

Attn: Ford customer service

I am writing in response to recall # 19B22 that was performed by Fitts Ford of New Castle Pa. On 07/03/2020, by their own admission as stated on page 1 of 2 of my customer copy [REDACTED] dated 07/03/2020 item 2, they performed the recall and all passed it was also noted that there was no corrosion and they sealed the battery along with applying the dielectric grease where directed.

I returned to the dealer shortly after the recall #19B22 was performed because my headlamps went out while driving at night on my way home from work.

After going back to the dealer and showing them the problem of corrosion and calling by phone a few times and talking with Ken in service and finally the service manager Kevin Whitley he gave me a date of 11/16/2020 to bring the vehicle in to look at it.

I brought my vehicle in to Fitts Ford on 11/16/2020 as instructed and by their own admission as stated on the special service support center assistance request contact details that on that day they found corrosion building up at the power supply terminal to the head lamps, along with corrosion build up on 3 other terminals.

It was my understanding that recall # 19B22 was supposed to correct this problem and prevent this dangerous situation from occurring in the future !

I would appreciate if someone from Ford could explain to me how an 8 year old vehicle supposedly had recall # 19B22 performed by a Ford dealer on 07/03/2020 and no corrosion was found at that time (which is what the recall was for), but when taken back to the dealer on 11/16/2020 after waiting for weeks for an appointment by their own admission that corrosion was found on the power supply terminal to the headlamps along with 3 other terminals.

I am aware that the dealers are only reimbursed for doing recall work once, but I feel that the recall #19B22 work was not performed correctly or satisfactorily and should be corrected at no cost to me.

I am looking forward to hearing from you in this matter and your help in resolving this problem will be greatly appreciated !

Thank you for your time
Sincerely [REDACTED]

Have photo!



3250 Wilmington Road
 New Castle, PA 16105
 (724) 658-3521 or (800) 875-7445
 Parts Hot Line 652-3055
 www.philfittsford.com

LINCOLN

[REDACTED] B F A D P 4 A J O C M [REDACTED]				DATE IN	06/30/2020
2012	FORD	MODEL FIESTA S	COLOR SILVER	TIME IN	09:20
MILES 186986	MILES OIL 186986	FIRST USE 09/06/18	SEC [REDACTED]	CLOSE	08:46
WAMPUM PA [REDACTED]				CLOSE	07/03/20
H [REDACTED] N: () -				WRITER	KENNY\02

- (1) 15S16 - DOOR LATCH REPLACEMENT
 OLD LATCHES MUST BE BENCH TESTED, RECORD OLD 15S16AA T20 11
 REPLACED FOUR DOOR LATCHES - BENCH TESTED OLD 15S16BB T20 15
 DOOR LATCHES AND RECORDED ALL NEEDED INFORMATION - SUBMITTED TO SSSC. RECALL COMPLETE (F)DE8Z54264A26A (LATCH) 1
 Warranty Claim Repair Type: - 31
 Program Code: 15S16
 (Tech:20) A
 (20) (Warranty)
-
- (2) 19B22 BATTERY JUNCTION BOX CLEAN & SEAL
 FOLLOW PROGRAM ALL PASSED 19B22B T20 7
 PERFORMED RECALL 19B22 - NO CORROSION. (F)KU5Z99044E84C (FOAM TAPE) 4
 SEALED BATTERY AND APPLIED GREASE WHERE DIRECTED. OTHER 01689
 TED.
 Warranty Claim Repair Type: - 31
 Program Code: 19B22
 (Tech:20) A
 (Warranty)
-
- (3) RELATED DAMAGE TO RECALL ~~19B22~~ 15S16
 CLAIMED ADDITIONAL HOUR OF LABOR DUE TO MT15S16 T20 10
 LENGTH OF TIME IT TOOK TO REMOVE DOOR CARRIER
 AND DOOR LATCH FROM DRIVER'S SIDE DOOR.
 DOOR LATCH AND DOOR CARRIER HAD TO BE REUNIFIED
 D - UPON REMOVAL OF DOOR CARRIER - DOOR
 LATCH CAME APART IN SEVERAL PIECES.
 Warranty Claim Repair Type: - 31
 Program Code: 15S16
 Campaign Related Damage: Yes
 Related Damage:
 (Tech:20) A
 (Warranty)

NOT

Original
 Bill

was given a
 different bill in
 July

20



15516 - DOOR LATCH REPLACEMENT
REPLACED ALL 4 DOOR LATCHES, RECORDED BUILD DATES + BENCH TESTED
OLD LATCHES.

19822 - BATTERY JUNCTION BOX CLEAN & SEAL
CLEANED BATTERY JUNCTION BOX, PUT FOAM SEAL AROUND BOX LID, CHECKED ALL FUSES & RELAYS
FOR CORROSION, APPLIED DI-ELECTRIC GREASE TO ALL FUSES & RELAYS

WARRANTY PARTS RETURN
FROM
DATE 07/02/20
INITIALS
CAUSAL PART 54764A26
FAIL CODE _____

JUL 29.1
JUL 27.7
JUL 116.7
JUL 114.6
JUN 30 17.0
JUN 30 11.2



STRAIGHT TIME HRS.	FLAT RATE PRICE	R.O. NO. / OPER. NO.	TIME	OF
4.2		01689		

Special Service Support Center Assistance Request
Contact Details



Submit

* Denotes a required field

Contact ID: [REDACTED] FSA: [REDACTED] Created On: 10:31 Monday 16 November 2020 Program Options: Approval Request Status: Agent Closed Not Approved

Personnel
 Contact Name: Kevin Whitty Title: SD - SERVICE DIRECTOR
 Phone Number: (724) 658-3521 Email: service@philfittsford.com
 Text Provider: Verizon Text Number: (724) 766-2893

Dealer
 P&A Code: 07409 Name: Phil Fitts Ford & Lincoln Phone Number: 7246583521

Vehicle Details
 VIN: 3FADP4AJ0C [REDACTED] *Odometer: 194196 Model Year: 2012
 Model: Fiesta Body Type: 2012 Fiesta Warranty Start Date: 30 April 2012
 Build Date: 24 March 2012 Transmission/Transaxle: B51B5 Engine Size/Description: 1.6L TIVCT PFI Sigma
 Plant: Axle Ratio: 4.07 Ratio

Repair Order
 RO Number: [REDACTED] RO Date: 11/16/2020

Additional Labor/Parts

Note: Approvals given are based on the exact dollar amount

NOTE: Only use the FSA line if directed from the agent. Otherwise use a different line number

*Line Number	Labor Hours	Misc Expn	Misc Expn Desc	Rental Days	Daily Rental Rate	Rental Start Date	Rental End Date	Parts Total	Approval Code	Approval Amount	
01	1.5	0.00		0	0.00			49.08			<input type="button" value="Add New RO Line"/>
											<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Complete Part Number	Base Part Desc	QTY	Dealer Net Price With Markup	Part Approval Status	
ku2z14421ba	terminal	3	16.36	Not Approved	<input type="button" value="Add Another Part"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

Comments

Type: Agent Date: 16 Nov 2020 Time: 14:12:41 ID: rmontro3
 Comments: My apologies. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Type: Dealer Date: 16 Nov 2020 Time: 13:54:41 ID: k-whitty
 Comments: I think I didn't make it clear that 19B22 has already been performed and is not on oasis anymore. I would think that it would have to be repaired under related damage.

Type: Agent Date: 16 Nov 2020 Time: 11:53:01 ID: rmontro3
 Comments: Approval code not required. Thank you

Type: DEALER Date: 16 Nov 2020 Time: 10:42:26 ID: k-whitty
 Comments: Customer came in today with no headlamps - found corrosion building up at power supply terminal to headlamps. is there any coverage from 19B22. found 3 terminals with corrosion build up. seal kit still intact and dielectric grease still intact.

Attachments/ Images

Valid File Types are .JPG,.ZIP,.TXT,.PDF
 Note: File size must be less than 2 MB.

No file chosen Note: It may take up to a minute to upload attachment.

Reply
 Description of Concern (Remaining: 4000)



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904

WF Shop Nov-17 2021 K.W.

Called 1-800-368-3636 K.W.

1-800-368-3636 K.W.



April 2020

Customer Satisfaction Program 19B22

2012 Fiesta
Your Vehicle Identification Number (VIN): 3FADP4AJ0CM [redacted]

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

On your vehicle, moisture and debris containing road de-icing salts may enter the battery junction box (BJB) through the cover and base. This could result in corrosion inside the battery junction box for vehicles operated extensively in certain states that typically use more road de-icing salts.

What is the effect?

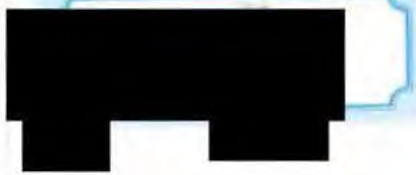
Corrosion in the battery junction box may result in a variety of symptoms, including a loss of certain vehicle functions, such as the loss of low beam headlamps, loss of high beam headlamps, or vehicle no start.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to clean and seal the battery junction box and replace any damaged fuses, relays or terminals, as needed free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until March 31, 2021 regardless of mileage. Coverage is automatically transferred to subsequent

this notice?	enter the battery junction box (BJB) through the cover and base. This could result in corrosion inside the battery junction box for vehicles operated extensively in certain states that typically use more road de-icing salts
What is the effect?	Corrosion in the battery junction box may result in a variety of symptoms including a loss of certain vehicle functions, such as the loss of low beam headlamps, loss of high beam headlamps, or vehicle no start.
What will Ford and your dealer do?	<p>In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to clean and seal the battery junction box and replace any damaged fuses, relays or terminals, as needed, free of charge (parts and labor) under the terms of this program.</p> <p>This Customer Satisfaction Program will be in effect until March 31, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.</p>
How long will it take?	The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
What should you do?	<p>Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B22. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.</p> <p>If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.</p> <p>Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.</p> <p>NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.</p>



PITTSBURGH PA 150

18 FEB 2021 PM 3 L



* Recall Problem*

NHTSA

1200 New Jersey

Washington DC 20590

20550-

