



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

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

July 20, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 20S37**

Certain 2016-2018 Model Year MKX and 2019-2020 Model Year Nautilus Vehicles  
Equipped with 16-Way Power Front Seats - Wire Abrasion to Seat Frame

### **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
MKX	2016-2018	Oakville	November 11, 2014 through September 4, 2018
Nautilus	2019-2020		January 12, 2018 through January 24, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the front driver and/or passenger seat wiring harness could contact the seat cushion frame edge and cause wiring harness abrasion due to improper protection from the seat cushion frame edge. Over time, the abrasion of the harness may damage one or more of the 28 wires within the harness. The damaged wires may result in a number of symptoms. Two situations with damaged wires may lead to potential airbag system malfunction. In limited circumstances the passenger side airbag may not deploy properly. Additionally, in limited circumstances, the passenger or driver's side airbag may inadvertently deploy. Either situation may increase the risk of accident or injury.

### **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect both front seat wire harnesses for damage. Repair or replace any damaged wires as necessary and cover the sharp edge of both front seat cushion frames with flocked tape per the technical instructions. 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 August 10, 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 black ink that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on July 20, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 20, 2020. Owner names and addresses will be available by August 25, 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**

- **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 only be provided for the cost associated with wire abrasion to seat frame.

**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 EFC07715, 2020 Lincoln Pickup & Delivery Updates.

**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.
  - 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.

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**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 20S37 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 Supplies:** Includes flocked tape, isopropyl alcohol, Scotch-Brite® pad or equivalent and as needed wire crimp(s), solder and heat shrink tubing. This provision is for the amount supplies used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.

**NOTE:** The flocked tape roll and the locally obtained supplies can be used on multiple vehicles.

  - Program Code: 20S37
  - Misc. Expense: OTHER
  - Amount: Actual cost up to \$6.00
- **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 EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 20S37
  - 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Apply flocked tape to both front seat cushion frames and inspect both front seat wire harnesses for damaged wire(s).	20S37B	0.7 Hours
Remove affected seat and repair damaged wire(s) as necessary. (Repair up to three wires per seat wire harness)	MT20S37	Up to 0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
KB5Z-19E523-A *	Flocked Tape (Roll length is 25 Meters [82 ft]) ** - <b>Do not order unless needed</b> - One roll will cover approximately 200 vehicles	As required	MISC. OTHER
Obtain Locally	Rotunda Flocked Tape Strip (164-R4903) - Included in Squeak & Rattle Repair Kit (164-R4900) - One strip will cover one vehicle	MISC. OTHER	
	Isopropyl alcohol **		
	Scotch-Brite® pad or equivalent **		
	Wire crimp, solder and heat shrink tubing (As needed)		

\* The flocked tape roll is being used in safety recall 19S29 (2017 model year Explorer vehicles equipped with power seats - seat frame burred edge). Do not order unless needed. The flocked tape roll is the same material as the Rotunda flocked tape strip included in the Squeak & Rattle repair kit.

\*\* The listed flocked tape and locally obtained supplies can be used on multiple vehicles.

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.

**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 2016-2018 MODEL YEAR MKX AND 2019-2020 MODEL YEAR NAUTILUS VEHICLES EQUIPPED WITH 16-WAY POWER FRONT SEATS — WIRE ABRASION TO SEAT FRAME

### SERVICE PROCEDURE

**NOTE:** Procedure to be performed on both front seats.

**NOTE:** If the seat cushion frame is cold, allow the vehicle to warm up with the floor blower on to aid with tape adhesion.

1. Raise the seat height and seat cushion tilt to the highest position to better access the underside of the seat cushion frame.
2. Remove the seat bolt covers and bolts from the front seat. Position the seat leaning the back rest against the backseat to better access the underside of the seat cushion frame. See Figure 1A and 1B.

**NOTE:** Front driver seat shown, front passenger seat similar.

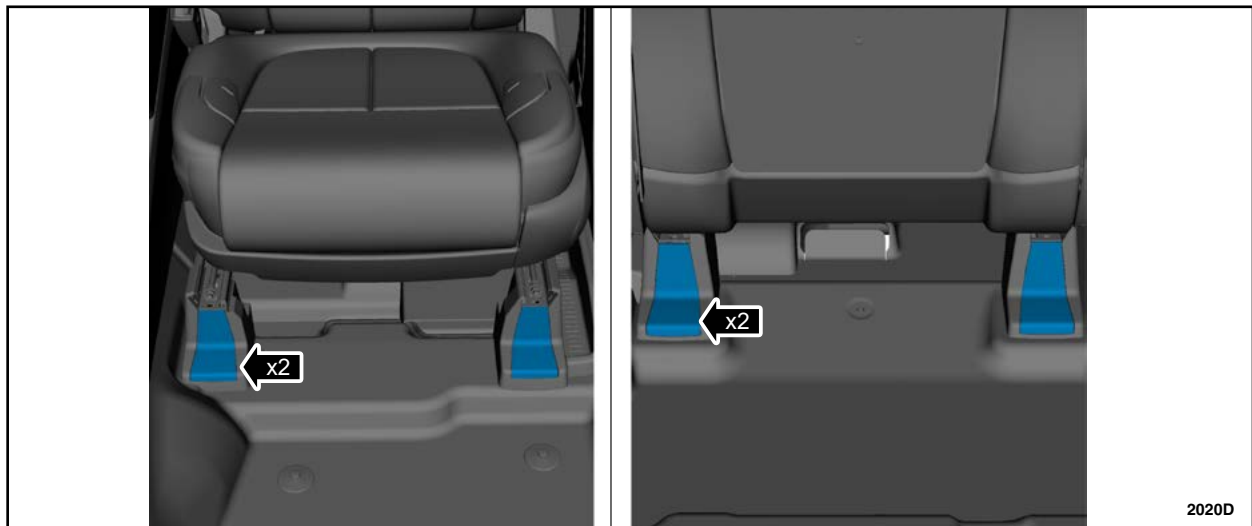
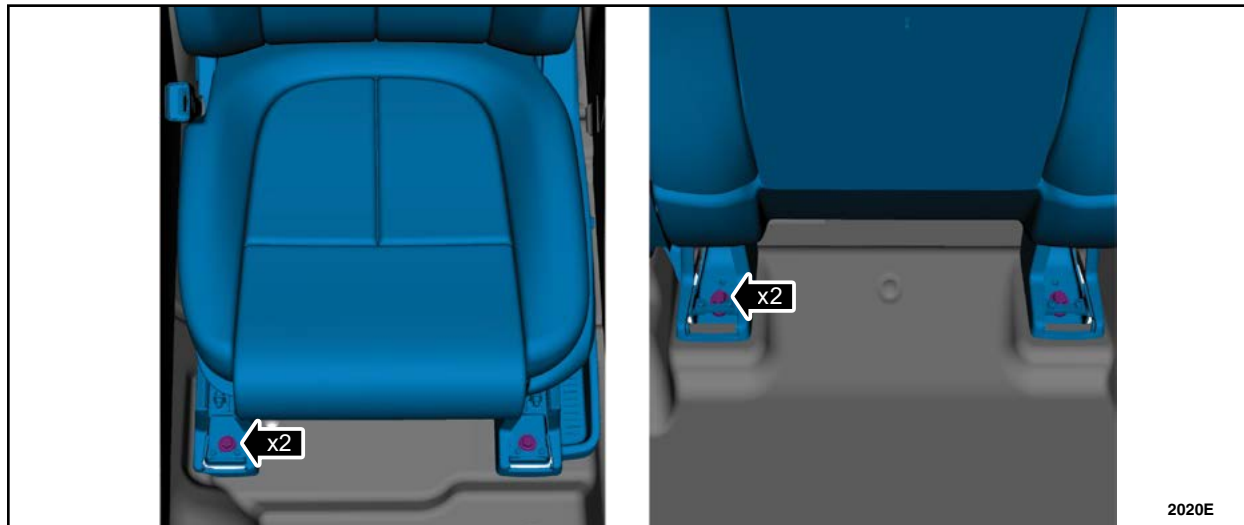


FIGURE 1A



**NOTE:** Front driver seat shown, front passenger seat similar.



**FIGURE 1B**

3. Locate and inspect the seat harness in the specified location. See Figure 2A and 2B.

**NOTE:** If any push pin or edge biter clip is removed during the inspection or repair process, reinstall them in the original factory position and reposition the seat harness to prevent future wire chafing concerns.

- Are any of the wires in the wire harness bundle damaged?

No - If no wire chafe is present or if some minor chafing is visible, with no wire damage, proceed to Step 4.

Yes - If chafing is present, with wire(s) damage, proceed to remove the seat from the vehicle following the Workshop Manual (WSM) procedures in Section 501-10. 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 4.

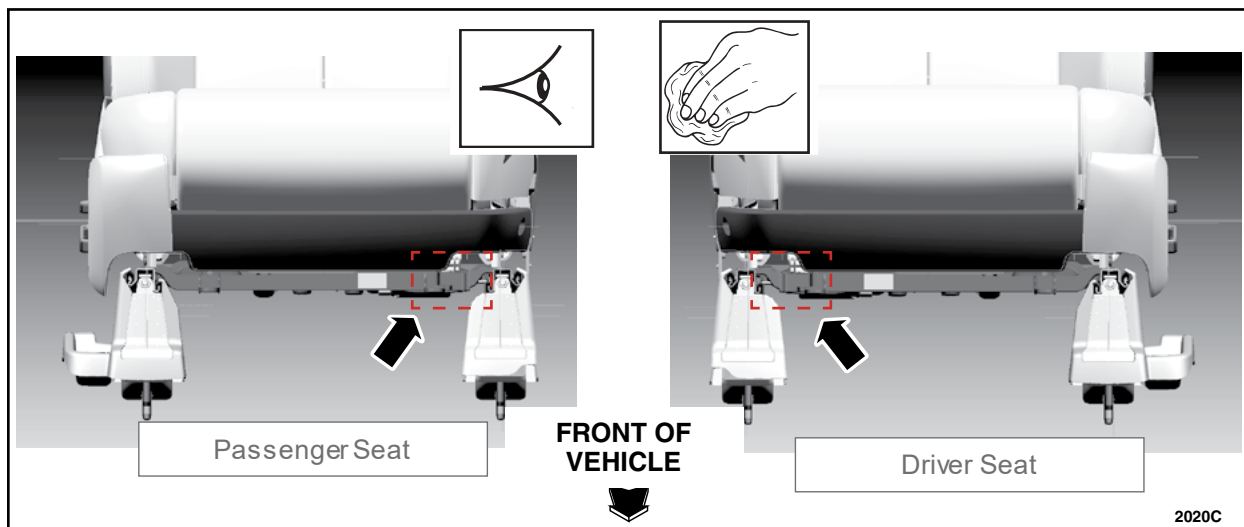




**⚠ WARNING: Use caution while cleaning the seat cushion frame, edges may have burr's that could cause personal injury.**

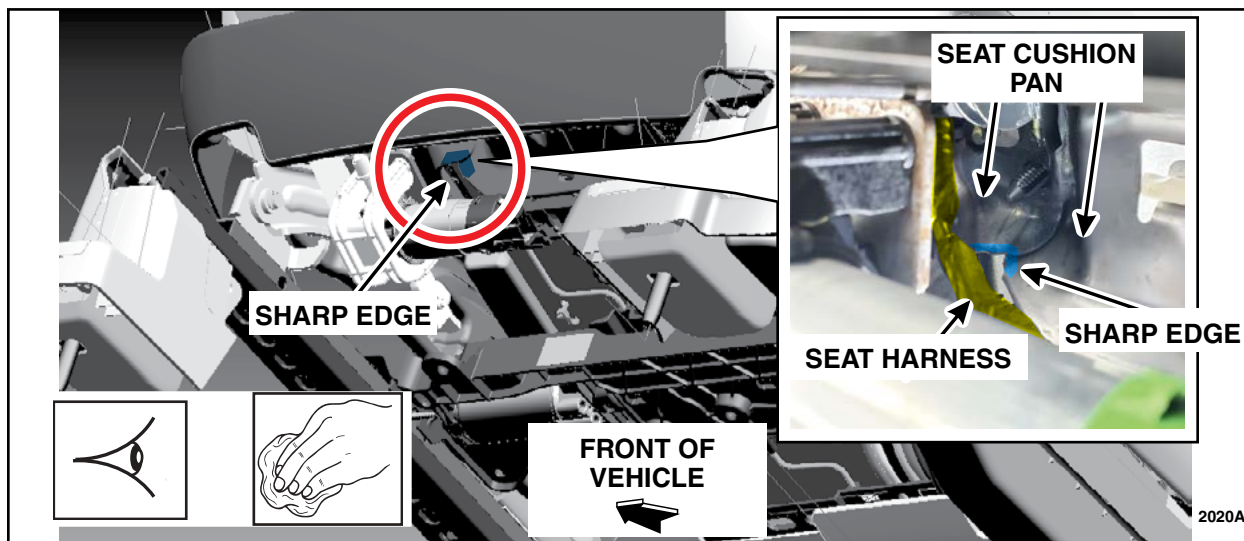
4. Scuff the highlighted area of inboard side of the seat cushion frame using a Scotch-Brite® pad or equivalent then, using isopropyl alcohol and a clean shop towel, clean the highlighted area to remove any oil or residue. See Figure 2A and 2B.

**NOTE:** Seat drawings shown for clarity.



**FIGURE 2A**

**NOTE:** Front driver seat drawing shown for clarity, front passenger seat similar.



**FIGURE 2B**

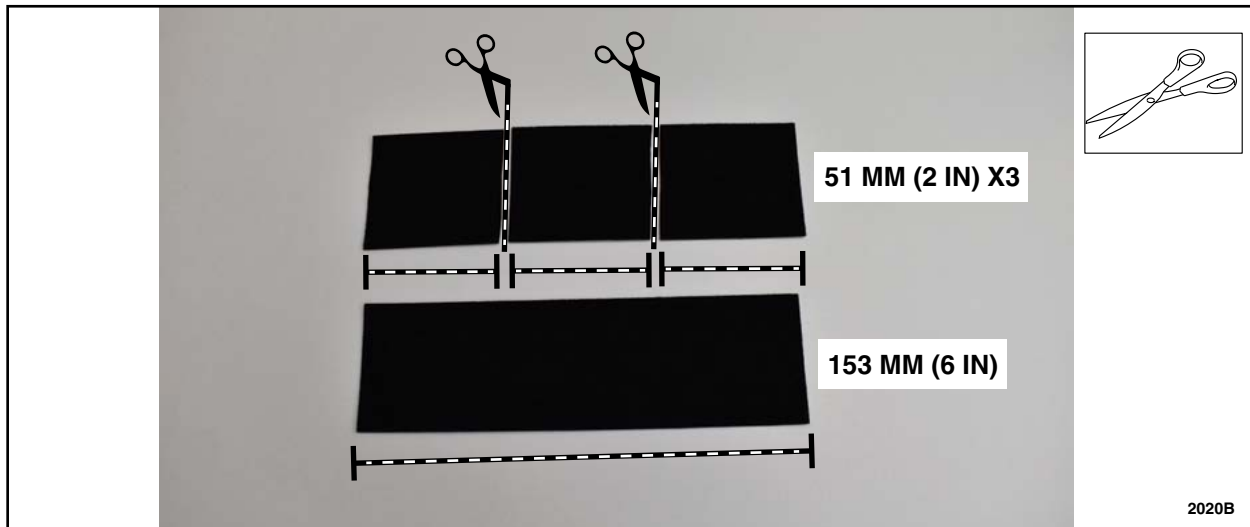


5. Obtain one 153 mm (6 in) piece of flocked tape (164-R4903) from the squeak and rattle kit (164-R4900) **or** obtain a roll of flocked tape part number KB5Z-19E523-A.

- If the squeak and rattle kit flocked tape is used, measure and cut three equal 51 mm (2 in) pieces. Only two of the three pieces will be used. See Figure 3.
- If the roll of flocked tape is used, measure and cut two 51 mm (2 in) pieces. The flocked tape roll is being used in safety recall 19S29 (2017 model year Explorer vehicles equipped with power seats - seat frame burred edge).

**NOTE:** Only one piece of 51 mm (2 in) flocked tape will be used per seat cushion frame.

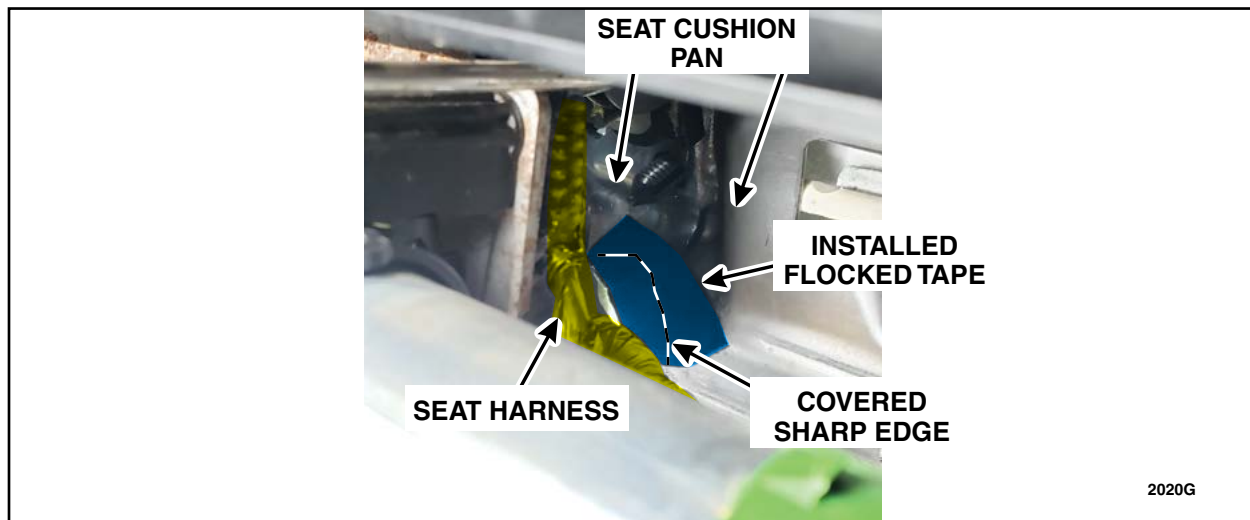
**NOTE:** Squeak and rattle kit flocked tape shown, roll of flocked tape similar.



**FIGURE 3**

6. Peel off the backing from one 51 mm (2 in) piece of flocked tape and apply it to the highlighted area by wrapping it around the seat cushion frame to cover the sharp edge. See Figure 4.

**NOTE:** Front driver seat shown, front passenger seat similar.



**FIGURE 4**



7. As needed, place the seat back in the vehicle and reconnect the seat harness if previously disconnected to perform a wiring harness repair.

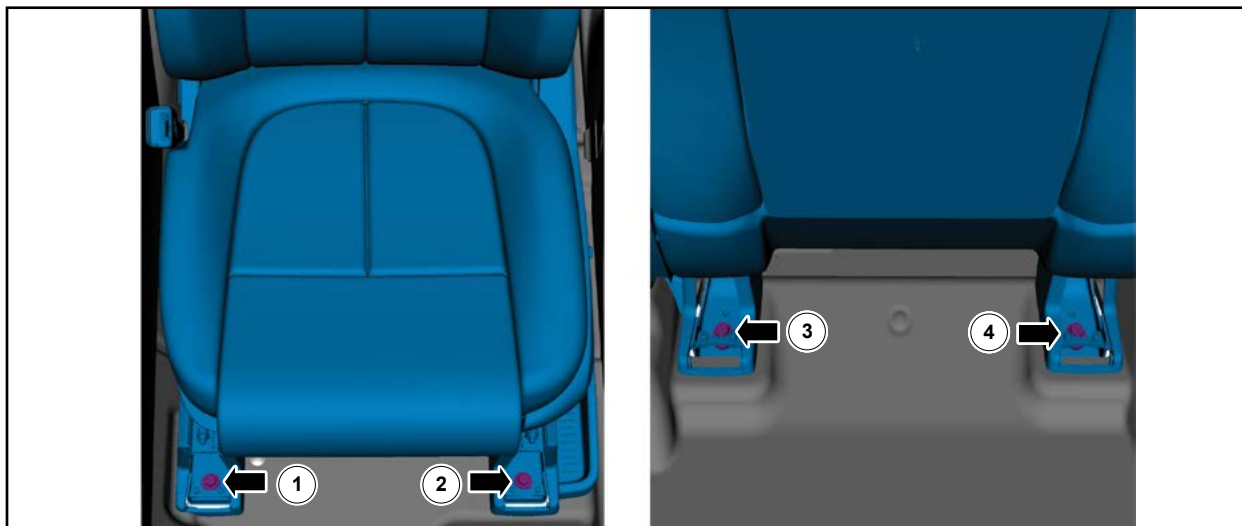
**NOTE:** If any push pin or edge biter clip is removed during the inspection or repair process, reinstall them in the original factory position and reposition the seat harness to prevent future wire chafing concerns.

8. To install, reverse the removal procedure.

9. Tighten the seat bolts in the sequence shown. See Figure 5.

- Torque: 47 Nm (35 lb.ft)

**NOTE:** Front driver seat shown, front passenger seat similar.



**FIGURE 5**

10. Return the seat to its original position.



**Ford Motor Company**  
**Recall Reimbursement Plan for 20S37**

*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 # 20S37, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 28, 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.