



Stacy L. Balzer  
Operating Director  
Service Engineering Operations  
Ford Customer Service Division

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

October 28, 2022

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 20S50 - Supplement #1**  
Certain 2020 Model Year Explorer Vehicles  
Second Row Center Seat Belt Buckle Bolt Not Properly Secured to Seat

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 20S50**  
Dated November 2, 2020

**New! REASON FOR THIS SUPPLEMENT**

- **Service Action:** *Service action direction has been revised to only replace the seat frame itself, instead of replacing the complete seat assembly.*
- **Parts List Update:** *Parts list has been revised to provide the seat frame service part numbers, instead of the seat assembly service part numbers.*
- **Technical Instructions:** *Revised technical instructions to reflect replacing only the seat frame itself and transferring other seat components such as the backrest and cushion covers to the new seat frame as needed.*

**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**

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.

**New! SERVICE ACTION**

*Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the affected seat frame. This service must be performed on all affected vehicles at no charge to the vehicle owner.*

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were 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.**

**New! ATTACHMENTS**

Attachment I: Administrative Information  
*Attachment II: Labor Allowances and Parts Ordering Information*  
*Attachment III: Technical Information*  
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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

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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 were made 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. Until the FSA is completed, passengers should refrain from occupying the second row center seat.
- 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 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.
- **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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**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Second Row Center Seat <i>Frame</i> - Police Vehicles	<i>MT20S50D</i>	<i>Up To 2.7 Hrs</i>
Replace Second Row Center Seat <i>Frame</i> - Non-Police Vehicles	<i>MT20S50E</i>	<i>Up to 2.5 Hrs</i>

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
<i>L1MZ-78613A14-*</i>	<i>Second Row Center Seat Frame (Refer to parts catalog based on VIN)</i>	1	1
W505286-S439	Second Row Center Seat, Seat to body attachment Bolts - Police and Non-Police Units (4 per package, 2 needed)	1	2
W709980-S439X	Second Row Center Seat, Seat to body attachment Bolts - Non-Police Units Only (4 per package, 2 needed)	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, 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.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

## CERTAIN 2020 MODEL YEAR EXPLORER VEHICLES — SECOND ROW CENTER SEAT BELT BUCKLE BOLT NOT PROPERLY SECURED TO SEAT

### **NEW !** SERVICE PROCEDURE

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

*1. Remove the Second Row Center Seat Backrest Cover and Cushion Cover. 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**

*2. Transfer components to the new seat frame as needed.*

*3. Install the Second Row Center Seat Backrest Cover and Cushion Cover to the new seat frame. Please follow the WSM procedures in Section 501-10B.*

**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.

