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Ford Motor Company
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March 10, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 20S12**
Certain 2019 Model Year Ranger Vehicles
HVAC Blower Motor Suspect Service Part Stock

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S34 – Supplement #4**
Certain 2019 Model Year Ranger Vehicles
HVAC Blower Motor Smoke/Fire

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2019	Michigan	August 1, 2019 through September 27, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Vehicles repaired as part of 19S34, from October 9, 2019 (FSA approval date) through November 22, 2019 (Dealer Bulletin Supplement #3), may have been repaired with a suspect blower motor due to mixed service stock. Ford Motor Company wants to ensure the replaced blower motor is inspected and updated, if necessary.

In some of the affected vehicles, the heating, ventilation, and air conditioning (HVAC) blower motor may have been built with improper clearance between the electrical terminal and the conductive base plate. This may result in a resistive short in the HVAC blower motor that can increase the risk of overheating, melting, or creating smoke that may reduce visibility while driving and/or fire.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the HVAC blower motor date code (on both the vehicle and all replacement service parts before installation on a vehicle). Dealers will replace the blower motor if the date code is 190614 (June 14, 2019) through 190922 (September 22, 2019). This service must be performed on all affected vehicles at no charge to the vehicle owner.

All service parts ordered by dealer should be inspected for date codes between 190614 (June 14, 2019) through 190922 (September 22, 2019).

NOTE: DO NOT INSTALL A SERVICE PART ON VEHICLE IF DATE CODES ARE 190614 (June 14, 2019) THROUGH 190922 (September 22, 2019).

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will be mailed the week of April 6, 2020. 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 Letters

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 "D. Johnson", written in a cursive style.

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
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OASIS ACTIVATION

OASIS will be activated on March 10, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 10, 2020. Owner names and addresses will be available April 21, 2020.

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

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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.

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RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - o 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.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** 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 20S12 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.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect HVAC Blower Motor Date Code using camera to take photo, PASS , Replacement not necessary	20S12A	0.2 Hours
Inspect HVAC Blower Motor Date Code using camera to take photo, FAIL , Replace HVAC Blower Motor	20S12B	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
KB3Z-19805-AC	HVAC Blower Motor Assembly All service parts ordered by dealer should be inspected for date codes between 190614 (June 14, 2019) through 190922 (September 22, 2019). NOTE: DO NOT INSTALL A SERVICE PART ON VEHICLE IF DATE CODES ARE 190614 (June 14, 2019) THROUGH 190922 (September 22, 2019).	1	1

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

DEALER PRICE

For latest prices, refer to DOES II.

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 2019 MODEL YEAR RANGER VEHICLES — HVAC BLOWER MOTOR SUSPECT SERVICE PART STOCK

SERVICE PROCEDURE

1. Using a camera, take a photo of the HVAC blower motor build date code. Review the date code. See Figure1.

- Is the date code 190614 (June 14, 2019) through 190922 (September 22, 2019)?

Yes - Replace Blower Motor Module. Please follow the Workshop Manual (WSM) Section 412-00. Then proceed to Step 2.

No - Inspection is complete no further action required.

- All service parts ordered by dealer should be inspected for date codes.
- If you receive a service part with date codes between 190614 (June 14, 2019) through 190922 (September 22, 2019), do not install on vehicle.
- If you receive a service part within suspect date range above, please contact SSSC.

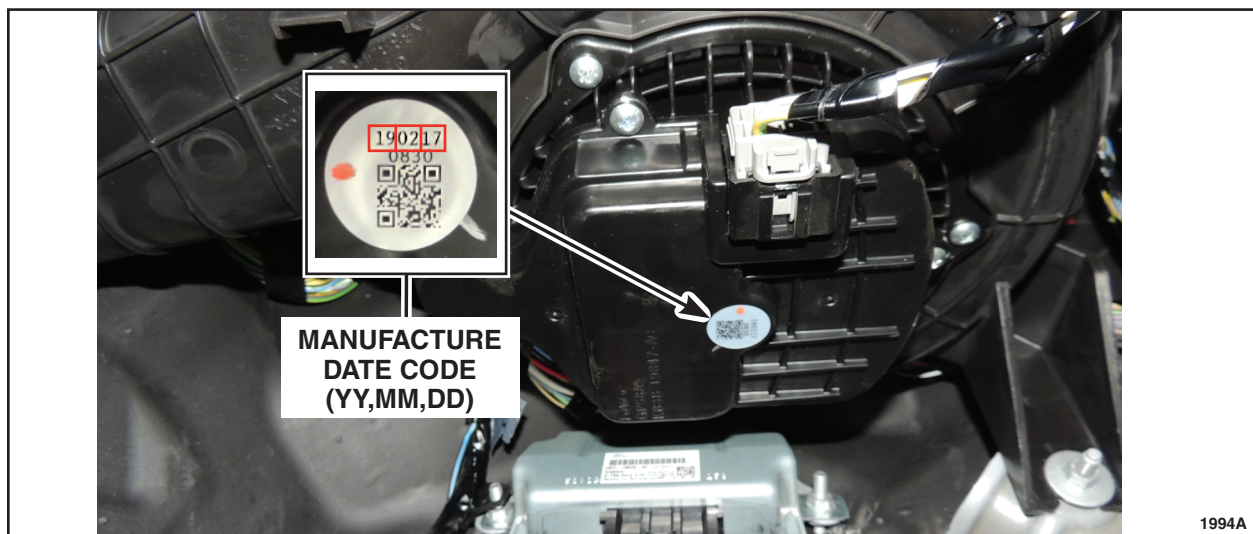


FIGURE 1

2. Key on and cycle test fan to validate proper blower motor module function.

