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August 31, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C08 - Supplement #2**
Certain 2015 Model Year MKT Town Car Vehicles with Livery Package
Incomplete Livery Configuration

REF : **DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C08 - Supplement #1**
Dated August 24, 2015

New! REASON FOR THIS SUPPLEMENT

- **Parts availability:** *Parts are now available to repair vehicles that are missing the second row seat and other livery components.*
- **Labor operations:** *Because parts are now available to repair vehicles, labor operation 15C08B is no longer necessary. Claims dated September 7, 2015 and later which include labor operation 15C08B will not be accepted.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
MKT Town Car with Livery Package	2015	Oakville	February 4, 2015 through June 23, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

On some of the affected vehicles, the livery configuration process may not have been completed, resulting in vehicles being shipped without the second row seat. Affected vehicles are labeled for five passenger occupancy, and if equipped with only two designated seating positions, do not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 110 regarding designated seating capacity or FMVSS No. 225 regarding child seat tether anchorages.

Additionally, some of the affected vehicles may have been shipped without the cargo area cover, cargo load floor, or the optional full size spare tire (if ordered).

New! SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect for the presence of the second row seat and other livery components, and install any missing parts if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: *Parts are now available to repair vehicles that are missing components based on the inspection procedure.*

OWNER NOTIFICATION MAILING SCHEDULE

At this time, Ford does not expect to mail owner letters because affected vehicles have been identified prior to customer delivery.

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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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 a link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C08 - Supplement #2

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OASIS ACTIVATION

OASIS was activated on July 28, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists was available through <https://web.fsavinlists.dealerconnection.com> on July 28, 2015. Affected vehicles have been identified prior to customer delivery, so owner names and addresses will not be available for this recall.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

Affected vehicles have been identified prior to customer delivery.

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.

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).

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

LINCOLN CLIENT SPECIAL HANDLING

Not Applicable

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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 (15C08) is the sub code.
- 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 SSSC via the SSSC Web Contact Site.

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 15C08 - *Supplement #2*

Certain 2015 Model Year MKT Town Car Vehicles with Livery Package
Incomplete Livery Configuration

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect the second row seat, cargo area cover, cargo load floor, and optional full size spare tire (if ordered). No repair needed (closes recall).	15C08A	0.2 Hours
Install the second row seat, cargo load floor, and cargo area cover (includes inspect).	15C08C	0.7 Hours
Install the second row seat, cargo load floor, cargo area cover, and full size spare tire (includes inspect and spare tire mount and balance).	15C08D	0.8 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
Submit a Parts Order using the SSSC link at the bottom of the OASIS VIN report screen:		
-COSTRRL-	Second row LH seat assembly	1
-COSTRRR-	Second row RH seat assembly	1
Submit orders through normal order processing channels:		
DE9Z-7445455-AA	Cargo load floor	1
AE9Z-7445440-BB	Cargo area cover	1
W708175-S424	Seat bolts (4/package, 6 needed)	2
N802068-S424	Seat nuts (4/package, 4 needed)	1
N802073-S441	Seat nuts (4/package, 4 needed)	1
DE9Z-1007-E	Full size spare wheel (if ordered with full size spare – refer to Monroney label)	1
F42Z-1700-A	Valve stem (if ordered with full size spare – refer to Monroney label. 4/package, 1 needed)	1
9001 4132 15507	Goodyear Assurance Comfortred P235/60R18 (if ordered with full size spare – refer to Monroney label. Order through the Around the Wheel program)	1

The DOR/COR number for this recall is 51001.

Questions regarding tires should be directed to the Tire Program Headquarters at 1-888-353-3251. All other parts-related questions should be submitted via the SSSC Web Contact Site.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

CERTAIN 2015 MODEL YEAR MKT TOWN CAR VEHICLES WITH LIVERY PACKAGE — INCOMPLETE LIVERY CONFIGURATION

OVERVIEW

On some of the affected vehicles, the livery configuration process may not have been completed, resulting in vehicles being shipped without the second row seat. Affected vehicles are labeled for five passenger occupancy, and if equipped with only two designated seating positions, do not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 110 regarding designated seating capacity or FMVSS No. 225 regarding child seat tether anchorages. Additionally, some of the affected vehicles may have been shipped without the cargo area cover, cargo load floor, or the optional full size spare tire (if ordered). Dealers are to inspect for the presence of the second row seat and other livery components, and install any missing parts if necessary.

NEW ! SERVICE PROCEDURE

1. Inspect the vehicle for the following equipment:

- a. Second row seat (See Figure 1). *If missing, install a new second row seat. For second row seat installation information, refer to Workshop Manual (WSM) Section 501-10.*
- b. Cargo area cover (See Figure 2). *If missing, install cargo area cover.*
- c. Cargo load floor (See Figure 2). *If missing, install cargo load floor.*
- d. Optional full size spare tire (if ordered - refer to the vehicle's Monroney label) (See Figure 3). *If missing, install a new full size spare tire. For tire and wheel assembly information, refer to WSM Section 204-04A.*

If all items are installed in the vehicle, no further action is necessary. Claim labor operation 15C08A to close the recall.

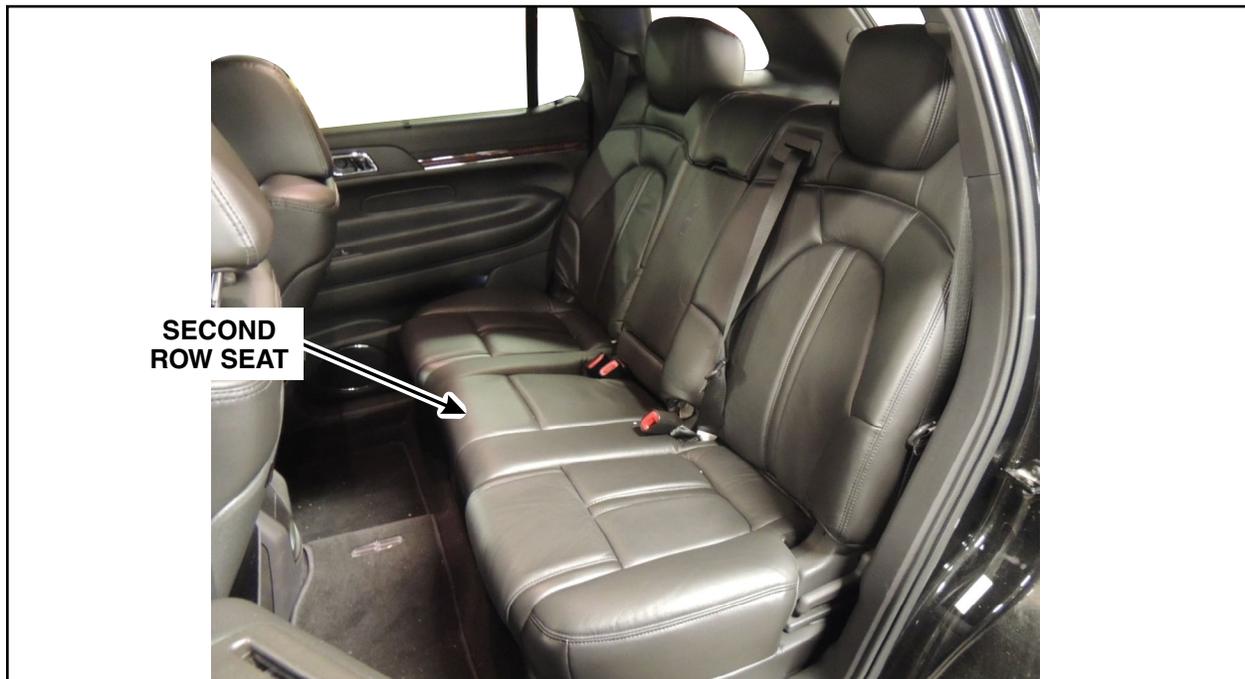


FIGURE 1





FIGURE 2



FIGURE 3

