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November 7, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 19S27 – Supplement #2
 Certain 2019 Model Year Fiesta Vehicles
 Front Brake Caliper Seal Contamination

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 19S27 – Supplement #1 dated October 9, 2019

New! REASON FOR THIS SUPPLEMENT

Service Action: Dealers can now repair all affected vehicles.

Parts Ordering Information: Open ordering for all parts is expected to begin by the end of November.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2019	Cuautitlan	July 22, 2019 through August 1, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, an incorrect lubricant was used during the front brake caliper assembly process. Brake calipers assembled with the incorrect lubricant can exhibit swelling of the internal rubber seals. Swollen brake caliper seals can affect braking system performance.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to flush the brake system then replace the front brake calipers and brake jounce hoses, following the dealer bulletin technical instructions.

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

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of October 7, 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 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 19S27 – Supplement #2

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OASIS ACTIVATION

OASIS was activated on August 29, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on August 29, 2019. Owner names and addresses will be available by October 18, 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.

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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 19S27 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
Flush the brake system then replace the front brake calipers and brake jounce hoses.	19S27B	1.6 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for the parts indicated with an asterisk (*), submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Parts without an asterisk are available for open ordering.

Open ordering for all parts is expected to begin by the end of November.

Part Number	Description	Order Quantity	Claim Quantity
* BE8Z-2B121-AA	Left Front Brake Caliper	1	1
* BE8Z-2B120-AA	Right Front Brake Caliper	1	1
W711784-S300	Washer	4	4
* D2BZ-2078-D	Left Front Brake Jounce Hose	1	1
* D2BZ-2078-C	Right Front Brake Jounce Hose	1	1
* 7T4Z-2L122-A	Flow Bolt	2	2
PM-20	Brake Fluid (Pint)	4	4

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 FIESTA VEHICLES — FRONT BRAKE CALIPER SEAL CONTAMINATION

OVERVIEW

In all of the affected vehicles, an incorrect lubricant was used during the front brake caliper assembly process. Brake calipers assembled with the incorrect lubricant can exhibit swelling of the internal rubber seals. Swollen brake caliper seals can affect braking system performance.

Due to very limited part availability, only customer-owned vehicles (vehicles sold prior to 19S27 Demonstration/Delivery Hold - August 29, 2019) can be repaired at this time.

Customer-Owned Vehicles:

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to flush the brake system then replace the front brake calipers and brake jounce hoses, following the dealer bulletin technical instructions.

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

Unsold Vehicles:

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Parts are expected to be available to repair all vehicles in the 4th quarter of 2019.

SERVICE PROCEDURE

1. Remove the front and rear wheel and tire assemblies. Please follow the Workshop Manual (WSM) procedures in Section 204-04.

 **IMPORTANT! Do not remove the front calipers or brake hoses until the flush procedure is complete.**



2. Flush the brake system, following the brake system pressure bleeding procedure steps outlined in WSM Section 206-00.

- While flushing the brakes follow the bleed order shown in Figure 1. This bleed order is unique to this recall procedure. See Figure 1.
- Flush 400 ml of fluid on each side of the front brakes.
- Flush 200 ml of fluid on each side of the rear brakes.

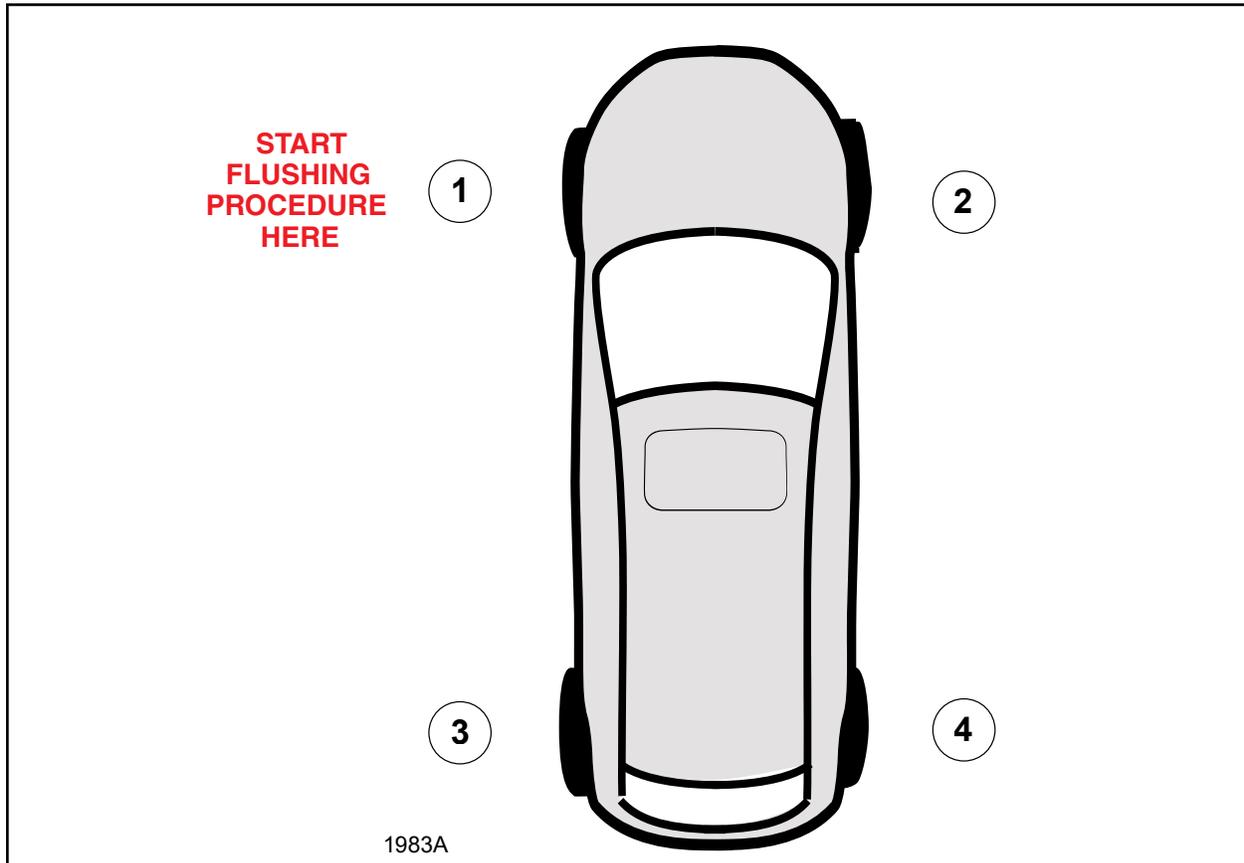


FIGURE 1



3. Replace the following components:

- Front brake calipers, flow bolts and washers.
- Front flexible brake hoses.

- Please follow the WSM procedures in Section 206-03 and 206-04 for replacement procedures.

4. Perform the brake system pressure bleeding procedure for the new components. Please follow the WSM procedures in Section 206-00.

- While bleeding the brakes in this step follow in the bleed order shown in Figure 2.

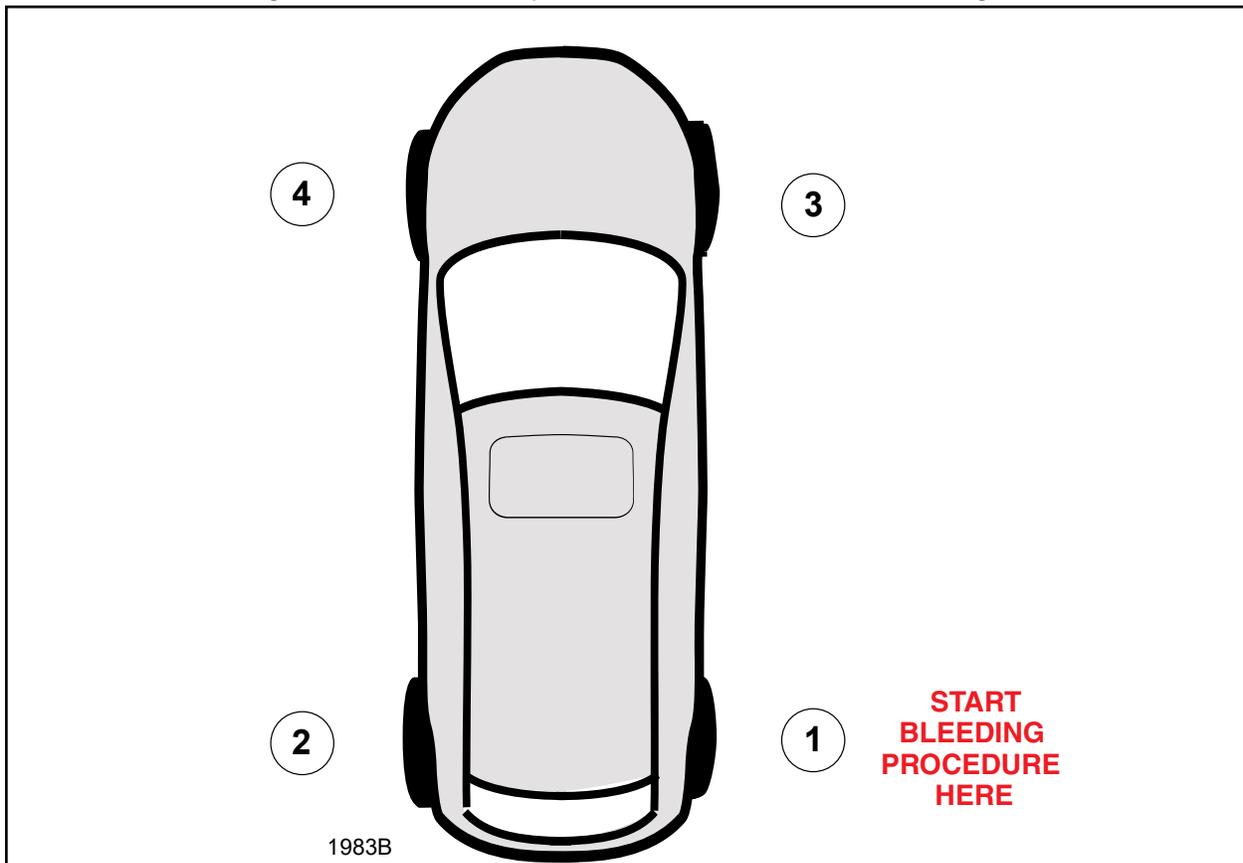


FIGURE 2

