



David J. Johnson
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May 1, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 20S13
Certain 2021 Model Year Econoline
Wire Harness Frame Rail Chafe**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Econoline	2021	Ohio Assembly Plant	May 11, 2019 through January 30, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the wiring harness may contact the frame and cause chafing of the wiring harness due to insufficient protection of the wiring harness. The chafing condition could affect wiring associated with the fuel, trailer tow, and anti-lock braking systems. Over time, this could damage the wiring harness bundle potentially resulting in an engine stall or limited anti-lock braking and roll stability control system functionality, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to add Rotunda Engineered Wire Harness Tape to the affected area of the wire harness. 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 May 18, 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 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 black ink that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

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OASIS ACTIVATION

OASIS was activated on March 24, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 1, 2020. Owner names and addresses will be available on June 1, 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.

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OWNER REFUNDS

Refunds are not approved for this program.

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 / 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 claims exceeding the pre-approved amount, 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 20S13 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.

- **Provision for locally obtained Rotunda Engineered Wire Harness Tape (NAI837X):** Submit on the same line as the repair.
 - Program Code: 20S13
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$2.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect for damaged wire. If wire is not damaged apply Rotunda Engineered Wire Harness Tape	20S13B	0.3 Hours
Repair Damaged Circuits using workshop manual. (Repair up to two wires)	MT20S13	Up to 0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 MODEL YEAR E-SERIES VEHICLES — WIRE HARNESS CHAFE

SERVICE PROCEDURE

1. Locate the elbow at the take out from the frame harness to the fuel pump bundle. See Figure 1.



FIGURE 1

2. Inspect the harness in the specified location. Are any of the wires in the wire harness bundle damaged?

Yes – Please refer to the Wiring Diagrams Cell 005 for Connector Repair Procedures and repair any damaged circuits as necessary. After repair is complete, proceed to Step 3.

No – Proceed to Step 3.

3. Add Rotunda Engineered Wire Harness Tape (NAI837X) to the elbow. Begin wrapping the tape on the convolute, one inch from the end. Continue wrapping the tape over the harness elbow using a 50% tape overlap until reaching one inch past the end of the right-angle harness routing elbow. See Figure 2.



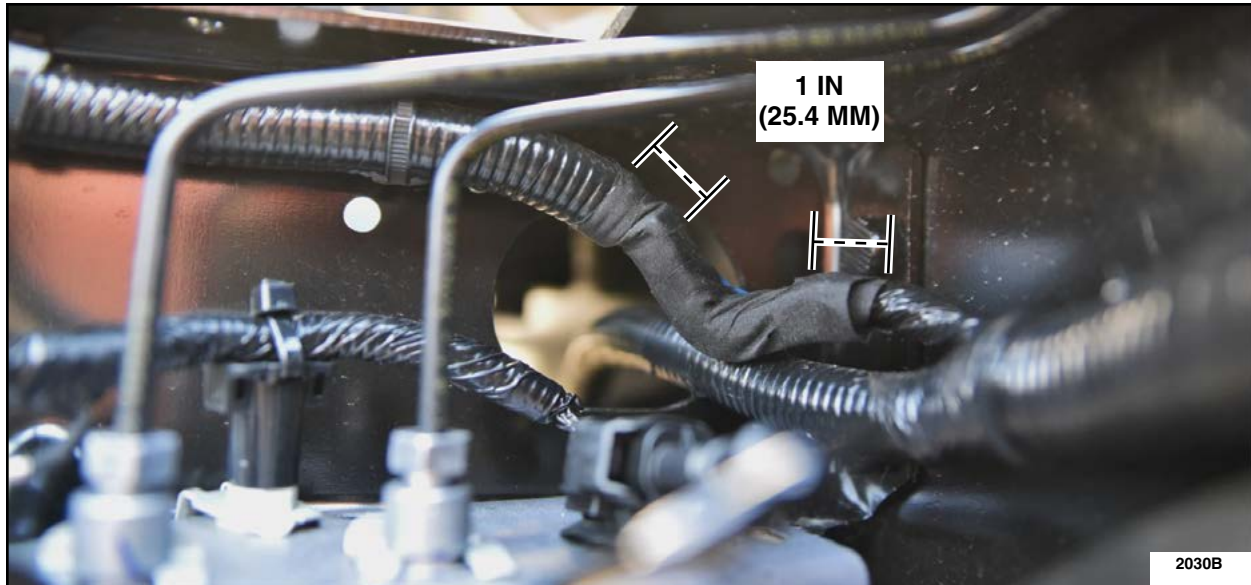


FIGURE 2

