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November 2, 2020

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Safety Recall 20S50**

Certain 2020 Model Year Explorer Vehicles  
Second Row Center Seat Belt Buckle Bolt Not Properly Secured to Seat

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago	October 15, 2019 through March 16, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

**NOTE:** Your dealership has in stock, or may receive, an affected vehicle covered by this program. Affected vehicles are identified in Attachment IV.

In the affected vehicles, the second row center seat belt buckle may not be properly secured to the seat. Seats with inadequate torque values may not properly restrain an occupant during a crash, increasing the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to identify the part number of the seat that require replacement by VIN, using the Seat Replacement Identification Chart in Attachment IV, to replace the affected seat. 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 November 2, 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
- Attachment IV: Seat Replacement Identification Chart
- 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.J. Johnson". The signature is written in a cursive style with a large, stylized "D" and "J".

David J. Johnson

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**OASIS ACTIVATION**

OASIS was activated on September 11, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on September 11, 2020. Owner names and addresses will be available by November 17, 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.

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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 (20S50) 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 Second Row Center Seat Assembly - Police Vehicles	20S50B	0.6 Hours
Replace Second Row Center Seat Assembly - Non-Police Vehicles	20S50C	0.4 Hours

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

To place an order for a second row center seat assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. All parts may not be immediately available. Parts will ship when they become available.

Part Number	Description	Order Quantity	Claim Quantity
Refer to the Seat Replacement Identification Chart, in Attachment IV, to identify the replacement part numbers by VIN.	Second Row Center Seat Assembly	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
W505286-S439	Second Row Center Seat, Seat to body attachment Bolts - Police and Non-Police Units (4 per package, 2 needed)	1	2
W709980-S439	Second Row Center Seat, Seat to body attachment Bolts - Non-Police Units Only (4 per package, 2 needed)	1	2

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, RETURN AND SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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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 EXPLORER VEHICLES — SECOND ROW CENTER SEAT BELT BUCKLE BOLT NOT PROPERLY SECURED TO SEAT

### SERVICE PROCEDURE

**NOTE:** Refer to Attachment IV to identify the part number of the seat assembly that requires replacement, based on the vehicle's VIN.

**NOTE:** The seat mounting bolts are one-time use only bolts and must be replaced when removed.

1. Remove the Second Row Center Seat. Please follow the Workshop Manual (WSM) procedures in Section 501-10B.

**NOTE:** To aid in the removal and prevention of damage of the loadspace floor rear trim panel, use the lifting locations shown. See Figure 1.

1. Using the lifting locations shown, raise the two ends of the loadspace floor rear trim panel.
2. Using the lifting locations shown, lift upwards and towards the rear of the vehicle to remove the loadspace floor rear trim panel.



FIGURE 1



**NOTE:** Start the *new* seat mounting bolts by hand to prevent cross threading.

2. Install the *new* second row center seat. Please follow the WSM procedures in Section 501-10B.

**NOTE:** To aid in the installation and prevention of damage of the loadspace floor rear trim panel, reverse the removal procedure. See Figure 1.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





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Use the following chart, arranged by VIN, to identify the part number of the seat that require replacement.

To search for a VIN:

- Press Ctrl and F simultaneously, then insert the VIN, then press ENTER.

<b>Seat Replacement Identification Chart</b>		
<b>VIN Number</b>	<b>Seat Part Number</b>	<b>Trim Style</b>
1FM5K8AB5LGA83527	LB5B-COSTRRC-GA	Police Vinyl
1FM5K8AB5LGA84130		
1FM5K8AB7LGB24031		
1FM5K8AB7LGB43307		
1FM5K8ABXLGA97990		
1FM5K8ABXLGB24167		
1FM5K8AC7LGB85372		
1FM5K8AW0LGA55296		
1FM5K8AW0LGB07591		
1FM5K8AW0LGB07607		
1FM5K8AW2LGA84461		
1FM5K8AW2LGB07608		
1FM5K8AW3LGA19456		
1FM5K8AW3LGA55406		
1FM5K8AW3LGA83965		
1FM5K8AW5LGA55794		
1FM5K8AW5LGB07604		
1FM5K8AW6LGB07658		
1FM5K8AW7LGA73522		
1FM5K8AW7LGB07605		
1FM5K8AW9LGA97238		
1FM5K8AW9LGB07511		

<b>VIN Number</b>	<b>Seat Part Number</b>	<b>Trim Style</b>
1FM5K8HC0LGB46645	LB5B-COSTRRC-FA	Platinum Sandstone
1FM5K8HCXLGB46314		
1FMSK7BH4LGB86227	LB5B-COSTRRC-AA	XL Base
1FMSK8BB9LGB67285		
1FMSK8DH8LGC26716	LB5B-COSTRRC-CA	XLT Leather Black
1FMSK8FH5LGC03259	LB5B-COSTRRC-LA	LTD Sandstone
1FMSK8FH7LGC04395		