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

Ford Motor Company
P. O. Box 1904
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September 24, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DELIVERY HOLD - Advance Notice - Customer Satisfaction Program 19B24**
Certain 2019 Model Year Ranger and 2020 Model Year Explorer Vehicles with 2.3L EcoBoost Engines
Balance Shaft and Oil Pump Assembly Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2019	Michigan	August 28, 2019 through August 29, 2019
Explorer	2020	Chicago	August 29, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, there may be a casting crack in the balance shaft and oil pump assembly. This may lead to engine noise, a low oil pressure indication or illumination of the Service Engine Soon indicator, followed by eventual engine seizure.

SERVICE ACTION

DO NOT DELIVER any new in-stock vehicles involved in this program. A complete Dealer Bulletin will be provided to dealers the week of October 7, 2019 when it is anticipated that parts ordering information and repair instructions will be available to support this customer satisfaction program.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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,

David J. Johnson