



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

August 9, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S23 - Supplement #1**
 Certain 2019 Model Year Ranger Super-Cab Vehicles
 Right Front Seatbelt Outboard Anchor

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S23**
 Dated July 11, 2019

New! REASON FOR THIS SUPPLEMENT

- **Parts Requirements / Ordering Information:** *Due to limited part availability and very low part replacement rates, open part ordering for part number KB3Z-21611B08-AA is being postponed from August 9, 2019 to November 29, 2019. During this time, dealers may continue ordering parts via the SSSC Web Contact Site.*

NOTE: *Less than 1% of the affected vehicle population is expected to require seatbelt replacement. Dealers must perform the seatbelt inspection prior to placing part orders.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2019	Michigan	June 18, 2018 through June 18, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the right front seatbelt may have been improperly assembled with the seatbelt webbing only routed through the rubber trim, and not properly routed through the anchor. Improperly assembled seatbelts may not adequately restrain occupants in a crash, increasing the risk of injury.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to verify the right front seatbelt was assembled properly by performing a pull test and visual inspection. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Less than 1% of the affected vehicle population is expected to require seatbelt replacement.

Dealers must perform the seatbelt inspection prior to placing part orders.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 29, 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

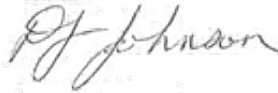
Attachment III: Technical Information

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 19S23 - Supplement #1
Certain 2019 Model Year Ranger Super-Cab Vehicles
Right Front Seatbelt Outboard Anchor

OASIS ACTIVATION

OASIS will be activated on July 11, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 11, 2019. Owner names and addresses will be available by August 9, 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.
- 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 19S23 - Supplement #1
Certain 2019 Model Year Ranger Super-Cab Vehicles
Right Front Seatbelt Outboard Anchor

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 (19S23) 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 19S23 - Supplement #1
 Certain 2019 Model Year Ranger Super-Cab Vehicles
 Right Front Seatbelt Outboard Anchor

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Right Front Seatbelt - PASS	19S23A	0.2 Hours
Replace Right Front Seatbelt Retractor and Pretensioner Assembly – Includes Inspection.	19S23B	0.8 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Less than 1% of the affected vehicle population is expected to require seatbelt replacement. *Dealers must perform the seatbelt inspection prior to placing part orders.*

To place an order for a Front Right Seatbelt Retractor and Pretensioner Assembly, submit a VIN-specific Part Order contact, with a photo demonstrating the improperly assembled seatbelt, via the SSSC Web Contact Site. *Due to limited part availability and very low part replacement rates, open part ordering for part number KB3Z-21611B08-AA is being postponed from August 9, 2019 to November 29, 2019.*

Part Number	Description	Order Quantity	Claim Quantity
KB3Z-21611B08-AA	Front Right Seatbelt Retractor and Pretensioner Assembly	As Required	

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 RANGER SUPER-CAB VEHICLES – RIGHT FRONT SEATBELT OUTBOARD ANCHOR

OVERVIEW

In some of the affected vehicles, the right front seatbelt may have been improperly assembled with the seatbelt webbing only routed through the rubber trim, and not properly routed through the anchor. Improperly assembled seatbelts may not adequately restrain occupants in a crash, increasing the risk of injury. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to verify the right front seatbelt was assembled properly by performing a pull test and visual inspection. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

1. Pull up firmly on the right side front seatbelt. See Figure 1.
 - Did the rubber boot trim tear away from the pretensioner assembly?
 - Yes – Replace the seatbelt retractor and pretensioner assembly, following the Workshop Manual (WSM) procedures in Section 501-20A.
 - No – Proceed to step 2.



FIGURE 1



2. Visually inspect the right side front seatbelt routing through the metal anchor eyelet attachment.
See Figures 2a and 2b.

- Is the seatbelt routed through the rubber boot trim and through the metal anchor eyelet?
 - Yes – Inspection passes. No repair is required.
 - No – Replace the seatbelt retractor and pretensioner assembly. Please follow WSM procedures in Section 501-20A.

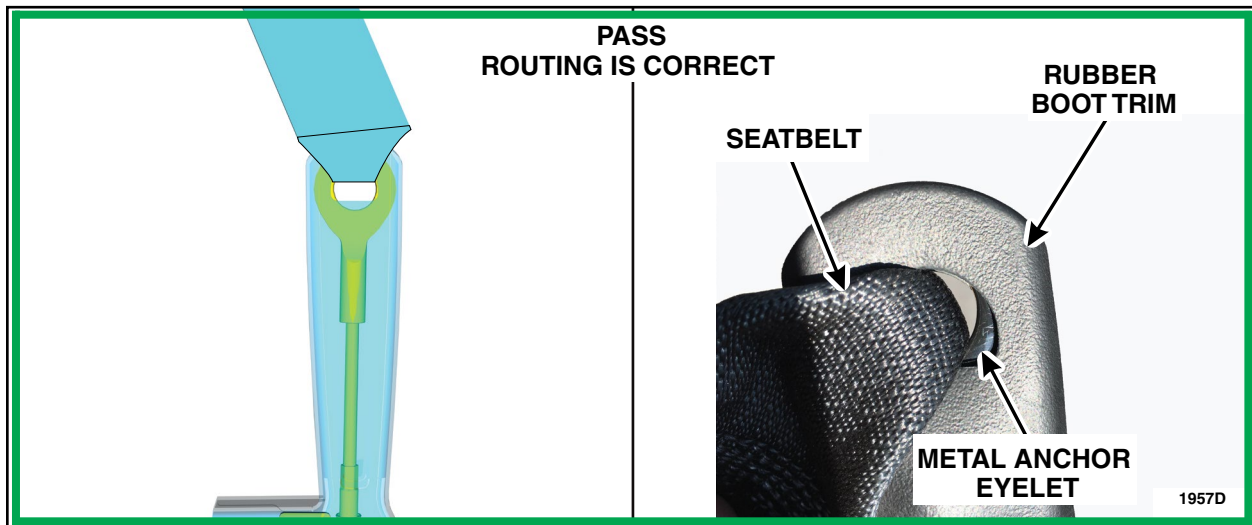


FIGURE 2a

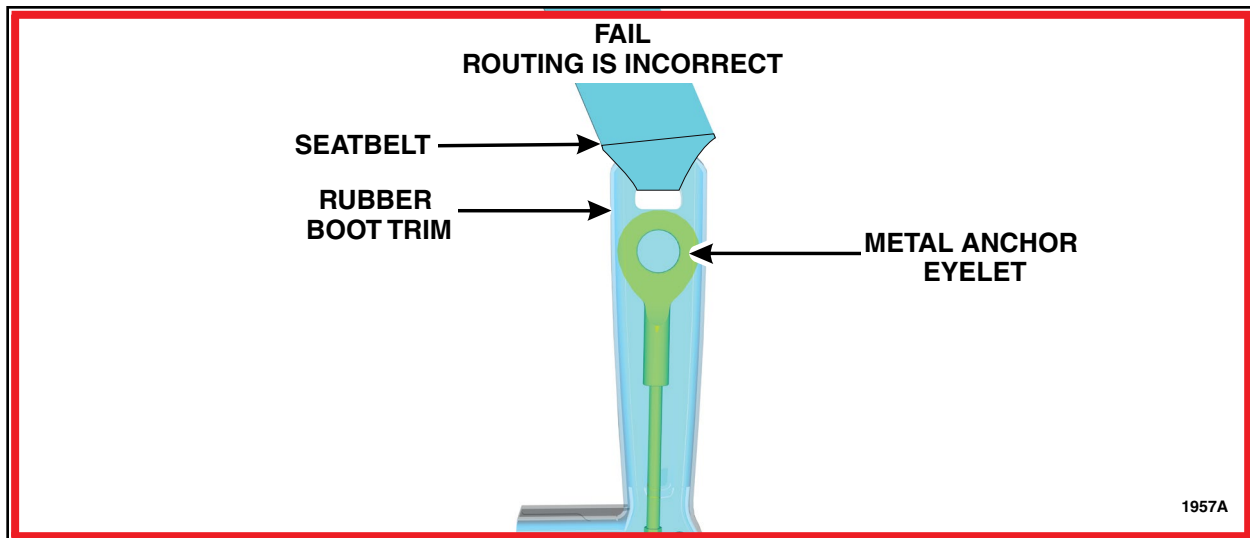


FIGURE 2b

