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April 1, 2019

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 18S45 - *Supplement #2***

Certain 2015 - 2019 Model Year F-150 and 2017 – 2019 Model Year F-Super Duty
 Vehicles Equipped with Engine Block Heaters
 Engine Block Heater Wire Assembly Replacement

 WARNING: DO NOT USE THE ENGINE BLOCK HEATER IN YOUR VEHICLE DUE TO THE RISK OF AN ENGINE COMPARTMENT FIRE AND/OR PROPERTY DAMAGE.

New! REASON FOR THIS SUPPLEMENT

- *SERVICE ACTION: Do Not Repair, Disable, and Do Not Use*
- *PARTS REQUIREMENTS / ORDERING INFORMATION: Revised parts list to disable engine block heater cord. Existing engine block heater cords can no longer be ordered, and current dealer stock should not be installed on vehicles.*
- *LABOR ALLOWANCES: Repair Orders opened after April 1, 2019 will not be able to claim labor operation codes from 18S45 S#1.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015-2019	Dearborn Truck	March 18, 2014 through November 17, 2018
F-150	2015-2019	Kansas City	August 21, 2014 through November 17, 2018
F-Super Duty 6.7L Diesel Engine	2017-2018	Kentucky Truck	October 8, 2015 through October 24, 2017
F-Super Duty 6.2L & 6.8L Gas Engine	2017-2019	Kentucky Truck	October 9, 2015 through November 17, 2018
F-Super Duty	2017-2019	Ohio	February 5, 2016 through November 17, 2018

Known affected vehicles are identified in OASIS and FSA VIN Lists.

This recall may also affect vehicles fitted with over-the-counter genuine Ford engine block heater kits, with a Ford part number on the label.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the engine block heater wire assembly may be susceptible to excess corrosion in the in-line connector. While the vehicle is parked and the block heater is plugged in, an inoperative engine block heater, tripping of household breakers or GFCI equipped outlets, and/or

resistive short may result. A resistive short may increase the risk of overheated or melted wiring, and/or fire.

New! SERVICE ACTION

- *DO NOT REPAIR vehicles with any block heater cords that you may have in stock. A new engine block heater cord, without an in-line connection, will be available late third quarter, 2019.*
- *DISABLE the existing engine block heater cord.*
- *DO NOT USE – customers should be instructed to not use the engine block heater cord, and provide them with Attachment IV: CUSTOMER INFORMATION SHEET – DO NOT USE – Risk of Fire*

At this time, updated parts are not available to repair vehicles. Parts are expected to be available late third quarter 2019, at which time this bulletin will be supplemented.

Note: When an interim repair is performed and claimed, OASIS will still show FSA as open. Please check claims history, to insure that interim repair was not previously performed and claimed.

Over-The-Counter Engine Block Heater Kit Sales

Dealers are to review their part sales records and contact any customers to whom an affected genuine Ford engine block heater kit has been sold. Give the customer a copy of the Owner Notification Letter and schedule a service date when parts are available.

Please contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request to request adding an affected VIN to this safety recall prior to performing this service action. Please include an image of the genuine Ford Part Number label with the engine block heater kit installed and a photo of the Vehicle Certification Label showing the VIN.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 15, 2019 advising customers DO NOT USE THE ENGINE BLOCK HEATER CORD. Dealers should disable engine block heater cords on 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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information – All Vehicles - Disable Procedure
Attachment IV: Customer Information Sheet – DO NOT USE ENGINE BLOCK HEATER CORD
Owner Notification Letter

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,



David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on December 20, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 20, 2018. Owner names and addresses will be available by January 22, 2019.

- Because over-the-counter sales are not reported to Ford Motor Company, FSA VIN Lists may be incomplete for this safety recall.

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 practical. Owners can continue to safely drive their vehicles if they follow all instructions and warnings contained in the recall notice.
- Immediately contact any customers who have purchased a Ford Engine Block Heater kit through your dealership. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

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Engine Block Heater Wire Assembly Replacement

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Ford has not issued instructions to stop driving used vehicles under this safety recall. Owners can continue to safely drive their vehicles until this safety recall has been completed.

Part shortages are not considered extenuating circumstances and do not qualify for rental vehicles with 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.
 - 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.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 18S45 is the sub code.
 - 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.
- *Multiple claims for 18S45AA will not be allowed; dealers should check claim history to ensure 18S45AA has not been previously performed.*
 - *Provision for locally obtained supplies or misc. expense: Motorcraft Silicone Rubber TA-32 or equivalent.*
 - *Program Code: 18S45*
 - *Misc. Expense: OTHER*
 - *Amount: Actual cost up to \$2.00*
 - *Estimated five vehicles per tube, twelve tubes per box.*

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New! LABOR ALLOWANCES

Repair Orders opened after April 1, 2019 will not be able to claim labor operation codes from 18S45 S#1.

Vehicle/Engine	Description	Labor Operation	Labor Time
<i>All</i>	<p><i>Disable Engine Block Heater Cord:</i></p> <ol style="list-style-type: none"> <i>1. Remove the three prongs from end of cord (that plugs into home extension cord).</i> <i>2. Apply silicone rubber into cap and plug end, install cap back onto the block heater cord plug end.</i> <i>3. Print Customer Information Sheet & Give to Customer – DO NOT USE ENGINE BLOCK HEATER CORD – RISK OF FIRE</i> <ul style="list-style-type: none"> <i>• Check claim history to ensure this interim repair has not already been performed; multiple claims will be blocked in OWS.</i> <i>• This is an interim labor operation and will not close recall.</i> 	<i>18S45AA</i>	<i>0.3 Hours</i>

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not available to repair vehicles. Additional information to support this safety recall will be published to dealers in another supplement late third quarter 2019.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Part Number	Vehicle	Description	Order Quantity	Claim Quantity
<i>TA-32 or equivalent</i>	<i>All</i>	<i>Silicone Rubber (box of 12 tubes – 5 vehicles per tube)</i>	<i>Claim as MISC. OTHER</i>	<i>May Obtain Locally</i>

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 2015 - 2019 MODEL YEAR F-150 AND 2017 – 2019 MODEL YEAR F-SUPER DUTY VEHICLES EQUIPPED WITH ENGINE BLOCK HEATERS — ENGINE BLOCK HEATER WIRE ASSEMBLY CORROSION

NEW ! OVERVIEW

In some of the affected vehicles, the engine block heater wire assembly may be susceptible to excess corrosion in the in-line connector. While the vehicle is parked and the block heater is plugged in, an inoperative engine block heater, tripping of household breakers or GFCI equipped outlets, and/or resistive short may result. A resistive short may increase the risk of overheated or melted wiring, and/or fire.

- DO NOT REPAIR vehicles with any block heater cords that you may have in stock. A new engine block heater cord, without an in-line connection, will be available late third quarter, 2019.
- DISABLE the existing engine block heater cord.
- DO NOT USE – customer's should be instructed to not use the engine block heater cord, and provide them with Attachment IV: CUSTOMER INFORMATION SHEET – DO NOT USE – Risk of Fire.

At this time, updated parts are not available. Parts are expected to be available late third quarter 2019, at which time this bulletin will be supplemented.

NOTE: When an interim repair is performed and claimed, OASIS will still show FSA as open. Please check claims history, to insure that interim repair was not previously performed and claimed.

NEW ! SERVICE PROCEDURE

1. Remove the three prongs on the block heater cord using pliers, by bending the prongs back and forth to break the prongs off. See Figure 1.

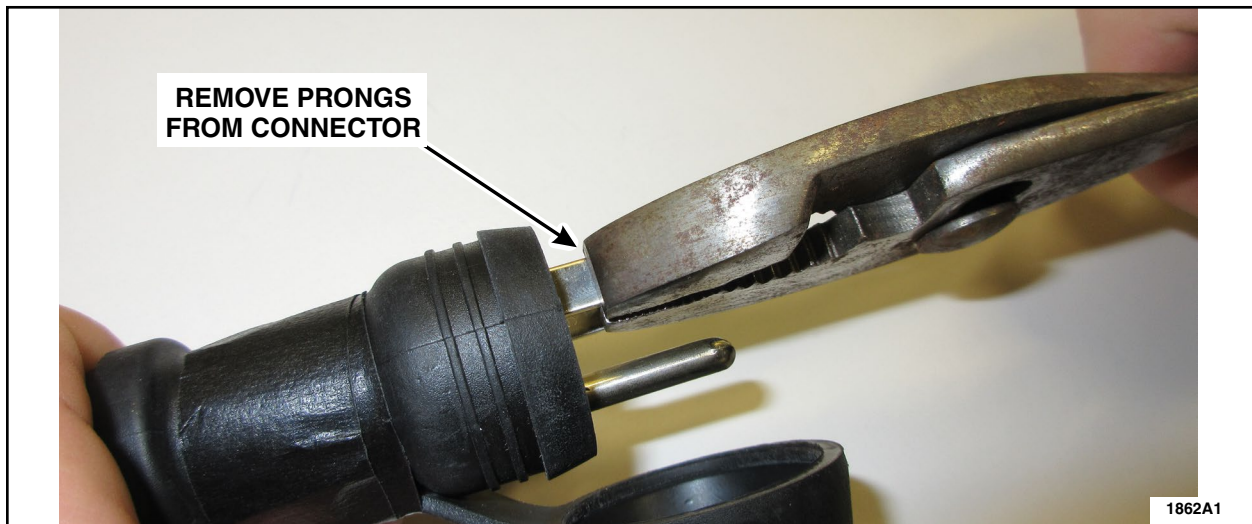


FIGURE 1



2. Apply Motorcraft silicone sealant TA-32 or equivalent to the cap and plug end. See Figure 2.

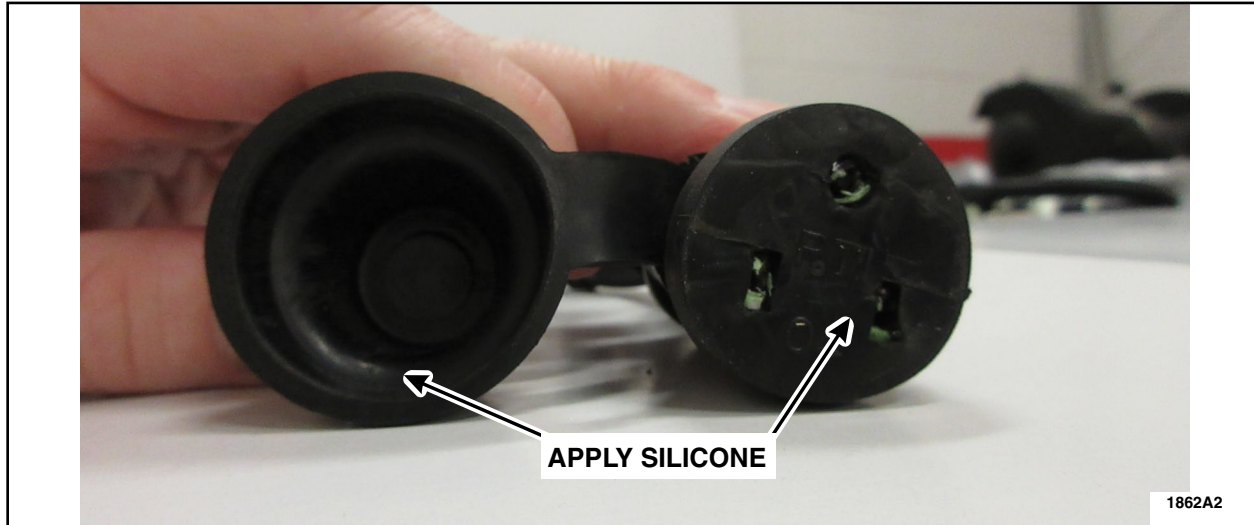


FIGURE 2

3. Install the cap back onto the block heater cord plug end. See Figure 3.

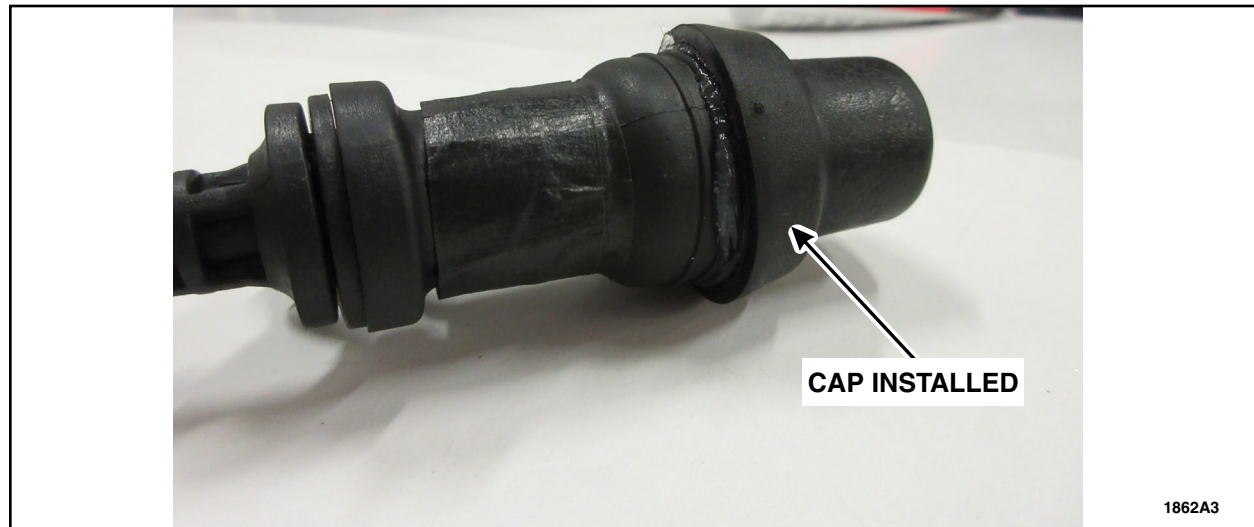


FIGURE 3

4. Print customer information sheet and give the sheet to the customer.

IMPORTANT! ALERT THE CUSTOMER, DO NOT USE THE ENGINE BLOCK HEATER CORD DUE TO THE RISK OF FIRE.



**Engine Block Heater Wire Assembly Replacement
Customer Information Sheet – DO NOT USE – RISK OF FIRE**

 **WARNING: DO NOT USE THE ENGINE BLOCK HEATER IN YOUR VEHICLE DUE TO THE RISK OF AN ENGINE COMPARTMENT FIRE AND/OR PROPERTY DAMAGE.**

Ford Motor Company is voluntarily recalling certain 2015 - 2019 Model Year F-150 and 2017 – 2019 Model Year F-Super Duty vehicles equipped With Engine Block Heaters. The engine block heater cord requires replacement.

Parts for the permanent repair of your vehicle are not currently available. We apologize for any inconvenience this part shortage may cause you. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available 3rd Quarter, 2019.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite a resolution.

Sincerely,

Ford Motor Company
Ford Customer Service Division