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Ford Motor Company
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June 29, 2015

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S10**
 Certain 2013-2015 Model Year Lincoln MKT Limo and Hearse Vehicles
 Brake Booster Vacuum Pump Relay Box and Relay Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
MKT Limo and Hearse	2013-2015	Oakville	March 6, 2012 through March 10, 2015

Affected vehicles are identified in OASIS.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the brake booster vacuum pump relay may develop a short circuit internally. This condition may produce heat sufficient enough to produce smoke and/or a fire.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the brake booster vacuum pump relay box and relay with an updated design part. 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 July 6, 2015. 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 \$7,000 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
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,

Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S10
Certain 2013-2015 Model Year Lincoln MKT Limo and Hearse Vehicles
Brake Booster Vacuum Pump Relay Box and Relay Replacement

OASIS ACTIVATED?

Yes, OASIS was activated on March 25, 2015.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> March 25, 2015. Owner names and addresses will be available by July 17, 2015.

NOTE: Your FSA VIN list 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.

TITLE BRANDED / SALVAGED VEHICLES

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

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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Certain 2013-2015 Model Year Lincoln MKT Limo and Hearse Vehicles
Brake Booster Vacuum Pump Relay Box and Relay Replacement

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.
- 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 replacement of the brake booster vacuum pump relay box, relay and wiring.

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 (15S10) is the sub code.
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 15S10
 - 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.
- **Provision for Locally Procured Supplies:** Includes specified lead-free solder and electrical tape. Submit on the same repair line as the repair.
 - Program Code: 15S10
 - Misc. Expense: OTHER
 - Misc. Expense: Claim Actual Cost up to \$12.00

NOTE: Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Brake Booster Vacuum Pump Relay Box and Relay	15S10B	1.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
FE9Z-14A413-A	Brake Booster Vacuum Pump Relay Box and Relay	1
3U2Z-14A088-CA	10-12 gauge wire splice kit (includes 5 crimp connectors and 5 pieces of ES-1 heat shrink tubing)	1
3U2Z-14A088-AB	18-22 gauge wire splice kit (includes 5 crimp connectors and 5 pieces of ES-1 heat shrink tubing)	1
Electrical Tape	Electrical Harness Tape (Procure Locally and claim as MISC OTHER)	Approximately 1/10 Roll
Solder – Lead free	Lead-free solder - specification SAC305 or equivalent (Procure Locally and claim as MISC OTHER)	12.7 cm (5 in)

The DOR/COR number for this recall is 50606.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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 2013-2015 MODEL YEAR LINCOLN MKT LIMO AND HEARSE VEHICLES — BRAKE BOOSTER VACUUM PUMP RELAY BOX AND RELAY REPLACEMENT

OVERVIEW

In some of the affected vehicles, the brake booster vacuum pump relay may develop a short circuit internally. To resolve this condition, dealers are to replace the brake booster vacuum pump relay box and relay with an updated design part.

SERVICE PROCEDURE

1. Disconnect the battery ground cable. Please follow Workshop Manual (WSM) procedures in Section 414-01.
2. Remove the front bumper cover. Please follow WSM procedures in Section 501-19.
3. Locate the two vacuum line quick connect fittings above and behind the driver side of the front bumper. Pull outward on the lines to make sure the quick connect fittings are fully engaged. See Figures 1 and 2.
4. Are the quick connect fittings fully engaged?
 - a. Yes - proceed to Step 5.
 - b. No - connect the vacuum lines. Proceed to Step 5.

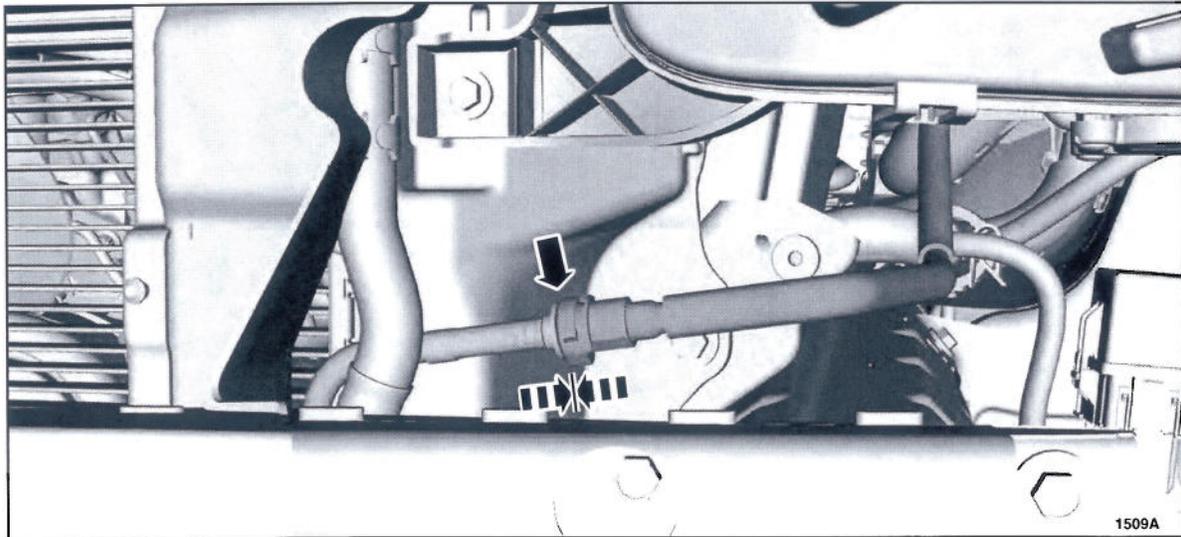


FIGURE 1



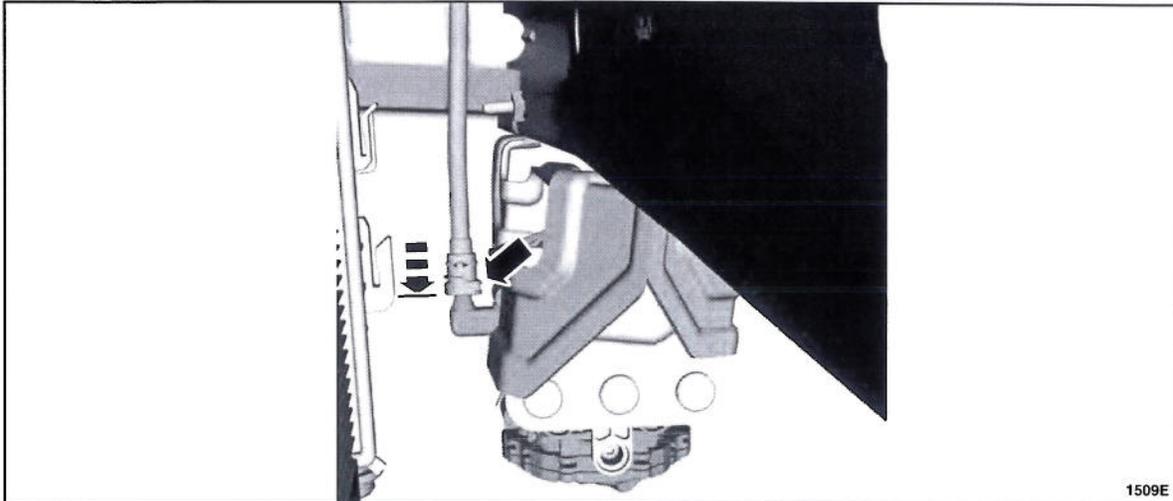


FIGURE 2

5. Cut all three wires near the relay box as indicated in Figure 3. Remove and discard the relay box.

- Note the correct orientation for installation of the *new* relay box.

NOTE: The old relay box and relay must be replaced even if it is installed in the correct orientation.

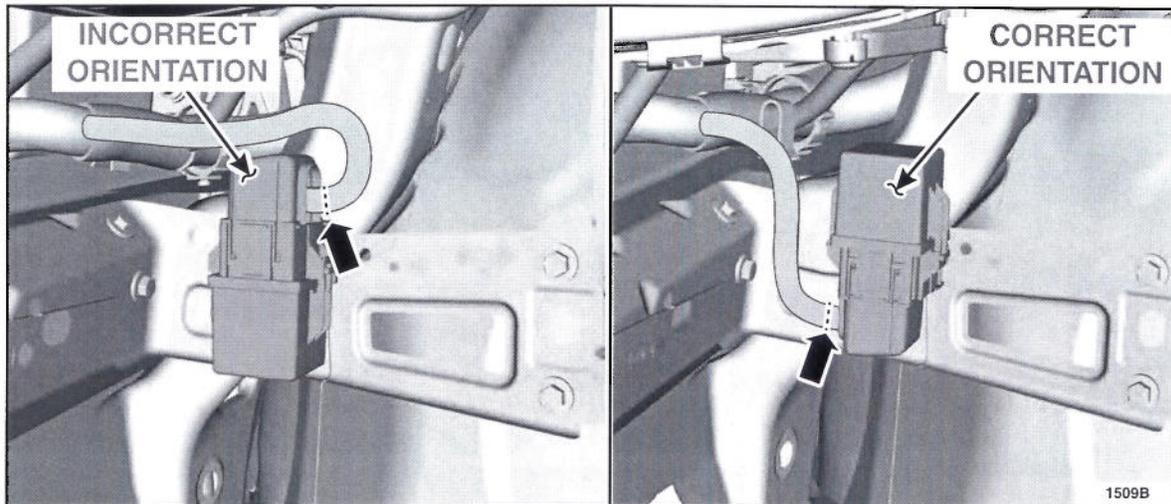


FIGURE 3



NOTICE: Do not use a knife or razor blade or other sharp cutting tools to strip the wire harness insulation. Using a sheathing ripper will help to prevent damage to wire insulation.

6. Using a commercially available sheathing ripper such as Snap-On SGTT4A or equivalent, open/cut approximately 101 mm (4 in) of convolute tubing from the vehicle wire harness. See Figure 4.
 - Insert the ball end of the sheathing ripper into the convolute tubing.
 - Use caution not to damage the wires or wire insulation when stripping the convolute tubing.

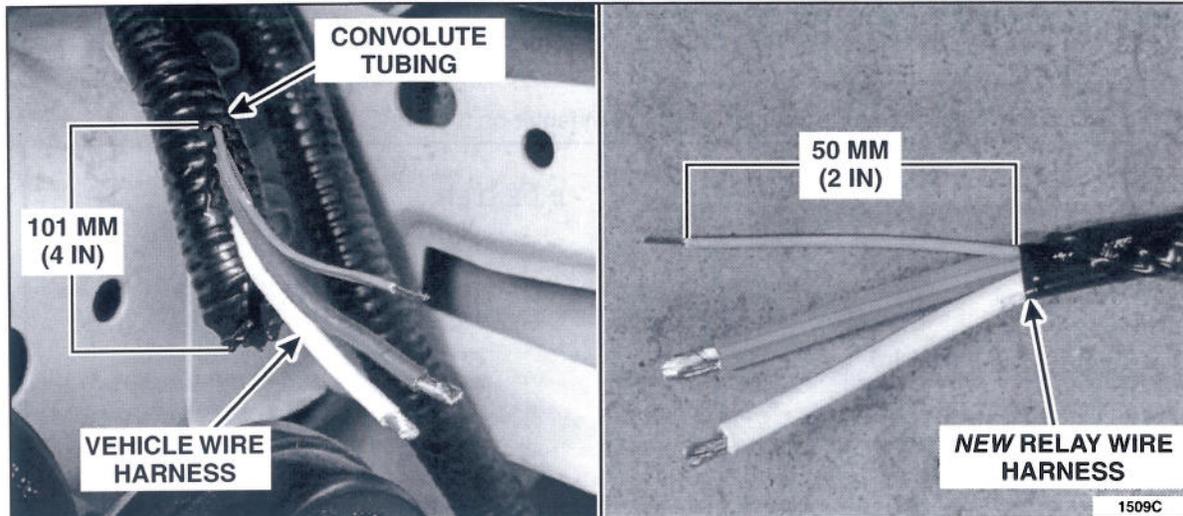


FIGURE 4

7. Trim the *new* relay harness wires to extend 50 mm (2 in) past the harness insulation. Using the wire stripping tool from the Rotunda/Motorcraft wire splice tool kit or equivalent, remove the insulation from each of the three wires to remove approximately 6.35 mm (.25 in) of insulation from the end of each wire. See Figures 4 and 5.
8. On the vehicle wire harness, remove the wire insulation from each of the three wires to remove approximately 6.35 mm (.25 in) of insulation from the end of each wire. See Figures 4 and 5.



9. Position ES-1 double wall heat shrink tubing onto each wire (vehicle harness side). See Figure 5.
10. Match up each wire by color and join together. See Figures 4 and 5.
 - a. Select the appropriate size wire splice connector and join the wires together.
 - Two (2) 3U2Z-14A088-CA (WT-56816) for the 10 gauge wires (thicker wires).
 - One (1) 3U2Z-14A088-AB (WT-56814) for the 20 gauge wire (thinner wire).
 - b. Using Rotunda 164-R5901 Pro-Crimper from the Wire Splice Tool Kit – NAIAT-R5903 or equivalent, crimp the wire splice connectors. Make sure to use the correct crimping chamber. See Figure 5.

NOTE: Be sure to place the brazed seam toward the indenter on the Pro-Crimper tool. See Figure 5.

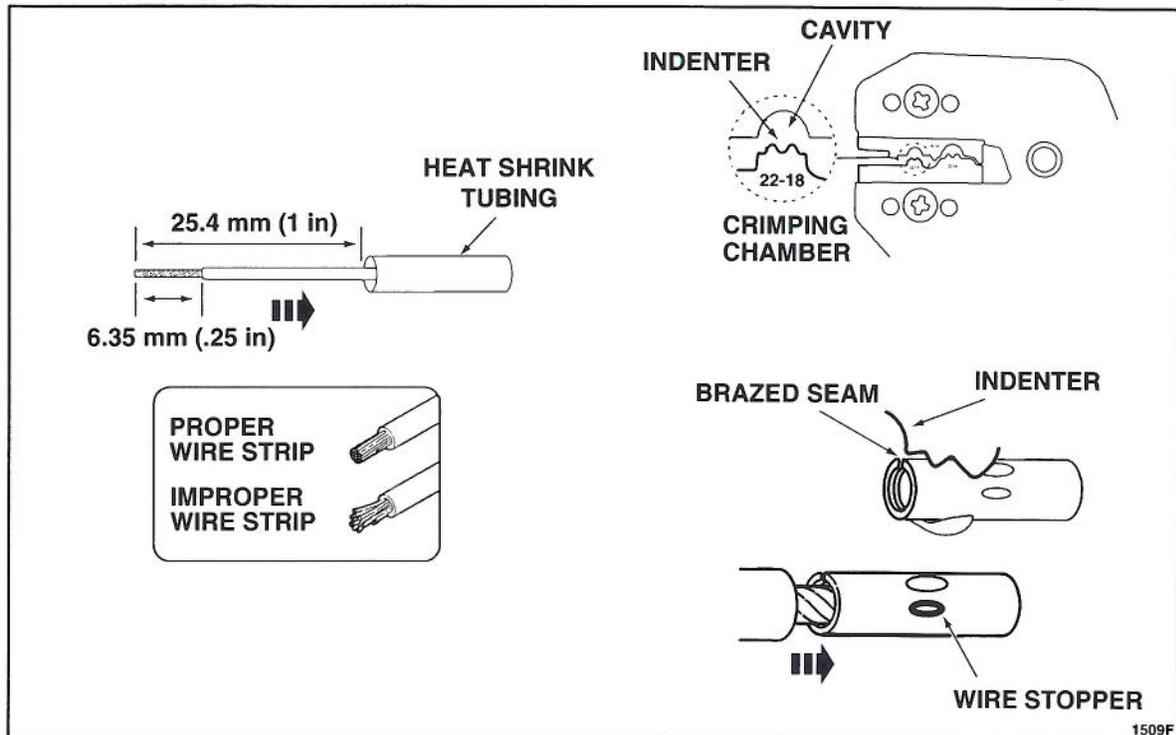


FIGURE 5



11. Check for acceptable crimp. See Figure 6.

- a. Crimp should be centered on each end of the wire splice connector.
- b. Wire insulation does not enter wire splice connector.
- c. Wire is visible through inspection hole of splices.

12. Apply lead free electrical solder to each end of the wire splice connector to apply solder to the wires. See Figure 6.

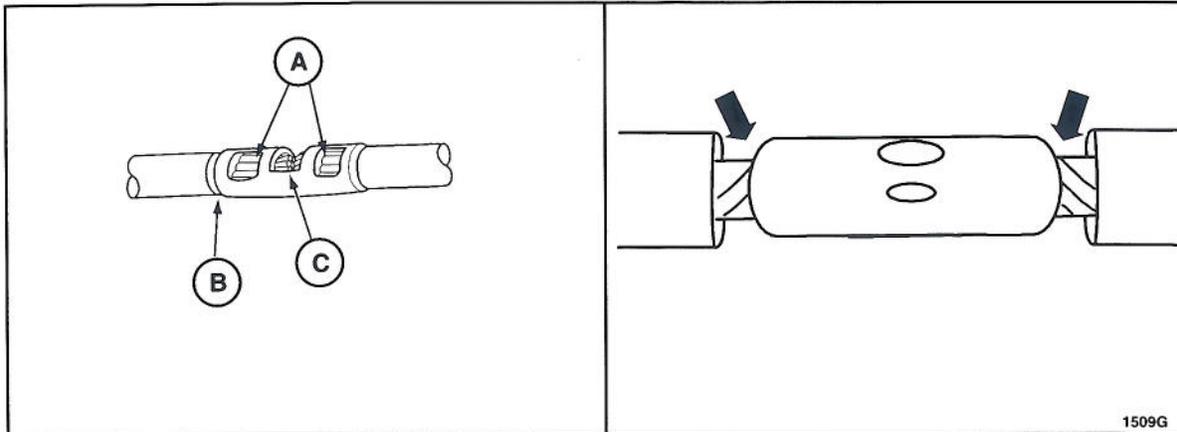


FIGURE 6

13. Position the heat shrink tubing over both ends of the each wire splice connector. Using the Rotunda Shielded Flameless Heat Gun with Heat Deflector, number NAIAT-R5902 or equivalent, equipped with a shrink tubing attachment, heat the heat shrink tubing until the adhesive lining comes out of both ends. See Figure 7.

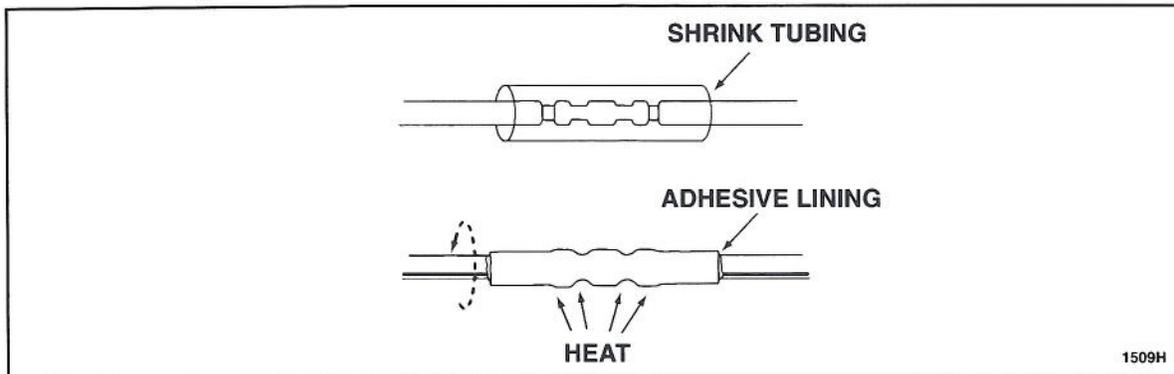


FIGURE 7

14. Bundle the wires and apply wire harness tape to the harness, until all exposed wires are covered.
15. Install the *new* relay box to the vehicle in the correct orientation, with the wire harness on the bottom. See Figure 3.
16. Install the front bumper cover. Please follow WSM procedures in Section 501-19.
17. Connect the battery ground cable. Please follow WSM procedures in Section 414-01.



Ford Motor Company
Recall Reimbursement Plan for 15S10

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 15S10, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to July 31, 2015. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2009. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 28, 2007 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.