



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

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

December 5, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S49
Certain 2020 Model Year Explorer/Aviator Vehicles Equipped with 3.0L Engines
Fuel Line Hard Contact

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago	January 18, 2019 through July 17, 2019
Aviator	2020	Chicago	January 15, 2019 through July 17, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the liquid fuel line may have been assembled with a convolute protective sleeve that is not long enough. This may allow for potential hard contact with the convolute-protected vapor fuel line. Over time, with vehicle vibration and engine roll, the convolute on the vapor fuel line could rub through the plastic liquid fuel line leading to a hole and potential leak of liquid fuel. A fluid leak at the top of the engine compartment could contact hot engine components, increasing the risk of fire.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect vehicles for a full length yellow-colored protective convolute and a tie strap on the liquid fuel line. If the convolute does not cover the full length of the liquid fuel line or if there is no tie strap present, dealers will remove the existing convolute and replace with the correct length convolute and secure with a tie strap in the instructed location. 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 January 20, 2020. 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 Letter

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S49

Certain 2020 Model Year Explorer/Aviator Vehicles Equipped with 3.0L Engines
Fuel Line Hard Contact

OASIS ACTIVATION

OASIS will be activated on December 5, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 5, 2019. Owner names and addresses will be available by February 4, 2020.

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

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07122, 2019 Lincoln Pickup & Delivery Updates.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S49
Certain 2020 Model Year Explorer/Aviator Vehicles Equipped with 3.0L Engines
Fuel Line Hard Contact

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC07126, Lincoln Loyalty Program Announcement for additional details.

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
 - Lincoln vehicles – 4 years or 50,000 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 (19S49) 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07122, 2019 Lincoln Pickup & Delivery Updates for details.
- **Lincoln Client Special Handling:** Reference EFC07126, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S49

Certain 2020 Model Year Explorer/Aviator Vehicles Equipped with 3.0L Engines
Fuel Line Hard Contact

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect fuel line convolute length and tie strap - PASS	19S49A	0.2 Hours
Inspect fuel line convolute length and tie strap – FAIL Install Fuel Line Service Kit	19S49B	0.3 Hours

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

- Fuel line service kits are not yet available to repair all vehicles which require installation. 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.
- To place an emergency order for a fuel line service kit, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with the following:
 - VIN-specific photo showing the convolute does not cover the full length of the liquid fuel line or if there is no tie strap present.
 - Any unsold vehicles must include a copy of the signed sales contact.
- Part orders will be taken but will be held by SSSC until sufficient quantities are available, which is expected by January 2020.

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-9B149-A	Fuel Line Service Kit	1	1

Less than 10% of the affected vehicle population is expected to require the installation of the fuel line service kit.

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 / AVIATOR VEHICLES EQUIPPED WITH 3.0L ENGINES — FUEL HARD LINE CONTACT

OVERVIEW

In some of the affected vehicles, the liquid fuel line may have been assembled with a convolute protective sleeve that is not long enough. This may allow for potential hard contact with the convolute-protected vapor fuel line. Over time, with vehicle vibration and engine roll, the convolute on the vapor fuel line could rub through the plastic liquid fuel line leading to a hole and potential leak of liquid fuel. A fluid leak at the top of the engine compartment could contact hot engine components, increasing the risk of fire. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect vehicles for a full length yellow-colored protective convolute and a tie strap on the liquid fuel line. If the convolute does not cover the full length of the liquid fuel line or if there is no tie strap present, dealers will remove the existing convolute and replace with the correct length convolute and secure with a tie strap in the instructed location. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

1. Open the hood.
2. Locate the fuel hard line and yellow protective sleeve, near the oil dip stick, on the Left Hand (LH) side of the engine. See Figure 1.

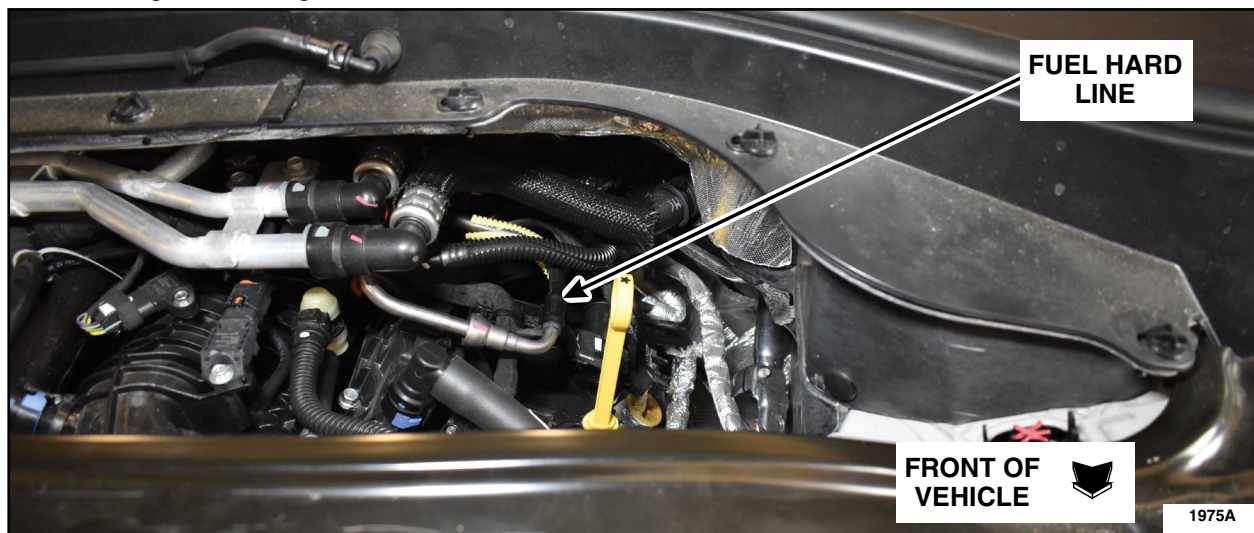


FIGURE 1



3. Measure the yellow protective sleeve:
- Is the yellow protective sleeve approximately 96mm (3.78 in) long?
 - Is the yellow protective sleeve properly located?
 - Is the yellow protective sleeve held in position by a tie strap?
 - See Figures 2 and 3.

NOTE: The short piece of convolute that requires replacement is 60mm (2.36 in), the longer piece is 96mm (3.78 in), and the difference between the two pieces is 35mm (1.38 in). Also the longer piece has a tie strap on it.

- If Yes to a, b and c above - This completes the recall.
- No - Obtain kit number L1MZ-9B149-AA and follow the instruction sheet number SKL1M3-9B149-AA for fuel line sleeve replacement.

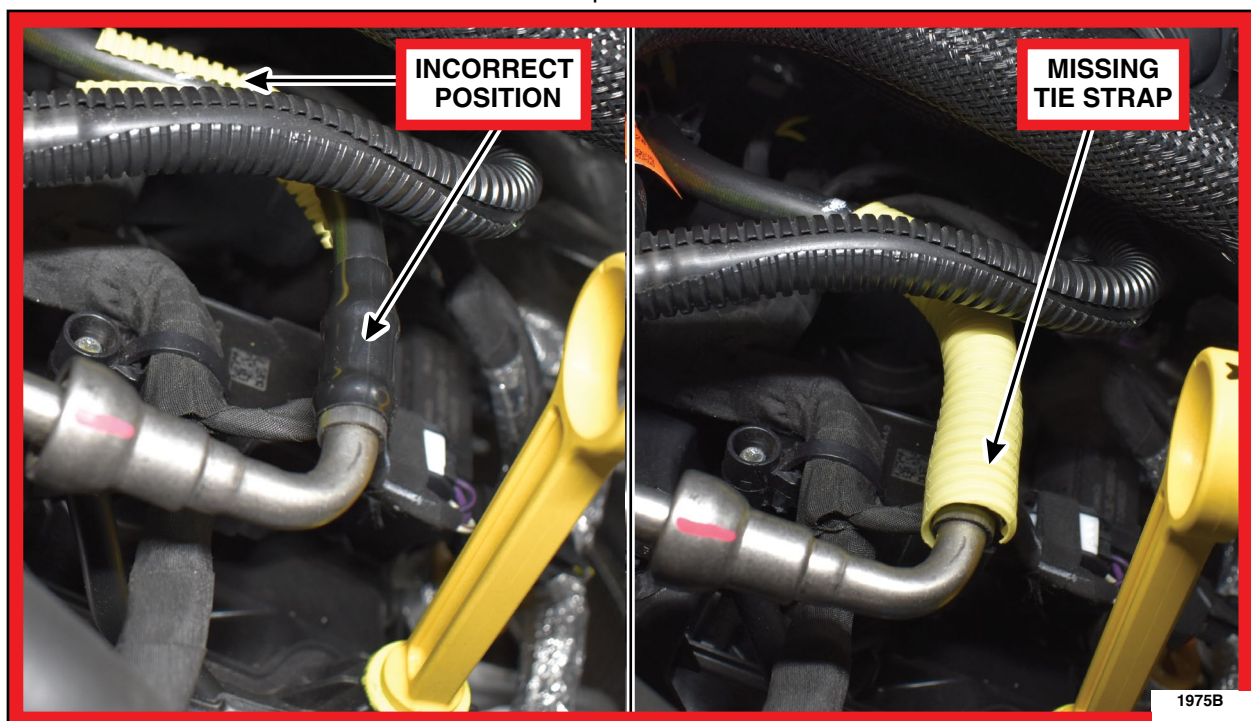


FIGURE 2



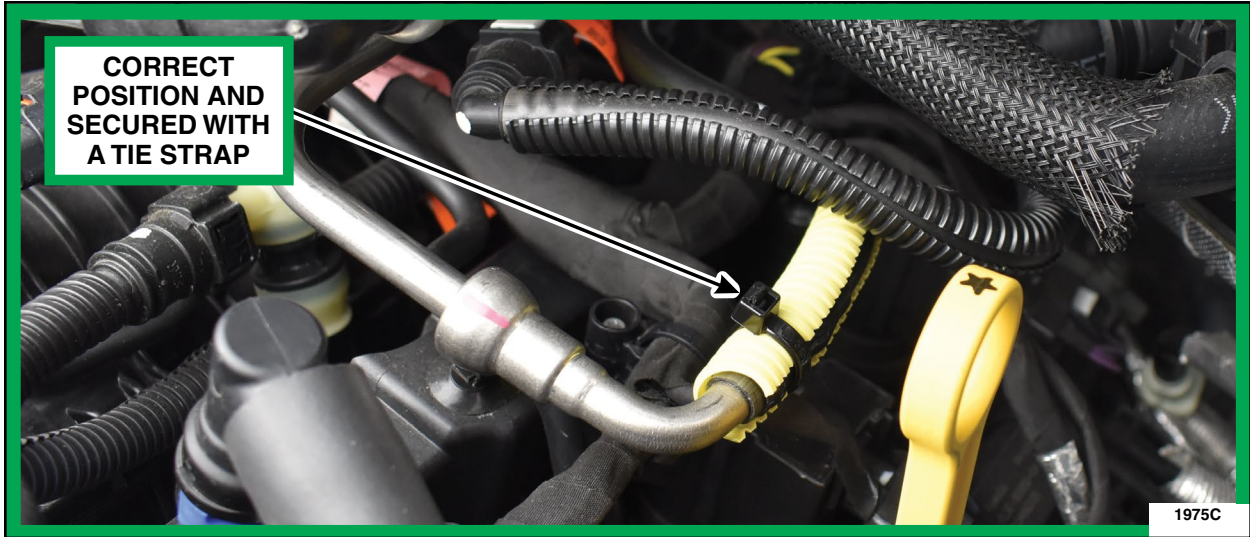


FIGURE 3

