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March 25, 2019

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Compliance Recall 19C05**

Certain 2019 Model Year Fusion Energi Vehicles
High Voltage Wiring Electrical Shock Protection for Bus Electrical Center Fuses

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion Energi	2019	Hermosillo	October 1, 2018 through December 14, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles fail to conform to the new requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 305 for protection against contact of high voltage sources. Potential contact with high voltage sources increases the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install a protective cover over the Bus Electrical Center (BEC) fuses inside the high voltage battery compartment. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 1, 2019. 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 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,

A handwritten signature in black ink, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Compliance Recall 19C05**

Certain 2019 Model Year Fusion Energi PHEV Vehicles
High Voltage Wiring Electrical Shock Protection for the Bus Electrical Center Fuses

OASIS ACTIVATION

OASIS was activated on February, 18, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on February, 18, 2019. Owner names and addresses will be available by April 12, 2019.

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 compliance 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.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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 19C05 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install BEC fuse protective cover	19C05B	0.6 hours

PARTS REQUIREMENTS / ORDERING INFORMATION

To place an order for the BEC fuse protective cover, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Open part ordering for part number FM5Z-10A687-H is expected to begin by April 8, 2019.

Part Number	Description	Order Quantity	Claim Quantity
FM5Z-10A687-H	BEC fuse protective cover	1	1

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

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 FUSION ENERGI VEHICLES — HIGH VOLTAGE WIRING ELECTRICAL SHOCK PROTECTION FOR BUS ELECTRICAL CENTER FUSES

OVERVIEW

The affected vehicles fail to conform to the new requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 305 for protection against contact of high voltage sources. Potential contact with high voltage sources increases the risk of injury.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install a protective cover over the Bus Electrical Center (BEC) fuses inside the high voltage battery compartment. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

Recommended Tool List For Replacement:

General Tools	General Equipment
1/4" Drive Power Tool	Light
1/4" Drive Ratchet	
1/4" Drive 10mm Shallow Socket	
1/4" Drive 6 inch Extension	
1/4" Drive Torque Wrench	
Trim Tool	

1. Disconnect the High Voltage Battery. Please follow the Workshop Manual (WSM) Procedures in Section 414-03B.
2. Disconnect the 12V battery. Please follow the WSM Procedures in Section 414-01.
3. Lower both the rear seat backrests. See Figure 1.



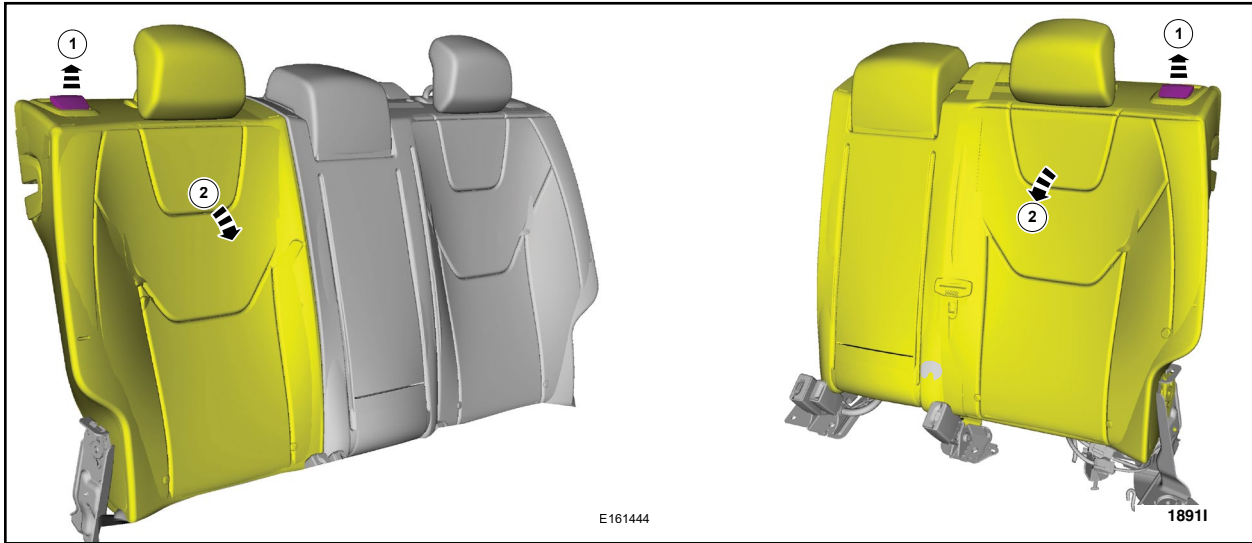


FIGURE 1

4. Remove the luggage compartment cover on the High Voltage Battery. See Figure 2.

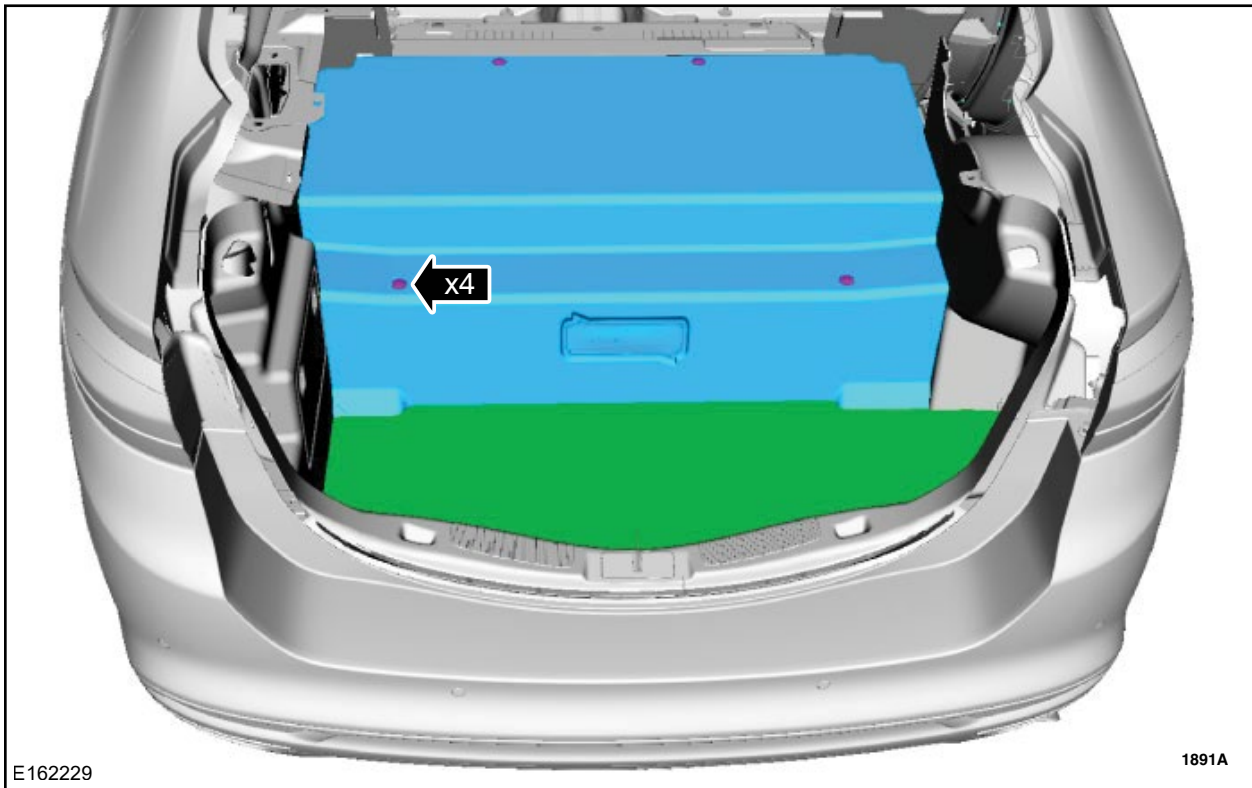


FIGURE 2



5. Remove the panel cover behind the rear seat. See Figure 3.

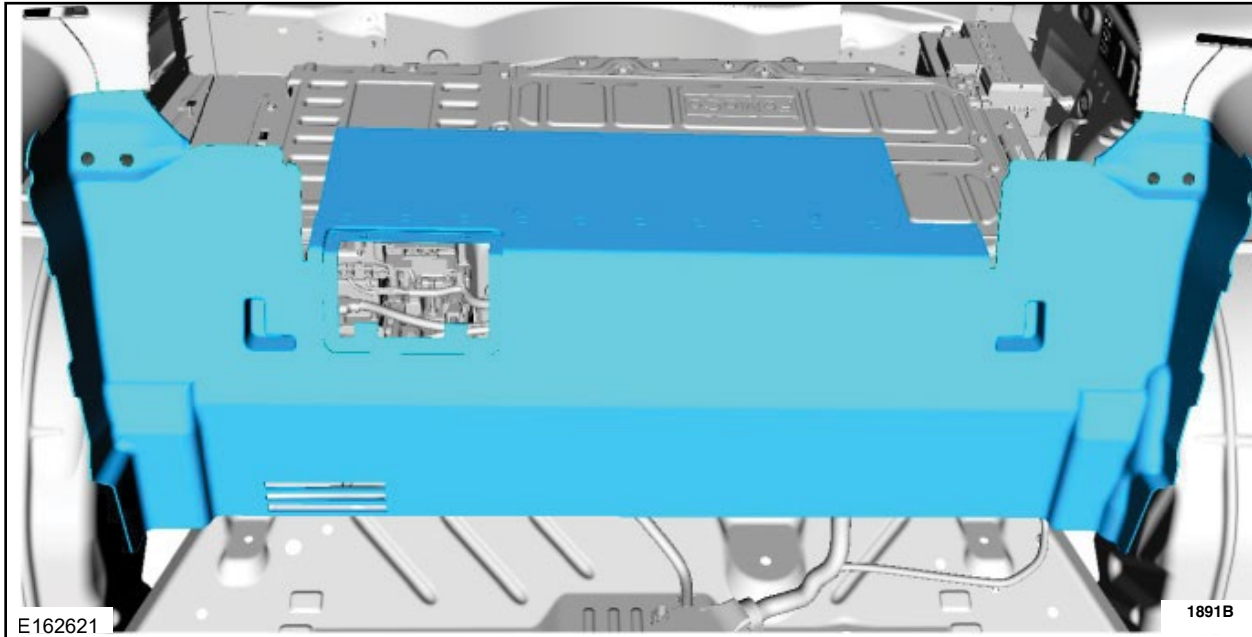


FIGURE 3

6. Remove the retainers and the RH side duct assembly. See Figure 4.

- Torque to 62 lb.in (7 Nm).

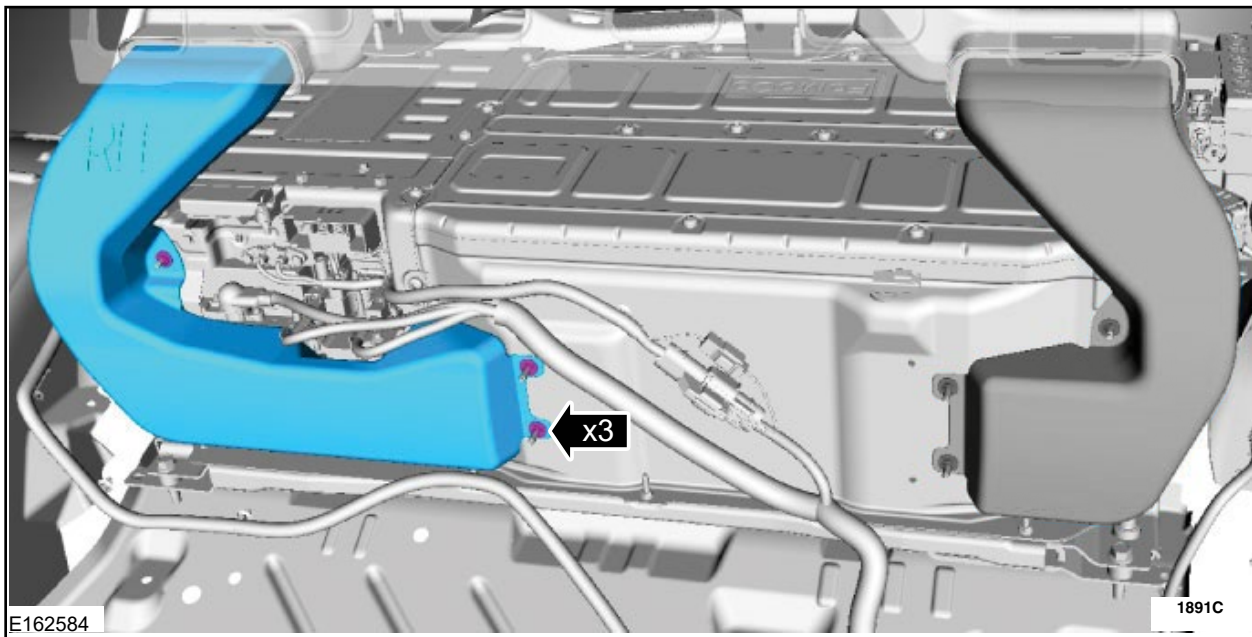


FIGURE 4



7. Remove the retainers and the jumper harness cover. See Figure 5.

- Torque to 71 lb.in (8 Nm).

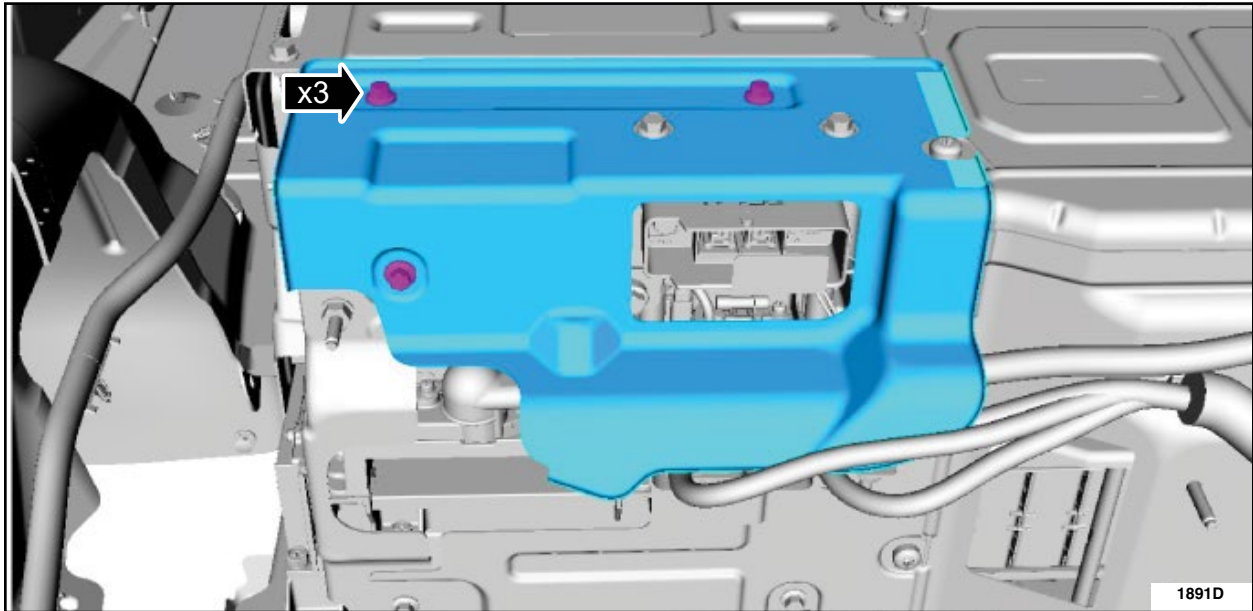


FIGURE 5

8. Install the BEC protective cover. See Figure 6.

NOTE: BEC protective cover is highlighted in purple for clarity in Figure 6. Actual cover is gray in color.

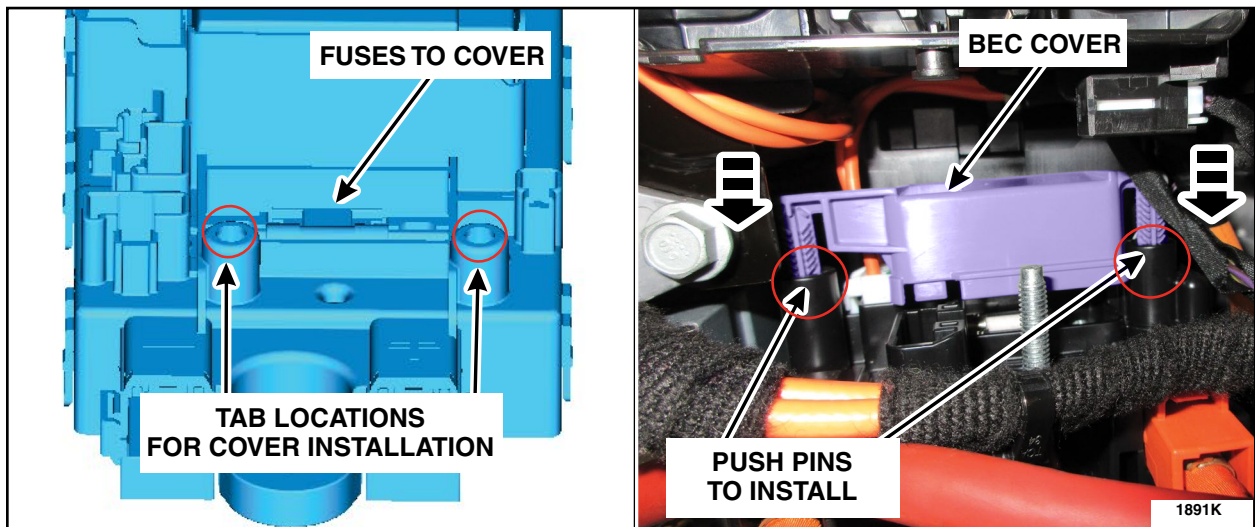


FIGURE 6

9. Reassemble the vehicle by reversing the removal procedure.

