



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

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

May 2, 2019

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

**SUBJECT: NEW VEHICLE DELIVERY HOLD  
Customer Satisfaction Program 19B07**

Certain 2019 Model Year Fusion Vehicles with Engine Block Heater  
Engine Block Heater Extension Cord

**PROGRAM TERMS**

This program will be in effect through May 31, 2020. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2019	Hermosillo	December 6, 2017 through January 22, 2019

Affected vehicles are identified in OASIS. FSA VIN Lists will be activated for unsold vehicles only.

**REASON FOR THIS PROGRAM**

All of the affected vehicles were ordered with the optional engine block heater (EBH), but were not delivered with the EBH extension cord. Without the cord, the EBH cannot be used.

**SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this program, dealers are to place the EBH extension cord into the vehicle with the vehicle's loose items. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

For owners already in possession of their vehicles, packages including an EBH cord will be mailed directly to the owners. No dealer service will be required. For customers that have not received their package by May 17, 2019, dealers should contact the SSSC for assistance.

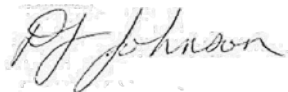
**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering 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 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

**NEW VEHICLE DELIVERY HOLD**  
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**OASIS ACTIVATION**

OASIS will be activated on May 2, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be activated for unsold vehicles only on May 2, 2019.

**SOLD VEHICLES**

- Owners of affected vehicles will be mailed an EBH extension cord along with the owner letter. Once delivery confirmation is received, the vehicle will be automatically closed out of the program.
- For customers that have not received their package by May 17, 2019, dealers should contact the SSSC for assistance.

**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.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires November 30, 2019.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- If an owner who received a letter and EBH extension cord, and is seeking reimbursement, but the vehicle is not showing open in OASIS, please contact the SSSC for assistance.
- Refunds will only be provided for the cost associated with the purchase of an EBH extension cord.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

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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 19B07 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 19B07
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Place EBH cord into customer's vehicle	19B07B	0.2 Hours

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

To place an order for KS7Z-6D008-A, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
KS7Z-6D008-A	Engine block heater kit (customer cord)	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.

**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.



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

May 2019

Customer Satisfaction Program 19B07

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** Your vehicle was ordered with the optional engine block heater (EBH), but was not delivered with the required unique extension cord. The EBH extension cord attaches to the EBH plug, located in a housing in the left fog lamp bezel.
- What is the effect?** Without the unique extension cord, the EBH cannot be used.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has included an EBH extension cord with this letter, free of charge, under the terms of this program.
- How long will it take?** Dealer repairs are not required for this customer satisfaction program.
- What should you do?** Because the EBH extension cord was shipped directly to you, along with this letter, it is not necessary to schedule an appointment with your dealer to have this customer satisfaction program completed.  
NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Have you previously paid for this repair?** If you purchased an EBH extension cord before the date of this letter, you may be eligible for a refund. Refunds will only be provided for an engine block heater extension cord. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2019. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter and EBH extension cord to the new owner. You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division