boot Kit (CK4Z-4421-F)**	**Kit Quantity**
CK4Z-4421-A	Driveshaft Slip Yoke Dust Boot	1
9L1Z-3B478-A	50mm Clamp	1
F85Z-4K227-AA	41.5mm Clamp	1

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CERTAIN 2015-2017 TRANSIT VEHICLES EQUIPPED WITH A DRIVESHAFT FLEXIBLE COUPLING — DRIVESHAFT FLEXIBLE COUPLING REPAIR

NEW! OVERVIEW

In the affected vehicles, the driveshaft flexible coupling may crack with increasing mileage, resulting in driveline noise and vibration. Continued driving with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of injury or crash. *Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to perform the appropriate Permanent Repair Service Procedures based on the vehicle's configuration, following the updated Technical Information.*

NEW! SERVICE PROCEDURES

Recommended Tool List:

3/8" Drive Ratchet (Power and Hand Tool)
3/8" Drive 10mm, 13mm, and 15mm Shallow Sockets
3/8" Drive Deep Socket
3/8" Drive 12mm,12-Point Shallow Socket
3/8" Drive Extension 12 in (305 mm)
1/2" Drive Ratchet (Power and Hand Tool)
1/2" Drive 18mm and 21mm Shallow Sockets
1/2" Drive Extension 12 in (305 mm)
3/8" and 1/2" Drive Torque Wrench
21mm Wrench
Rubber Hammer
Hammer
Screwdriver Flat Head
Chisel
Mini-Ductor™ induction heating tool, or equivalent
3-Jaw Puller

NEW! DETERMINE THE APPROPRIATE PERMANENT REPAIR SERVICE PROCEDURE BASED ON VEHICLE CONFIGURATION

1. Is the vehicle equipped with a 3.7L engine and single rear wheels (SRW)?

   - Yes - Perform the Driveshaft Front Section Replacement Procedure on Page 8.
   - No - Perform the Enhanced Driveshaft Flexible Coupling Installation Procedures on Page 2.

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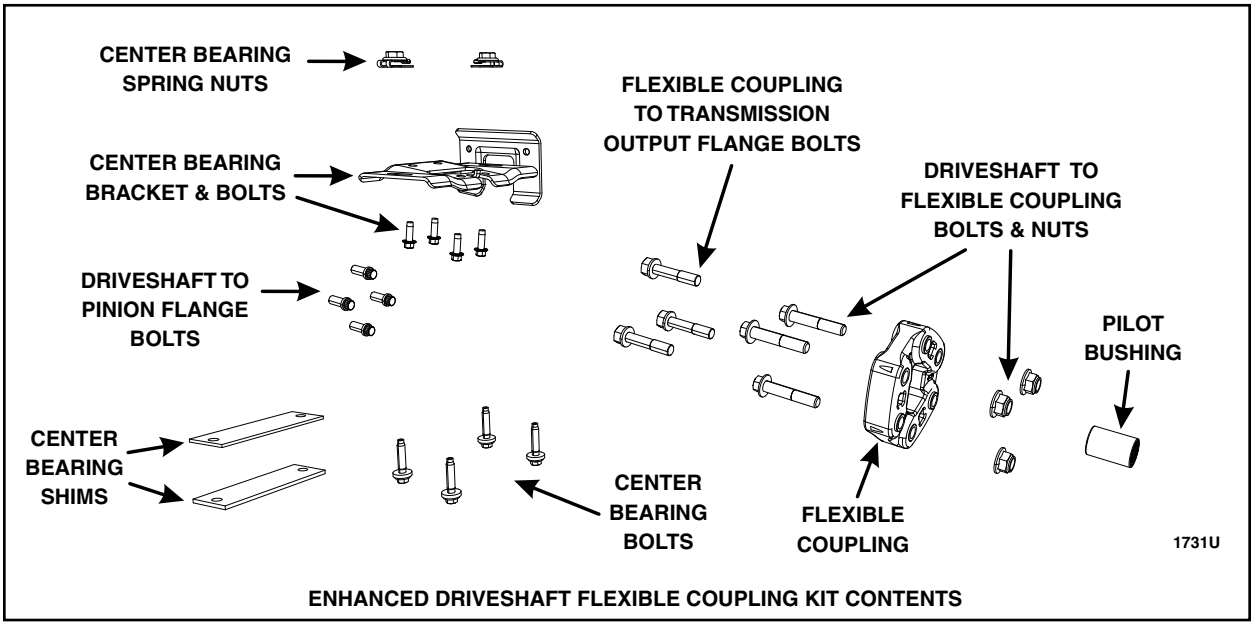
NEW! *ENHANCED DRIVESHAFT FLEXIBLE COUPLING INSTALLATION*



ENHANCED DRIVESHAFT FLEXIBLE COUPLING KIT CONTENTS

FIGURE 1

1. *Remove the driveshaft and the driveshaft flexible coupling. Please follow the Driveshaft Removal and Installation Workshop Manual (WSM) procedure in Section 205-01.*

   - *To assist with the removal of the driveshaft flexible coupling-to-transmission output flange bolts, the use of a Mini-Ductor™ induction heating tool, or equivalent, is recommended.*
   - *The blue paint marking on the new driveshaft flexible coupling must be installed facing the transmission output flange or premature failure of the flexible coupling will occur. See Figure 2.*

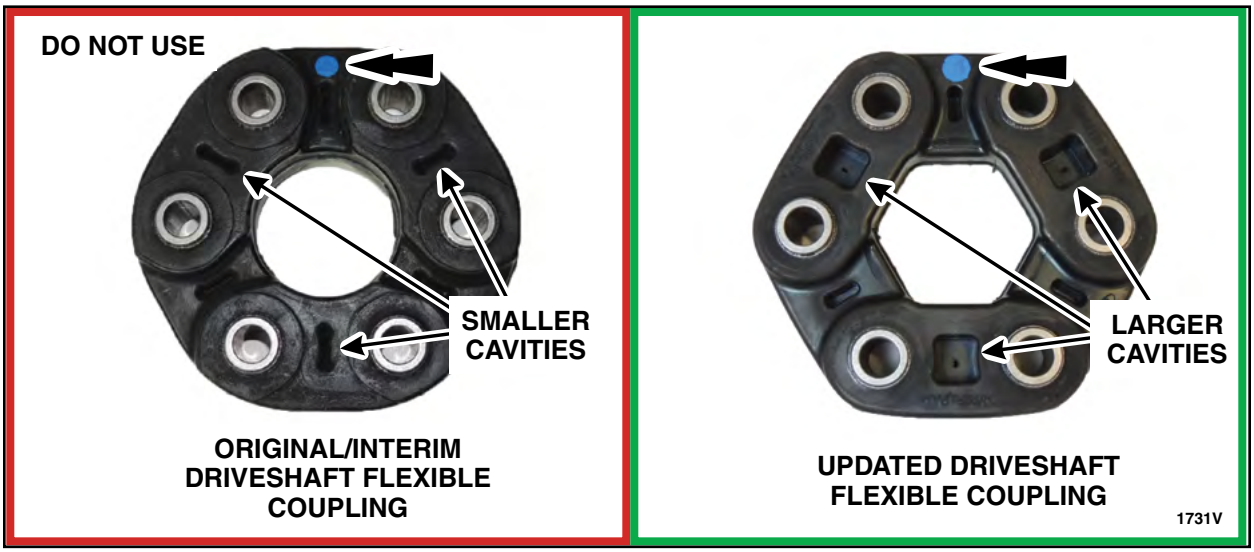


FIGURE 2

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2. *Using a hammer and chisel with a sharp edge, remove and discard the driveshaft pilot bushing. See Figure 3.*

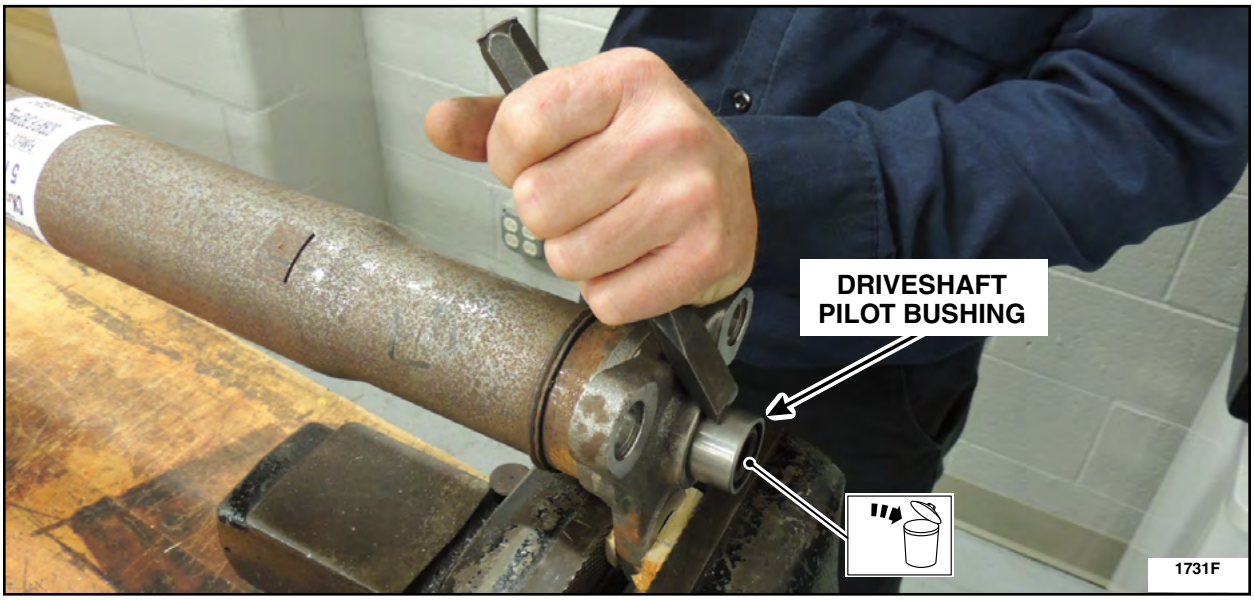

FIGURE 3

3. ***NOTE**: Prior to installation of the new driveshaft pilot bushing, make sure the rubber seal end of the bushing is facing outward and the capped end is pressed into the driveshaft. See Figure 4.*

Using a 3-jaw puller and a suitable flat piece of metal, press in the new pilot bushing until the depth mark on the pilot bushing has been reached. See Figures 4 and 5.

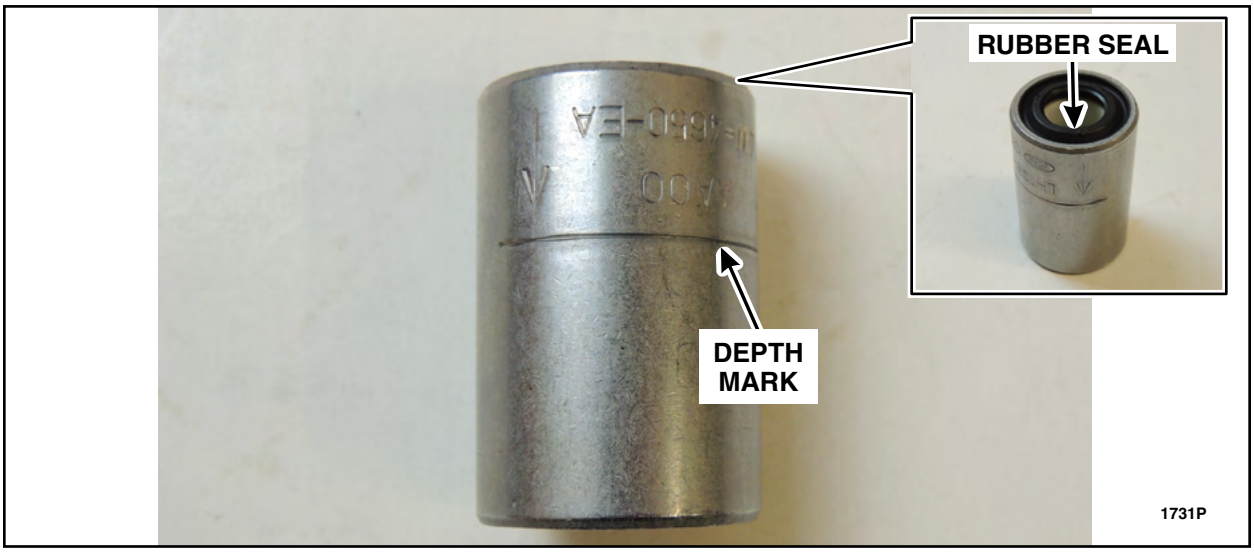

FIGURE 4

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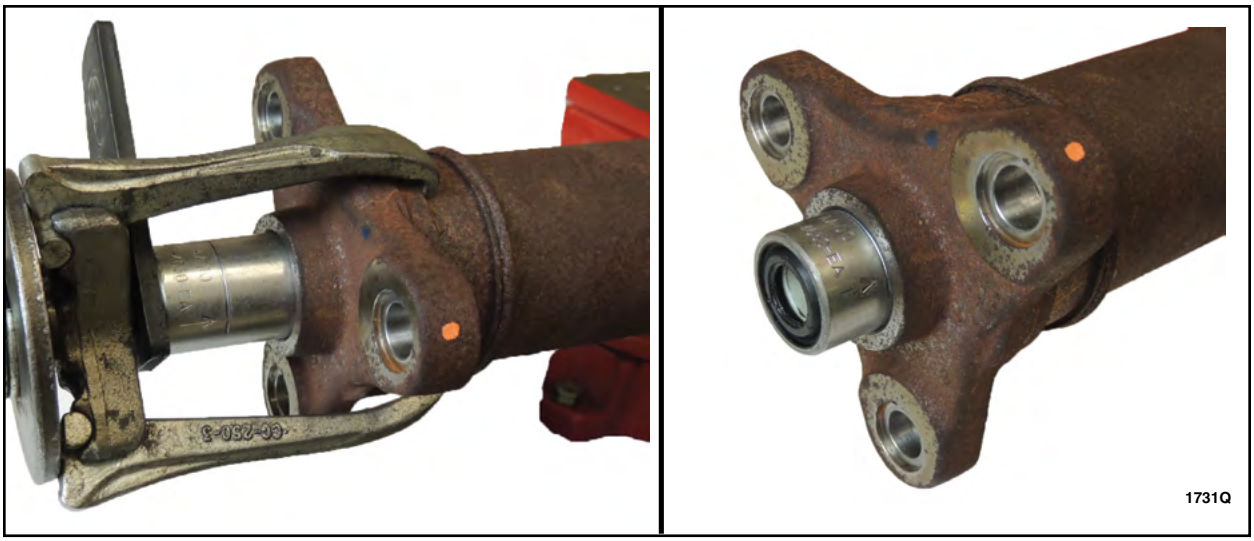

FIGURE 5

4. Remove and discard the four center bearing bracket retaining bolts and the center bearing bracket. See Figure 6.

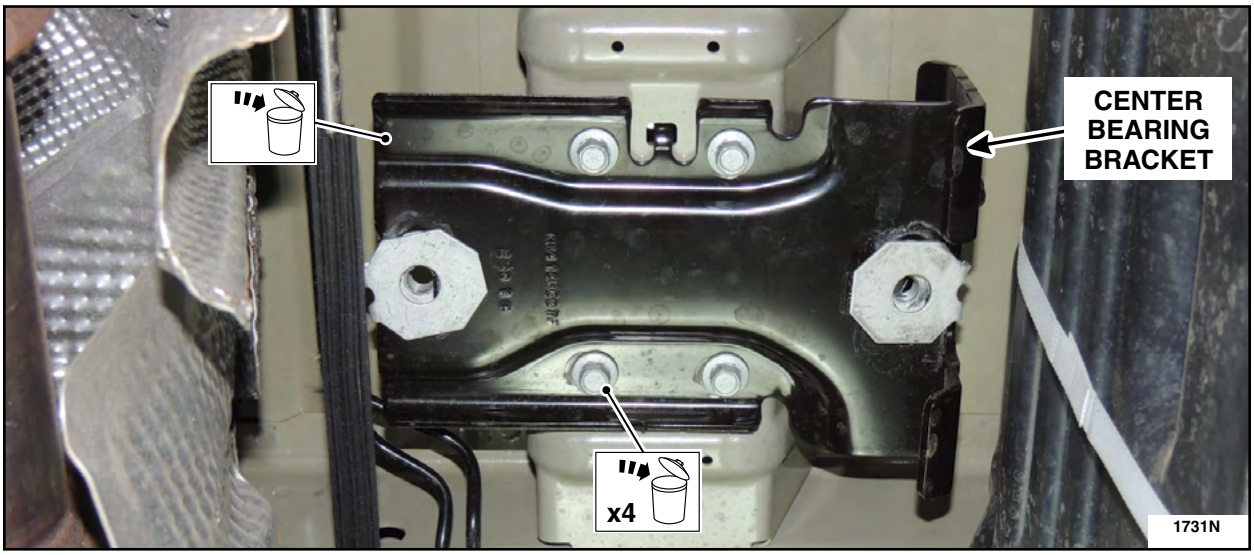

FIGURE 6

5. Install the new center bearing bracket spring nuts onto the new center bearing bracket.

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6. Install the new center bearing bracket using four new retaining bolts. See Figure 7.

- *Tighten bolts to 18 lb.ft (25 Nm).*

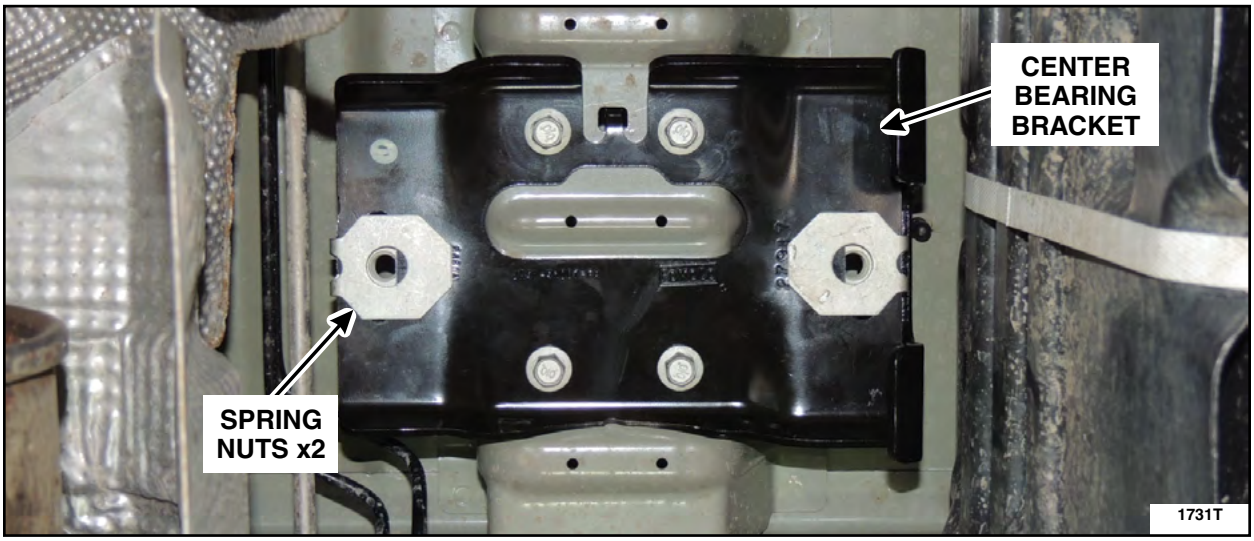

FIGURE 7

7. Install the driveshaft flexible coupling shield. See Figure 8.

a. Remove the upper RH transmission bracket stud nut and discard.
b. Install the shield onto the transmission rear housing and bracket.
c. Install a new RH and LH transmission bracket stud nut (LH nut is installed over existing nut), and new transmission rear housing bolts to secure the shield.

- *Tighten nuts to 23 lb.ft (31 Nm).*
- *Tighten bolts to 47 lb.ft (64 Nm).*

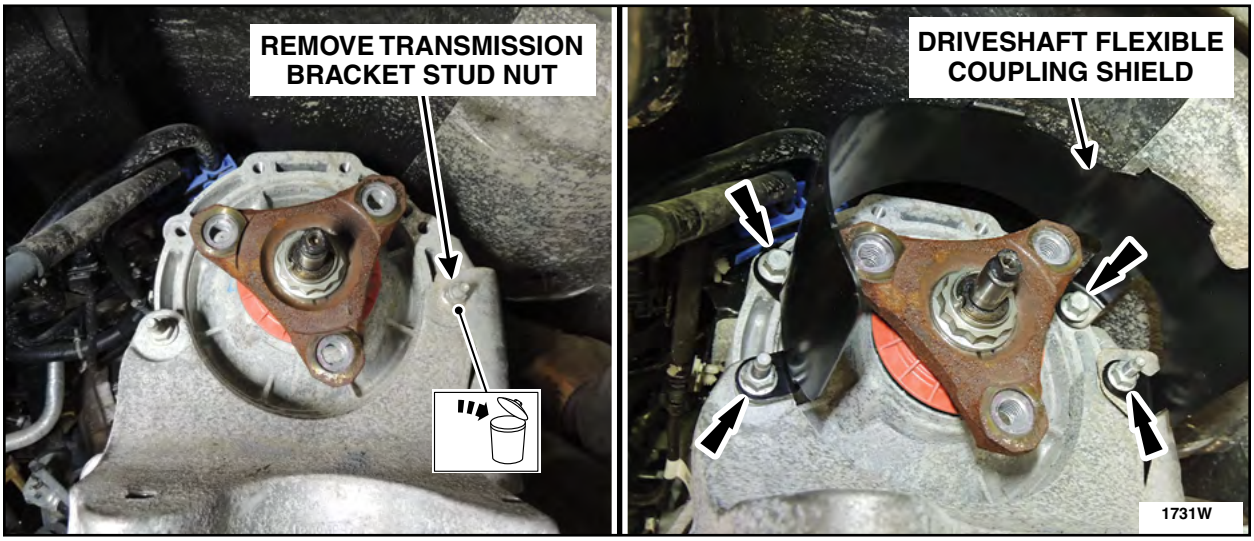

FIGURE 8

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8. *Lubricate the transmission output shaft and driveshaft bushing using a small amount of Motorcraft® XG-1-E1 Premium Long Life Grease or equivalent. See Figure 9.*

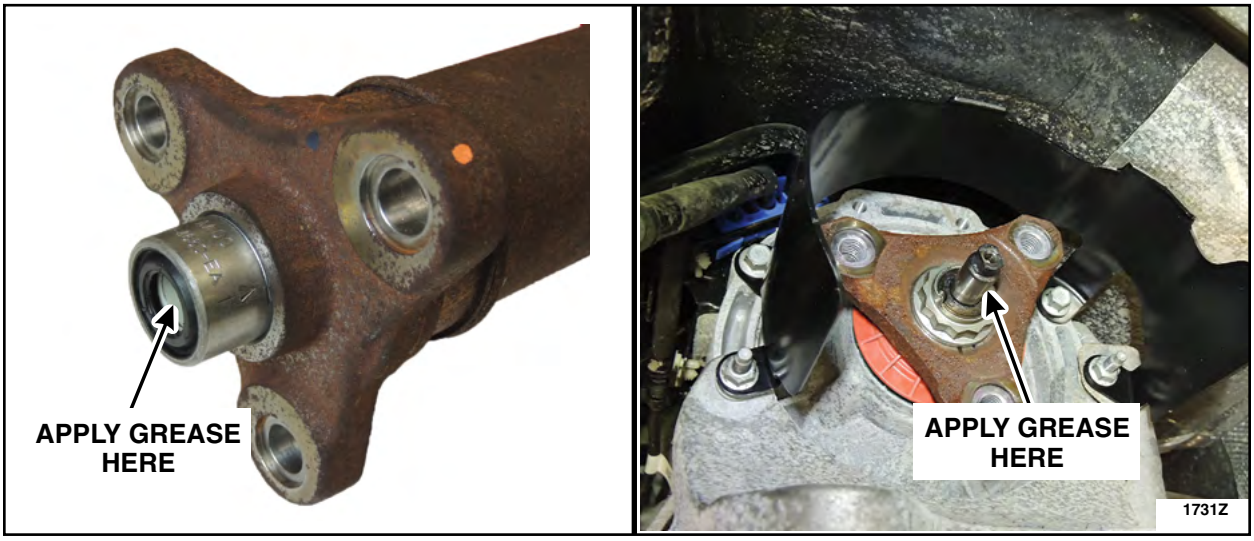

FIGURE 9

9. *Install the new driveshaft flexible coupling and reinstall the driveshaft with the appropriate center bearing shim according to the chart below. Please follow the Driveshaft Removal and Installation WSM procedure in Section 205-01. See Figures 10 and 11.*

***NOTE**: When installing the driveshaft safety strap bolts, the bolts must be threaded in by hand as far as possible before using hand or power tools.*

SHIM	WHEEL BASE	ENGINE	SRW/DRW
3.8MM SHIM JK41-4A209-BA	129"	3.5L	SRW
5MM SHIM JK41-4A209-AA	148"	3.5L	ALL
		3.7L	
NO SHIM	All Others		

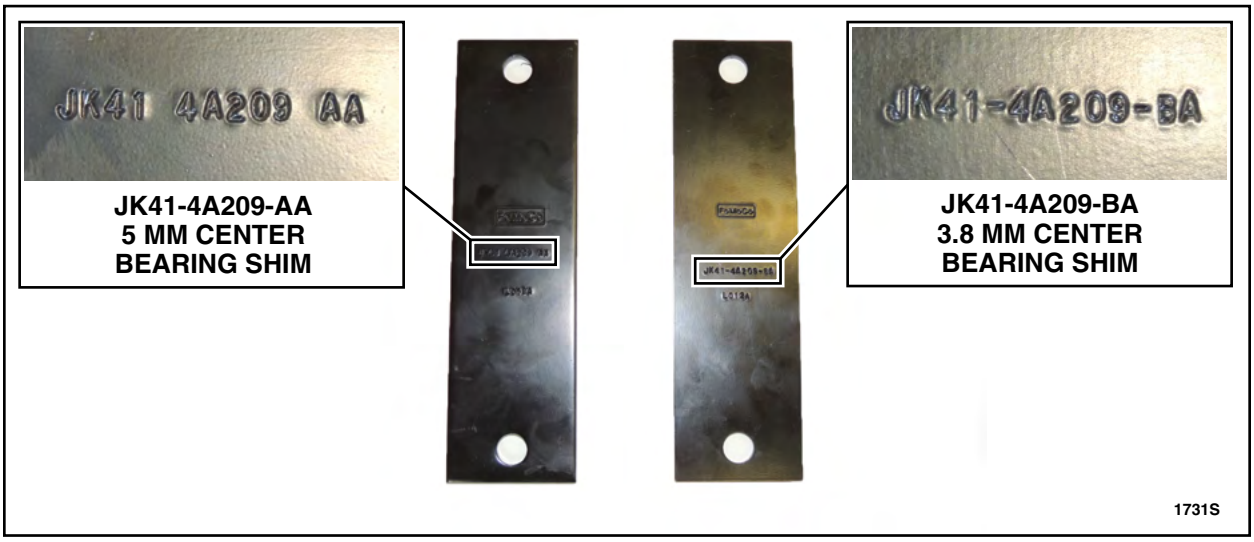

FIGURE 10

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FIGURE 11

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NEW! DRIVESHAFT FRONT SECTION REPLACEMENT

Match the vehicle's configuration to the list of wheelbase configurations below to determine the appropriate Permanent Repair Service Procedures.

NOTE: Vehicle wheelbase can be found:

- On the vehicle window sticker, which can be viewed from the OASIS pull down menu on PTS, or the window sticker link in HVBOM
- On the Vehicle Certification Label
- By clicking the Additional Information link on OASIS, and scrolling through the Build Information

129/130 WHEELBASE VEHICLES

- 3.7L engine and Single Rear Wheels (SRW).....Permanent Repair Service Procedures A, B, C, & E
- *All Others - Replace Driveshaft Flexible Coupling (Page 2)*

138 WHEELBASE VEHICLES

- 3.7L engine and Single Rear Wheels (SRW).....Permanent Repair Service Procedures A, & C
- *All Others - Replace Driveshaft Flexible Coupling (Page 2)*

148 WHEELBASE VEHICLES

- 3.7L engine and Single Rear Wheels (SRW).....Permanent Repair Service Procedures A, D, & E
- *All Others - Replace Driveshaft Flexible Coupling (Page 2)*

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NEW! PERMANENT REPAIR SERVICE PROCEDURES

A. Transmission Output Shaft Flange Replacement

1. Remove the Driveshaft. Please follow the WSM procedures in Section 205-01.

2. Using a 1/2" drive, 34mm, 12-point deep socket, remove and discard the 3-bolt transmission output shaft flange retaining nut and flange. (See Figure 12):

   NOTICE: The output shaft flange retaining nut has been staked to prevent it from coming loose. Prior to removing the nut, remove the stake to prevent damage to the output shaft.

   a. Remove the output shaft flange retaining nut stakes.
   b. Place the vehicle in the PARK position and remove and discard the output shaft flange retaining nut.
   c. Remove and discard the 3-bolt transmission output shaft flange.

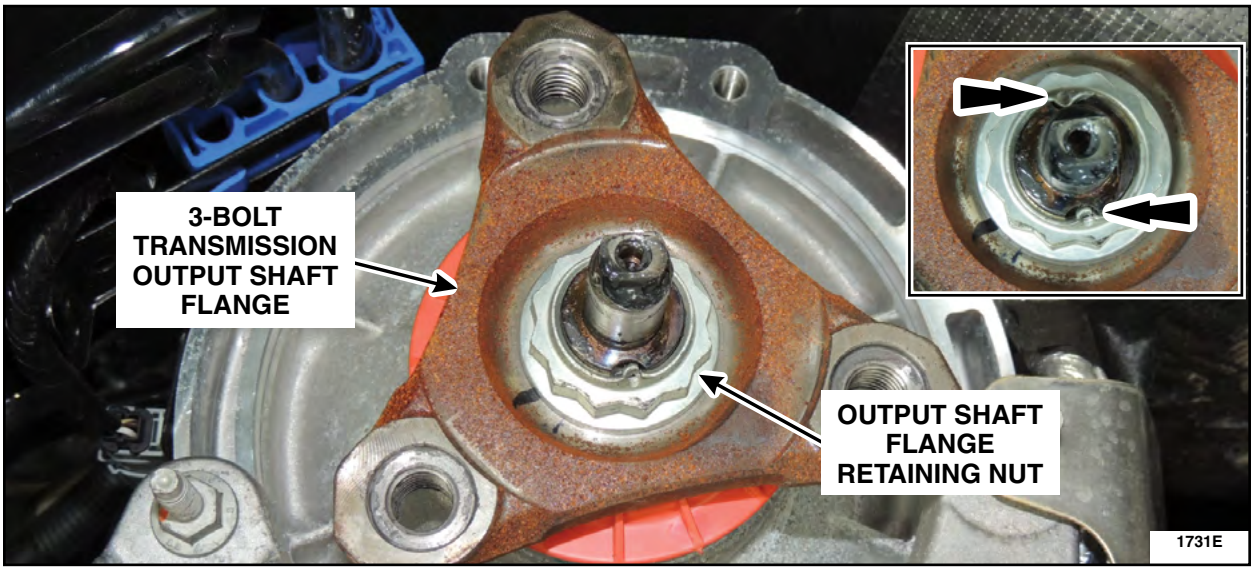

FIGURE 12

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3. Using a 1/2" drive, 34mm, 12-point deep socket, install a *new* 4-bolt transmission output shaft flange and retaining nut. (See Figures 13 and 14):

   NOTICE: The output shaft flange retaining must be staked to prevent it from coming loose.

   a. Install a *new* 4-bolt transmission output shaft flange.
   b. Install a *new* output shaft flange retaining nut.
      - Tighten nut to 59 lb.ft (80 Nm).
   c. Stake the output shaft flange retaining nut.

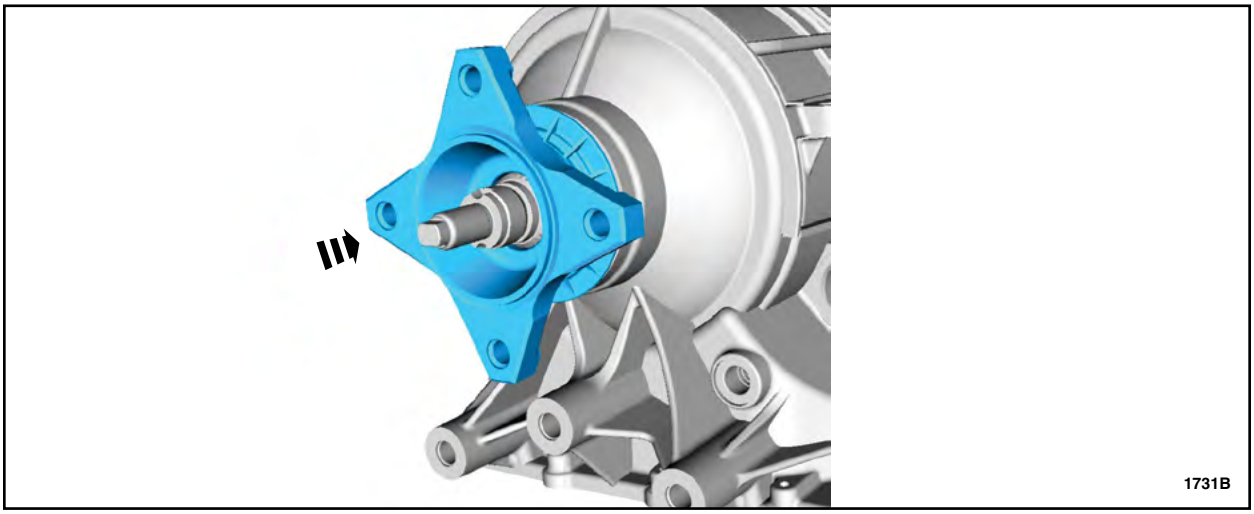

FIGURE 13

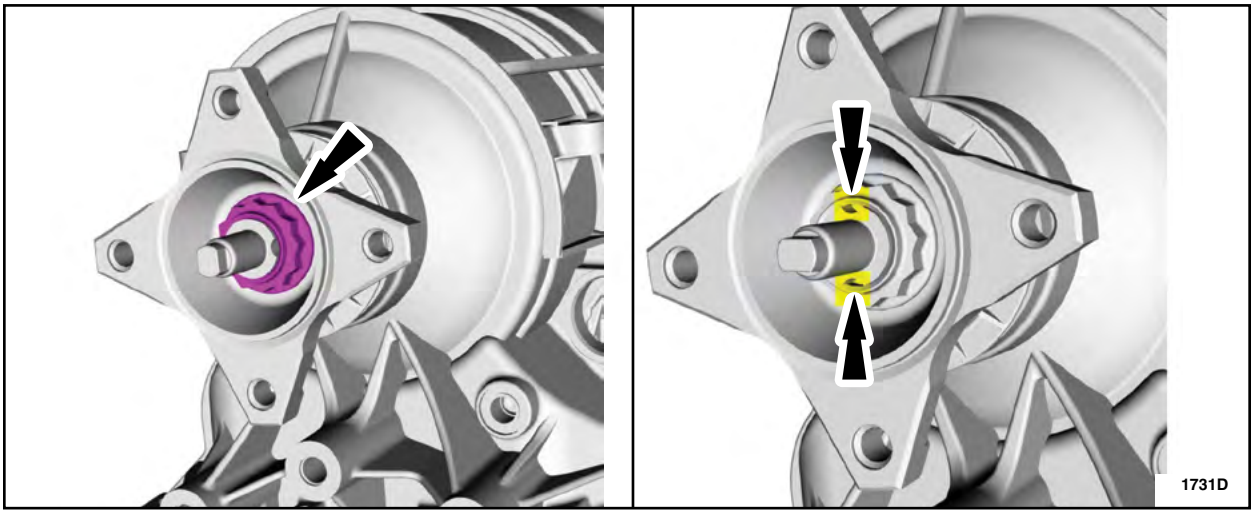

FIGURE 14

4. Proceed to the next required Permanent Repair Service Procedure.

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B. Lower Profile Center Bearing Bracket Removal and Installation

NOTE: Lower profile center bearing bracket kit includes a *new* bracket, four retaining bolts, and the two spring nuts for the procedure below.

1. Remove and discard the four center bearing bracket retaining bolts and the center bearing bracket. See Figure 15.

NOTE: Original center bearing bracket shown, *new* bracket is similar.

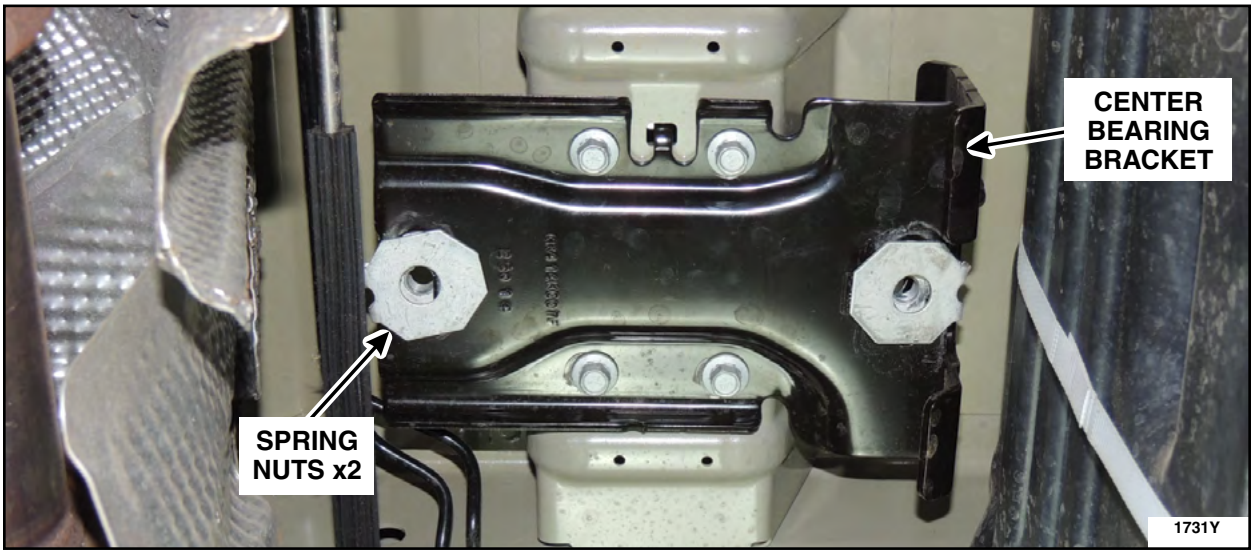

FIGURE 15

2. Install the center bearing bracket spring nuts onto the *new* center bearing bracket.
3. Install the *new* center bearing bracket using four *new* retaining bolts. See Figure 15.
    - Tighten bolts to 18 lb.ft (25 Nm).
4. Proceed to the next required Permanent Repair Service Procedure.

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C. Driveshaft Front Section Replacement On a 2-Piece Equipped Driveshaft

1. Separate the driveshaft front and rear sections at the driveshaft slip yoke. See Figure 16.

   a. Cut and discard both dust boot Oetiker® clamps.
   b. Separate the driveshaft front and rear sections.
   c. Remove and discard the dust boot.

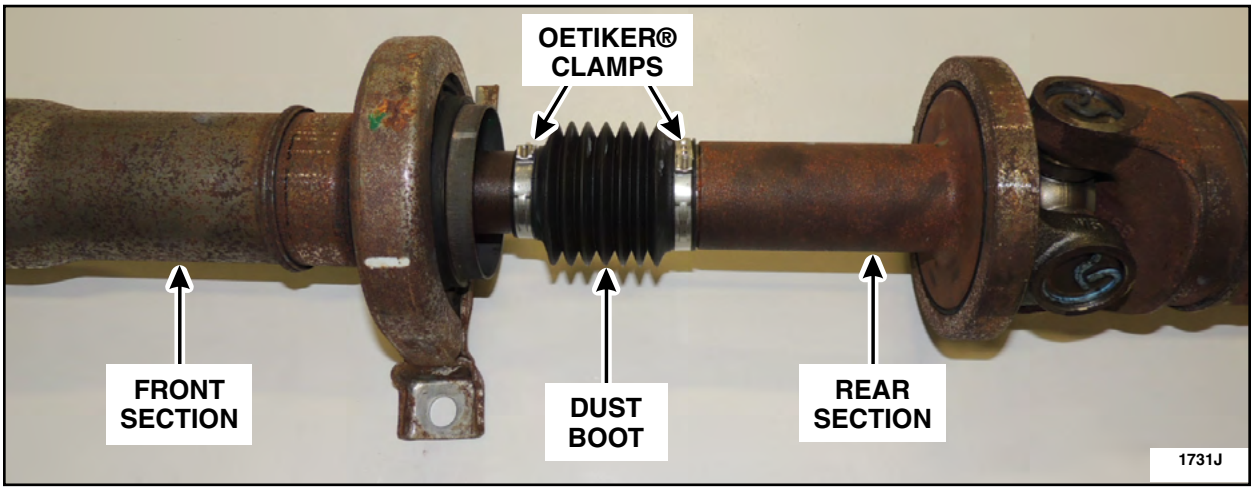

FIGURE 16

2. Install a *new* driveshaft front section onto the rear section. See Figures 16 and 17.

   a. Slide a *new* slip yoke dust boot over the driveshaft rear section.
   b. Lubricate the front section splines using 10-20 grams (0.35 - 0.7 oz) of Motorcraft® XG-8 Driveshaft Slip Yoke PTFE Lubricant.
   c. Attach the driveshaft front and rear sections. Make sure the front and rear driveshaft spline keys are aligned when mating the two sections together.
   d. Make sure the slip yoke dust boot is properly aligned over each driveshaft section and tighten the dust boot Oetiker® clamps.

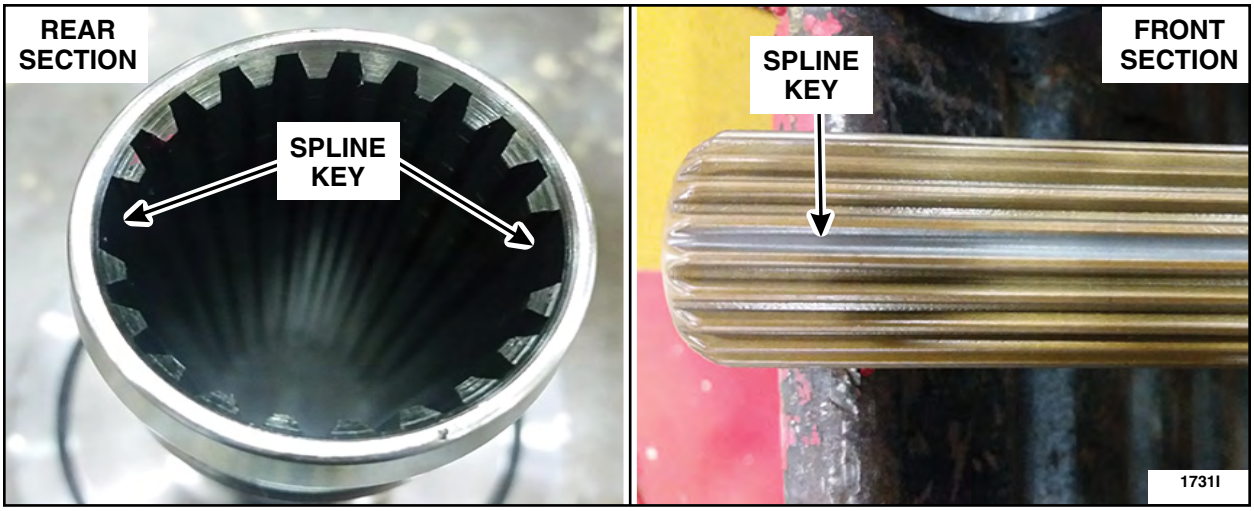

FIGURE 17

3. Install the driveshaft assembly. Please follow the WSM procedures in Section 205-01.

4. Proceed to the next required Permanent Repair Service Procedure.

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D. Driveshaft Front Section Replacement On a 3-Piece Equipped Driveshaft

1. Remove and discard the four snap rings and center u-joint to separate the front driveshaft section from the center section. Please follow the Universal Joint Kit Installation Instructions. See Figure 18.

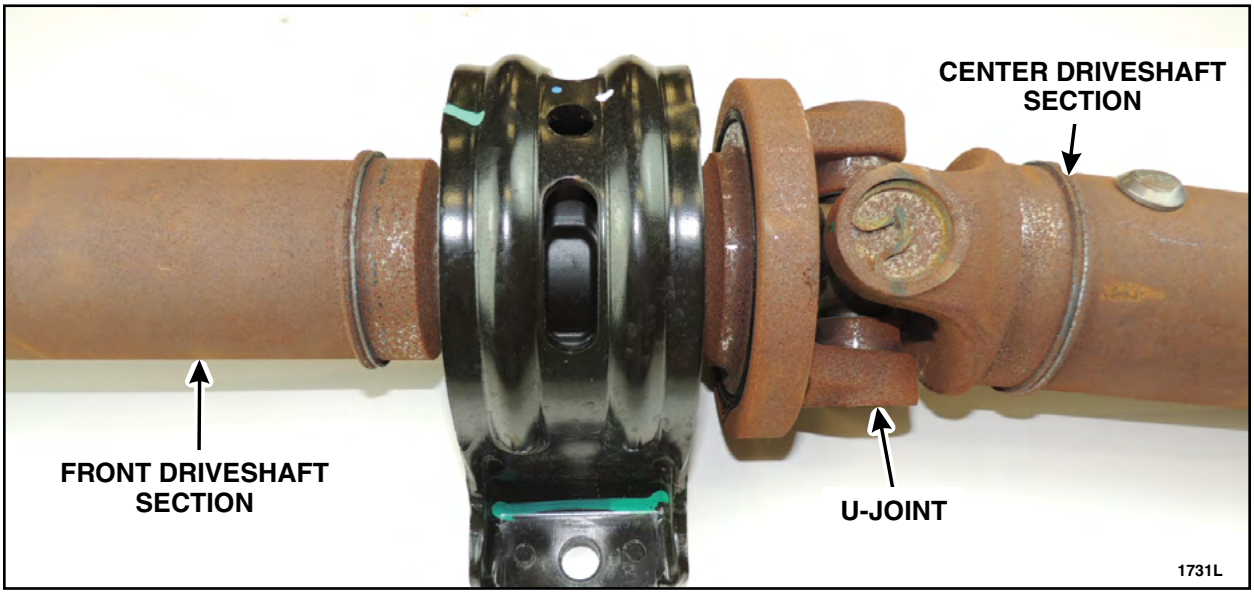

FIGURE 18

2. Install a *new* center u-joint and snap rings to attach the front driveshaft section to the center section. Please follow the Universal Joint Kit Installation Instructions.

3. Is the vehicle equipped with a 3.7L gas engine with single rear wheels, and does the Special Service Support Center (SSSC) VIN-specific part order contact response indicate a 4A209 base part number front center bearing shim is required for the vehicle?

   NOTE: If the SSSC part order contact response is not available, refer to the Parts Ordering Information in Attachment II for the 148 wheelbase units for more detail.

   No - Install the driveshaft assembly. Please follow the WSM procedures in Section 205-01. Proceed to the next required Permanent Repair Service Procedure.
   Yes - Proceed to Step 4.

4. Install the driveshaft and the 5mm center bearing shim between the front driveshaft center bearing and the center bearing support bracket. Please follow the WSM procedures in Section 205-01.

5. Proceed to the next required Permanent Repair Service Procedure.

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E. Pinion Nose Damper Replacement or Installation

1. If a pinion nose damper is present, remove and discard the three bolts and the original pinion nose damper located on the RH side of the rear axle center housing. See Figure 19.

2. Install a *new* pinion nose damper and tighten the three bolts. See Figure 19.

    - Tighten bolts to 46 lb.ft (62 Nm).

NOTE: Original pinion nose damper is shown. *New* pinion nose damper may appear similar to the original (if equipped), but the dampening characteristics have been changed.

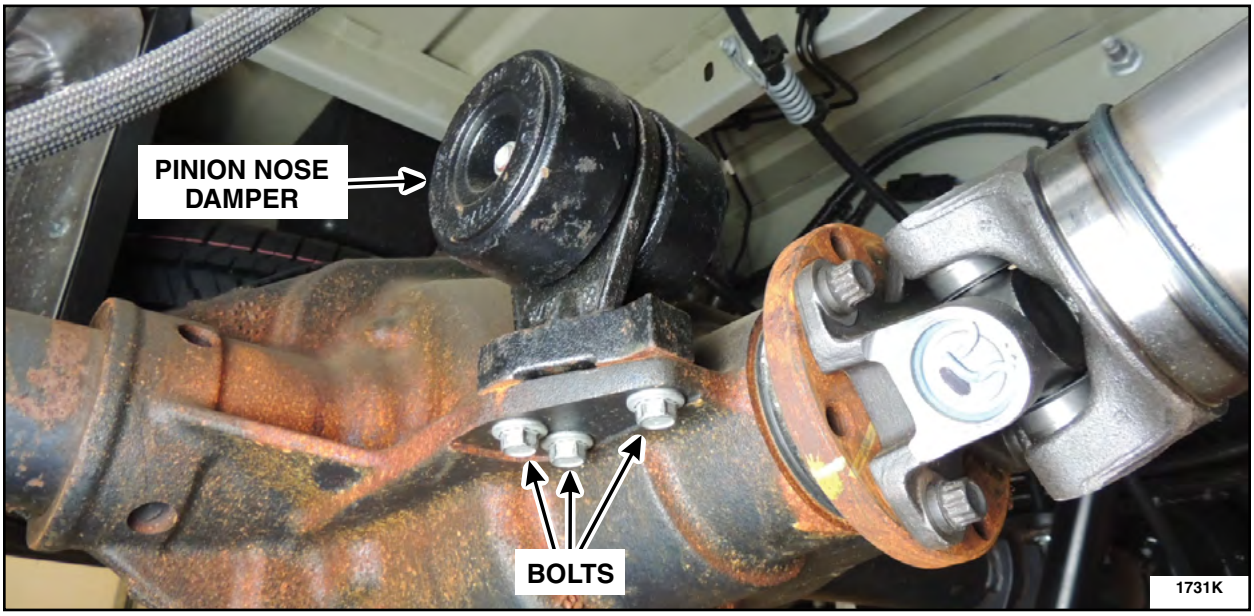

FIGURE 19

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