



Ford Recall #17S15

Tech Tip #17-0804



ALL UNITS WHICH WE SOLD HAVE BEEN LOCATED AND CUSTOMERS HAVE BEEN ALERTED TO THIS RECALL

In June New York Bus Sales was alerted that there was a recall (attached) which involved the Ford “Transit” product. We were given a list of units which we had sold or currently held in our inventory for sale.

There were 4 units which we had that were affected. We contacted those customers who had the units to let them know they needed to follow the recall guidelines and that they would also be receiving letters directly from Ford.

Recently we learned that NYSDOT has been seeing some of these older units with significantly cracked driveshaft components. Inspectors have been instructed to take units out of service if they are found with the issues until repaired.

While these should be inspected as part of a PM program, New York Bus Sales felt it necessary to ensure our customers who had purchased this model that we had done our part to alert those who had units which fell under the recall at the earliest possible time.

ALL of our Service Updates can be found on the [New York Bus Sales website](#)
Or at the [New York Head Mechanic website](#)



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

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

June 27, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 17S15**
 Certain 2015-2017 Transit Vehicles Equipped with a Driveshaft Flexible Coupling
 Driveshaft Flexible Coupling Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2017	Kansas City	January 17, 2014 through June 15, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the driveshaft flexible coupling may crack with increasing mileage, resulting in driveline noise and vibration. Continued driving with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied. In addition, separation of the driveshaft can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may increase the risk of injury or crash.

SERVICE ACTION

For In-Stock Units

- DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A permanent repair is not currently available to close this recall. An updated Dealer Bulletin is anticipated in early-August, 2017 when parts ordering information and repair instructions will be available for units with a signed sales contract.

For Sold Units

- For affected vehicles with more than 30,000 miles, or affected vehicles that have not had a driveshaft or driveshaft flexible coupling replaced within the last 30,000 miles, dealers are to replace the driveshaft flexible coupling every 30,000 miles as needed as an interim repair until a permanent repair is available and completed for this safety recall. Ford does not recommend driving affected vehicles with more than 30,000 miles on the driveshaft flexible coupling, except to the dealer for service.
- For affected sold vehicles with less than 30,000 miles, or affected vehicles that have had a driveshaft or driveshaft flexible coupling replaced within the last 30,000 miles, no alteration or interim repair is required until the vehicle or replaced flexible coupling reaches 30,000 miles.

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OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 17, 2017 advising owners of the safety risk and the interim repair. Dealers should perform the interim repair on affected vehicles with more than 30,000 miles that arrive at their dealerships or that have experienced driveline noise or vibration, whether or not the customer has received a letter.

Owners will be notified again when repair instructions and parts ordering information have been supplied to dealers to provide a permanent repair for this safety recall.

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
Recall Reimbursement Plan

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,



Michael A. Berardi

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CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY QUESTIONS

SERVICE

Chittenango: 800-962-5768
Daryl Wallace or Brian Lamaitis

Rochester: 800-463-3232
Dave Schaub

Albany: 866-867-1100
Ben Reiling

Warranty: 800-962-5768
Morgan Jenkins

**Customer Service
Representatives**

Eastern Region:
Gary Bigness
845-500-3707

Central Region:
JJ Richmond
315-559-3999

Western Region:
Mike Panzica
716-908-3186

PARTS

Director of Parts
Jim Hogan
jhogan@newyorkbussales.com
607-227-5794

Chittenango: 800-962-5768
Gari McQuade
gmcquade@newyorkbussales.com
Bill Cox
bcox@newyorkbussales.com
John Lewin
jlewin@newyorkbussales.com
Dave Grant
dgrant@newyorkbussales.com

Albany: 866-867-1100
Sean Conway
sconway@newyorkbussales.com
Pat Murphy
pmurphy@newyorkbussales.com

Rochester: 800-463-3232
Dave Cook
dcook@newyorkbussales.com
Steve Hibbard
shibbard@newyorkbussales.com

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