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June 13, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S15 - Supplement #1**

Certain 2019 Model Year Ranger Vehicles – Transmission Shift Lever Cable Bracket Fasteners

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S15**

Dated: May 14, 2018

New! REASON FOR THIS SUPPLEMENT

Repairs are now available for all vehicles, including updates to the following sections for 4-wheel drive vehicle repair information:

- *technical information*
- *labor allowances*
- *parts ordering information*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2019	Michigan Truck	March 5, 2019 through March 13, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

The affected vehicles may have loose or missing fasteners that attach the transmission shift cable bracket to the transmission housing. A transmission shift cable bracket with loose or missing fasteners can result in the following:

- **Unintended vehicle movement or roll away, if the parking brake is not applied.**
- When exiting the vehicle, the ignition key (if equipped) can be removed with no Instrument Panel Cluster (IPC) warning message or chime indicating that the transmission is not in Park.
- The actual transmission gear as displayed in the IPC may be different than indicated by the position of the transmission shift lever.
- No ability to restart the vehicle, unless the actual transmission gear as displayed in the IPC is Park or Neutral.

These conditions increase the risk of crash or injury.

The parking brake should be applied whenever the vehicle is parked prior to the vehicle repair.

New! SERVICE ACTION

Repairs are now available for all vehicles.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to verify the transmission shift lever cable bracket to transmission fastener torque, and verify proper operation of the shift lever, PRNDS, and starting position. 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 July 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.

New! 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,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 19S15 - *Supplement #1*
Certain 2019 Model Year Ranger Vehicles
Transmission Shift Lever Cable Bracket Fasteners**

OASIS ACTIVATION

OASIS was activated on May,14, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on May 14, 2019. Owner names and addresses will be available by July 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 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.

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

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 (19S15) 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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New! LABOR ALLOWANCES

Description	Drive Type	Labor Operation	Labor Time
Torque transmission shift lever cable bracket fasteners and check gear display in IPC (includes time to replace fastener(s), if missing)	2-Wheel Drive	19S15B	0.3 Hours
	<i>4-Wheel Drive</i>	<i>19S15C</i>	<i>0.7 Hours</i>
Additional time to perform the transmission shift lever cable adjustment (as needed)		19S15D	0.7 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

To place an order, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Drive Type	Order Quantity	Claim Quantity
<i>AB3Z-4B496-A</i>	<i>CV joint-to-transfer case flange cup bolts and retaining straps (package contains 2 bolts and one strap)</i>	<i>4-Wheel Drive only</i>	<i>3</i>	<i>3</i>
W700056-S450B*	Transmission Shift Lever Cable Bracket Fastener (package of 4)	As Required		

NOTE: *The CV joint-to-transfer case flange cup bolts and retaining straps are currently not available in sufficient quantities to repair all 4WD vehicles. The CV joint-to-transfer case flange cup bolts and retaining straps part orders can be requested through the SSSC using the SSSC link at the bottom of the OASIS VIN report screen to repair vehicles that meet the following criteria only:*

- Affected customer vehicles that arrive at your dealership.*
- New in-stock vehicles with a signed sales contract. (submit copy of contract via SSSC link).*

It is anticipated that part number AB3Z-4B496-A will be available in sufficient quantities to allow part ordering for all 4WD vehicle repairs, regardless of sales/contract status, the week of July 8, 2019.

Open part ordering for part number AB3Z-4B496-A is expected to begin July 31, 2019.

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

* Less than 2% of the affected vehicle population is expected to require transmission shift lever cable bracket fastener replacement.

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 – TRANSMISSION SHIFT CABLE BRACKET FASTENERS

OVERVIEW

The affected vehicles may have loose or missing fasteners that attach the transmission shift cable bracket to the transmission housing. A transmission shift cable bracket with loose or missing fasteners can result in the display of the actual transmission gear in the Instrument Panel Cluster (IPC) to be different than indicated by the position of the transmission shift lever, unintended vehicle movement or roll away if the parking brake is not applied, or the inability to restart the vehicle. These conditions increase the risk of crash or injury.

The parking brake should be applied whenever the vehicle is parked prior to the vehicle repair.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to verify the transmission shift lever cable bracket to transmission fastener torque, and verify proper operation of the shift lever, PRNDS, and starting position.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

NEW ! SERVICE PROCEDURE

Recommended Tool List:

General Tools <i>2-Wheel Drive Vehicles</i>	General Equipment
3/8" Drive Ratchet	Flashlight
3/8" Drive Torque Wrench	
3/8" Drive T40 Torx Socket	
General Tools <i>4-Wheel Drive Vehicles</i>	Cable Adjustment Tools (If Required)
<i>3/8" Drive Ratchet</i>	1/4" Drive Power Tool
<i>3/8" Drive Power Tool</i>	1/4" Drive Ratchet
<i>3/8" Drive Torque Wrench</i>	1/4" Drive Torque Wrench
<i>3/8" Drive 20 inch Extension</i>	1/4" Drive 3 inch Extension
<i>3/8" Drive T40 and T45 Torx Socket</i>	1/4" Drive T20 and T25 Torx Socket
<i>Small Rubber Mallet</i>	1/4" Drive 7mm Socket
<i>Paint Marker</i>	Plastic Trim Tool



1. Is the vehicle 2-wheel drive or 4-wheel drive?

4-Wheel Drive: Proceed to step 2.

2-Wheel Drive: Proceed to step 3.

NOTICE: *To avoid damage to the joint or gaiter, do not allow the driveshaft to hang.*

NOTICE: *Tighten driveshaft flange to pinion flange bolts diagonally.*

NOTE: *Make sure that new bolts are installed.*

NOTE: *Install all the bolts finger tight before final tightening.*

NOTE: *Lock the driveshaft before removing the bolts to avoid slipping.*

2. Vehicles equipped with a front driveshaft must have the driveshaft positioned aside to access the shifter cable bracket bolts. See Figure 1.

- *Index-mark the front driveshaft CV joint-to-transfer case flange cup.*
- *Remove and discard the CV joint-to-transfer case flange cup bolts and retaining straps.*
- *Torque: Stage 1: 21 lb.ft (28 Nm).*
Stage 2: 120°

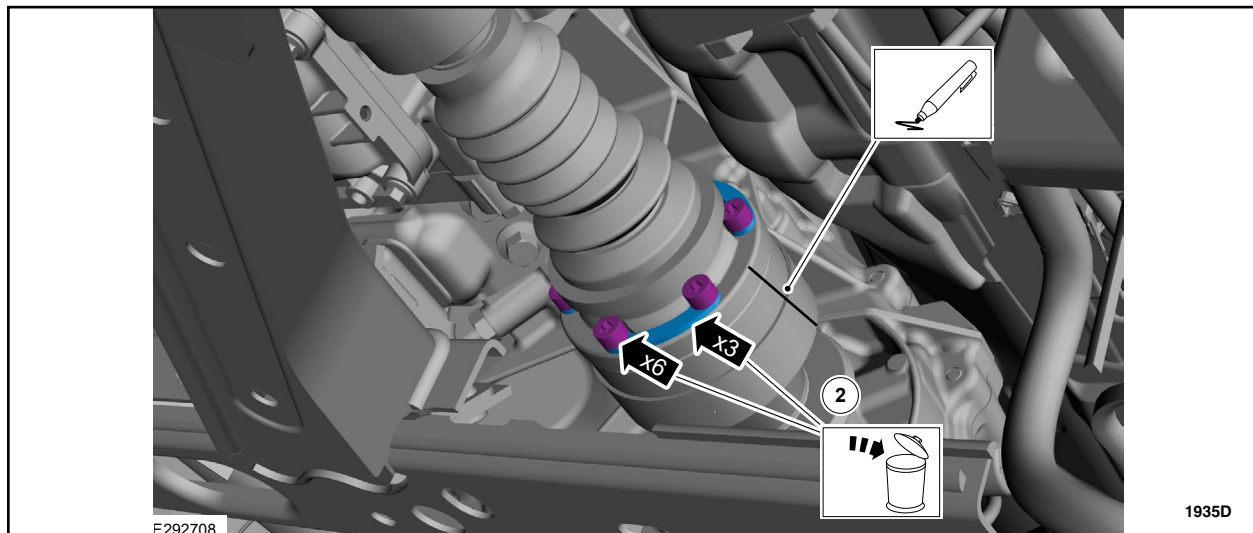


FIGURE 1



3. Torque the two transmission shift lever cable bracket fasteners, if the fasteners are missing or damaged replace the fasteners. Proceed to step 4. See Figure 2.

- Torque: 18 lb.ft (25 Nm).

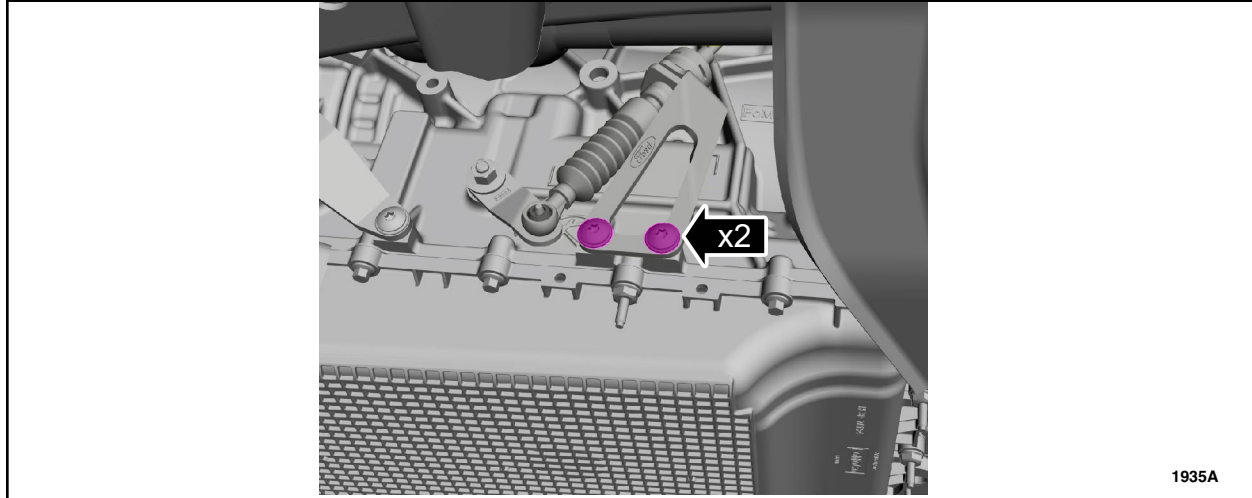


FIGURE 2

4. Move the transmission shift lever into all gear positions and check the corresponding IPC gear display indicator is illuminated. Additionally, check each gear display indicator remains illuminate while performing each of the checks below without depressing the brake pedal or the shift lever knob.

NOTE: The brake pedal and shift lever knob should be depressed to change shift lever positions between checks.

- a. "P" remains displayed on the IPC while the transmission shift lever is in park and pulled down to the detent.
- b. "R" remains displayed on the IPC while the transmission shift lever is in reverse and pushed up to the detent.
- c. "N" remains displayed on the IPC while the transmission shift lever is in neutral and pushed up to the detent.
- d. "D" remains displayed on the IPC while the transmission shift lever is in drive and pushed up and down to the detents.
- e. "S" remains displayed on the IPC while the transmission shift lever is in sport.

5. Did all transmission shift lever checks in Step 4 pass?

Yes: The repair is complete.

No: Perform a transmission shift lever cable adjustment then repeat step 4. Please follow the Workshop Manual (WSM) Selector Lever Cable Adjustment procedure in Section 307-05.

6. Reassemble the vehicle by reversing the removal steps.

