



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

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

October 1, 2019

TO: All U.S. Ford and Lincoln Dealers
**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 19S32**
 Certain 2020 Model Year Explorer and Police Interceptor Utility Vehicles
 with a 2.3L or 3.3L Gas Engine
 Potential Wire Harness Contact to A/C Pulley

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago	May 28, 2019 through July 18, 2019
Police Interceptor Utility			

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the battery cable wire harness may not be properly secured at the right hand shock tower, allowing contact with the A/C compressor pulley. Over time, the A/C pulley may rub through the wire harness insulation and contact the unfused battery positive (B+) circuit, resulting in a short circuit and potential fire.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the battery cable wire harness for possible damage caused by contact with the A/C pulley, repair or replace the harness as necessary, and install a tie strap to prevent future contact. This service must be performed on all affected vehicles at no charge to the vehicle owner.

At this time, parts are not available to repair all vehicles. Until parts are available to repair all vehicles, dealers may submit a part order request to the SSSC to authorize repairs on customer-owned vehicles and unsold vehicles with a signed sales contact.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of October 21, 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.

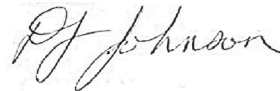
ATTACHMENTS

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 cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on October 1, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 1, 2019. Owner names and addresses will be available by November 5, 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.

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RENTAL VEHICLES

For vehicles that **DO NOT PASS** the inspection and **require wire harness replacement**, dealers are pre-approved for up to two (2) days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than two (2) rental days is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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 19S32 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Provision for Locally Obtained Supplies:** Includes parts such as wire terminals, splice kits, solder, tape and heat shrink tubing. Additional parts totaling more than \$3.00 requires prior approval from the SSSC.
 - Program Code: 19S32
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$3.00

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LABOR ALLOWANCES

PASS Inspection

Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> Inspect battery cable wire harness for damage by A/C pulley (no damage found) Tighten or replace tie strap to right hand shock tower compression clip Secure battery cable wire harness with a tie strap 	19S32A	0.3 Hours

DOES NOT PASS Inspection (only 2% of vehicles expected to not pass)

Description	Labor Operation	Engine	Labor Time
Replace A/C compressor belt	19S32B	2.3L	0.4 Hours
Replace A/C compressor belt	19S32C	3.3L	0.6 Hours
Based on the inspection results, only one of the two labor operations BELOW should be used with DOES NOT PASS labor operations 19S32B <u>OR</u> 19S32C.			
Description of Damage Found During Inspection	Labor Operation	Engine	Labor Time*
REPAIR Harness – Repairable Damage Found <ul style="list-style-type: none"> Inspect battery cable wire harness for damage by A/C pulley Repair harness Tighten or replace tie strap to right hand shock tower compression clip Secure battery cable wire harness with a tie strap 	MT19S32R use with 19S32B <u>OR</u> 19S32C	All	Actual time up to 2.0 Hours
REPLACE Harness – Non Repairable Damage Found <ul style="list-style-type: none"> Inspect battery cable wire harness for damage by A/C pulley Replace harness Secure battery cable wire harness with a tie strap 	align="center">MT19S32N use with 19S32B <u>OR</u> 19S32C	2.3L	Actual time up to 3.0 Hours
		3.3L	Actual time up to 5.0 Hours

*Labor time estimates are provided as a guide for each repair. If labor time exceeds the estimated labor time required to complete the repairs, submit an Approval Request to the SSSC Web Contact Site prior to submitting a claim.

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PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

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

Required for all repairs:

Part Number	Description	Order Quantity	Claim Quantity
LU5Z-14A163-B	Tie strap (high temperature rated)	1	1

Optional parts may be required if inspection DOES NOT PASS:

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-8620-B	A/C belt for 2.3L engine	1	1
BR3Z-8620-S	A/C belt for 3.3L engine	1	1
-14300-	Battery cable wire harness (refer to Ford Parts Catalog)	1	1
-14A088-	Wire splice kit (refer to Ford Parts Catalog for size required)		Claim as MISC OTHER

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 2020 MODEL YEAR EXPLORER AND POLICE INTERCEPTOR UTILITY VEHICLES WITH A 2.3L OR 3.3L GAS ENGINE

OVERVIEW

In some of the affected vehicles, the battery cable wire harness may not be properly secured at the right hand shock tower, allowing contact with the A/C compressor pulley. Over time, the A/C pulley may rub through the wire harness insulation and contact the unfused battery positive (B+) circuit, resulting in a short circuit and potential fire.

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SERVICE PROCEDURE

1. Inspect the battery positive cable wire harness in the areas shown for damaged and exposed wire. See Figure 1.
 - Replace the wire harness if any of the larger circuits (2/4/6 awg) have exposed copper wire strands.
 - Repair any damaged (smaller gauge) circuits in the wire harness that have exposed copper wire strands. Please follow the recommended splicing method contained in the wire diagrams section of the Workshop Manual (WSM).
2. Inspect the tie-strap located on the passenger side strut tower. Tighten the tie-strap to properly retain the harness. See Figure 1.
 - Replace the tie-strap if it cannot be tightened fully.

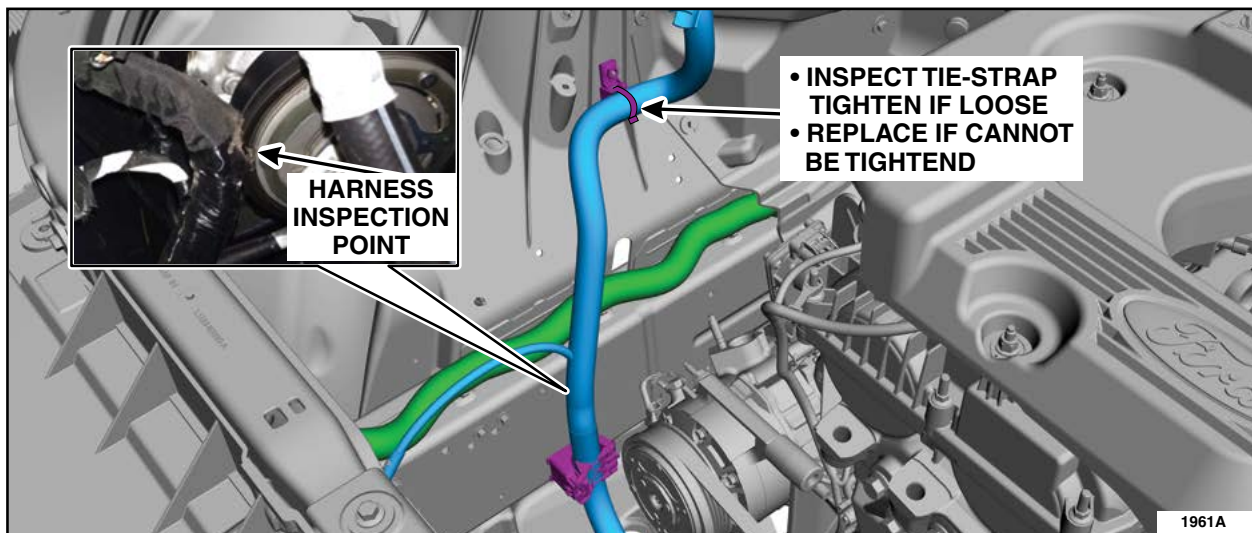


FIGURE 1



3. If damage to the battery positive cable wire harness was present, the Air Conditioning (A/C) compressor belt must be replaced. Please follow the WSM procedures in Section 303-05A for 2.3L engines or 303-05C for 3.3L engines.
4. Install a tie strap securing the battery positive cable wire harness to the engine wire harness. See Figure 2.

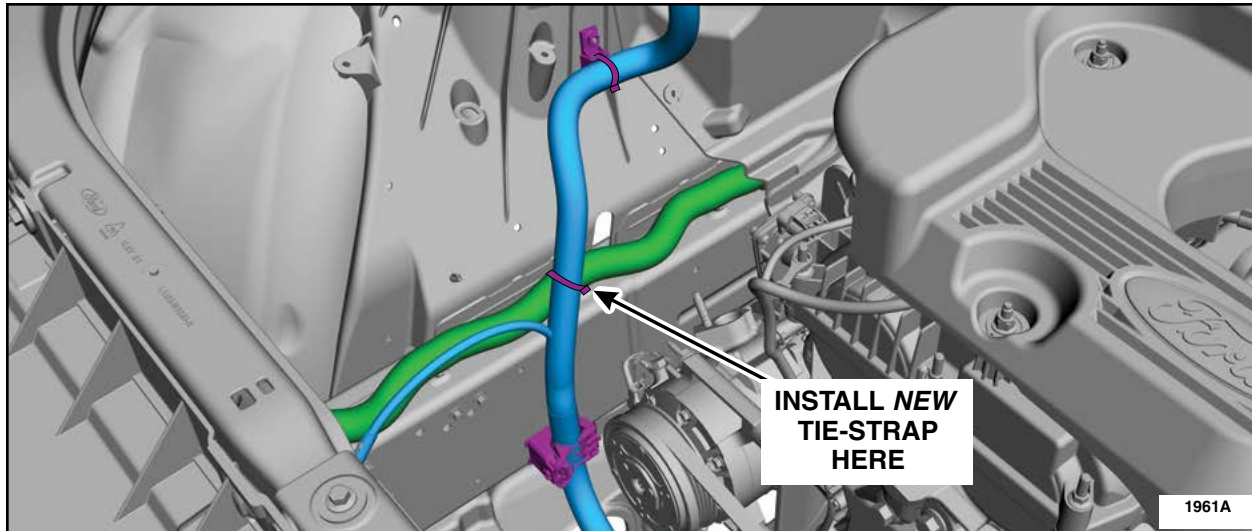


FIGURE 2

