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October 28, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S37
Certain 2019 Model Year Edge Vehicles
Driver Seatbelt Outboard Anchor Separation

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2019	Oakville	September 18, 2019 through September 19, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the driver seatbelt outboard anchor may have been improperly crimped. An improperly crimped pretensioner anchor may exhibit a separation between the seat belt webbing and pretensioner during a crash, increasing the risk of occupant injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the driver seatbelt retractor and pretensioner assembly, and if within the suspect date range replace it. 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 11, 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". The signature is written in a dark ink and is positioned above the printed name.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on October, 28, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 28, 2019. Owner names and addresses will be available by November 29, 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

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for a driver seatbelt replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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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 (19S37) 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 the 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Driver Seatbelt Pretensioner's Build Date - PASS	19S37A	0.3 Hours
Inspect Driver Seatbelt Pretensioner's Build Date - FAIL Replace Driver Seatbelt Retractor and Pretensioner Assembly	19S37B	0.6 Hours

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

To place an order for a Driver Seatbelt Retractor and Pretensioner Assembly submit a VIN-specific Part Order contact, with a photo demonstrating the suspect date code, via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
KT4Z-58611B09-AD	Driver Seatbelt Retractor and Pretensioner 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 EDGE VEHICLES — DRIVER SEATBELT OUTBOARD ANCHOR SEPARATION

OVERVIEW

In some of the affected vehicles, the driver seatbelt outboard anchor may have been improperly crimped. An improperly crimped pretensioner anchor may exhibit a separation between the seat belt webbing and pretensioner during a crash, increasing the risk of occupant injury. Dealers are to inspect the driver seatbelt retractor and pretensioner assembly, and if within the suspect date range replace it.

SERVICE PROCEDURE

Unique Tool List:

1/4" Drive Stubby 50 mm Torx
Inspection Mirror

⚠ WARNING: Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.

1. Remove the left hand (LH) B-pillar lower trim panel. Please follow the WSM procedures found in Section 501-05.
2. Position the carpet aside. See Figure 1.



FIGURE 1



3. Using an inspection mirror, note the Julian build date on the pretensioner sticker. See Figure 2.



FIGURE 2

4. Is the Julian date 219248 or 119248?

NO - Date code inspection **PASSES** - Reassemble the vehicle by reversing the removal procedure.

YES - Date code inspection **FAILS** - Replace the front seatbelt retractor and pretensioner. Please follow the WSM procedures found in Section 501-20A.

NOTE: When replacing the front seatbelt retractor and pretensioner assembly:

- Using a 1/4" drive stubby 50 mm Torx bit on the pretensioner anchor bolt will aid in removal and install.
- The anchor bolt is captured and needs to be backed out far enough to be able to disengage the pretensioner anchor tab.
- The seatbelt retractor and pretensioner retainers are to be discarded.
- The *new* seatbelt retractor and pretensioner come with captured retainers to use on install.

