



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

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

May 5, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S13
Certain 2015-2016 Model Year Transit Wagon Vehicles with Low Roof
Side Curtain Airbag Inspection and Adjustment

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2016	Kansas City	March 12, 2014 through March 18, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the driver and/or passenger side curtain airbag fabric may have an incorrect fold orientation. If the fold orientation is incorrect, the driver and/or passenger side curtain airbag may not deploy with correct trajectory, which could affect the performance of the side curtain airbag, increasing the risk of injury in a side and/or rollover crash.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the side curtain airbags for correct fold orientation and adjust, if necessary. 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 May 16, 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 16S13
Certain 2015-2016 Model Year Transit Wagon Vehicles with Low Roof
Side Curtain Airbag Inspection and Adjustment

OASIS ACTIVATION

OASIS was activated on March 31, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on March 31, 2016. Owner names and addresses will be available by May 27, 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 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.

OWNER REFUNDS

Refunds are not approved for this program.

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.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S13
Certain 2015-2016 Model Year Transit Wagon Vehicles with Low Roof
Side Curtain Airbag Inspection and Adjustment

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 (16S13) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- 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 16S13
 Certain 2015-2016 Model Year Transit Wagon Vehicles with Low Roof
 Side Curtain Airbag Inspection and Adjustment

LABOR ALLOWANCES

Medium Wheel Base – 8 or 10 Passenger

Description	Labor Operation	Labor Time
Lower Rear Headliner Sections Includes Side Curtain Airbag Inspection (PASS)	16S13A	1.0 Hours
Adjust Side Curtain Airbag Orientation – One Side Includes Inspection (DOES NOT PASS)	16S13B	1.4 Hours
Adjust Side Curtain Airbag Orientation – Both Sides Includes Inspection (DOES NOT PASS)	16S13C	1.6 Hours

Long Wheel Base – 12 or 15 Passenger

Description	Labor Operation	Labor Time
Lower Rear Headliner Sections Includes Side Curtain Airbag Inspection (PASS)	16S13D	1.4 Hours
Adjust Side Curtain Airbag Orientation – One Side Includes Inspection (DOES NOT PASS)	16S13E	1.9 Hours
Adjust Side Curtain Airbag Orientation – Both Sides Includes Inspection (DOES NOT PASS)	16S13F	2.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Medium Wheel Base – 8 or 10 Passenger

Part Number	Description	Order Quantity
W710041-SS34X	Push Pin – Type Retainer, Single Post (4/package, 2 needed)	1
EK4Z-9951932-AA	Push Pin – Type Retainer, Double Post (1/package, 2 needed)	2

Long Wheel Base – 12 or 15 Passenger

Part Number	Description	Order Quantity
W710041-SS34X	Push Pin – Type Retainer, Single Post (4/package, 2 needed)	1
EK4Z-9951932-AA	Push Pin – Type Retainer, Double Post (1/package, 4 needed)	4

The DOR/COR number for this program is 51039.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S13
 Certain 2015-2016 Model Year Transit Wagon Vehicles with Low Roof
 Side Curtain Airbag Inspection and Adjustment

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Additional Parts – Required only if side curtain airbag inspection does not pass.

NOTE: Less than 8% of the affected vehicle population is expected to require a side curtain airbag adjustment. One roll of IPG® tape will repair approximately 10 vehicles that require side curtain airbag adjustment.

Part Number	Description	Order Quantity
PG20	Intertape Polymer Group® (IPG®) 3/4 inch (19 mm) UV-Resistant Premium Paper Masking Tape	Based On Inspection

To ensure an equitable distribution of service parts, the IPG® tape rolls will be seed stocked to dealers according to the chart below, beginning the week of May 2, 2016. The package will be sent to the attention of the service manager and contain a bright orange 16S13 Sticker on the envelope.

<u>IPG® Tape Seed Stock Program</u>	
Dealer Affected Vehicles	Seed Stock
1 to 99	1 Roll of IPG® Tape
100 & up	2 Rolls of IPG® Tape

Dealers will need to access FSA VIN Lists through <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of rolls of IPG® tape that they will receive under the Seed Stock Program.

Ordering Instructions for Additional IPG® Tape

The IPG® tape for this program will be shipped directly to your dealership according to the seed stock plan. Additional IPG® tape orders will be restricted to one roll per order and can be ordered via the SSSC Web Contact Site:

- Create a VIN specific contact in the SSSC Web Contact Site by entering the VIN in OASIS and using the SSSC link at the bottom of the OASIS Result screen.
- Please provide P&A Code, VIN, RO #, and vehicle mileage.

NOTE: For the small percentage of dealers who do not have a VIN assigned and an affected vehicle is brought to your dealership, use the above instructions to order one roll of IPG® tape.

NOTE: If an emergency repair is required and parts are not available, contact the SSSC via the SSSC Web Contact Site.

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

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S13
Certain 2015-2016 Model Year Transit Wagon Vehicles with Low Roof
Side Curtain Airbag Inspection and Adjustment

DEALER PRICE

- For latest push pin prices, refer to DOES II.
- Dealers will not be charged for the IPG[®] tape.

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 2015-2016 MODEL YEAR TRANSIT WAGON VEHICLES WITH LOW ROOF — SIDE CURTAIN AIRBAG INSPECTION AND ADJUSTMENT

OVERVIEW

In some of the affected vehicles, the driver and/or passenger side curtain airbag fabric may have an incorrect fold orientation. If the fold orientation is incorrect, the driver and/or passenger side curtain airbag may not deploy with correct trajectory, which could affect the performance of the side curtain airbag, increasing the risk of injury in a side and/or rollover crash. Dealers are to inspect the side curtain airbags for correct fold orientation and adjust, if necessary.

Side Curtain Airbag Inspection

⚠ WARNING: Do not obstruct or place objects in the deployment path of the side curtain airbag or side curtain airbag assembly. Never insert any type of fastener or tie strap around any portion of the side curtain airbag, or related interior trim panel. Failure to follow this instruction may result in the side curtain airbag deploying incorrectly, increasing the risk of injury in a side and/or rollover crash.

1. Lower all rear headliner sections to allow for inspection of the side curtain airbags. Please follow the Workshop Manual (WSM) procedure in Section 501-05 (rear headliner).

NOTE: The rear headliner sections will only need to be lowered and not completely removed from the vehicle for the inspection.

2. Inspect the driver and passenger side curtain airbag fold orientation starting at the B-pillar and ending at the rear of the vehicle. When properly positioned, the centerline of each side curtain airbag will have a rolled section of side curtain airbag fabric that should be positioned below the folded section. The side curtain airbag fabric orientation may be positioned anywhere within the acceptable (**PASS**) range illustrated in Figure 1.

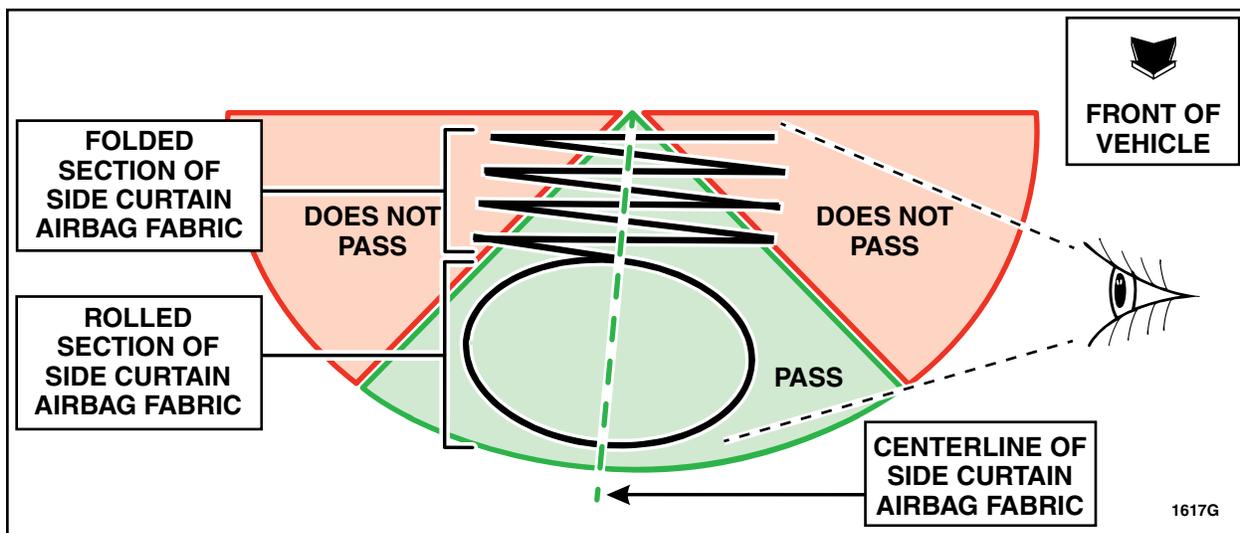


FIGURE 1



The side curtain airbag **PASSES** inspection if the centerline of the rolled and folded sections is within the acceptable (**PASS**) range. See Figure 1 and 2a. If both the driver and passenger side curtain airbags pass inspection, the repair is complete. Install the rear headliner sections. Please follow the WSM procedures in Section 501-05 (rear headliner).

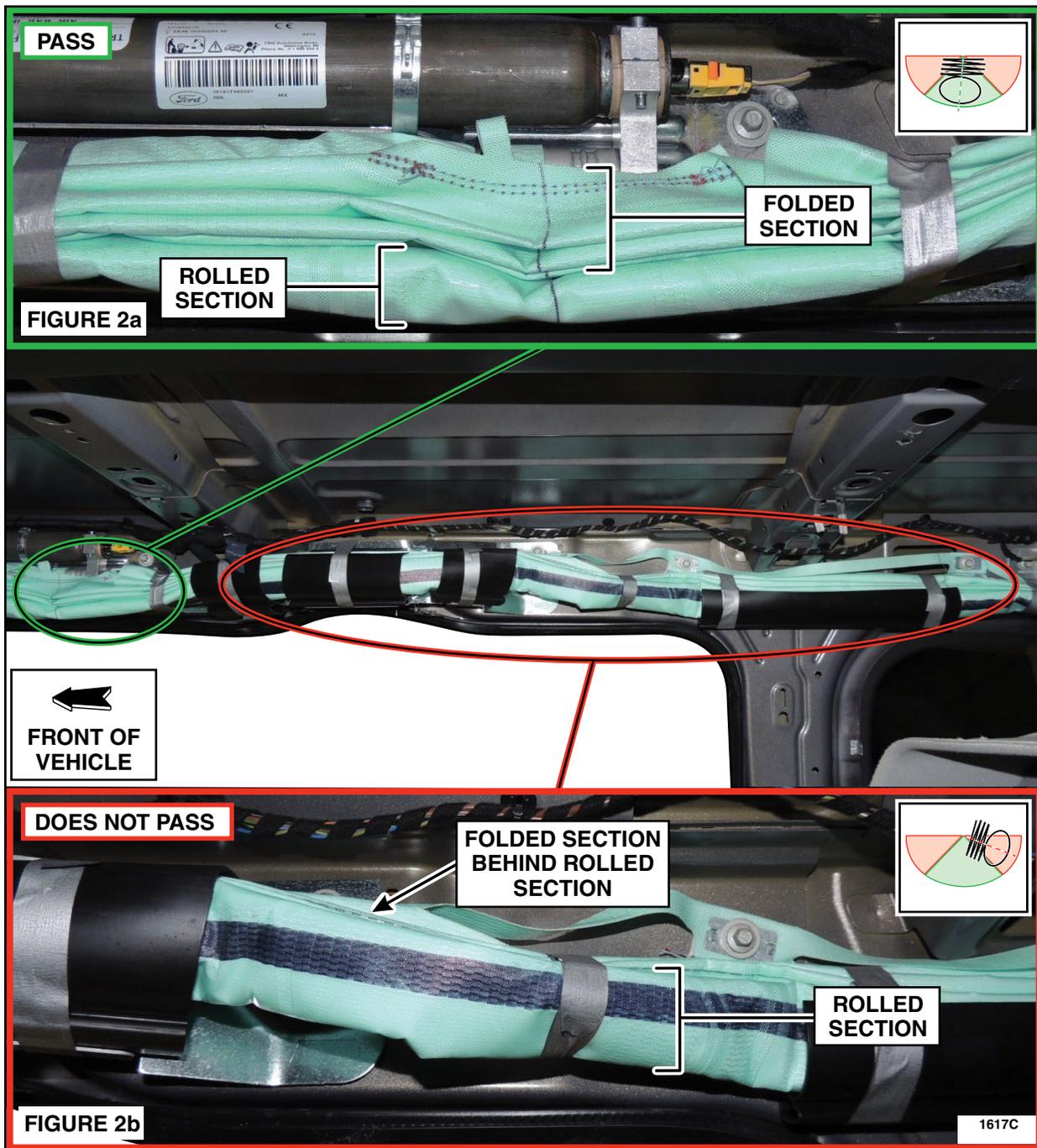


FIGURE 2

The side curtain airbag **DOES NOT PASS** inspection if the centerline of the rolled and folded sections is **not** within the acceptable (**PASS**) range at any point rearward of the B-pillar. See Figure 1 and 2b. If the side curtain airbag does not pass inspection at any point rearward of the B-pillar, proceed to the Side Curtain Airbag Adjustment Procedure on Page 3.



Side Curtain Airbag Adjustment Procedure

⚠ WARNING: Incorrect repair techniques or actions can cause an accidental Supplemental Restraint System deployment. Make sure the restraint system is depowered before reconnecting the component. Refer to the Supplemental Restraint System depowering General Procedure in section 501-20B. Failure to precisely follow depowering instructions could result in serious personal injury from an accidental deployment.

1. Depower the Supplemental Restraint System (SRS). Please follow the WSM procedures in Section 501-20B.
2. Remove the previously lowered rear headliner sections from the vehicle to allow for side curtain airbag adjustment.
3. Hand tear and remove the side curtain airbag Intertape Polymer Group® (IPG®) PG20 3/4 in (19 mm) UV-Resistant Premium Paper Masking Tape in the areas that do not pass inspection. See the illustration in Figure 3 for an example of how to hand tear the IPG® tape.

NOTE: When removing the IPG® tape, it is expected and acceptable for some of the backing or back side of the IPG® tape to remain on the side curtain airbag. Do not use any chemicals or tools to remove the backing that remains.

NOTE: To prevent the side curtain airbag fabric from unfolding, only remove 2-3 pieces of IPG® tape at one time.

NOTE: **DO NOT** remove any IPG® tape from the portion of the side curtain airbag covered by the front headliner.



FIGURE 3



4. For all portions of the side curtain airbag that **DO NOT PASS** inspection, adjust the side curtain airbag fabric to match the correct orientation shown in Figure 4.

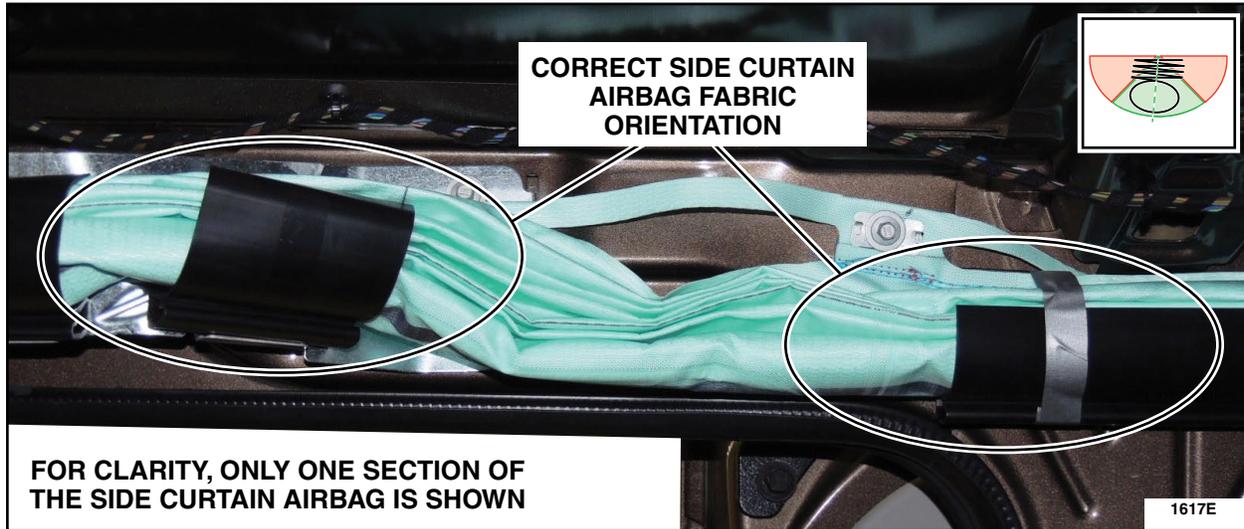


FIGURE 4

⚠ WARNING: When replacing the side curtain airbag IPG[®] tape, any overlap of the IPG[®] tape ends must be oriented at the bottom of the curtain. Failure to properly orient the overlap of the IPG[®] tape ends could result in incorrect operation of the restraint system increasing the risk of injury in a side and/or rollover crash.

5. For each of the IPG[®] tape pieces removed from the factory locations, cut a 10 in (25.4 cm) piece of IPG[®] tape from the roll. Route the IPG[®] tape above the side curtain airbag fabric, going fully around, and overlap the IPG[®] tape ends at the bottom to secure the fabric. See Figure 5a and 5b.

NOTE: To guide the IPG[®] tape above the side curtain airbag fabric, place one hand behind the fabric and stick the IPG[®] tape to one finger. Carefully remove your hand while guiding the IPG[®] tape above the fabric. See Figure 5a.

NOTE: **DO NOT** apply any additional IPG[®] tape pieces to the side curtain airbag assembly. Only replace pieces that are removed during the procedure.



FIGURE 5a

FIGURE 5b



6. Install the rear headliner sections. Please follow the WSM procedures in Section 501-05 (rear headliner).
7. Repower the SRS. Please follow the WSM procedures in Section 501-20B.

