

Submission Date: 03/09/2020

Chronology of Defect / Noncompliance Determination for Ford Motor Company Recall #20S12

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

October – December 2019

On October 9, 2019, Ford approved Field Service Action 19S34 regarding certain 2019MY Ranger vehicles due to risk of overheating, melting, smoke and/or fire from the Heating, Ventilating and Air Conditioning (HVAC) blower motor. Suspect blower motors recalled under 19S34 will have a build date code of June 14, 2019 through September 22, 2019.

On October 30, 2019, a Ford dealership reported receiving a service replacement blower motor to use for the FSA repair that had a suspect build date code. As Ford began investigating that report, five additional dealers reported receiving replacement service blower motors for the FSA repair that were built with a suspect date code. Upon further investigation, the Tier 2 supplier identified 300 suspect blower motors that were not properly quarantined and were shipped to the Tier 1 supplier. The Tier 1 supplier then shipped the blower motors to Ford's service distribution network as if the blower motors had been properly inspected.

The concern was brought to the Critical Concern Review Group (CCRG) for review on November 5, 2019, and an investigation was opened. First, in an effort to locate all suspect blower motors, Ford's service distribution network and dealers returned blower motors to the Tier 1 supplier for inspection. Second, on November 22, 2019, Ford issued 19S34 Dealer Bulletin Supplement #3 directing dealers to additionally inspect the blower motor date code on the service part and not to install it for the FSA repair if the blower motor is within the suspect date range. Third, a search of field data found no reports of melting, smoke or fire related to this service parts issue. The CCRG continued to monitor field data while attempting to locate the suspect blower motors.

January – February 2020

As of February 21, 2020, 93 of the 300 suspect parts have been located. Ford conducted electrical continuity testing on 30 of the 93 located suspect blower motors. Five of the 30 suspect blower motors had measurable resistance indicating improper clearance between the electrical terminal and the conductive base plate. The Tier 2 supplier later cross-sectioned these five parts and confirmed a touch condition between the electrical terminal and the conductive base plate slot.

Although a further review of field data continued to find no reports of melting, smoke or fire related to this service parts issue, vehicles repaired under FSA 19S34 from October 9, 2019 (FSA approval date) through November 22, 2019 (19S34 Dealer Bulletin Supplement #3) may have been repaired with a suspect blower motor.

On March 2, 2020, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of smoke, melting or fire associated to this concern.

OneGene is the tier 2 supplier for the blower motor and TaeSung is the tier 3 supplier for the base plate.