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Ford Motor Company
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April 5, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 18S09**
Certain 2017-2018 Model Year F-150 and 2018 Expedition, Navigator and Mustang
Vehicles Equipped with a 10R80 Transmission
Park Pawl Guide Cup Roll Pin Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2017-2018	Dearborn	October 20, 2016 through March 5, 2018
F-150	2017-2018	Kansas	December 22, 2016 through February, 26 2018
Expedition	2018	Kentucky	November 28, 2017 through February 14, 2018
Navigator	2018	Kentucky	December 13, 2017 through March 8, 2018
Mustang	2018	Flatrock	November 6, 2017 through February 12, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the park pawl guide roll pin may not have been installed. If the roll pin is missing, the guide cup could move out of position with repeated use. The transmission may eventually lose Park function, even when the shifter and PRNDL display indicate the vehicle is in park. This condition could allow the ignition key, if equipped, to be removed with no instrument panel warning message or warning chime while exiting the vehicle indicating the vehicle is not secured in park. This could result in unintended vehicle movement, increasing the risk of injury or crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the roll pin and install if not present. This service must be performed on all affected vehicles at no charge to the vehicle owner.

When operating affected vehicles prior to repair, make sure the parking brake is applied whenever the vehicle is parked.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 16, 2018. 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 \$21,000 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 dark ink, appearing to read "D. Johnson", with a stylized flourish at the end.

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 18S09

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and Mustang Vehicles Equipped with a 10R80 Transmission
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OASIS ACTIVATION

OASIS will be activated on April 5, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 5, 2018. Owner names and addresses will be available by May 4, 2018.

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.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

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

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner, from their dealership. For details, reference EFC06121 2018 Lincoln Pickup & Delivery Updates.

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LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC06196, Lincoln Loyalty Program Announcement for additional details.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - o Ford vehicles – 3 years or 36,000 miles
 - o Lincoln vehicles – 4 years or 50,000 miles

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - o When entering claims, select claim type 31: Field Service Action. The FSA number 18S09 is the sub code.
 - o For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.
- For Lincoln Client Special Handling, reference EFC06196, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect and Install Guide Cup Roll Pin - 2017 F-150, 2017-2018 Raptor	18S09B	1.9 Hours
Inspect and Install Guide Cup Roll Pin – 2018 F150	18S09C	2.7 Hours
Inspect and Install Guide Cup Roll Pin – 2018 Expedition and Navigator	18S09D	2.8 Hours
Inspect and Install Guide Cup Roll Pin – 2018 Mustang	18S09E	1.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for the roll pin, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
HL3Z-7G100-A	Roll Pin	1	1

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

Order the following parts through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
XT-12-QULV	Transmission Fluid	Up to 7 quarts	Up to 7 quarts
W715131-S437	Cooler Line Bolt (excludes Mustang)	1	1

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

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 2017- 2018 F-150 AND 2018 EXPEDITION, NAVIGATOR AND MUSTANG VEHICLES WITH A 10R80 TRANSMISSION – PARK PAWL GUIDE ROLL PIN INSPECTION

OVERVIEW

In some of the affected vehicles, the park pawl guide roll pin may not have been installed. If the roll pin is missing, the guide cup could move out of position with repeated use. The transmission may eventually lose Park function, even when the shifter and PRNDL display indicate the vehicle is in park.

This condition could allow the ignition key, if equipped, to be removed with no instrument panel warning message or warning chime while exiting the vehicle indicating the vehicle is not secured in park. This could result in unintended vehicle movement, increasing the risk of injury or crash.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the roll pin and install if not present. This service must be performed on all affected vehicles at no charge to the vehicle owner.

When operating affected vehicles prior to repair, make sure the parking brake is applied whenever the vehicle is parked.

SERVICE PROCEDURE

Recommended Tool List For Replacement:

General Tools	General Equipment
1/4" Drive Ratchet	Hook/Pick Tool
1/4" Drive Power Tool	
1/4" Drive Extension 6"	
1/4" Drive 10mm and 13mm Deep Well Socket	Special Tools
1/4" Drive 8mm Standard Length Socket	307-569
1/4" Drive T30 Torx Stubby Socket	307-745
1/4" Drive Torque Wrench	Fluid Suction Gun
	Mityvac MITMV6412

All Vehicles

1. Remove the transmission fluid pan and gasket. Please follow the Workshop Manual (WSM) procedures in section 307-01B for F-150 vehicles, and section 307-01 for Expedition, Navigator and Mustang vehicles.

NOTE: Transmission fluid filter removal is not required.

2. For Mustang vehicles proceed to step 8, for F-150, Expedition and Navigator vehicles proceed to step 3.



3. Remove the bolt and the transmission fluid auxiliary pump tube. See Figure 1.

- Tighten to 106 lb.in (12 Nm).

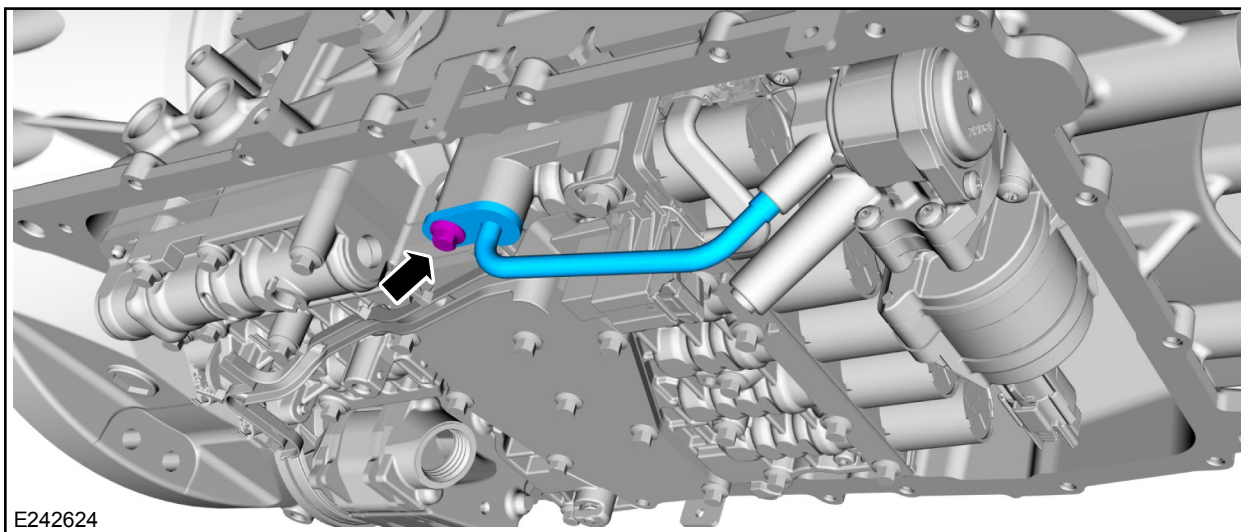


FIGURE 1

4. Inspect the transmission fluid auxiliary pump tube O-ring. Replace if worn or damaged. See Figure 2.

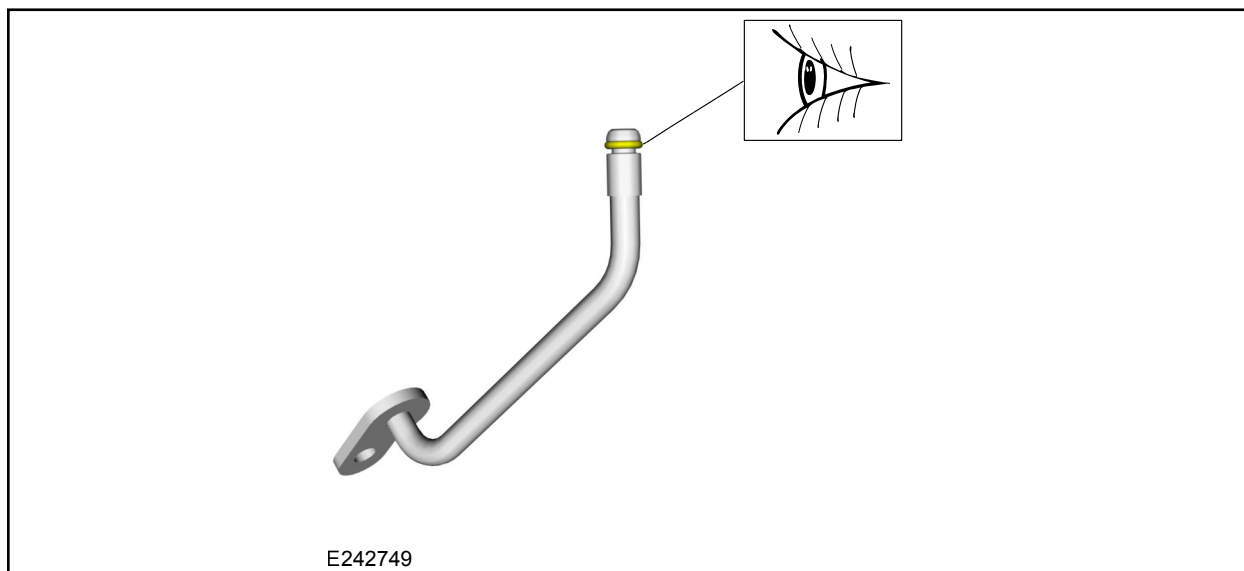


FIGURE 2



5. Remove the transmission fluid auxiliary pump tube seal. See Figure 3.

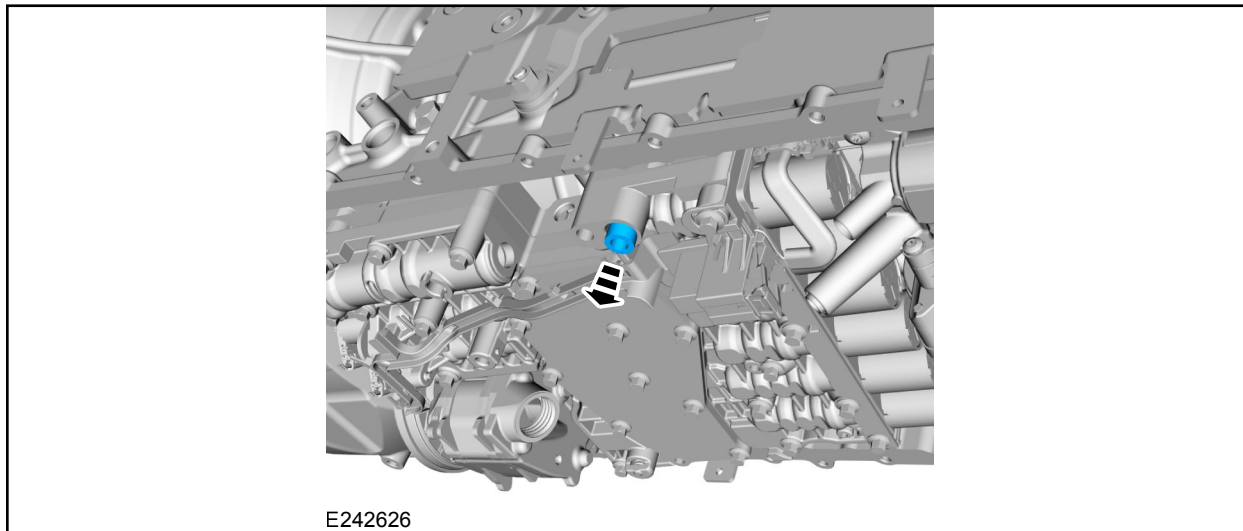


FIGURE 3

6. Disconnect the transmission fluid auxiliary pump electrical connector. See Figure 4.

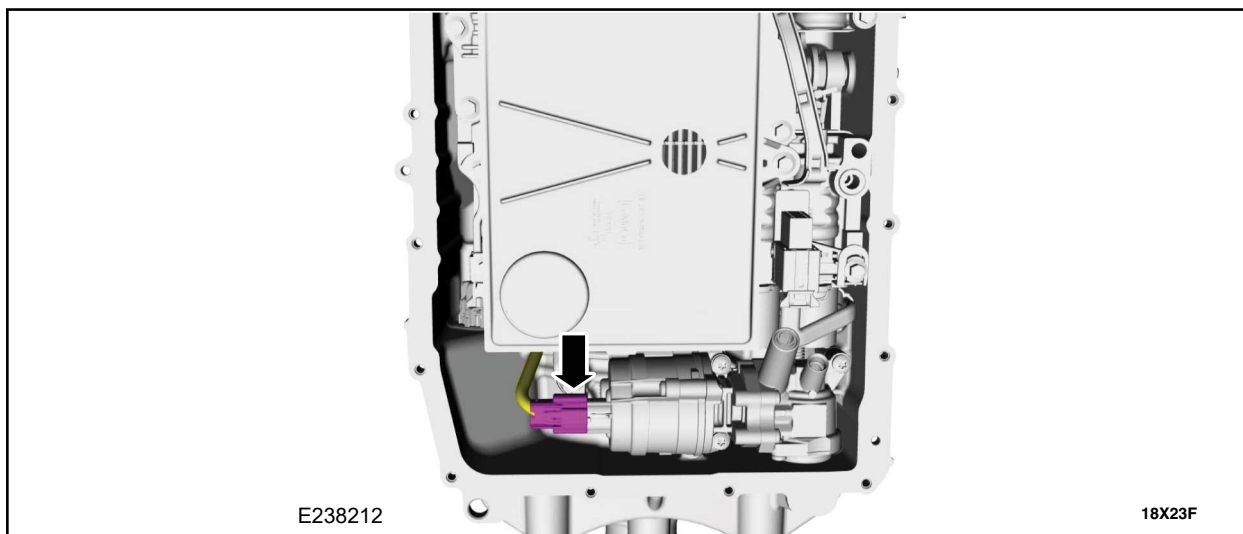


FIGURE 4



7. Remove the bolts and the transmission fluid auxiliary pump. See Figure 5.

- To install tighten bolts to 97 lb.in (11 Nm).

NOTE: Use of the 1/4" T30 stubby torx socket is needed for bolt removal and installation.

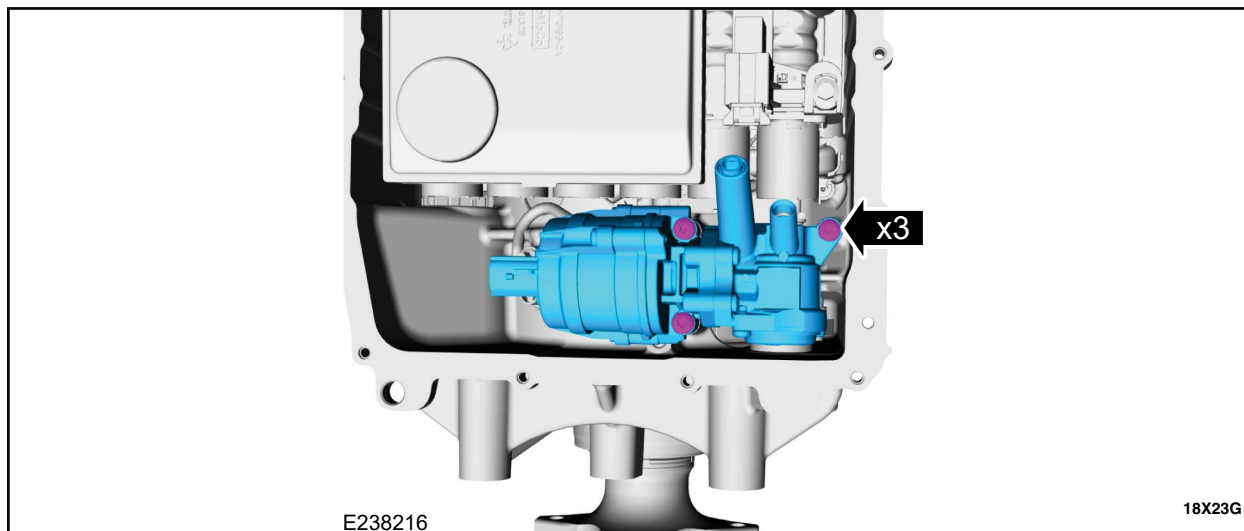


FIGURE 5

8. Inspect for the missing park pawl actuator rod sleeve roll pin. See Figure 6.

- If the park pawl actuator rod sleeve roll pin is missing proceed to Step 9.
- If the park pawl actuator rod sleeve roll pin is present, the vehicle can be reassembled by reversing the removal procedure.

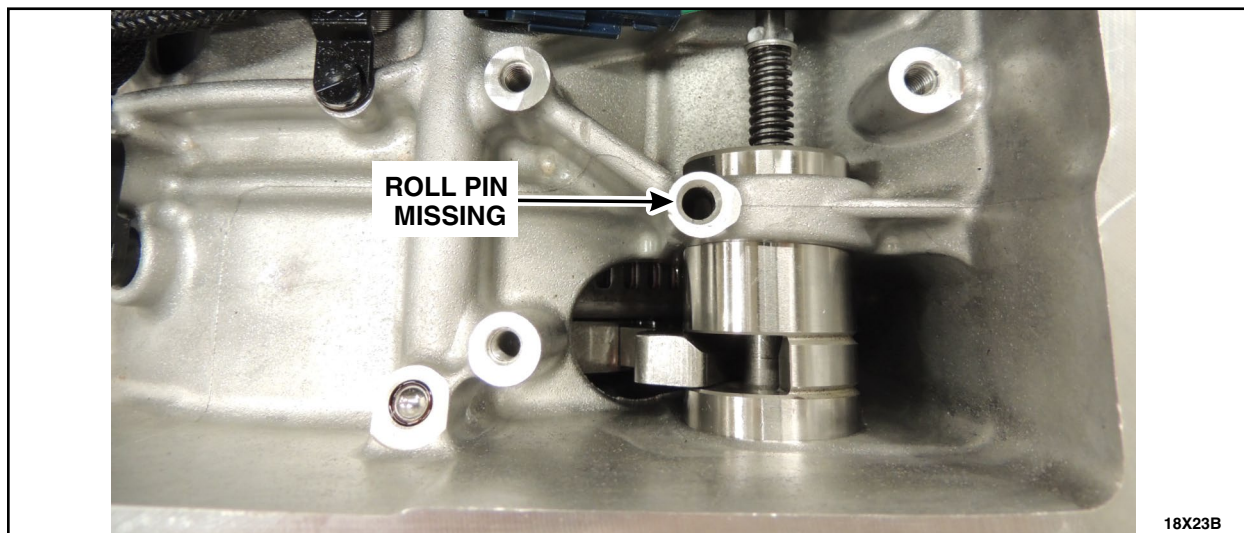


FIGURE 6



9. Align the park pawl actuator roll pin seam with the inside of the transmission roll pin hole.
See Figures 6 and 7.

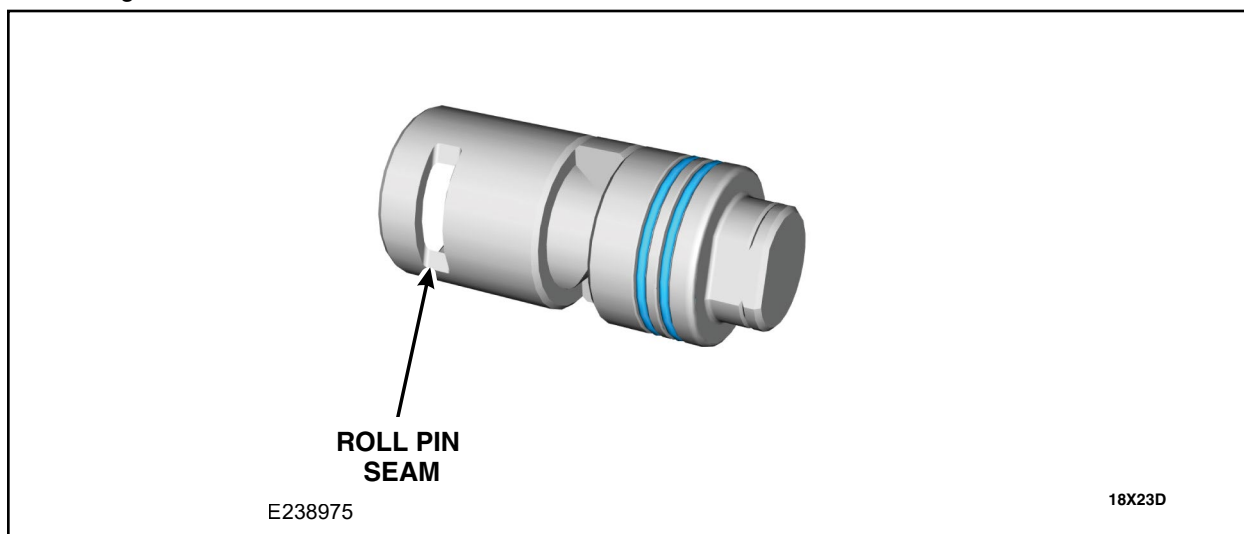


FIGURE 7

10. Using the special service tool (307-745) install a new park pawl actuator rod sleeve roll pin.
See Figures 8.

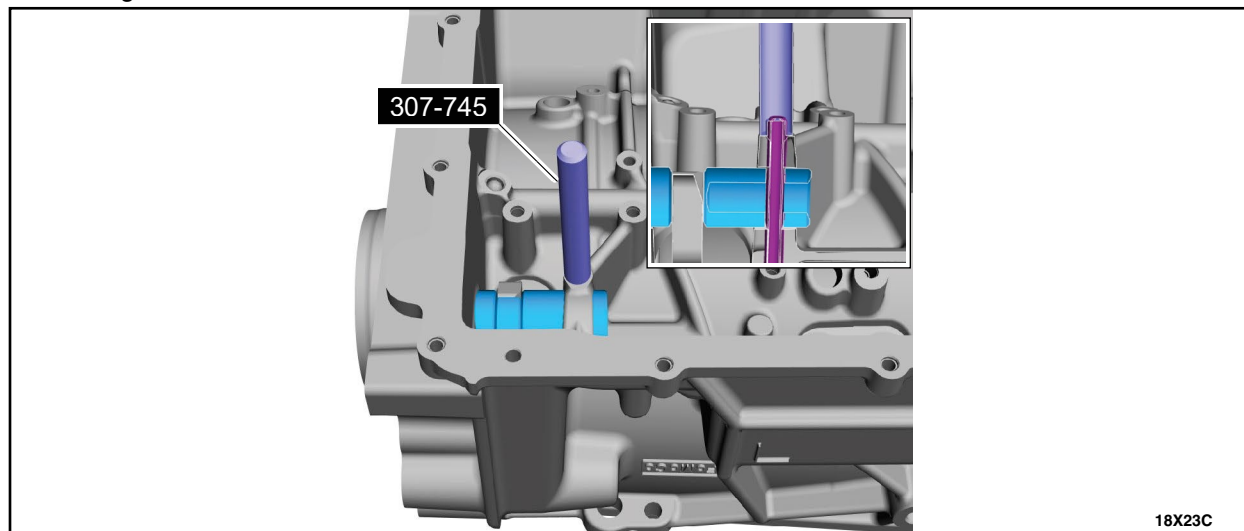


FIGURE 8

11. Reassemble the vehicle by reversing the removal procedure.

