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April 17, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 20S17**
Certain 2020 Model Year Expedition Vehicles
Front Passenger Seatbelt Tension Sensor

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2020	Kentucky	November 27, 2019 through December 7, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the passenger front seatbelt buckle may have a malfunctioning seatbelt tension sensor (BTS) which may mis-classify the front passenger seat occupant without detecting a malfunction or illuminating the Malfunction Indicator Lamp (MIL). This may result in passenger injury in the event of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the passenger front seatbelt buckle. 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 11, 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 cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on April 17, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> April 17, 2020. Owner names and addresses will be available by May 26, 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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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 (20S17) 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Front Passenger Seatbelt Buckle	20S17B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

- Updated front passenger seatbelt buckles are not yet available to repair all vehicles which require 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.
- To place an order for a seatbelt buckle, submit a VIN-specific part order contact via the SSSC Web Contact Site.
 - Any unsold vehicles must include a copy of the signed sales contact.
 - Part orders will be taken and released by SSSC as they become available, sufficient quantities to repair all vehicles are expected by late 2nd Quarter 2020.

Part Number	Description	Order Quantity	Claim Quantity
-7861202-	Seatbelt Buckle Assembly (part number varies by vehicle interior trim color – use Ford ECat to identify the specific part number by VIN)	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.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W718633-S451	Passenger Seat Bolts for <u>Front</u> of Seat (pack of 4, 2 required)	1	2
W719352-S451	Passenger Seat Bolts for <u>Rear</u> of Seat (pack of 4, 2 required)	1	2

Order your parts 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.

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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 EXPEDITION VEHICLES — FRONT PASSENGER SEATBELT BUCKLE REPLACEMENT

SERVICE PROCEDURE

1. Remove the passenger front seat. Please follow the Workshop Manual (WSM) procedures in Section 501-10.

Passenger seatbelt buckle component location. See Figure 1.

- a. Seatbelt buckle wiring harness retainer.
- b. Seatbelt buckle wiring harness retainer.
- c. Seatbelt buckle electrical connector.
- d. Seatbelt buckle bolt.

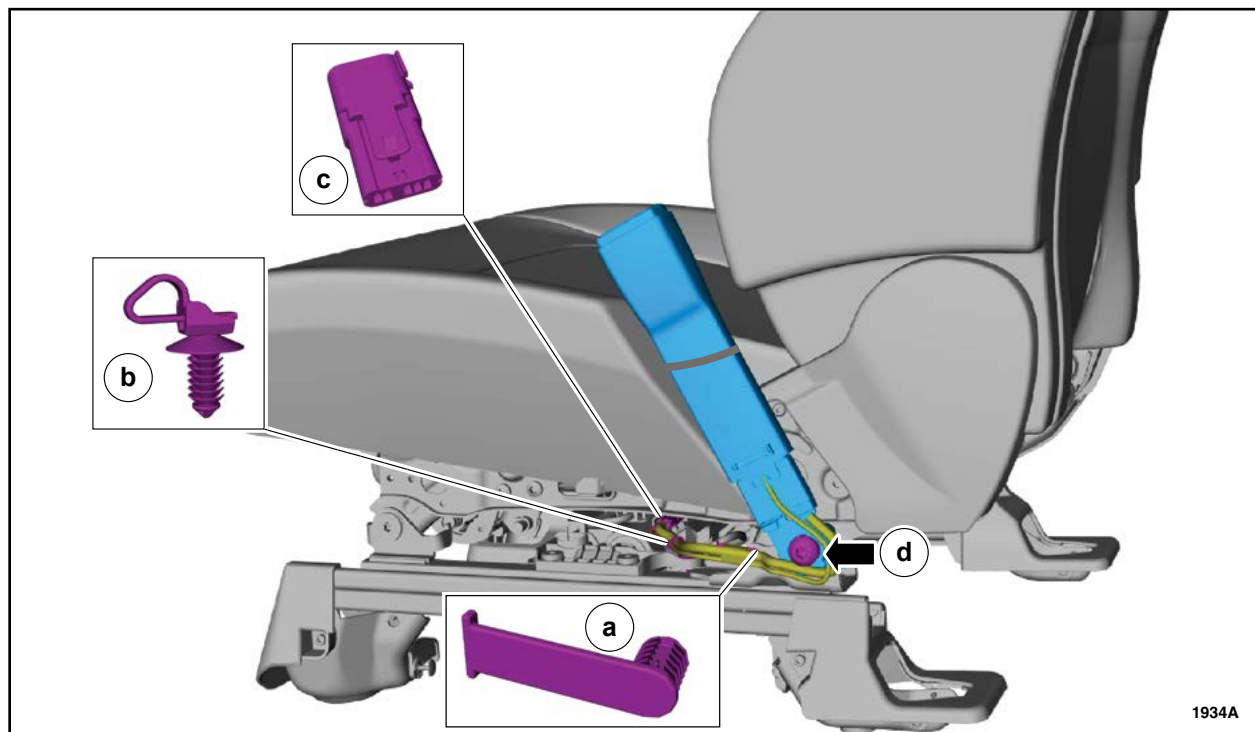


FIGURE 1



2. Detach both of the wiring harness retainers from the seat track assembly. See Figure 2.

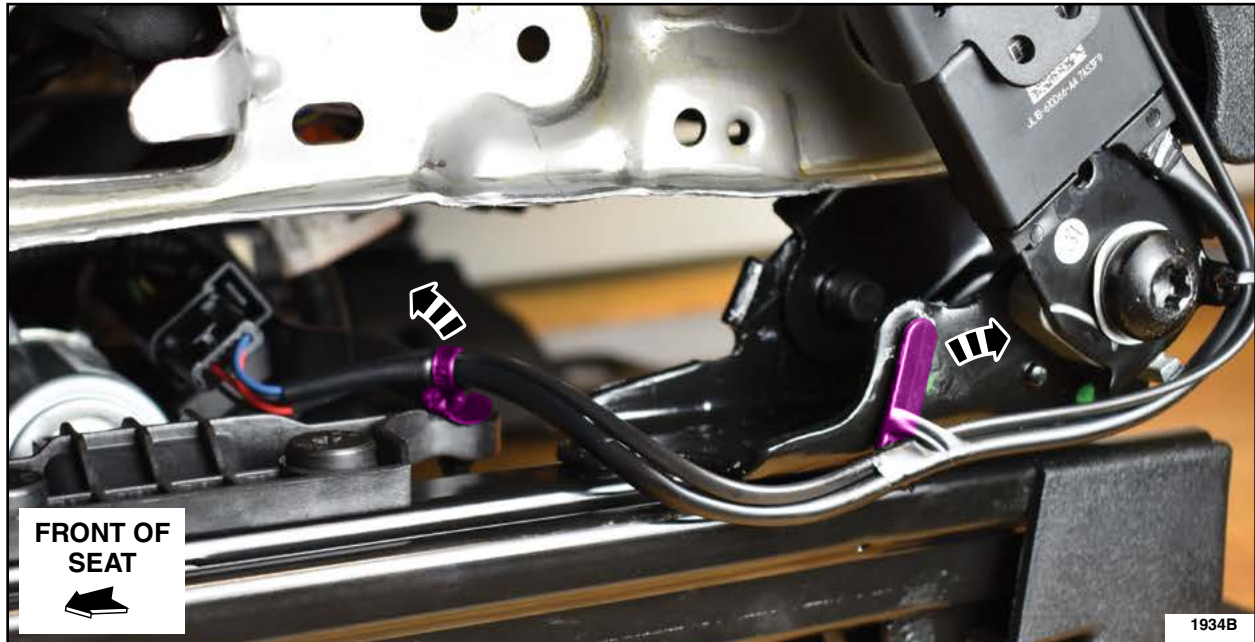


FIGURE 2

3. Disconnect the seatbelt buckle electrical connector. See Figure 3.

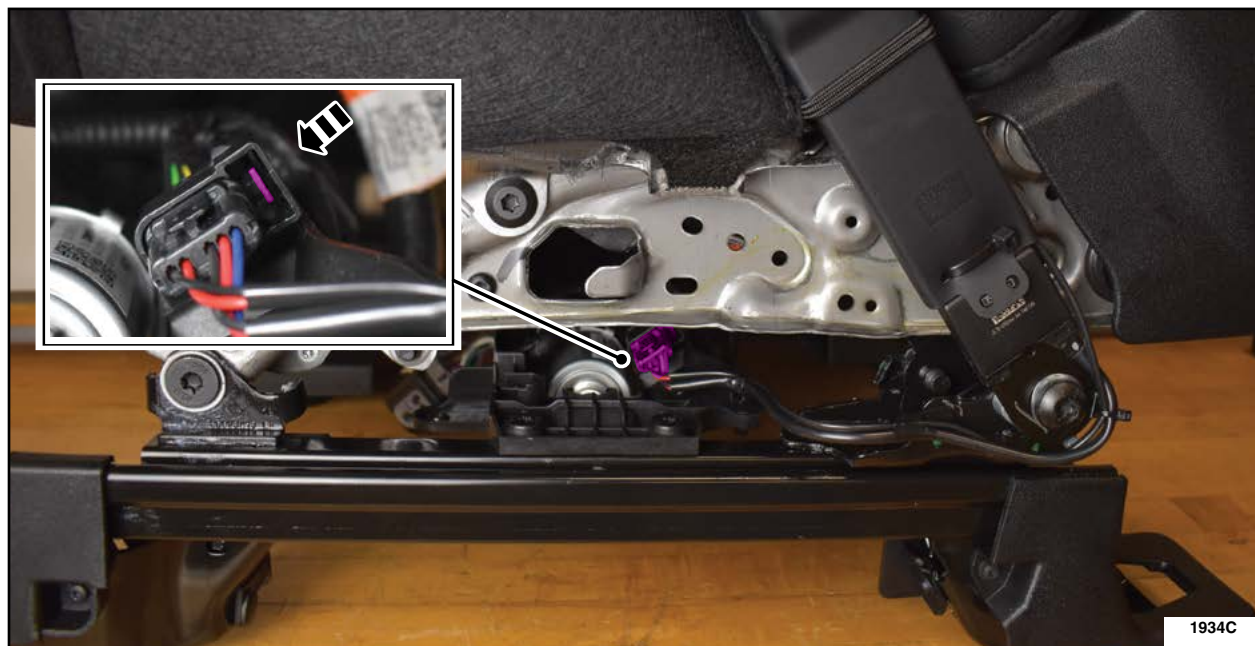


FIGURE 3



4. Remove the seatbelt buckle bolt. See Figure 4.



FIGURE 4

5. Slide the seatbelt buckle out of the elastic guide strap and remove and discard the seatbelt buckle assembly. See Figure 5.



FIGURE 5



6. Slide the *new* seatbelt buckle up into the elastic guide strap. See Figure 5.
7. Connect the seatbelt buckle electrical connector. See Figure 3.
8. Attach both of the wiring harness retainers to the seat track assembly. See Figure 2.
9. Align the seatbelt buckle alignment pin into the seat track alignment slot. See Figure 6.

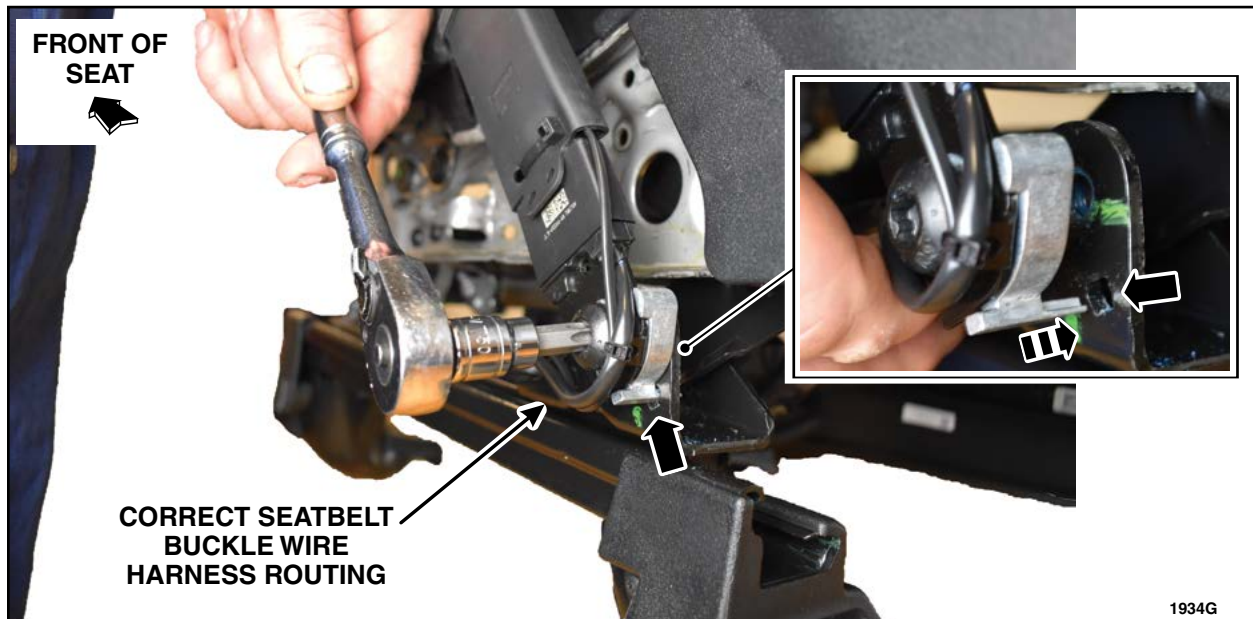


FIGURE 6

10. Install the seatbelt buckle bolt. See Figure 4.

NOTE: When tightening the seatbelt buckle bolt ensure that the seatbelt buckle wiring harness does not get trapped behind the buckle. See Figure 6.

- Torque to: 30 lb.ft (40 Nm).

11. Install the passenger front seat. Please follow the WSM procedures in Section 501-10.
12. Check the seatbelt system for correct operation. Please follow the WSM procedures in Section 501-20.

