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Ford Motor Company
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December 12, 2019

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S52**
Certain 2017 through 2019 Model Year F-Super Duty Vehicles
Carpet Shielding and Insulation Rework

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2017 - 2019	Kentucky	October 8, 2015 through October 29, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, deployment of the front seatbelt pretensioners during a crash event may cause a fire inside the driver or passenger side B-pillar trim in the vehicle passenger compartment. A fire in the B-pillar area may spread within the vehicle and increase the risk of injury. Odor and/or smoke may be evident prior to fire propagation.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to apply shielding to the carpet and its insulation and modify the B-pillar insulation as directed. 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
- Recall Reimbursement Plan

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 December 12, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 12, 2019. Owner names and addresses will be available by the week of January 31, 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

- Owners of affected vehicles will be directed to dealers for repairs.
- 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

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will be provided for the cost associated with repairs made as a result of fire in the B-pillar area and related damage.

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RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - 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 (19S52) 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19S52 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for Foil Tape:**
 - JL3Z-19E523-A Foil Tape
 - Program Code: 19S52
 - Misc. Expense: OTHER
 - Amount: Up to \$2.00 per vehicle
- Time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. Claims submitted without recording technician time will be accepted.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Trim sound deadener from B-pillar trim if present and apply foil tape to carpet edge	19S52B	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
JL3Z-19E523-A	Foil Tape Roll Note: One roll will service approximately 18 vehicles	1	Claim as: MISC OTHER

Order your parts requirements 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.

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 2017 THROUGH 2019 MODEL YEAR SUPER DUTY CREW CAB VEHICLES — CARPET SHIELDING AND INSULATION REWORK

OVERVIEW

In some of the affected vehicles, deployment of the front seatbelt pretensioners during a crash event may cause a fire inside the driver or passenger side B-pillar trim in the vehicle passenger compartment. A fire in the B-pillar area may spread within the vehicle and increase the risk of injury. Odor and/or smoke may be evident prior to fire propagation. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to apply shielding to the carpet and its insulation and modify the B-pillar insulation as directed.

NOTE: To view a video demonstration of the repair procedures, click the video icon: 

SERVICE PROCEDURE

NOTE: This procedure should be performed on the left hand and right hand sides of the vehicle.

1. Remove the lower B-pillar trim panel. Please follow the Workshop Manual (WSM) procedures in Section 501-05.
 - It is not necessary to position aside the door weatherstripping for this procedure.
2. From the A-pillar backward to the C-pillar check vehicle metal floor, carpet and wire harness for tape remnants or other debris. Remove if present. See Figure 1.
 - Use a compressed air blow gun to remove smaller, hard to access debris.

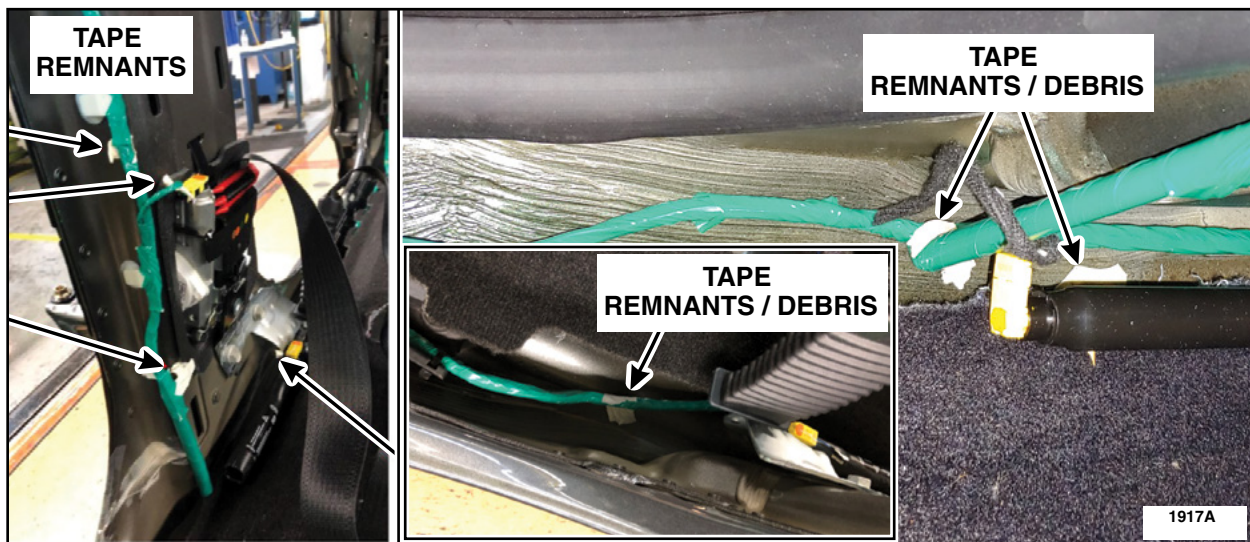


FIGURE 1



3. Cut two 28 in (711.2 mm) lengths of 2-1/2 in (63.5 mm) wide foil tape.

4. Position the carpet upward to apply foil tape in the following steps.

NOTE: Some of the vehicle carpets may have an extended length cut out in between the front B-pillar and rear B-pillar scuff plate notch. This will not affect the steps in this procedure or the length of tape required. See Figure 2.

NOTE: Position the foil tape in vehicle before removing the paper backing.

5. Apply the first length of foil tape. See Figures 3 and 4.

- a. Position the first length of tape under the carpet and align with the edge of the carpet and the rear edge of the front B-pillar to scuff plate notch. See Figure 3.
- b. Start from the front, peeling the paper backing off of the tape while pressing the tape into the insulation and carpet. See Figure 4.
- c. Continue applying the tape, ending at the front edge of the rear B-pillar to scuff plate notch.

IMPORTANT! Ensure the edge of the tape stays aligned with the edge of the carpet while applying the foil tape. See Figure 3.

NOTE: Carpet shown out of vehicle for clarity. Passenger side shown, driver side similar.



FIGURE 2



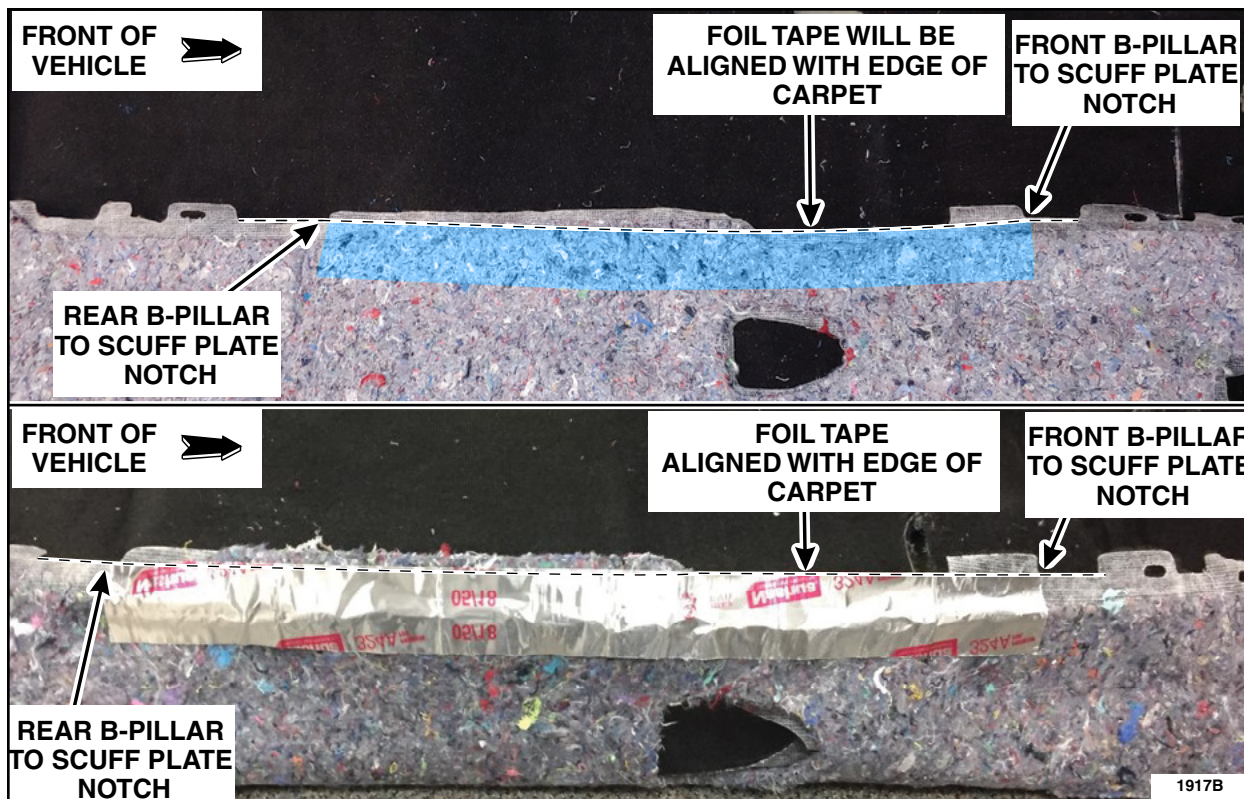


FIGURE 3

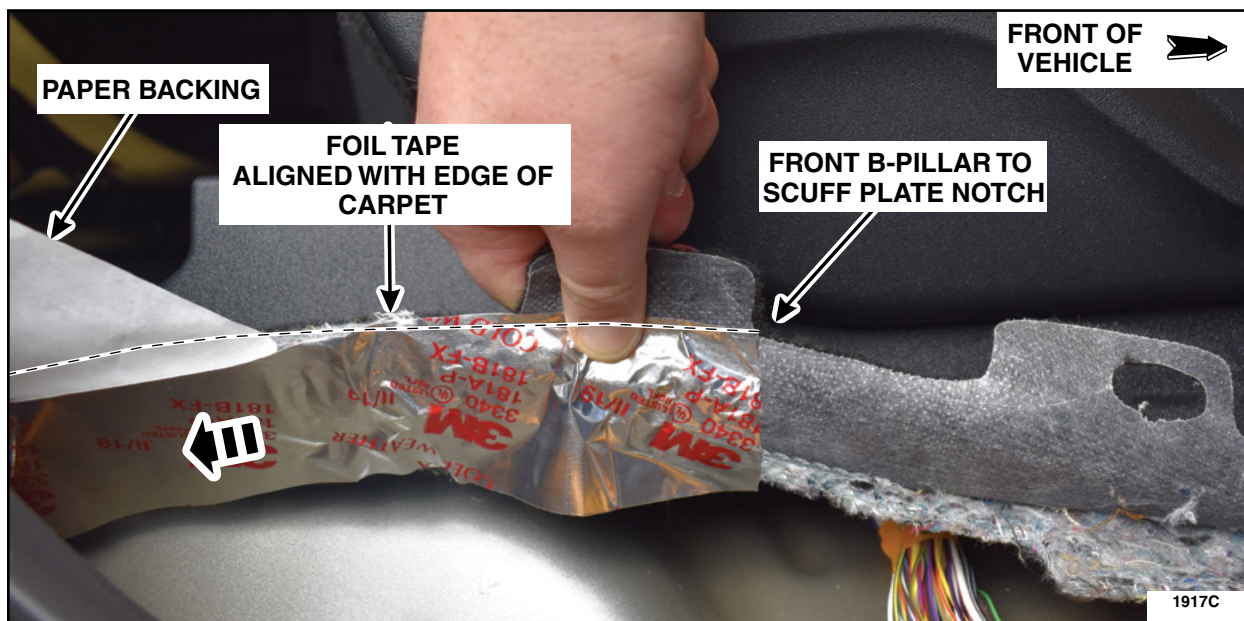


FIGURE 4



6. Apply the second length of foil tape overlapping the first. Start from the front, peeling the paper backing off the tape while applying, overlapping the first length of tape by $\frac{3}{8}$ in (9.52 mm). See Figure 5.

NOTE: Carpet shown out of vehicle for clarity. Passenger side shown, driver side similar.

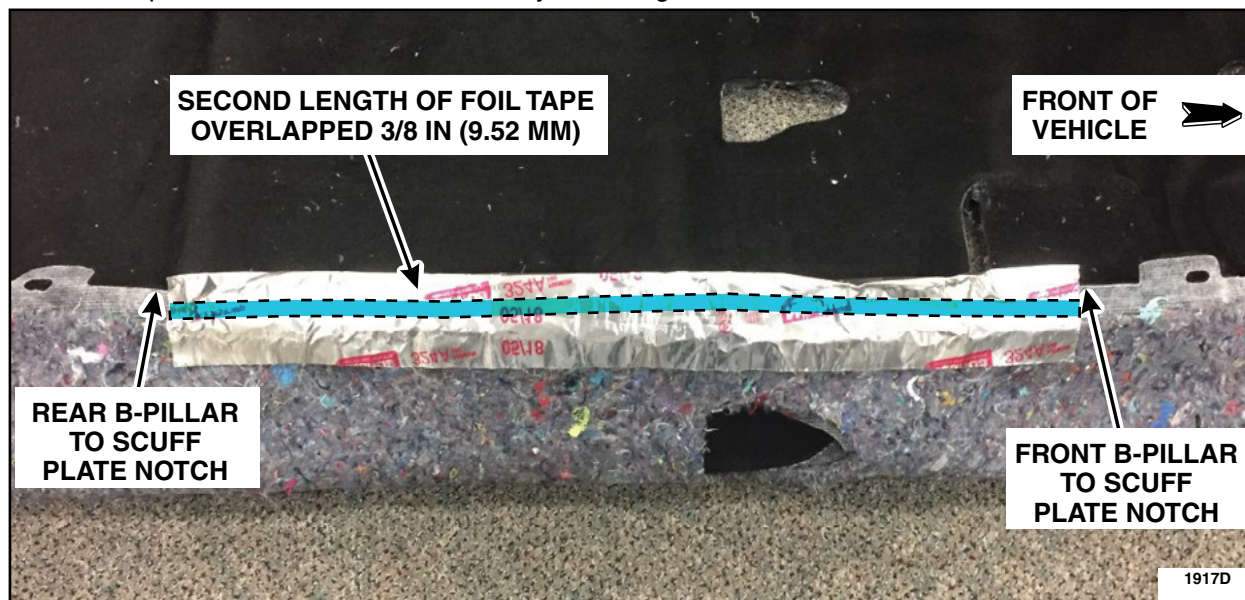


FIGURE 5

7. Wrap the foil tape around the top of the carpet. See Figures 6 and 7.

NOTE: Carpet shown out of vehicle for clarity. Passenger side shown, driver side similar.

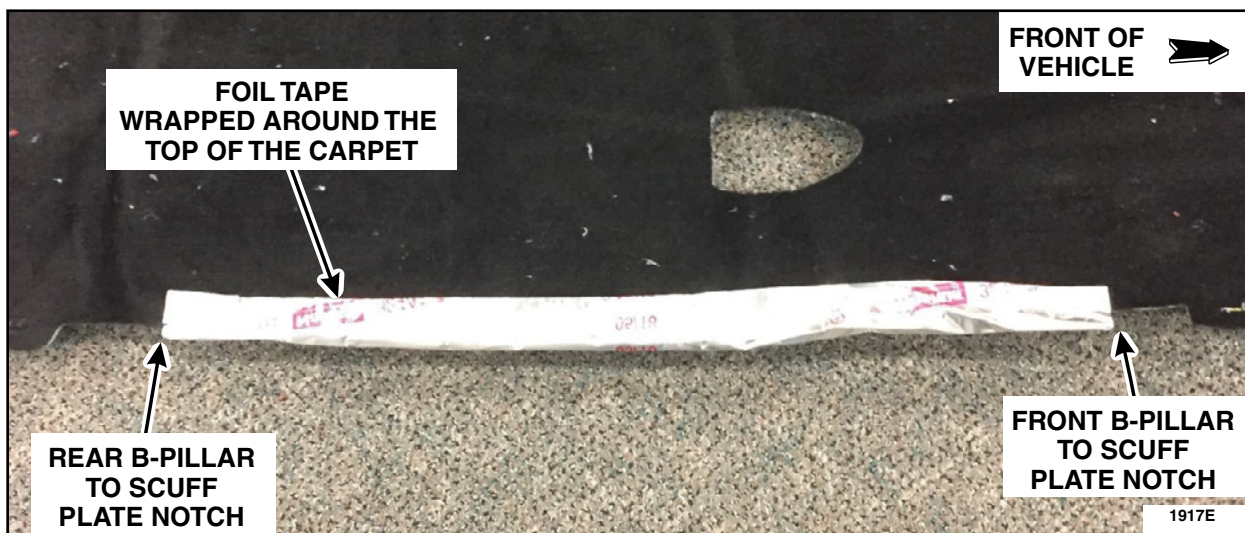


FIGURE 6



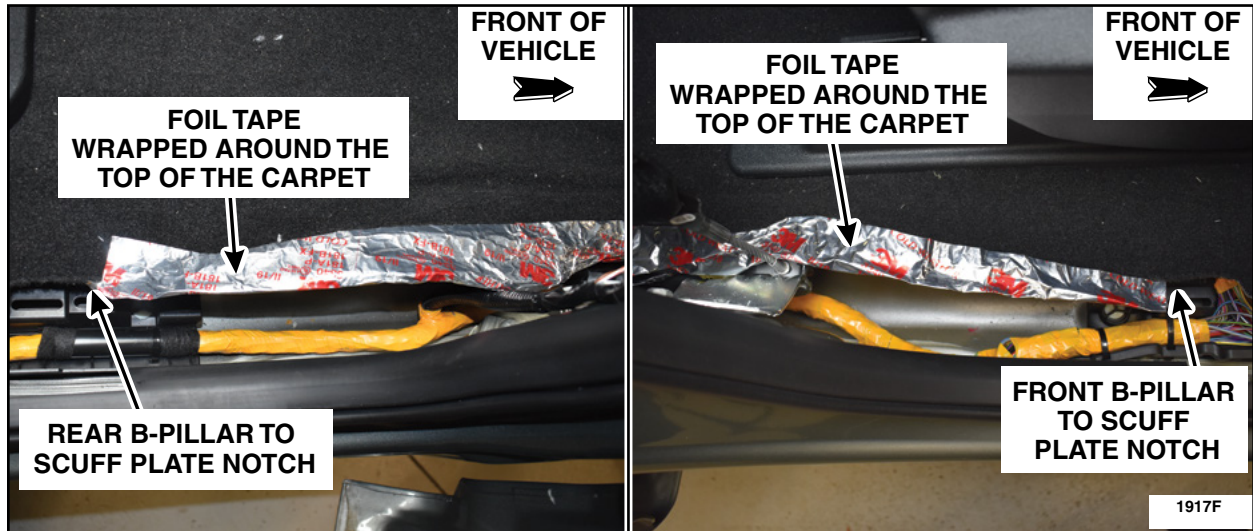


FIGURE 7

8. Using hand pressure, pinch / crimp both sides of the applied foil tape to ensure positive adhesion with no exposed insulation. See Figure 8.

- Apply additional foil tape as needed to correct any gaps or improper overlap.

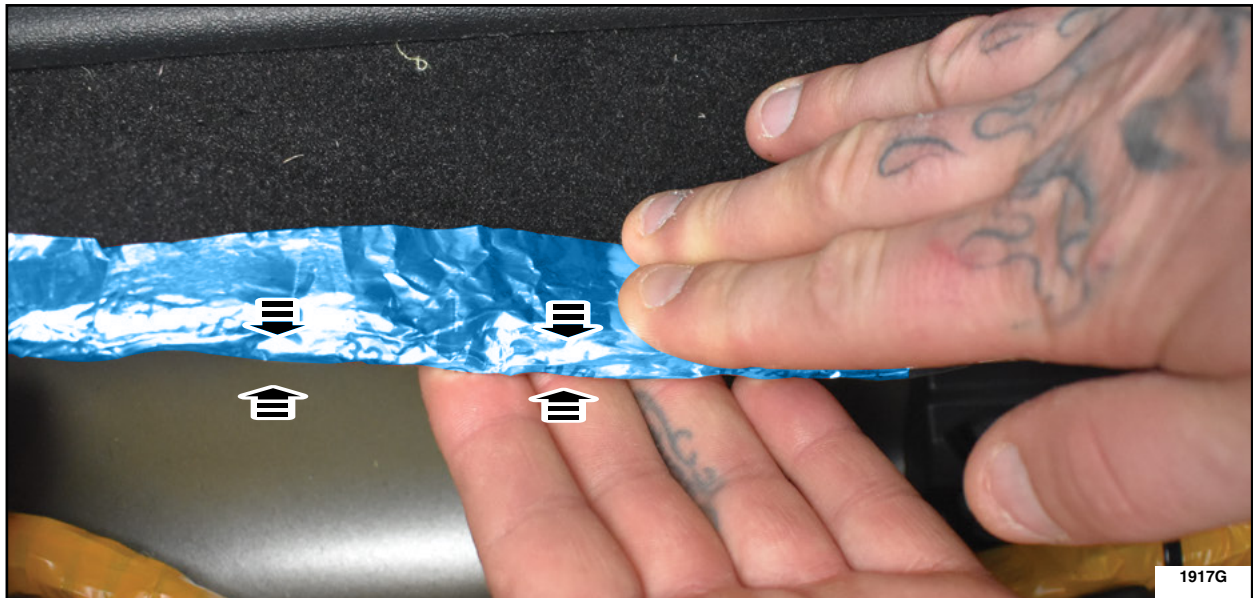


FIGURE 8



IMPORTANT! Use caution not to tear or rip the foil tape while positioning the carpet into place. Apply additional foil tape as needed to correct any gaps or improper overlap.

9. Position the carpet back into its original position and hook the loops into the carpet retention clips. See Figure 9.

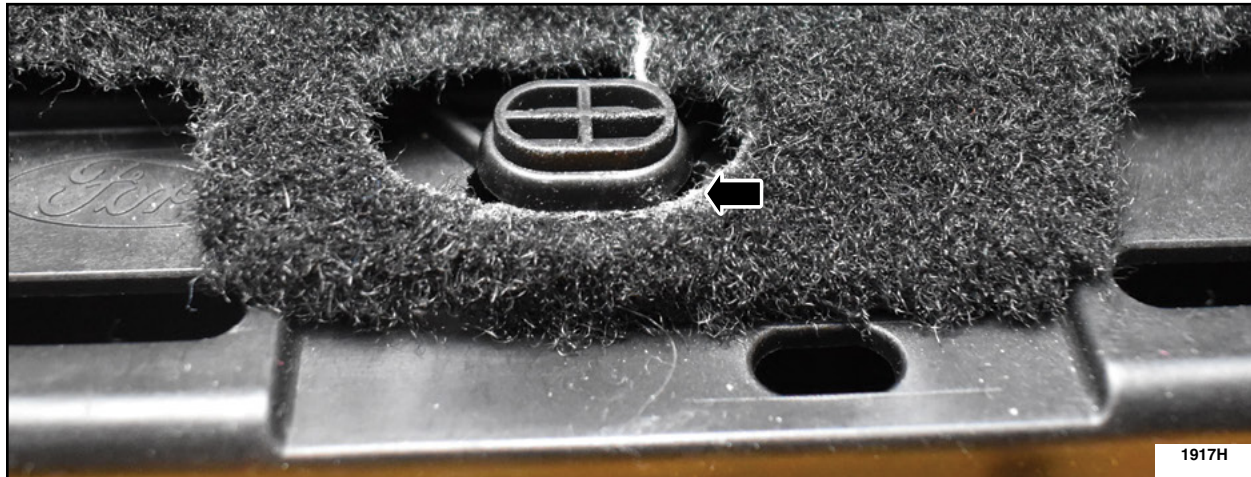


FIGURE 9

10. Using scissors, remove the insulation (if equipped) from the B-pillar trim panels, from the area shown. See Figure 10.

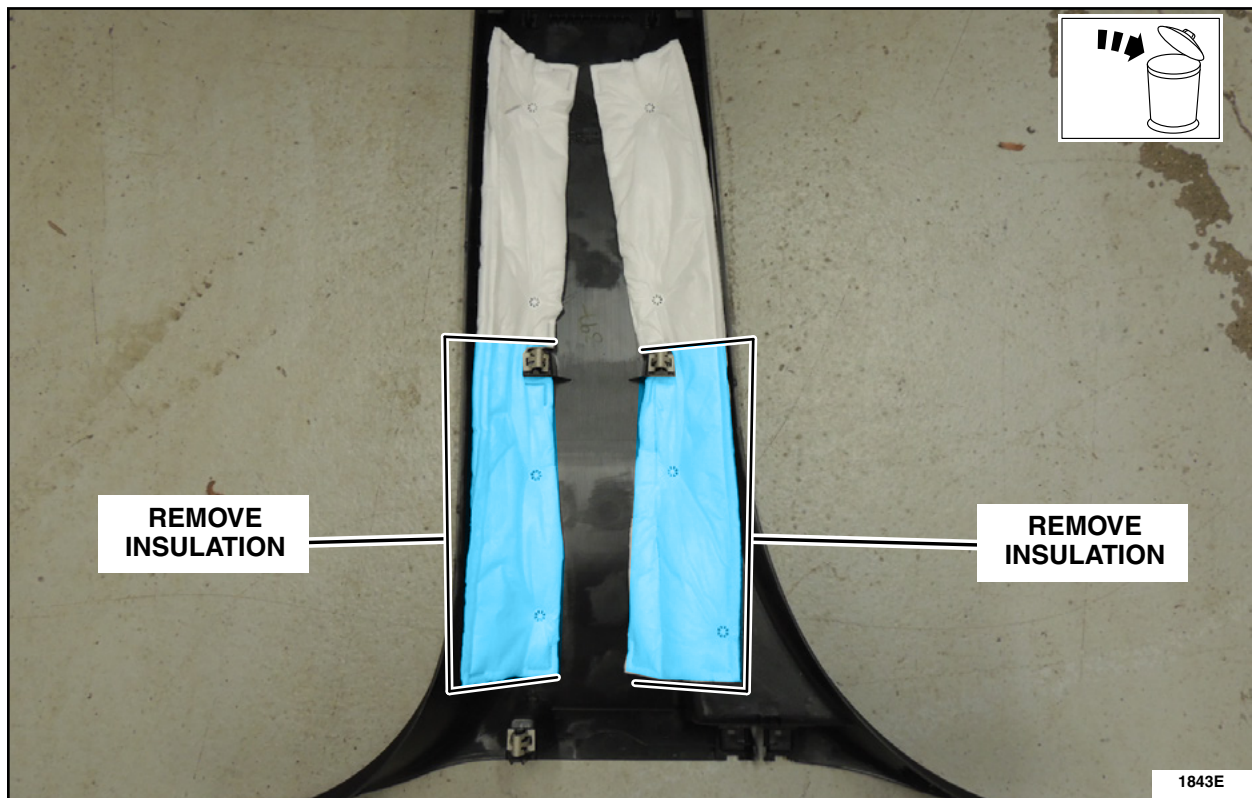


FIGURE 10



11. Lightly use a die grinder with abrasive pad to remove any remaining cloth material from the all of the plastic welds. See Figure 11.

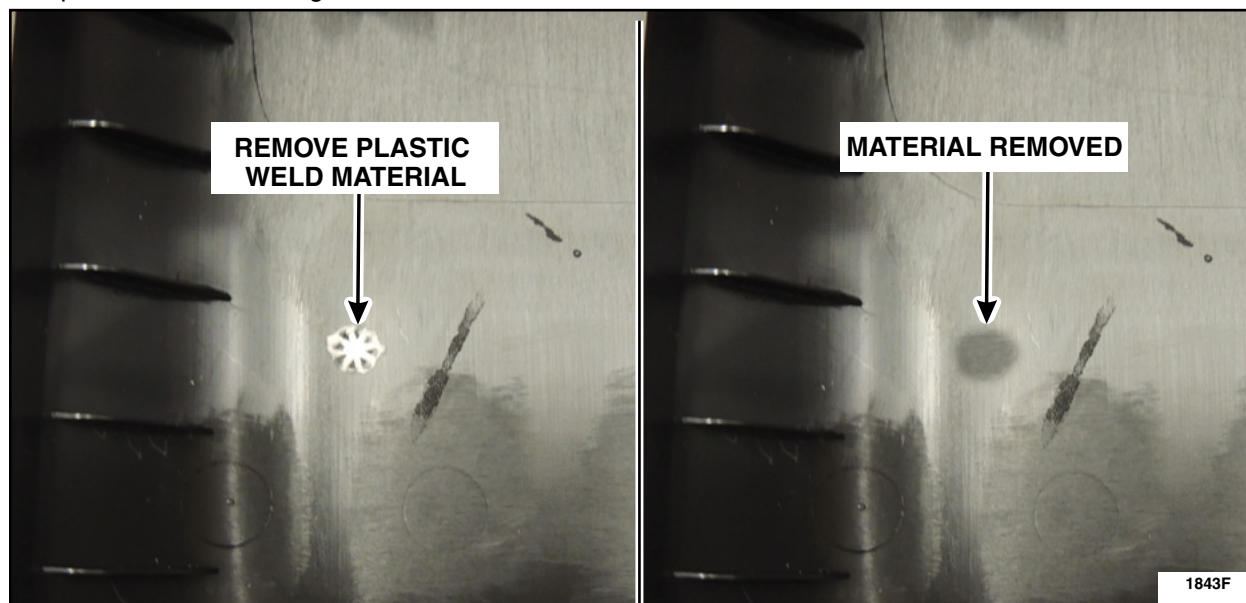


FIGURE 11

NOTICE: Do not use a knife to cut excess tape that is exposed. Damage can occur to the vehicle trim or carpet. Only use your hands or a plastic trim tool to adjust the foil tape.

12. Reassemble the vehicle by reversing the removal procedures.

- For appearance purposes, when reinstalling the vehicle trim panels inspect to ensure foil tape is not exposed with trim panels installed. See Figure 12.

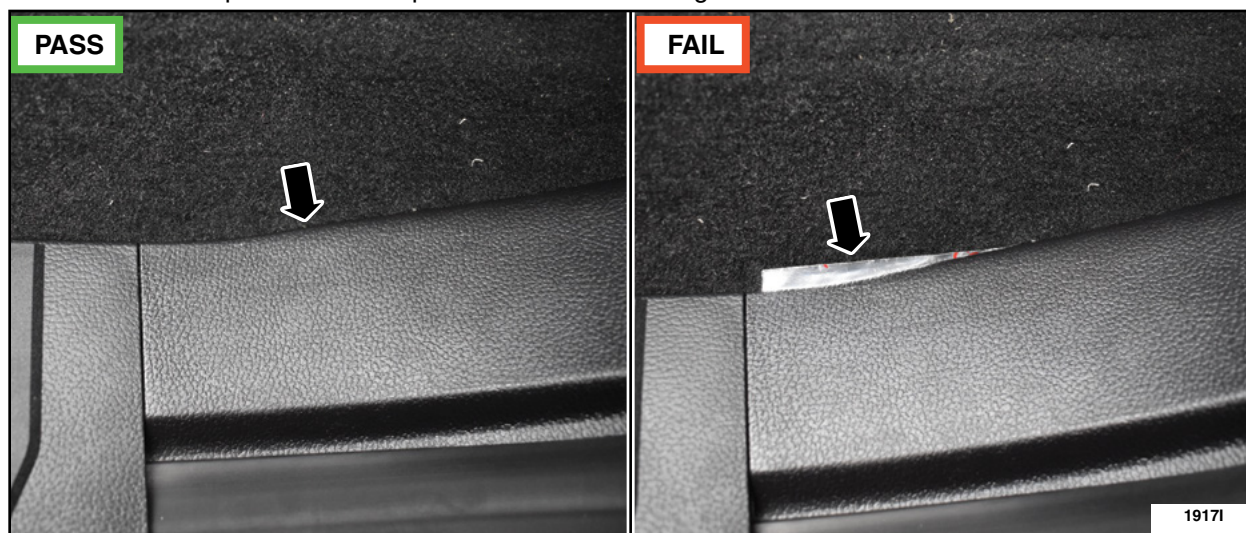


FIGURE 12



13. Use a plastic trim tool to correct any areas where the door weather stripping may be pinched behind the installed B-pillars. See Figure 13.

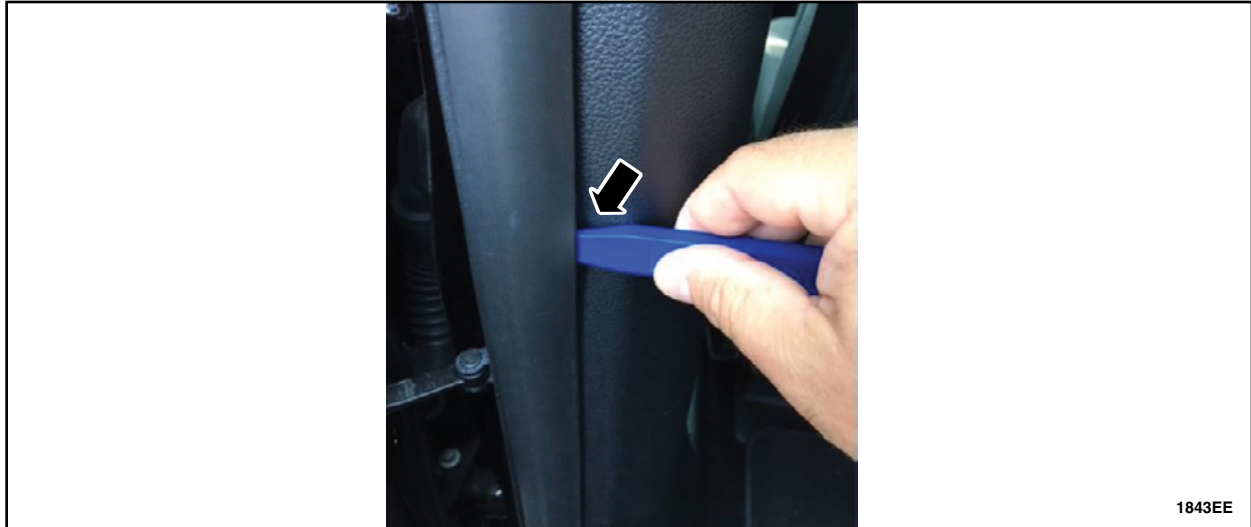


FIGURE 13



Ford Motor Company
Recall Reimbursement Plan for 19S52

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 19S52, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to February 7, 2020. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2019. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.