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Ford Customer Service Division

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

October 11, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DELIVERY HOLD - 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

PROGRAM TERMS

This program will be in effect through April 11, 2020. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of April 11, 2020 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available by November 8, 2019) to contact customers with affected vehicles. This will help minimize the number of vehicles that may result in an engine seizure.

AFFECTED VEHICLES

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

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the engine oil pump balance shaft casting number, per technical procedures. If the suspect casting number (#2) is found, the engine is to be replaced. 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 October 21, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 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. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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

OASIS ACTIVATION

OASIS will be activated on October 11, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 11, 2019. Owner names and addresses will be available by November 8, 2019.

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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 5 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for an engine replacement. Prior approval for more than 5 rental days is required from the SSSC via the SSSC Web Contact Site.

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Balance Shaft and Oil Pump Assembly Inspection

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 (19B24) 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Parts Handling Allowance:** A parts handling allowance is being provided in lieu of part mark-up for engine replacements. To claim the allowance, enter \$600.00 as HANDLG in the Misc. Expense area of the claim form for an engine replacement.

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

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect balance shaft casting with borescope - PASS Replace oil return hose to turbo charger	19B24A	1.4 hours
Inspect balance shaft casting with borescope - FAIL	19B24BB	1.4 hours
Replace Engine. Be prepared to provide image of casting. Only to be used with Labor Op. 19B24BB	Contact SSSC for approval	

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

To place an order for an engine assembly submit a VIN-specific Part Order contact with photo of casting number confirmation via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
LB5Z-6L092-A	Hose - Oil Return - Turbocharger	1	1
-6007-	Engine Assembly	Contact SSSC for approval	

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.

HANDLING ALLOWANCE

An allowance of \$600.00 per engine replacement is being provided in lieu of part mark-up.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

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 2019 MODEL YEAR RANGER AND 2020 MODEL YEAR EXPLORER VEHICLES WITH 2.3L ECOBOOST ENGINES — BALANCE SHAFT AND OIL PUMP ASSEMBLY INSPECTION

OVERVIEW

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.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the engine oil pump balance shaft casting number, per technical procedures. If the suspect casting number (#2) is found, the engine is to be replaced.

SERVICE PROCEDURE

Unique tool list:

Inspection Camera	

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to: Jacking and Lifting (100-02 Jacking and Lifting, Description and Operation).
2. Remove the engine front and rear undershields. Please follow the Workshop Manual (WSM) procedures in Section 501-02.



- Using the crankshaft pulley bolt, rotate the engine crankshaft clockwise and bring the engine to Top Dead Center (TDC) by using an inspection mirror and aligning the hole in the crankshaft pulley (a) to the threaded hole in the engine front cover (b) as shown in Figure 1.

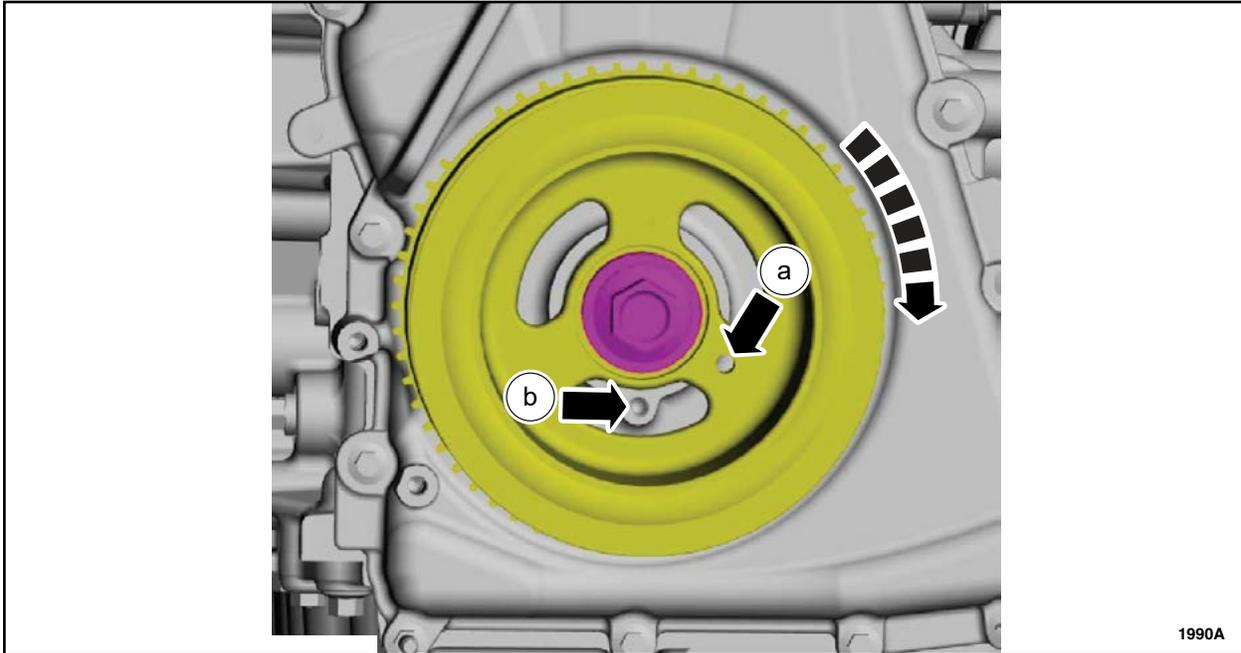


FIGURE 1

- Remove the turbocharger oil return tube. See Figure 2.

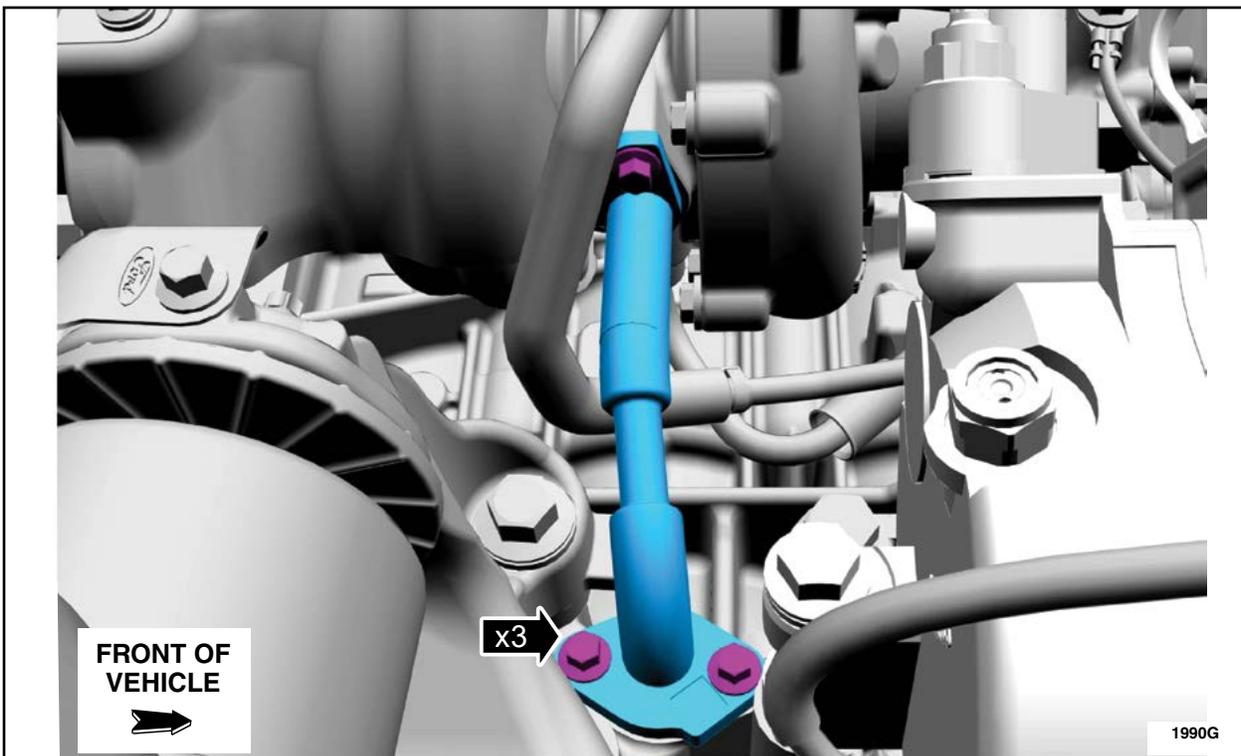


FIGURE 2



- Using a flexible borescope with an outer diameter no bigger than 7mm, such as a Waterproof HD 2M/7mm Endoscope Lens Mini USB Inspection Camera with 6 LED Lights Borescope (or equivalent), position the camera end of the scope at a 45° angle. See Figure 3.

NOTE: The use of mechanic's wire and tape can assist in keeping the borescope camera end positioned at the 45° angle.

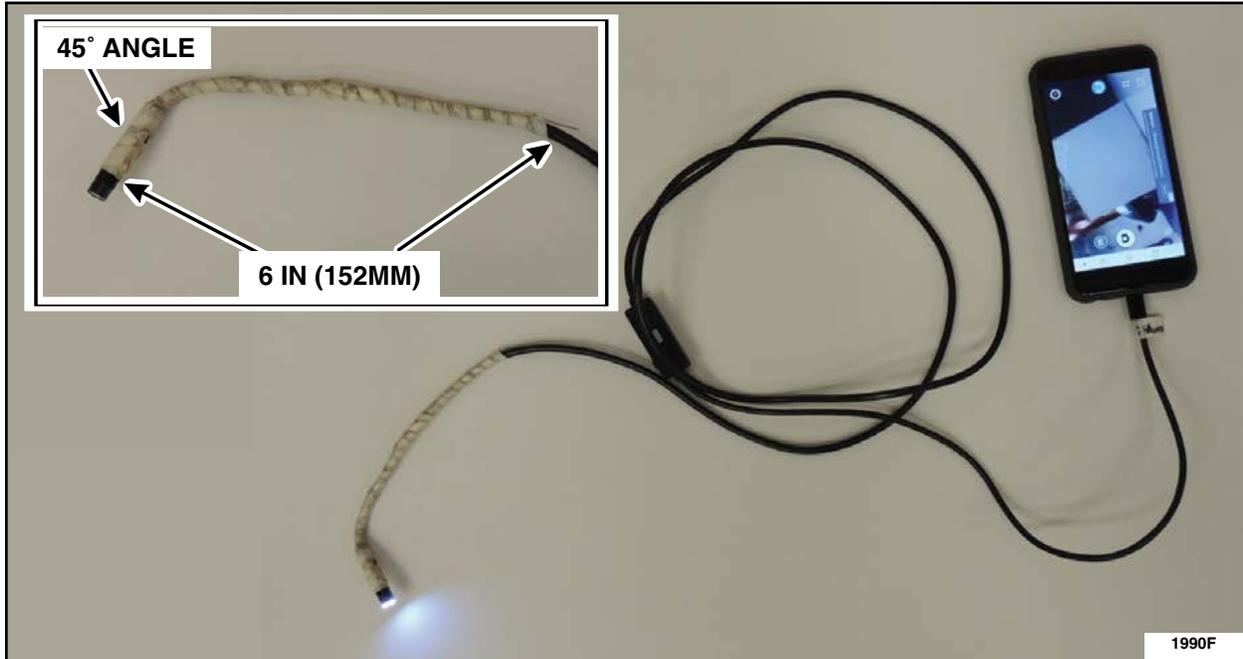


FIGURE 3

- Insert the camera end into the engine block turbocharger oil return passage with the camera end pointed toward the rear of the vehicle. Feed the borescope approximately 5 to 6 inches (127 to 152mm) into the block, then rotate the camera down to view the top of the balance shaft and oil pump assembly.

NOTE: Oil on the lens will distort the image.

- Inspect for a cavity number on the top of the balance shaft and oil pump assembly. Look for landmarks as you guide the camera along the top of the balance shaft and oil pump assembly. Refer to Figures 4, 5, 6 and 7 for identifying landmarks and the location of the cavity number.



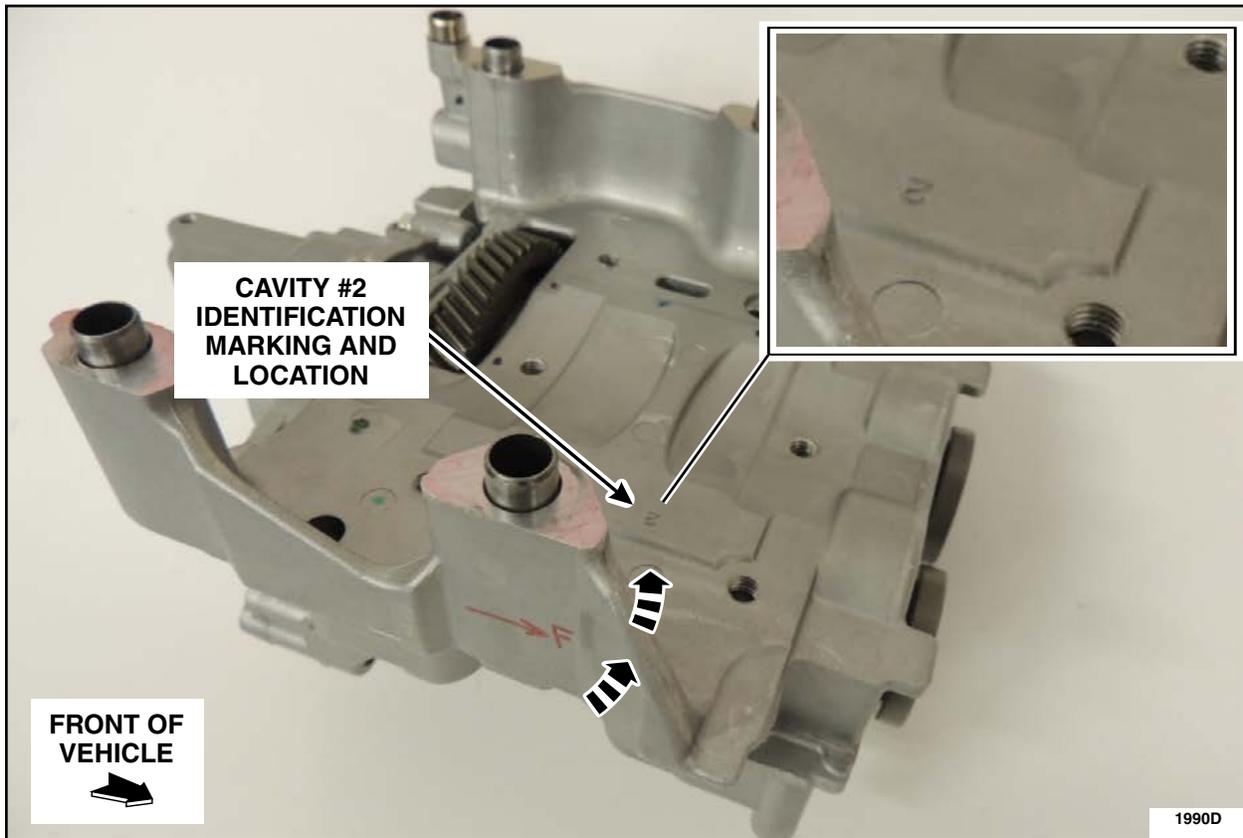


FIGURE 4

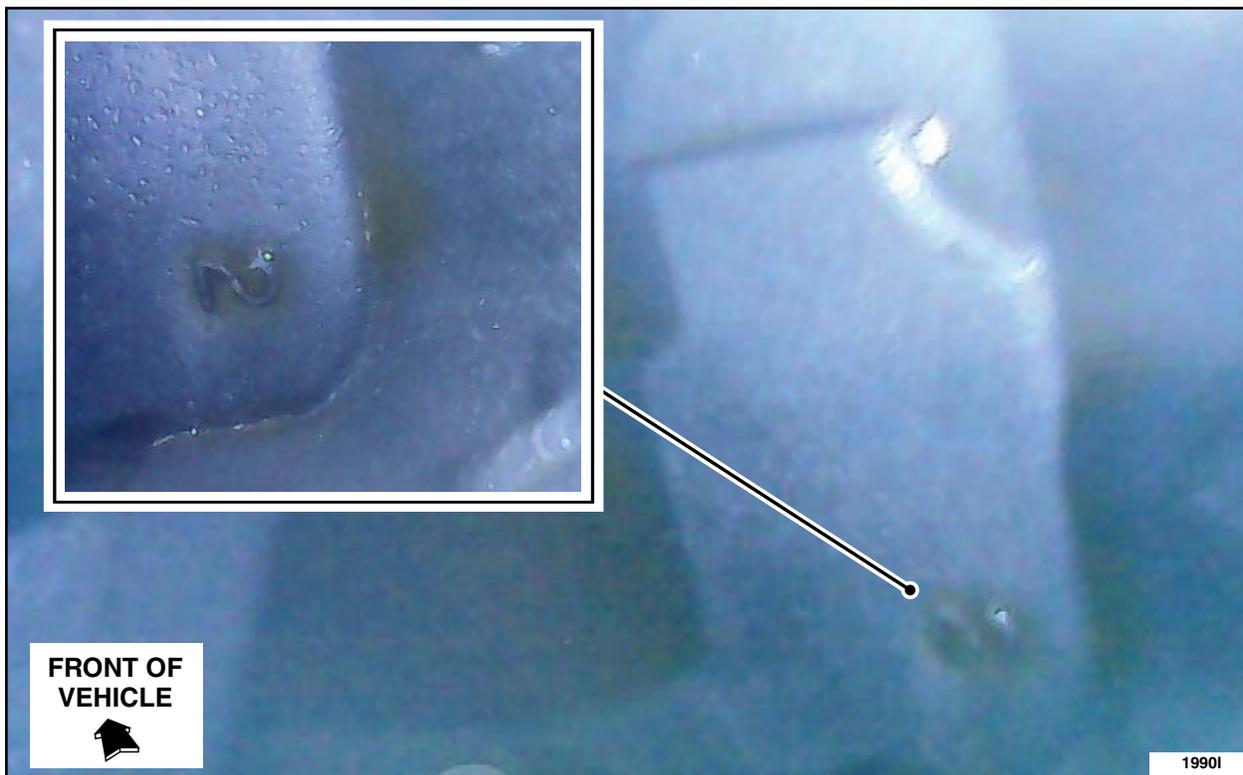


FIGURE 5



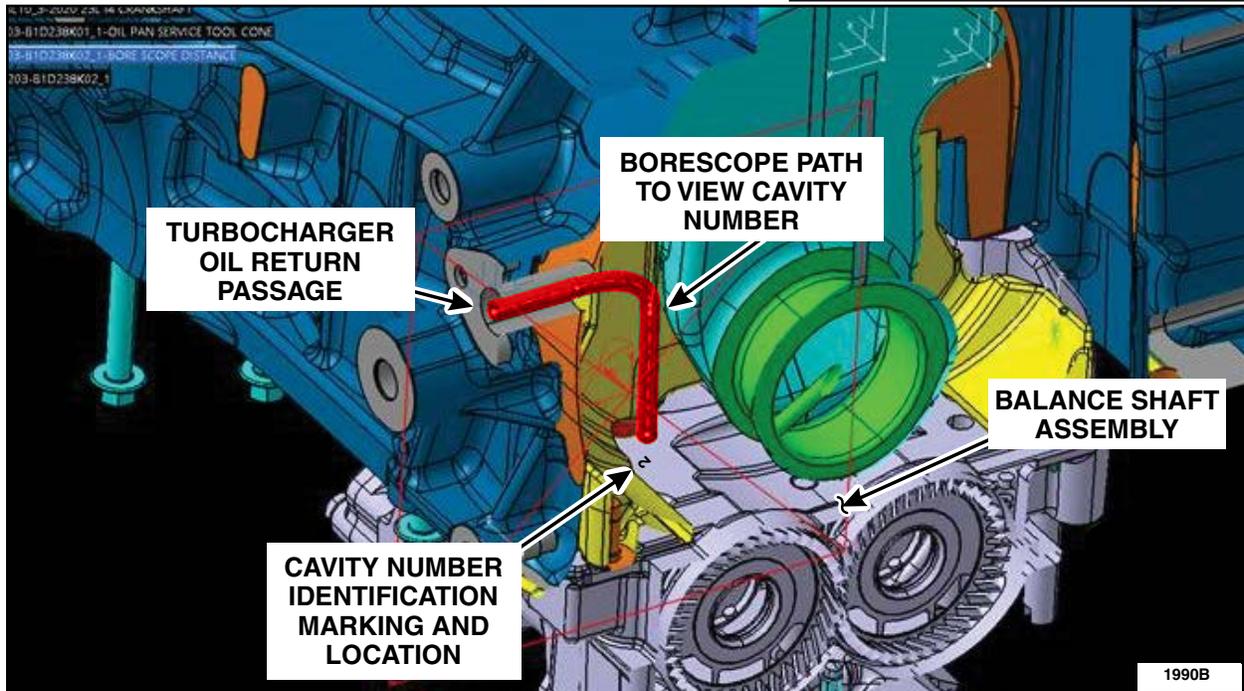


FIGURE 6

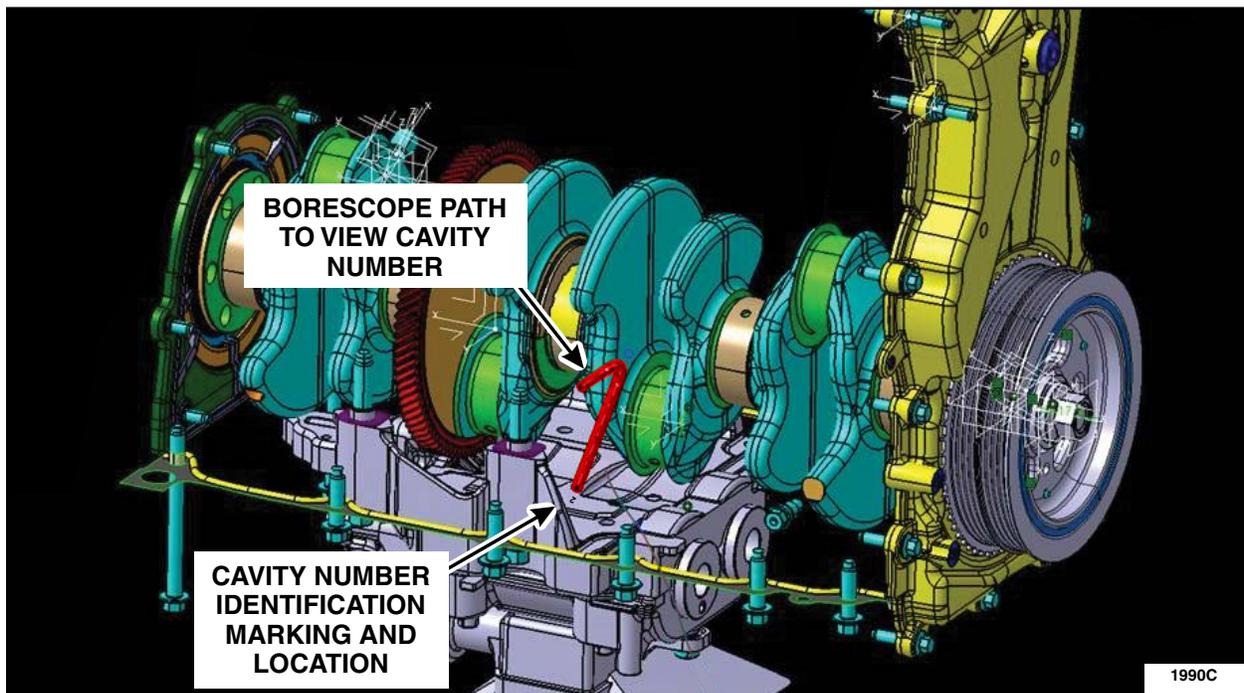


FIGURE 7

8. Record the cavity number on the work order.

Pass - If inspection reveals a number 3 cavity, proceed to Page 6.

Fail - If inspection reveals a number 2 cavity, take a borescope photo. Contact the SSSC to request an engine replacement. With SSSC approval, please follow the WSM procedures in Section 303-01.



Further Instruction for an Inspection Pass Only

NOTICE: Ensure that a *new* turbocharger oil return tube O-ring and gasket are used.

NOTICE: Do not use a metal brush, damage to sealing area will result in leaks.

NOTE: The oil return tube must be fully seated prior to tightening fasteners.

9. Discard the original turbocharger oil return tube and install a *new* turbocharger oil return tube.
See Figure 8.

- Lubricate the *new* turbocharger oil return tube O-ring seal with clean engine oil.
Refer to: Specifications (303-01 Engine - 2.3L EcoBoost (201kW/273PS), Specifications).

• Torque to: 97 lb.in (11 Nm).

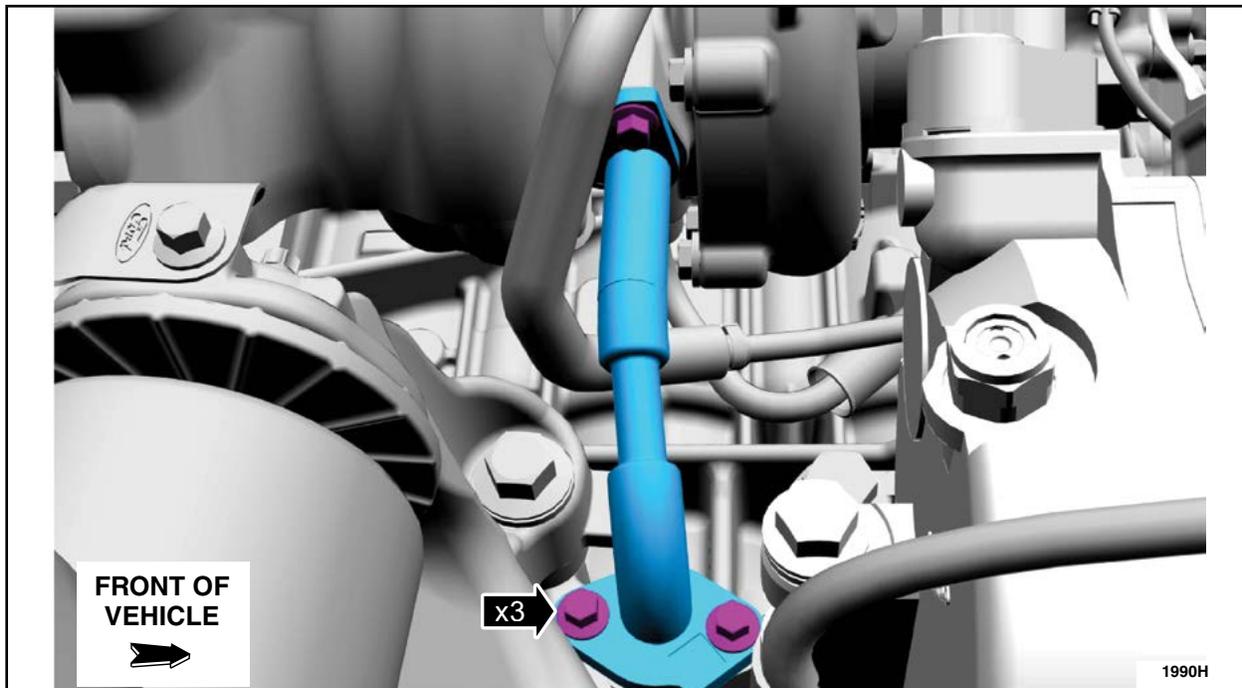


FIGURE 8

10. Check the engine oil level and fill as needed.

Refer to: Specifications (303-01A Engine - 2.3L EcoBoost (201kW/273PS), Specifications).

11. Run engine on hoist for a period of 2 minutes to check for oil leaks.

- Inspect areas at both ends of the turbocharger oil return tube connections using a black light and an inspection mirror.

12. Install the engine front and rear undershields. Please follow the Workshop Manual (WSM) procedures in Section 501-02.





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

October 2019

Customer Satisfaction Program 19B24

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?** On your vehicle, there may be a casting crack in your engine's balance shaft and oil pump assembly.
- What is the effect?** This may lead to engine noise, a low oil pressure indication or illumination of the Service Engine Soon indicator, followed by eventual engine seizure.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the engine oil pump balance shaft. If your vehicle has a suspect casting, your dealer will replace the engine as necessary free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until April 10, 2020 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this inspection is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time will be needed if engine replacement is required.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B24. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**What should you do?
(Continued)**

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.

Do you need a rental vehicle?

If your dealer determines that engine replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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 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.

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.

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