



# FCSD BULLETIN 2016208 November 15, 2016

## Focus Drive Shaft Supply

ATTENTION: PARTS MANAGERS  
SERVICE MANAGERS

The purpose of this Ford Customer Service Division (FCSD) Bulletin is to provide information on part supply of the Focus drive shafts needed for Safety Recall 15S24.

There is sufficient stock of Focus drive shafts out in the dealer network to complete FSA 15S24, however in some instances, certain Dealers have excess stock and certain Dealers do not have sufficient stock. As a result of this, FCSD will now introduce a process to move Dealer stock to Dealers requiring these parts to avoid excess parts being held at FCSD.

The parts numbers that will be included in this process are below:

Part Numbers:

BV613B437VA  
BV613B436VA  
BV613B436XA  
BV613B437XA  
BV613B436ZA  
BV613B437ZA

These parts have now been placed on restriction to ensure part movements are controlled. Rather than return stock to FCSD via a claim process, Dealers are requested to sell the parts required for FSA 15S24 to other Dealers at or below Dealer Cost price when requested to do so by Dealer Parts Support Group, upon instruction from the FCSD Parts Supply Manager.

If a Dealer does not have sufficient stock to carry out FSA 15S24, the Dealer must raise a CRC VOR request. The DPSG will then initiate a transfer of the required parts from a Dealer which does hold stock to the requesting Dealer. When following this process DPSG will provide the requesting Dealer with a freight approval when necessary. Any cost for freight will be claimable as part of the warranty claim process.

Dealers are requested to cancel any orders not directly linked to a specific vehicle, (i.e. Non VOR) and to raise a CRC case for any orders that are.

To prevent unnecessary backorders staying in the system, after 1 December 2016 any orders that do not have a corresponding CRC case will be cancelled when older than 10 days.

Regards,

Myles Hartley  
FCSD - National Sales Manager  
Ford Customer Service Division

Subject Matter Expert: Dealer Parts Support Group
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