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October 23, 2019

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
 Safety Recall 19S34 – Supplement #1**  
 Certain 2019 Model Year Ranger Vehicles  
 HVAC Blower Motor Smoke/Fire

**New! REASON FOR THIS SUPPLEMENT**

- *Updated part status – SSSC must still be contacted, as parts are still restricted to sold vehicles that fail the date code inspection, or vehicles with signed sales contracts. Part orders are no longer being held by SSSC.*
- *Updated rental car policy – dealers are pre-approved for one day for a comparable rental vehicle, for customer-owned vehicles until parts are available through normal order processing channels.*
- *Updated rental car expiration date - for all rental vehicles that were approved between 10/11/2019 and 10/17/2019, approval expires Saturday, October 26, 2019.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2019	Michigan	August 1, 2019 through September 27, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the heating, ventilation, and air conditioning (HVAC) blower motor may have been built with improper clearance between the electrical terminal and the conductive base plate. This may result in a resistive short in the HVAC blower motor that can increase the risk of overheating, melting, or creating smoke that may reduce visibility while driving and/or fire.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the HVAC blower motor date code. Dealers will replace the blower motor if the date code is 190614 (June 14, 2019) through 190922 (September 22, 2019). 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 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 cursive script that reads "D. Johnson".

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 19S34**  
Certain 2019 Model Year Ranger Vehicles  
HVAC Blower Motor Smoke/Fire

**OASIS ACTIVATION**

OASIS will be activated on October 11, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> October 11, 2019. Owner names and addresses will be available by November 19, 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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**New! RENTAL VEHICLES**

- *Dealers are pre-approved for one day for a comparable rental vehicle, for customer-owned vehicles, until parts are available through normal order processing channels. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC.*
- *For all rental vehicles that were approved between 10/11/2019 and 10/17/2019, approval expires Saturday, October 26, 2019. Dealers need to schedule customer appointments appropriately to meet this expiration date.*

**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 19S34 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 VEHICLE DEMONSTRATION / DELIVERY HOLD -****Safety Recall 19S34**

Certain 2019 Model Year Ranger Vehicles  
HVAC Blower Motor Smoke/Fire

**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **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.

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect HVAC Blower Motor Date Code using camera to take photo, <b>PASS</b> , Replacement not necessary	19S34A	0.2 Hours
Inspect HVAC Blower Motor Date Code using camera to take photo, <b>FAIL</b> , Replace HVAC Blower Motor	19S34B	0.4 Hours

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

- Parts are not yet available to repair all vehicles that require HVAC blower motor assembly replacement. Until parts are available to repair all vehicles, dealers may only repair vehicles, which are customer-owned vehicles and unsold vehicles with a signed sales contact.
- **SSSC must still be contacted, as parts are still restricted to sold vehicles that fail the date code inspection, or vehicles with signed sales contracts.**
- *To place an emergency order for the HVAC blower motor, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with the following:*
  - *VIN-specific photo of the HVAC blower motor date code label showing the date code is equal to or between 190614 and 190922.*
  - *Any unsold vehicles must include a copy of the signed sales contact.*
- *Part orders are no longer being held by SSSC and are being shipped as order is submitted.*

Part Number	Description	Order Quantity	Claim Quantity
KB3Z-19805-AC	HVAC Blower Motor Assembly	1	1

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 VEHICLES — HVAC BLOWER MOTOR SMOKE/FIRE

### OVERVIEW

In some of the affected vehicles, the heating, ventilation, and air conditioning (HVAC) blower motor may have been built with improper clearance between the electrical terminal and the conductive base plate. This may result in a resistive short in the HVAC blower motor that can increase the risk of overheating, melting, or creating smoke that may reduce visibility while driving and/or fire.

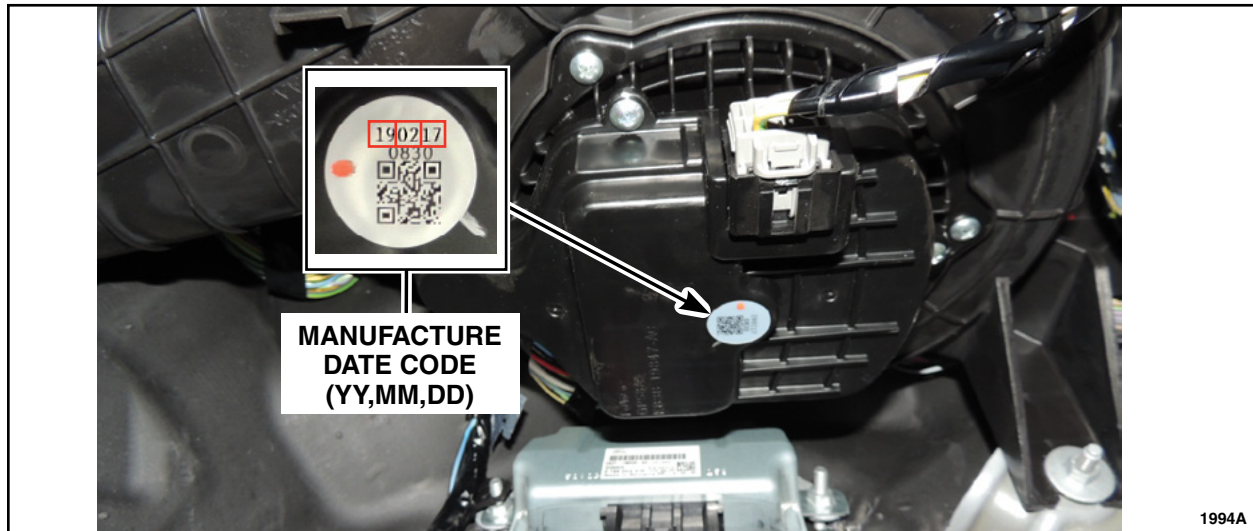
### SERVICE PROCEDURE

1. Using a camera, take a photo of the HVAC blower motor build date code. Review the date code and save digital photo as it will be needed to order parts and obtain approval for rental vehicles. See Figure 1.

- Is the date code 190614 (June 14, 2019) through 190922 (September 22, 2019)?

Yes - Replace Blower Motor Module. Please follow the Workshop Manual (WSM) Section 412-00. Then proceed to Step 2.

No - Inspection is complete no further action required.



**FIGURE 1**

2. Key on and cycle test fan to validate proper Blower Motor Module function.

