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April 9, 2019

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 19S11**

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

**REF : NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 18S45 - Supplement #3**

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

REF : Advance Notice - Application Performance Upgrade 19G01

Certain 2015 - 2019 Model Year F-150 and 2017 – 2019 Model Year F-Super Duty
 Vehicles Equipped with Engine Block Heaters
 Engine Block Heater Cord 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.**

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 the affected vehicles, the engine block heater cord in-line connector was inspected or the cord was replaced in accordance with safety recall 18S45. There is the potential that this inspection or cord replacement procedure inadvertently damaged the connector. This damage may be inside the molded connector and may not be visible. If a block heater cord with a damaged connector 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.

SERVICE ACTION

- DISABLE the existing engine block heater cord so that it cannot be used.
- 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

NOTE: DO NOT inspect, grease, or attempt to repair by replacing the existing block heater cord at this time.

Engine block heater cord replacement with a new block heater cord design will be administered with Customer Satisfaction program 19G01. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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 to disable the engine block heater cord.

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 22, 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.

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 Letters
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,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S11**

Certain 2015 - 2019 Model Year F-150 and 2017 – 2019 Model Year F-Super Duty Vehicles
Equipped With Engine Block Heaters
Disable Engine Block Heater Cord

OASIS ACTIVATION

OASIS will be activated on April 9, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 9, 2019. Owner names and addresses will be available by May 7, 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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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the replacement of the genuine Ford engine block heater cord with base part number 6B018.
 - Installation of complete engine block heater kits are not covered (example, base part number 6D008 or equivalent is not reimbursable).
 - Installation of a non-Ford aftermarket engine block heater kit is not reimbursable.

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.

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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 19S11 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.
- Provision for locally obtained supplies or misc. expense: Motorcraft Silicone Rubber TA-32 or equivalent.
 - Program Code: 19S11
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$2.00
 - Estimated five vehicles per tube, twelve tubes per box
- **Refunds:** Submit refunds on a separate repair line.
 - - Program Code: 19S11 - Misc. Expense: ADMIN
 - - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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Equipped With Engine Block Heaters
Disable Engine Block Heater Cord

LABOR ALLOWANCES

Vehicle/ Engine	Description	Labor Operation	Labor Time
All	Disable Engine Block Heater Cord: 1. Remove the three prongs from end of cord (that plugs into home extension cord). 2. Apply silicone rubber into cap and plug end, install cap back onto the block heater cord plug end. 3. Print Customer Information Sheet & Give to Customer – DO NOT USE ENGINE BLOCK HEATER CORD – RISK OF FIRE NOTE: Disabling the Engine Block Heater Cord will close Safety Recall 19S11	19S11AA	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

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

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 — DISABLE ENGINE BLOCK HEATER WIRE CORD

OVERVIEW

In the affected vehicles, the engine block heater cord in-line connector was inspected or the cord was replaced in accordance with safety recall 18S45. There is the potential that this inspection or cord replacement procedure inadvertently damaged the connector. This damage may be inside the molded connector and may not be visible. If a block heater cord with a damaged connector 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.

- DISABLE the existing engine block heater cord so that it cannot be used.
- 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.

NOTE: DO NOT inspect, grease, or attempt to repair by replacing the existing block heater cord at this time.

Engine block heater cord replacement with a new block heater cord design will be administered with Customer Satisfaction program 19G01. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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.

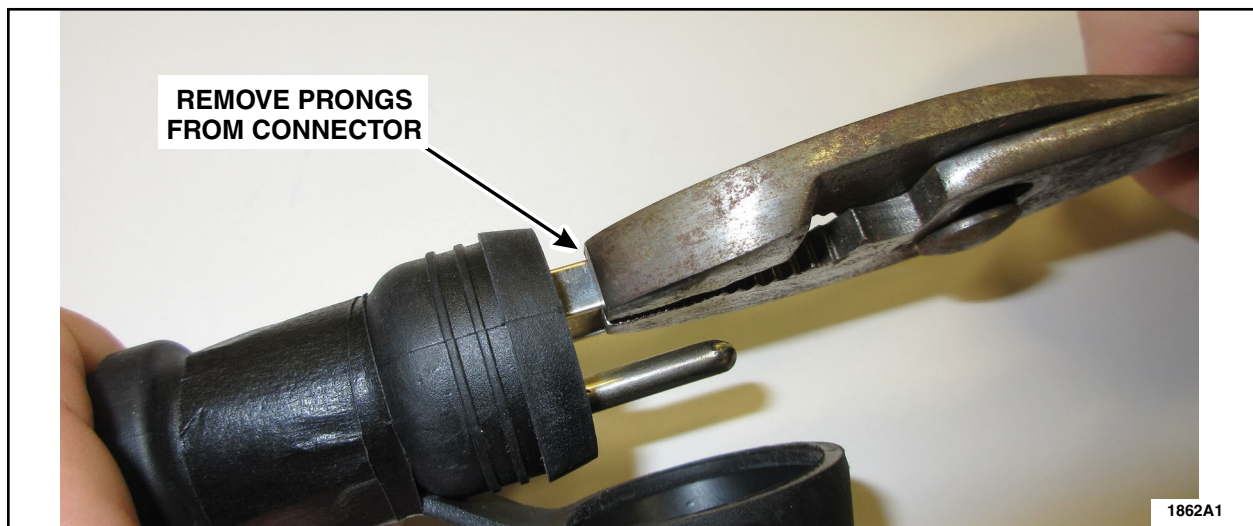


FIGURE 1



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

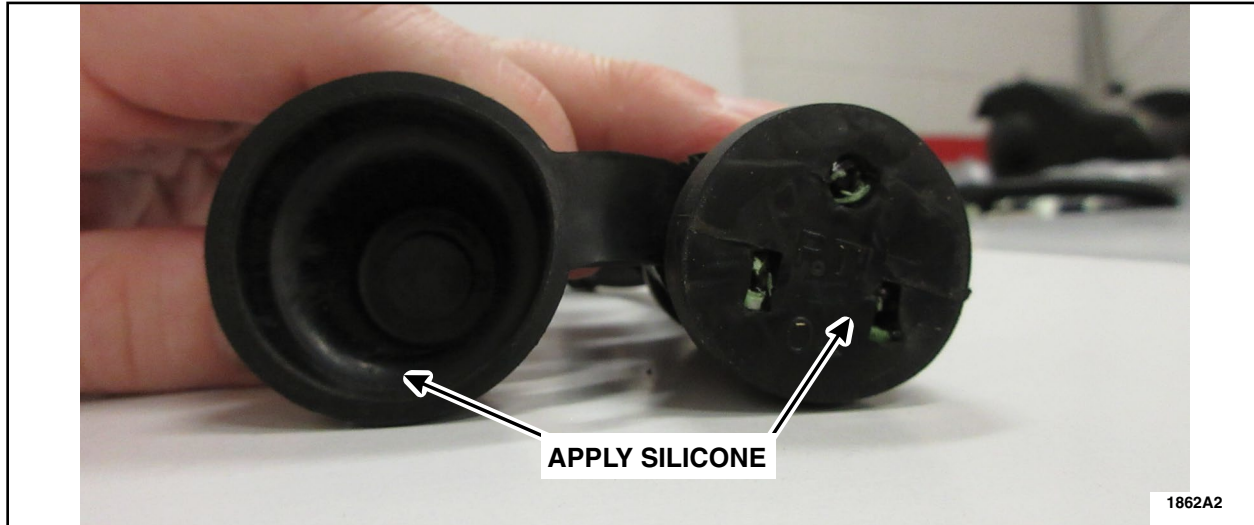


FIGURE 2

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

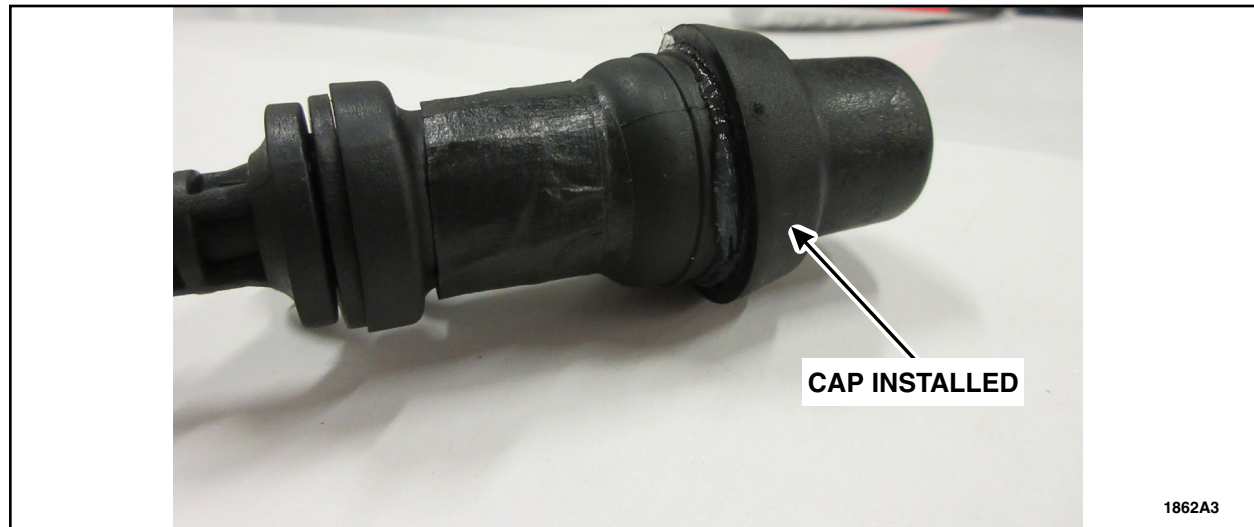


FIGURE 3

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 Cord 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 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 will be disabled under Safety Recall 19S11.

When replacement parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to replace your engine block heater cord assembly.

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

Sincerely,

Ford Motor Company
Ford Customer Service Division

Ford Motor Company
Recall Reimbursement Plan for 19S11

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 18S45, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to January 28, 2019. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2015. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2015 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.