



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

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

April 28, 2015

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S12**  
Certain 2015 Model Year F-150 Vehicles  
Inspect Underbody Heat Shields

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015	Dearborn	January 30, 2015 through January 31, 2015

Affected vehicles are identified in OASIS.

**REASON FOR THIS SAFETY RECALL**

Some of the affected vehicles may have missing underbody heat shields and/or bolts. Missing underbody heat shields may result in degradation or melting of fuel or vapor lines, increasing the risk of fire. Missing underbody shield bolts may result in noise under the vehicle.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the vehicles to ensure the underbody heat shields are present and retained with all five bolts. Any vehicle found to have missing underbody heat shields or bolts must have the missing components installed.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of May 11, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**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

**QUESTIONS & ASSISTANCE**

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

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S12**  
Certain 2015 Model Year F-150 Vehicles  
Inspect Underbody Heat Shields

**OASIS ACTIVATED?**

Yes, OASIS will be activated on April 28, 2015.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on April 28, 2015. Owner names and addresses will be available by May 22, 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.

**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).

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S12**  
Certain 2015 Model Year F-150 Vehicles  
Inspect Underbody Heat Shields

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

If a customer's vehicle requires the installation of underbody heat shields or bolts and it is necessary to order parts, Ford Motor Company will pay for up to two days of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than two rental days is required from the Special Service Support Center (1-800-325-5621). To guarantee the shortest delivery time, an emergency order for parts must be placed.

**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 (15S12) 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.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S12**  
 Certain 2015 Model Year F-150 Vehicles  
 Inspect Underbody Heat Shields

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Underbody Heat Shields and Bolts (Nothing Missing)	15S12A	0.2 Hours
Inspect and Install Bolts Only (Both Heat Shields Present)	15S12B	0.5 Hours
Inspect and Install Left Heat Shield and Bolts	15S12C	0.7 Hours
Inspect and Install Right Heat Shield and Bolts	15S12D	2.1 Hours
Inspect and Install Both Heat Shields and Bolts	15S12E	2.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**NOTE: Parts are only required if found to be missing during inspection.**

Part Number	Description	Quantity
FL3Z-5G221-B	Left Heat Shield	1
FL3Z-5G221-A	Right Heat Shield	1
W520514-S440	Exhaust Nut	4
W707959-S439	Bolt For Heat Shields	5

The DOR/COR number for this recall is 50591.

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](mailto: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 2015 MODEL YEAR F-150 VEHICLES — INSPECT UNDERBODY HEAT SHIELDS

### OVERVIEW

Some vehicles may have missing underbody heat shields and bolts. The underbody heat shields should be located above the catalytic converters. If both underbody heat shields are present and all five bolts (two on left heat shield and three on the right heat shield) in place, no repair is required.

### SERVICE PROCEDURE

#### Underbody Heat Shield Inspection

1. Raise vehicle on hoist. Please follow the procedures in Workshop Manual (WSM) Section 100-02.
2. Inspect the Left Hand (LH) side of vehicle frame to verify that the underbody heat shield is present above the LH catalytic converter, and the two bolts are present securing it to the frame. See Figure 1.
  - If the LH heat shield is present and retained by two bolts, proceed to Step 3 for Right Hand (RH) shield inspection.
  - If the LH heat shield is present, but missing one or more bolts, install *new* bolts(s).
    - Tighten to 20 Nm (177 in-lbs).
  - If the LH shield is not present, install a *new* heat shield and bolts using the procedure under "LH Underbody Heat Shield Installation" on Page 2.

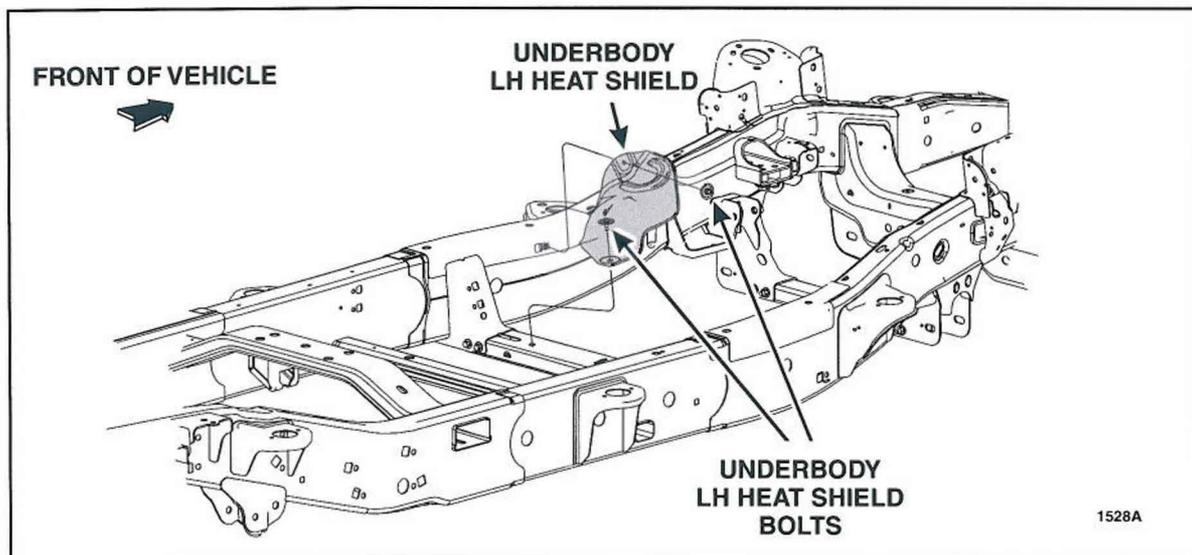
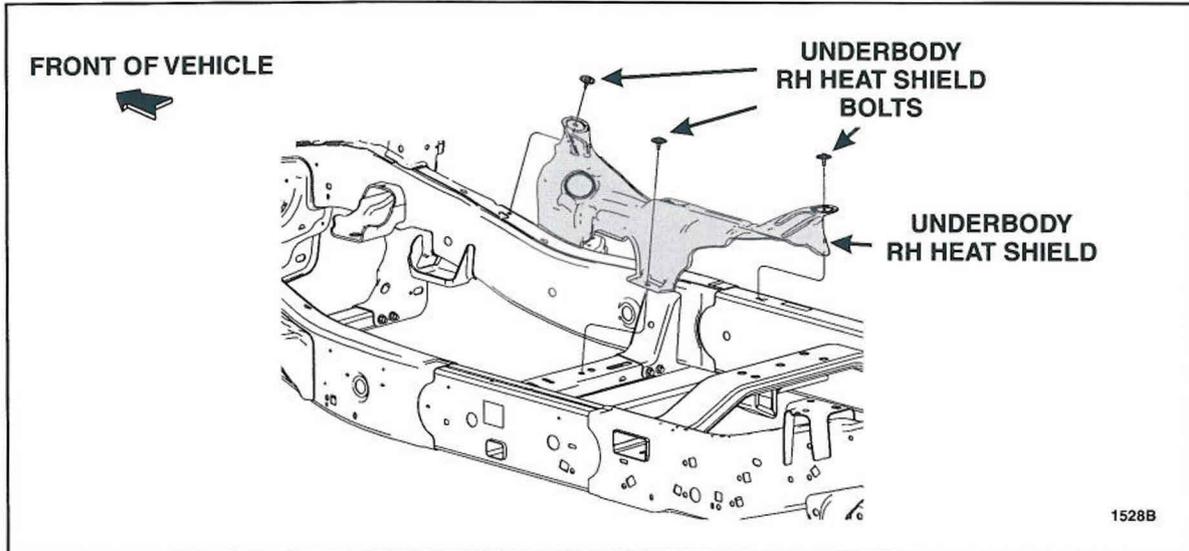


FIGURE 1



3. Inspect the RH side of vehicle frame to verify that the underbody heat shield is present above the RH catalytic converter, and the three bolts are present securing it to the frame. See Figure 2.
  - If the RH shield is present and retained by all three bolts, no repair is required.
  - If the RH shield is present, but missing one or more bolts, install *new* bolt(s).
    - Tighten to 20 Nm (177 in-lbs).
  - If the RH shield is not present, install a *new* heat shield and bolts using the procedure under "RH Underbody Heat Shield Installation" below.



**FIGURE 2**

#### **LH Underbody Heat Shield Installation**

1. Remove the LH catalytic converter. Please follow the procedures in WSM Section 309-00.
2. Install the *new* heat shield and two *new* bolts. See Figure 1.
  - Tighten to 20 Nm (177 in-lbs).
3. Install the LH catalytic converter. Please follow the procedures in WSM Section 309-00.

#### **RH Underbody Heat Shield Installation**

1. Remove the RH catalytic converter. Please follow the procedures in WSM Section 309-00.
2. Install the *new* heat shield and three *new* bolts. See Figure 2.
  - Tighten to 20 Nm (177 in-lbs).
3. Install the RH catalytic converter. Please follow the procedures in WSM Section 309-00.

