



FCSD Field Service Action 15S24

Important Note: The contents of this document are confidential. Specific details or copies of this document must not be given to any person or company outside the Ford Dealer network without prior authorisation from Ford Motor Company.

To: All Ford Dealerships
Attention: Ford Dealer Principal
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers
Ford Dealer Stock Controllers & Campaign Coordinators

September 24, 2015

OWNER-NOTIFIED SAFETY RECALL

Subject: 15S24 – Focus – Front Drive Halfshafts Replacement

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

Introduction

Certain Focus vehicles have been fitted with front drive halfshafts that have a reduced wall thickness and therefore a reduced load carrying capacity. Under certain conditions the halfshafts may fracture.

Ford will be writing to all customers regarding this Field Service Action (a sample copy of the customer letter is attached).

NOTE: Ford has voluntarily issued 15S24 to replace R1413. This allows Ford access to national registration records to obtain the latest customer name & address data. R1413 has now been closed, with all VINs that remained open now transferred to 15S24. Those vehicles previously repaired under R1413 are closed and do NOT require any further action.

Vehicles Affected

Certain Focus vehicles (excluding those completed under R1413) built in Thailand from May 21, 2013 through January 24, 2014.

NOTE: Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service related purposes. **All** vehicles should be checked on SERVIS2 for Field Service Action eligibility and **any** outstanding Field Service Actions completed **prior** to vehicle departure in accordance with the Warranty and Policy Manual, Section E 3.4 and I 3.

All Dealers can obtain a copy of the Campaign (which includes a sample copy of the Customer Letter) via the **FMC Dealer** or **PTS** websites.

NOTE: Dealers can obtain a list of eligible vehicles from the **PTS Website** www.proservicetech.com by selecting **Quick Links** and then **FSA VINs**.

Service Procedure

Note: Campaign Completion decals must be used.

Dealers are required to remove the front drive halfshafts and replace them with new front drive halfshafts.

Refer to Workshop Manual:

2012 – 2014 Focus, Section 2: Chassis, 205-04 Front Drive Halfshafts, Removal and Installation

Related Damage

If a related damage condition exists that you believe to be caused by the covered condition, it should be claimed as part of this Field Service Action. All related damage claims will be reviewed and 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 may be subject to random selection for return to WARPEC.

Parts Requirement

Note: Parts will remain on restriction and orders monitored and released as required.

<u>Description</u>	<u>Part No.</u>	<u>Quantity</u>
1.6L TiVCT with DPS6 PowerShift Transmission		
SHAFT.&.JOINT.ASY.R.H	BV61-3B436-VA	1
SHFT.&.JT.ASY.FWD.COMP.LH	BV61-3B437-VA	1
M8 Nut – Bearing Retainer	W520102 S442	2
Retainer Bearing	97AG 3N324 AC	1
Bolt – Ball Joint	W707209 S442	2
Nut – Ball Joint	W520415 S442	2
2.0L GDI with MTX75 Transmission		
SHAFT.&.JOINT.ASY.R.H	BV61-3B436-XA	1
SHFT.&.JT.ASY.FWD.COMP.LH	BV61-3B437-XA	1
M8 Nut – Bearing Retainer	W520102 S442	2
Retainer Bearing	97AG 3N324 AC	1
Bolt – Ball Joint	W707209 S442	2
Nut – Ball Joint	W520415 S442	2
2.0L GDI with DPS6 PowerShift Transmission		
SHAFT.&.JOINT.ASY.R.H	BV61-3B436-ZA	1
SHFT.&.JT.ASY.FWD.COMP.LH	BV61-3B437-ZA	1
M8 Nut – Bearing Retainer	W520102 S442	2
Retainer Bearing	97AG 3N324 AC	1
Bolt – Ball Joint	W707209 S442	2
Nut – Ball Joint	W520415 S442	2
ALL VEHICLES		
Campaign Completion Decal	SRCC 16D128 B	1 (unit of issue 42)

Claim Instructions

Claim Type 4.1

Causal Part No. 15S24

Condition Code 79

Pre-Defined Repair Allowance	PDR No.	Time
1.6L TiVCT with DPS6 PowerShift Transmission		
Remove and Replace Front Drive Halfshafts	FSA15S241	2.2 Hours
2.0L GDI with MTX75 Transmission		
Remove and Replace Front Drive Halfshafts	FSA15S242	2.2 Hours
2.0L GDI with DPS6 PowerShift Transmission		
Remove and Replace Front Drive Halfshafts	FSA15S243	2.2 Hours

Displaced Parts

All displaced parts must be handled in accordance with the Warranty and Policy Manual (Section/Attachment G).

NB: To prevent any further use, displaced parts must be destroyed at the end of the retention period.

Completion Date

It is estimated that this campaign will be completed by September end, 2016. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

MARK CRUSE

Service Engineering Manager

FCSD

(☎ +61 3 8301 2910)

Enquiries to Margaret Neeland

Email: mneeland@ford.com

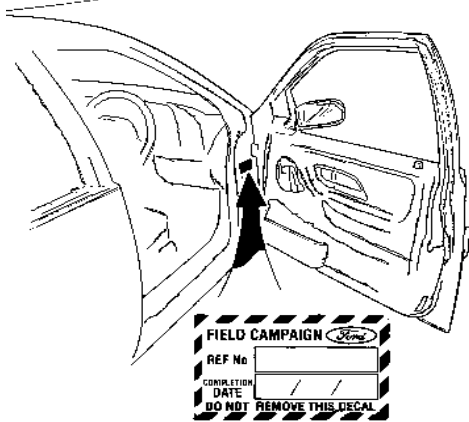
RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

Dealers are required to remove the front drive halfshafts and replace them with new front drive halfshafts.

Refer to Workshop Manual 2012 – 2014 Focus, Section 2: Chassis, 205-04 Front Drive Halfshafts, Removal and Installation.

NOTE: When rework is completed, fit campaign completion decal to the right hand (drivers) side A Pillar and return the vehicle to service.

	<p>Enter campaign number and date of repair using a permanent marker pen.</p> <p>Ensure area of application is thoroughly clean and dry before applying decal.</p>
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SAMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

XXXXXXXXXXXXX, 2015

VIN NUMBER / 15S241

Name

Organisation

Address1

Address2

Address3

VEHICLE SAFETY RECALL

Safety Recall Notice 15S24

Your Vehicle Identification Number: VIN NUMBER	Registration Number: REGNUMBER
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At Ford, we take pride in high quality, dependable products. Recently we discovered a potential issue with your Focus. But don't worry; we are committed to resolving the issue quickly, and at no cost to you.

You may have already received a letter from Ford regarding Program R1413 to which you have not yet responded. Please note that this letter supersedes the previous letter. If you have recently had Program R1413 completed on your vehicle, no further action is required.

It is possible that the front drive shafts fitted to your vehicle were not manufactured according to our stringent quality standards. Shafts that do not meet specification could fail during initial acceleration on take-off. If this occurs it will cause you to lose the ability to accelerate from a standing start. This would render your vehicle immobile and require towing. We want to ensure that you continue to experience trouble-free motoring, so wish to replace your shafts now, free of charge.

Please book in with your Ford Dealer as soon as possible.

When you call your Dealer, be ready to provide your Vehicle Identification Number (VIN) found at the top of this letter, and quote Program Number 15S24.

If you do not already service with a Ford Dealer, simply go to <http://www.ford.com.au> to locate your nearest Authorised Ford Dealer.

Your Dealer will replace both the left and right-hand drive shafts free of charge (parts and labour). The repair should take less than half a day, but you should check with your Dealer at the time of booking for a more accurate assessment in line with their service schedule.

We sincerely apologise for this inconvenience, but the quality and safety of your vehicle is our top priority. If you have any questions at all, please call our toll-free number on 1800 503 672 and one of our Customer Relationship representatives will be happy to help you.

Yours faithfully,

MARK CRUSE
Service Engineering Manager
FORD MOTOR COMPANY

(Please turn over page)

VIN NUMBER

If you still own the vehicle but your details have changed, would you please complete the section below with your new details and then return this complete letter in the pre-addressed/pre-paid envelope.

State	New Registration Number (if applicable)
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New Name

[illegible]

New Address

[illegible]

New Suburb

New Postcode

[illegible]

OTHER CHANGES

Please tick (✓) the appropriate box and sign:

☐ I no longer own this vehicle

Print Name: _____

☐ This vehicle has been written off

☐ This vehicle has been stolen

Signature: _____

Thank you for completing this form. The personal information you have provided will be used by Ford Motor Company of Australia Limited (Ford Australia) to contact you about your Ford vehicle or related products and services and for quality assurance and market research purposes. Ford Australia may disclose your personal information to its dealers, its related companies and third parties who provide it with (or help it provide) products and services, including to overseas locations such as the USA, India, China and Singapore. Ford Australia's privacy policy is available at www.ford.com.au and states how you can seek to access or correct any personal information Ford holds about you, how to complain about a privacy breach by Ford and how Ford will deal with a privacy complaint. You can contact Ford Australia on 13FORD (13 36 73) or by emailing foacust1@ford.com.