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February 1, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S37
Certain 2015 Model Year Transit Vehicles with Dual Rear Wheels
Rear Axle Shaft Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015	Kansas City	May 1, 2015 through June 26, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the rear axle shafts may not have been manufactured properly and may fracture under certain conditions. This could result in a loss of motive power without warning or unintended vehicle movement when the transmission shift lever is placed in the Park position without the parking brake applied, increasing the risk of injury or crash.

SERVICE ACTION

Before demonstrating or delivering any of the affected vehicles involved in this safety recall, dealers are to replace both rear axle shafts.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of February 8, 2016. 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

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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S37
Certain 2015 Model Year Transit Vehicles with Dual Rear Wheels
Rear Axle Shaft Replacement

OASIS ACTIVATION

OASIS was activated on December 22, 2015.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on December 22, 2015. Owner names and addresses will be available by February 19, 2016.

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.

TITLE BRANDED / SALVAGED VEHICLES

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

ADDITIONAL 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
 - Lincoln vehicles – 4 years or 50,000 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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

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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 (15S37) 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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 Rear Axle Shaft Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both rear axle shafts	15S37B	1.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
CK4Z-4234-A	Rear Axle Shaft	2
W716097-S439	Bolts – 4 bolts per package, 12 bolts required per vehicle	3
BK3Z-4A332-B	O-ring Seal	Up to 2, as needed

The DOR/COR number for this recall is 51019.

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.

CERTAIN 2015 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH DUAL REAR WHEELS — REAR AXLE SHAFT REPLACEMENT

OVERVIEW

In some of the affected vehicles, the rear axle shafts may not have been manufactured properly and may fracture under certain conditions. This could result in a loss of motive power without warning or unintended vehicle movement when the transmission shift lever is placed in the Park position without the parking brake applied, increasing the risk of injury or crash.

SERVICE PROCEDURE

1. Replace both rear axle shafts. Please follow the Workshop Manual (WSM) procedures in Section 205-02B.

