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December 12, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 19S29 – Supplement #1**
Certain 2017 Model Year Explorer Vehicles Equipped with Power Seats
Seat Frame Burred Edge

New! REASON FOR THIS SUPPLEMENT

- **Technical Information:** Updated technical information for cleaning seat track
- **Administrative and Parts Ordering:** Updated to include Scotch-Brite pad
- **Labor Allowances:** Updated labor times

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2017	Chicago	February 13, 2016 through October 25, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the power seat track may have an improperly finished edge leaving it with a sharp burr. There is a chance of injury to the hand if a customer were to reach between the seat and console, such as to retrieve a fallen object.

SERVICE ACTION

Dealers are to install flocked tape on seat track edge for power-equipped seats following the Technical Instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Only power seat tracks require the flocked tape; some vehicles are equipped with driver-only power seat and tape will not be required for the manual passenger seats in these vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of November 4, 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,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on September 12, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on September 12, 2019. Owner names and addresses are available.

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 if they take care not to touch the seat track between the front seat and center console.
- 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 19S29 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.

- **New! Provision for Flocked Tape *and Scotch-Brite pad or similar:***
 - Program Code: 19S29
 - Misc. Expense: OTHER
 - Amount:
 - *Up to \$4.00*

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Flock Tape on Driver Power Seat Only (Passenger Seat is Manual)	19S29B	0.4 Hours
Install Flock Tape on Both Driver and Passenger Power Seats	19S29C	0.7 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
KB5Z-19E523-A	Flocked Tape (Roll length is 25 Meters, (82 ft). One Roll will cover approximately 41 vehicles)		Claim as MISC OTHER up to \$4.00
	<i>Scotch-Brite Pad or similar (for aid in cleaning seat frame, obtain locally, can be used multiple times)</i>		

NOTE: Due to limited supply of Flocked Tape do not order unless needed, each roll will cover approximately 41 vehicles.

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.

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 2017 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH POWER SEATS — SEAT FRAME BURRED EDGE

OVERVIEW

In some of the affected vehicles, the power seat track may have an improperly finished edge leaving it with a sharp burr. There is a chance of injury to the hand if a customer were to reach between the seat and console, such as to retrieve a fallen object. Dealers are to install flocked tape on seat track edge for power-equipped seats following the Technical Instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Only power seat tracks require the flocked tape; some vehicles are equipped with driver-only power seat and tape will not be required for the manual passenger seats in these vehicles.

NEW! SERVICE PROCEDURE

⚠ WARNING: Use caution while cleaning the edges of the seat track, edges may have burr's that can cause personal injury.

NOTE: *If the seat frame is cold, allow the vehicle to warm up with the floor blower on to aid the tape to adhere*

NOTE: A video of the service procedure can be found by clicking the video icon. 

- 1. Raise the seat to the highest position.*
- 2. Scuff the highlighted areas using a Scotch-Brite pad. Using Isopropyl Alcohol and a disposable white paper towel, clean the highlighted areas until no visible oil or residue is present on the paper towel. See Figure 1.*

NOTE: Seat shown on bench for clarity.

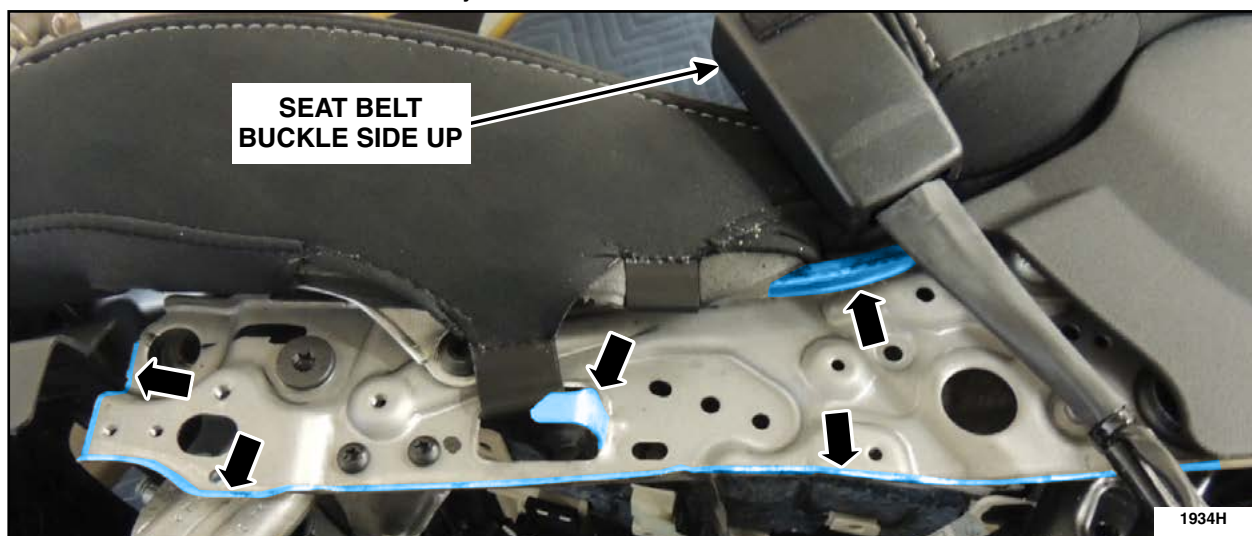


FIGURE 1



3. Obtain a roll of flocked tape part number KB5Z-19E523-A.
4. Measure and cut one piece of flocked tape 190 mm (7.5 in) in length. See Figure 2.

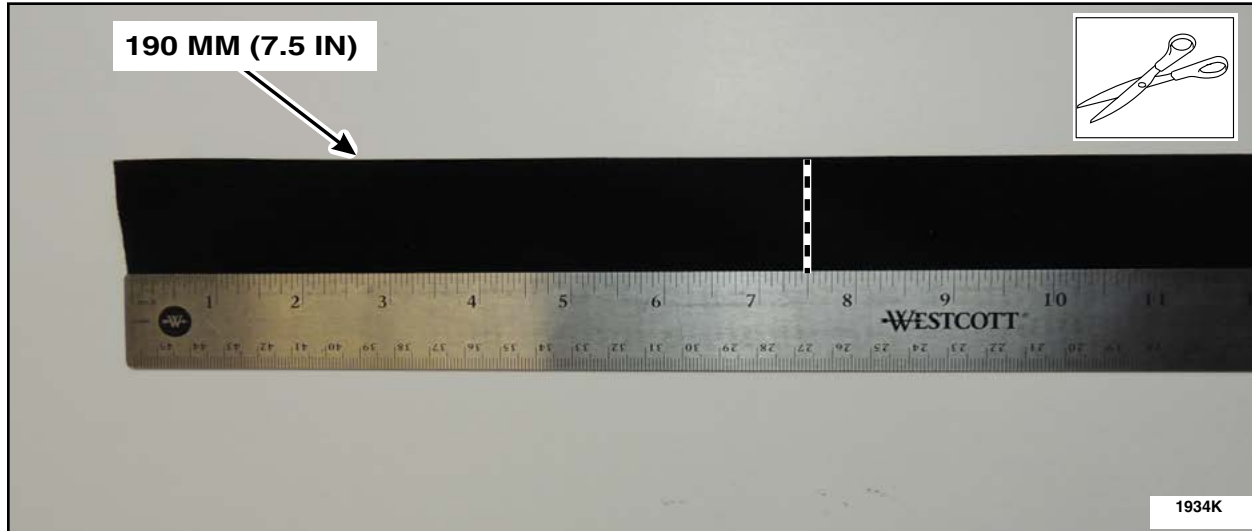


FIGURE 2

5. Take the 190 mm (7.5 in) piece of flocked tape fold and cut it in half length wise into two equal strips. See Figure 3.

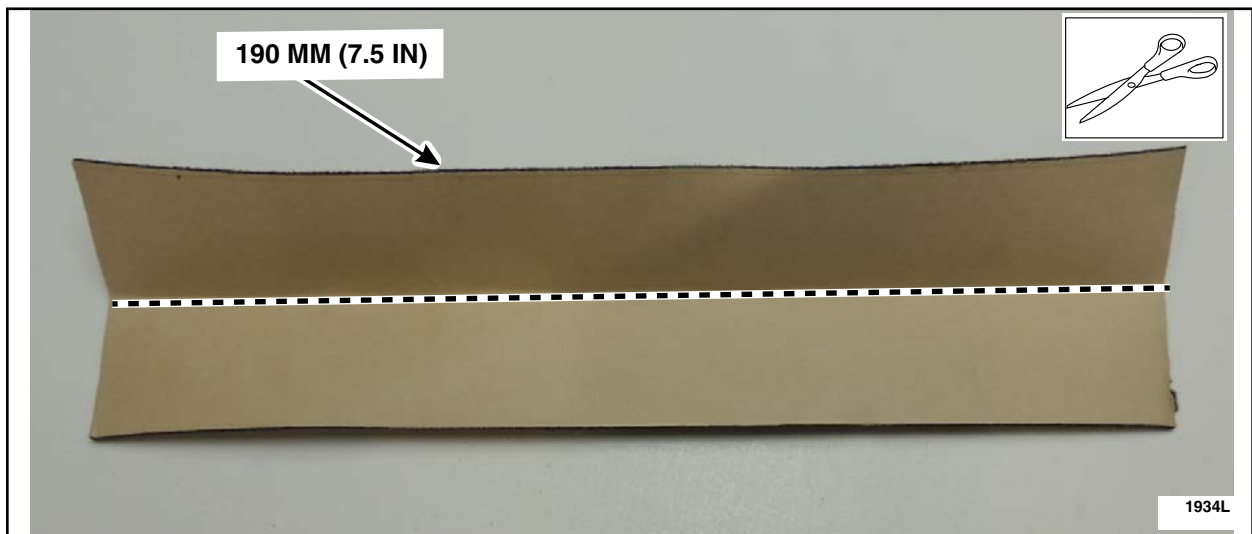


FIGURE 3



6. Measure and cut one piece of flocked tape 57.15 mm (2.25 in) in length. See Figure 4.

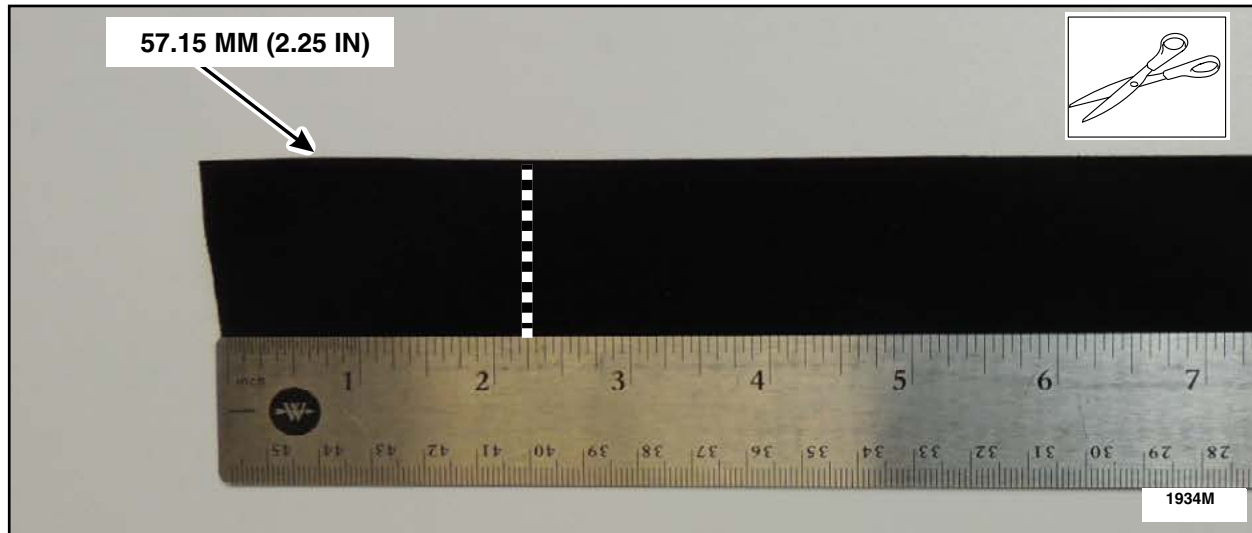


FIGURE 4

7. Take the 57.15 mm (2.25 in) piece of flocked tape fold and cut it in half length wise into two equal strips. See Figure 5.

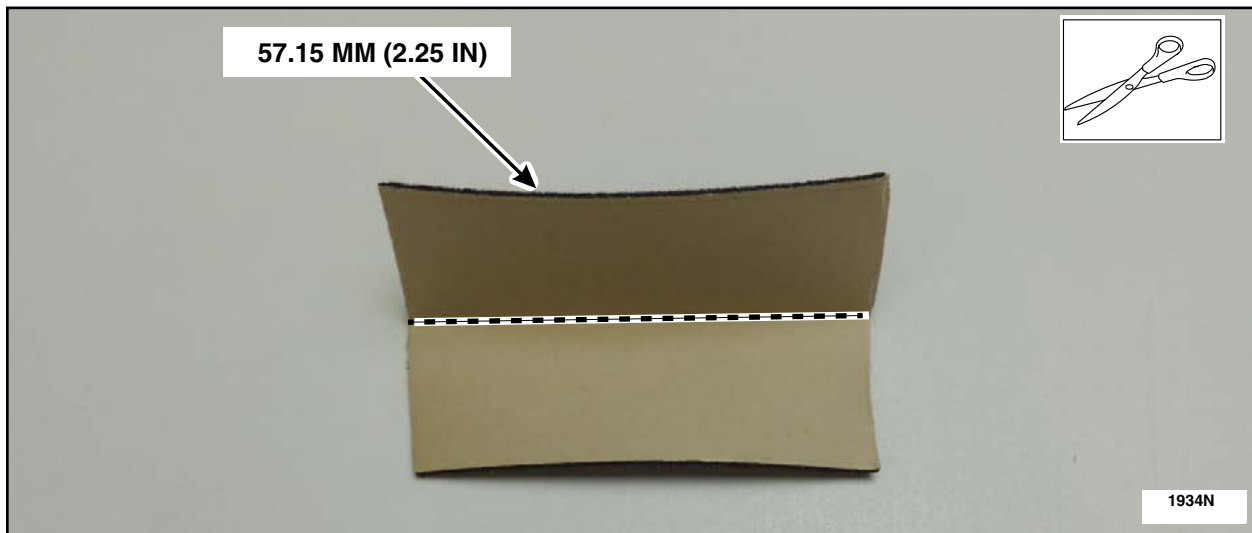


FIGURE 5



8. Measure and cut one piece of flocked tape 38.1 mm (1.5 in) in length. See Figure 6.

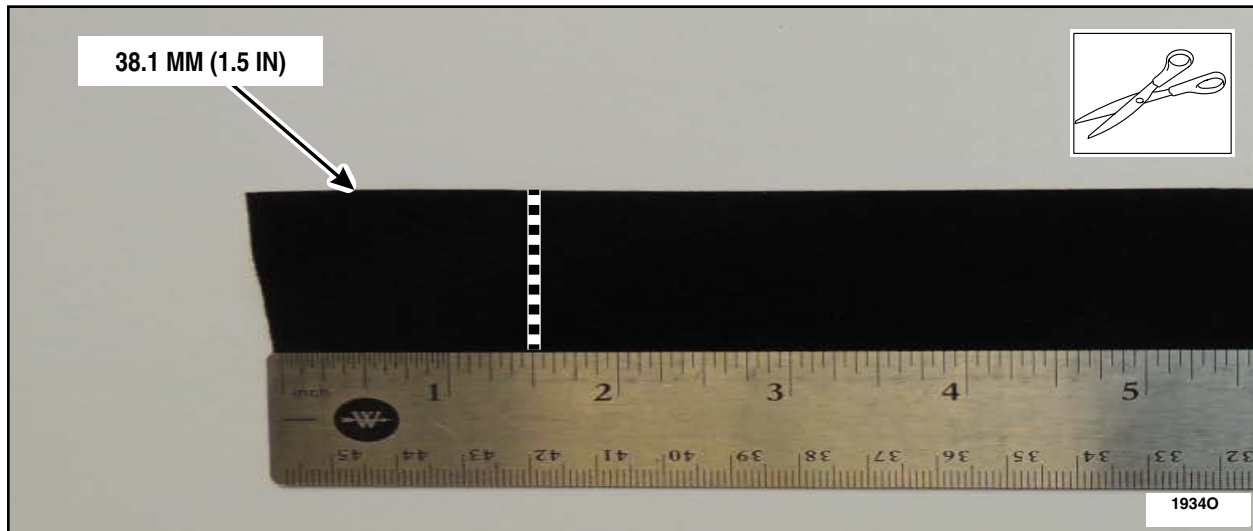


FIGURE 6

9. Peel off the backing and apply one of the 57.15 mm (2.25 in) strips of flocked tape to the front inboard seat frame. See Figure 7.

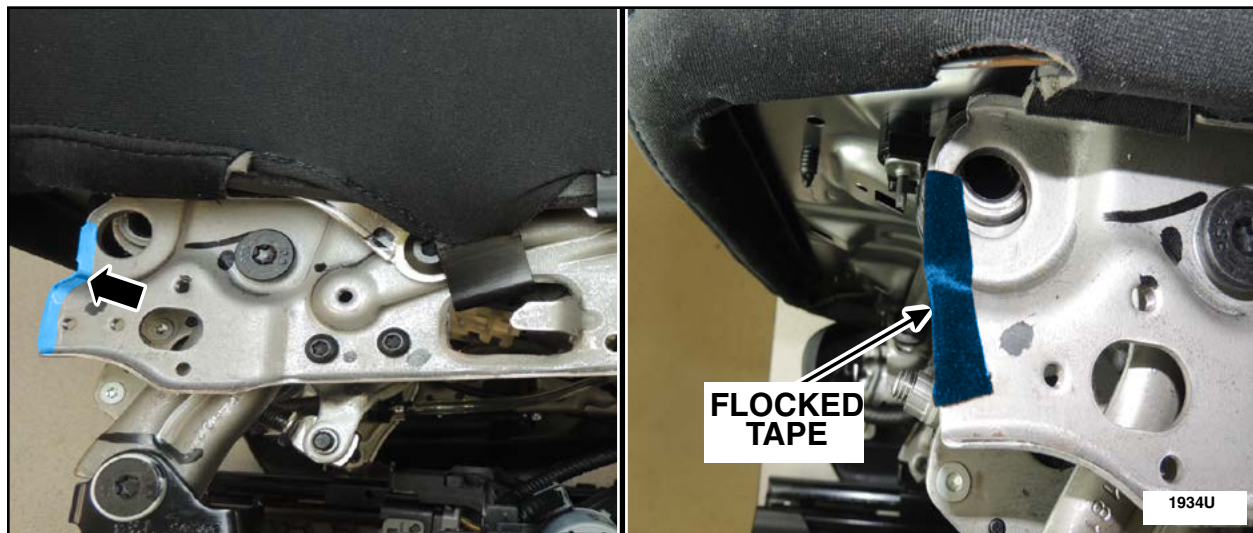


FIGURE 7



10. Using one 190 mm (7.5 in) strip of flocked tape, peel the backing off and apply it to the front half of the inboard seat frame. See Figure 8.

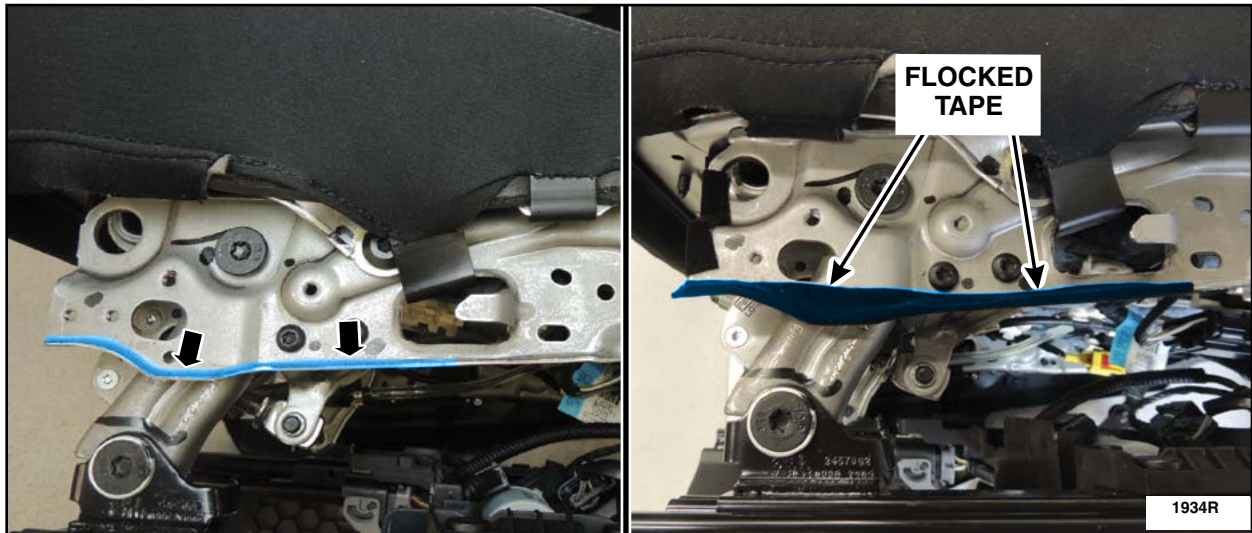


FIGURE 8

11. Using the 38.1 mm (1.5 in) piece of uncut flocked tape, peel the backing off and apply it to the middle tab. See Figure 9.

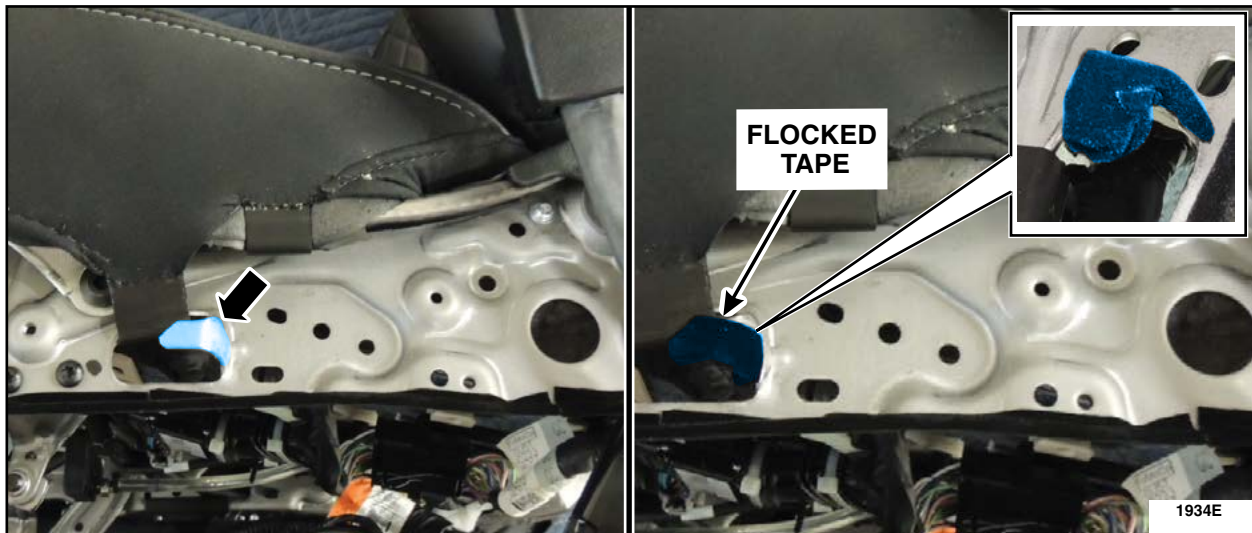


FIGURE 9



12. Using the second strip of 190 mm (7.5 in) flocked tape, peel off backing and apply to the lower rear portion of the inboard seat frame bracket. See Figure 10.



FIGURE 10

13. Using the second strip of 57.15 mm (2.25 in) flocked tape, peel the backing off and apply it to the seat frame upper edge. See Figure 11.

NOTE: Position seat belt buckle towards the front of the vehicle and downward for best access.

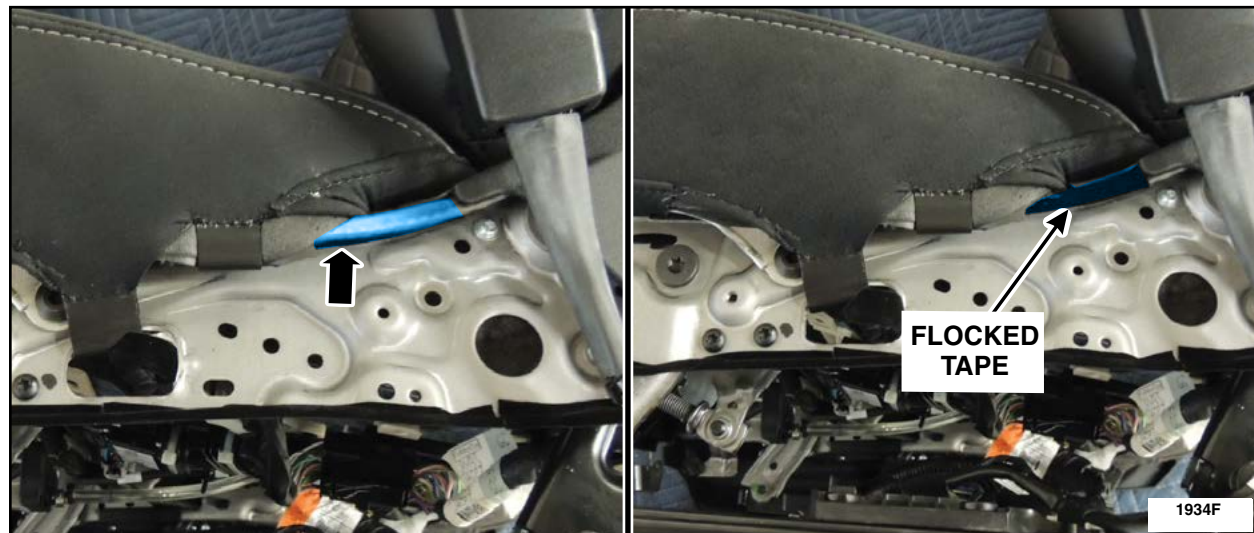


FIGURE 11

14. *Return the seat back to its original position.*

