



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

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

August 19, 2021

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

**SUBJECT:** **Customer Satisfaction Program 21B05**  
 Certain 2016-2018 Model Year Police Interceptor Utility Vehicles  
 High-Speed Cooling Fan Motor Relay

**PROGRAM TERMS**

This program will be in effect through August 31, 2022 There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2016-2018	Chicago	October 1, 2014 through September 16, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

After extended idling, the high-speed cooling fan relay may fail in some of the affected vehicles. A failure will cause the fan to either continuously run or never turn on. A continuously running fan will increase the temperature of the relay's connections (terminals) to beyond their design maximum. This may eventually create an electrical arc which heats and damages the relay terminals. Customers may experience a drained battery and a non-functional or even a melted/burned high-speed cooling fan relay inside the battery junction box (BJB). A damaged non-functional relay causing the fan to never turn on, may lead to engine overheating at idle.

**SERVICE ACTION**

Dealers are to replace (splice) the four affected high-speed cooling fan relay terminals in the BJB and reroute the new terminals to a new larger relay. 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 September 06, 2021. Dealers should repair any affected vehicles that experience high-speed cooling fan relay issues 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 System (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, appearing to read "D. Johnson". The signature is written in a cursive style with a large initial "D".

David J. Johnson

**Customer Satisfaction Program 21B05**  
Certain 2016-2018 Model Year Police Interceptor Utility Vehicles  
High-Speed Cooling Fan Motor Relay

**OASIS ACTIVATION**

OASIS will be activated on August 24, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 24, 2021. Owner names and addresses will be available by September 24, 2021.

**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.
- 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 **March 31, 2022**.
- 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.
- Refunds will only be provided for the cost associated with a high-speed cooling fan relay related issue.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**Customer Satisfaction Program 21B05**  
Certain 2016-2018 Model Year Police Interceptor Utility Vehicles  
High-Speed Cooling Fan Motor Relay

**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.

Description When Entering Claims	Enter Value:	
Claim Type	31-Field Service Action	
Sub Code	21B05	
Customer Concern Code (CCC)	A91 – EDS Electrical Components	
Condition Code (CC)	46 – Burned Out	
Causal Part Number	14B192	QTY: 0

- 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.
- **Provision for Locally Obtained Supply:** 3/8-inch heat shrink tubing with lined adhesive:
  - Program Code: **21B05**
  - MISC. Expense: OTHER
  - Amount: Up to \$2.00
  - Package expected to support multiple repairs
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 21B05
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

**Customer Satisfaction Program 21B05**  
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 High-Speed Cooling Fan Motor Relay

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Splice Four (4) New Terminals in the BJB and Reroute the New Terminals to a New Larger Relay	21B05B	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
JU2Z-14474-BA	Wire Circuit kit – Repair for Blue/Red and Green/Orange Wires with Terminals, Crimp Tubes, and Heat Shrink (5 sets per pkg, 2 req'd) <b>NOTE:</b> Heat Shrink included may not fit over crimp tubes per this kit. See allowance below as needed.	1	2
KU2Z-14474-EA	Wire Circuit kit – Repair for Grey and Brown Wires with Terminals, Crimp Tubes, and Heat Shrink (5 sets per pkg, 2 req'd)	1	2
F8OZ-14N089-AA	Relay - Full Iso, for High-Speed Cooling Fan	1	1
Obtain Locally	3/8 Inch Heat Shrink Tubing with Lined Adhesive (Package expected to support multiple repairs)	As Needed Claim as MISC OTHER up to \$2.00	

Order your parts requirements 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, & 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.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**Customer Satisfaction Program 21B05**  
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High-Speed Cooling Fan Motor Relay

**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 2016-2018 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES — HIGH SPEED COOLING FAN MOTOR RELAY

## SERVICE PROCEDURE

**NOTE:** The high speed cooling fan relay (R11) will be relocated to the (R24) position in the Battery Junction Box (BJB) as shown in Figures 1 and 2.

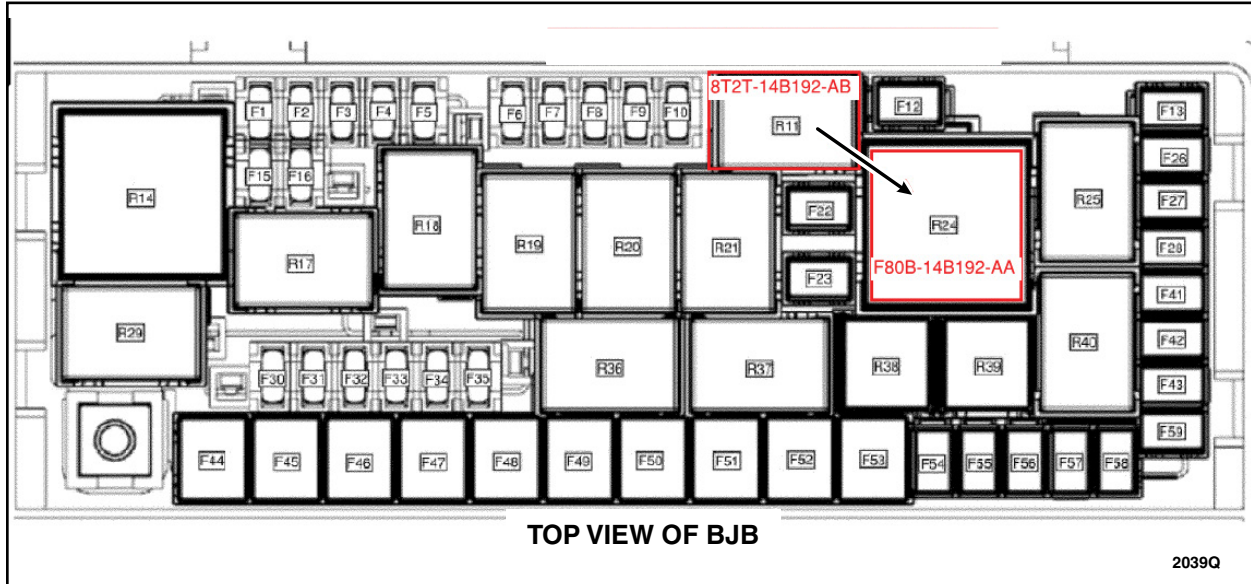


FIGURE 1

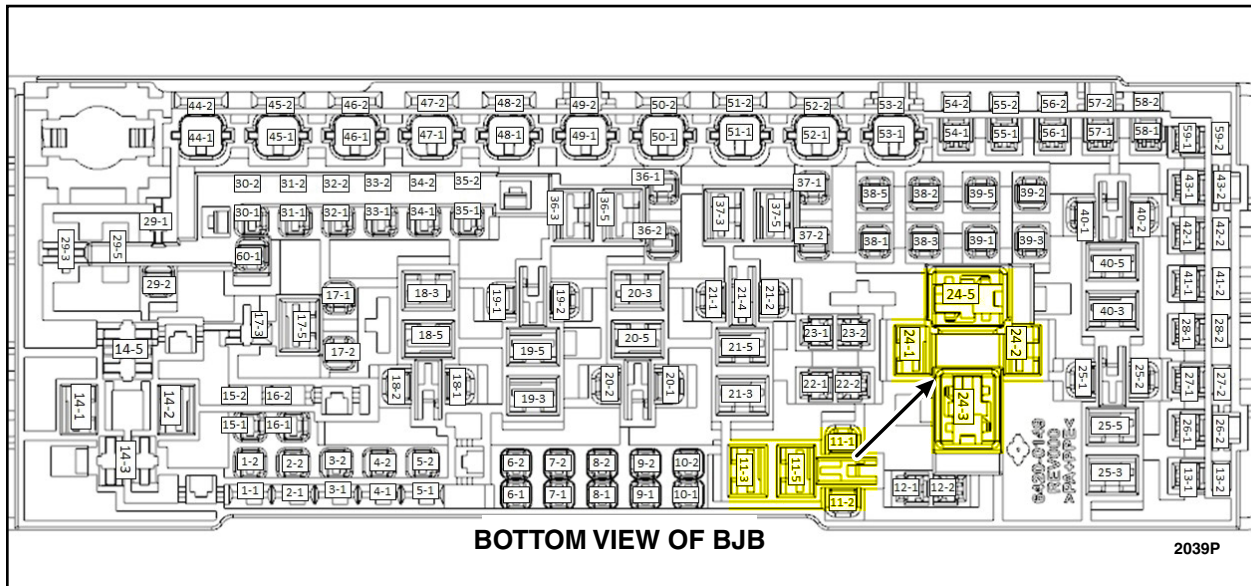
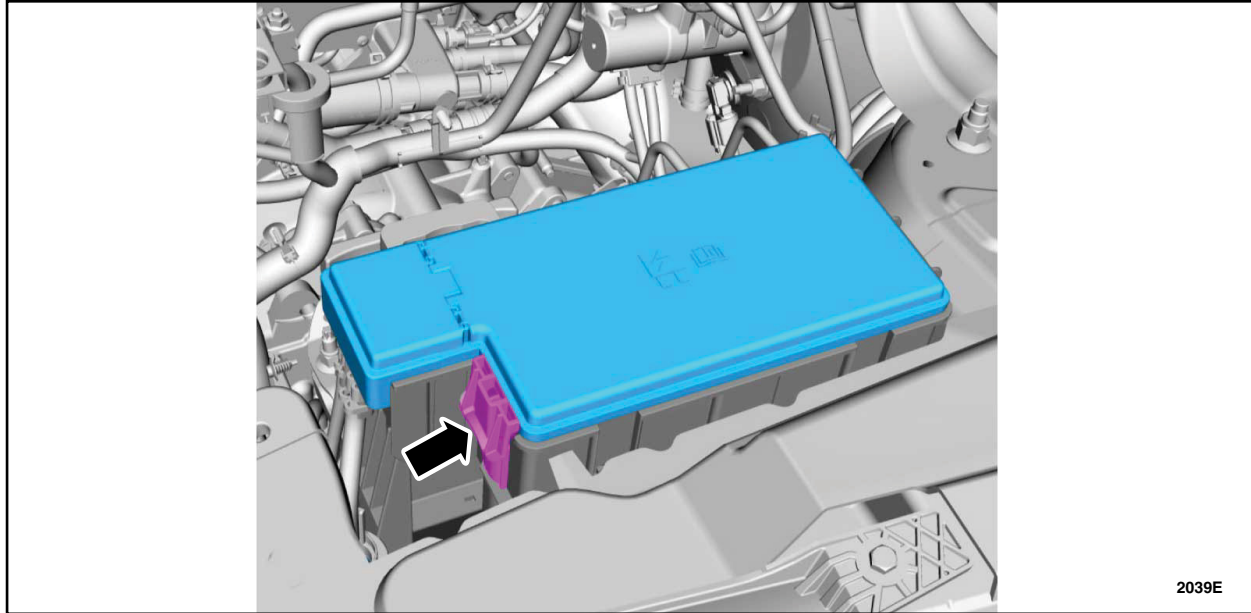


FIGURE 2

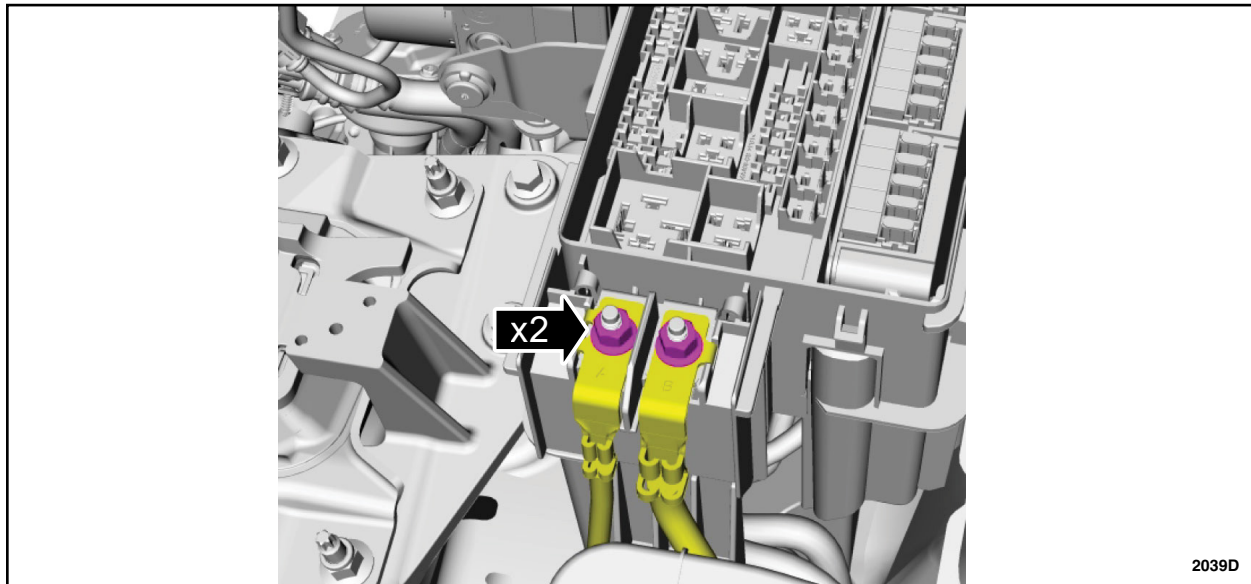


1. Disconnect the positive and negative battery cables and position the cables and harness aside. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
2. Remove the Battery Junction Box (BJB) cover. See Figure 3.



**FIGURE 3**

3. Remove the nuts and power feed cables from the BJB studs and position aside both power feed cables. See Figure 4.



**FIGURE 4**





4. Record the amperage and location of the fuses and location of the relay's in the area shown in Figure 5. Then, remove all of the fuses and relay's within the red boxed area shown. See Figure 5.

**NOTE:** It is recommended to take a close up picture, of your particular vehicles BJB fuse and relay population, which will also aid in the reinstallation later in this procedure.

**NOTE:** The BJB has been removed in some of the following Figures for clarity.

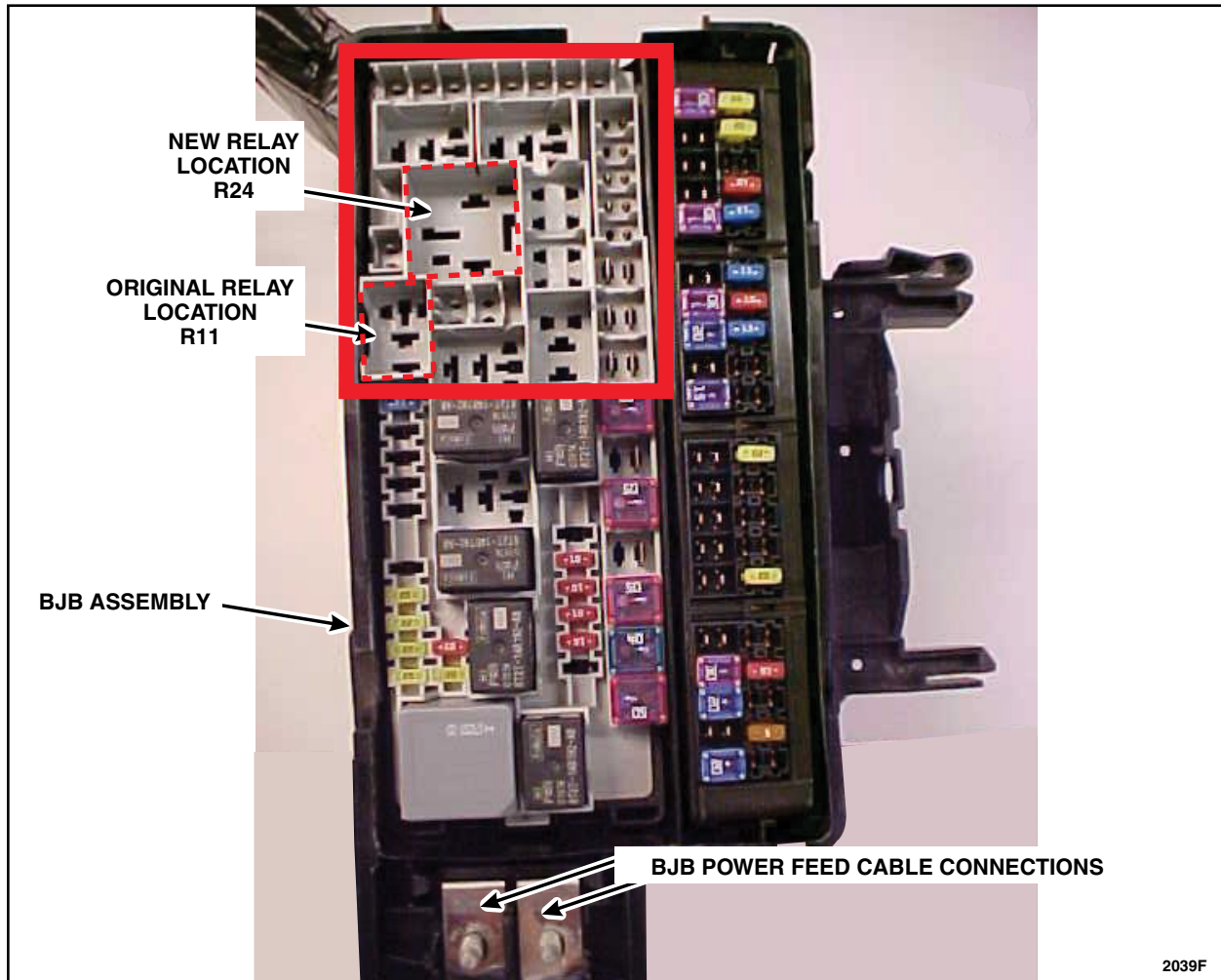


FIGURE 5



- Using a pair of needle nose pliers, pull straight up to remove the Terminal Position Assurance (TPA) plastic insert from the BJB as shown in Figure 6.

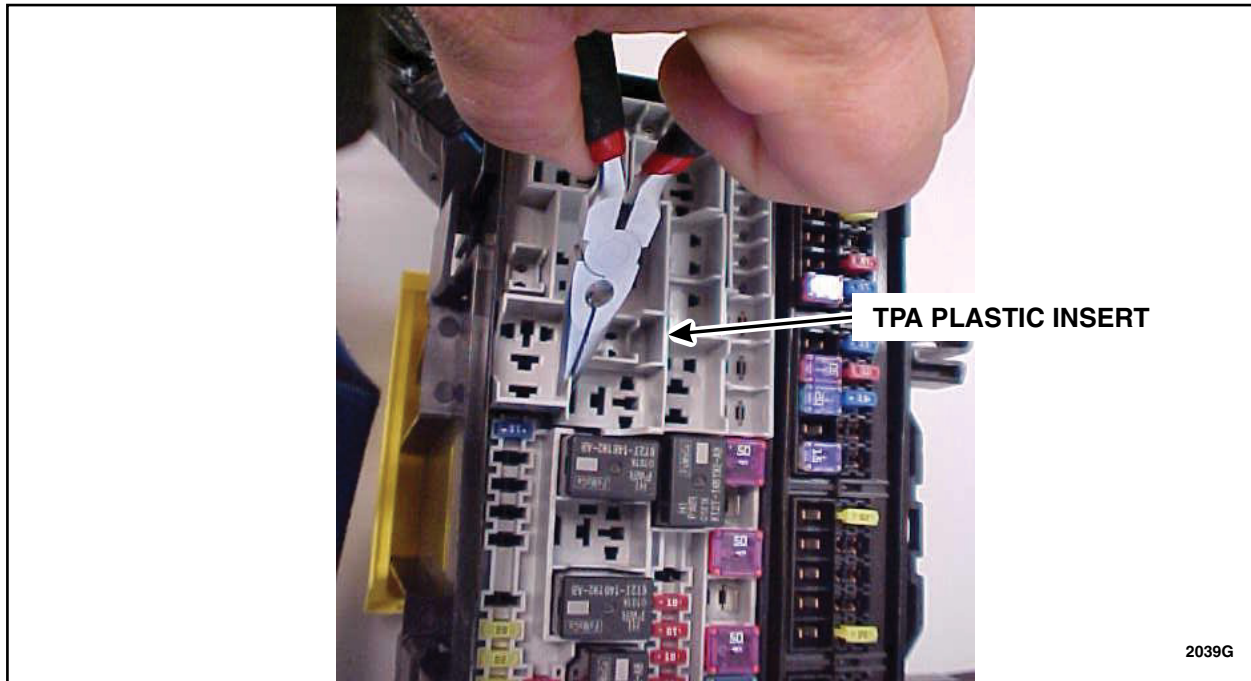


FIGURE 6



6. Using a pocket screwdriver, release the four (4) BJB tabs (two (2) on each side) and separate the upper half of the BJB from the lower half. See Figures 7 and 8.



FIGURE 7

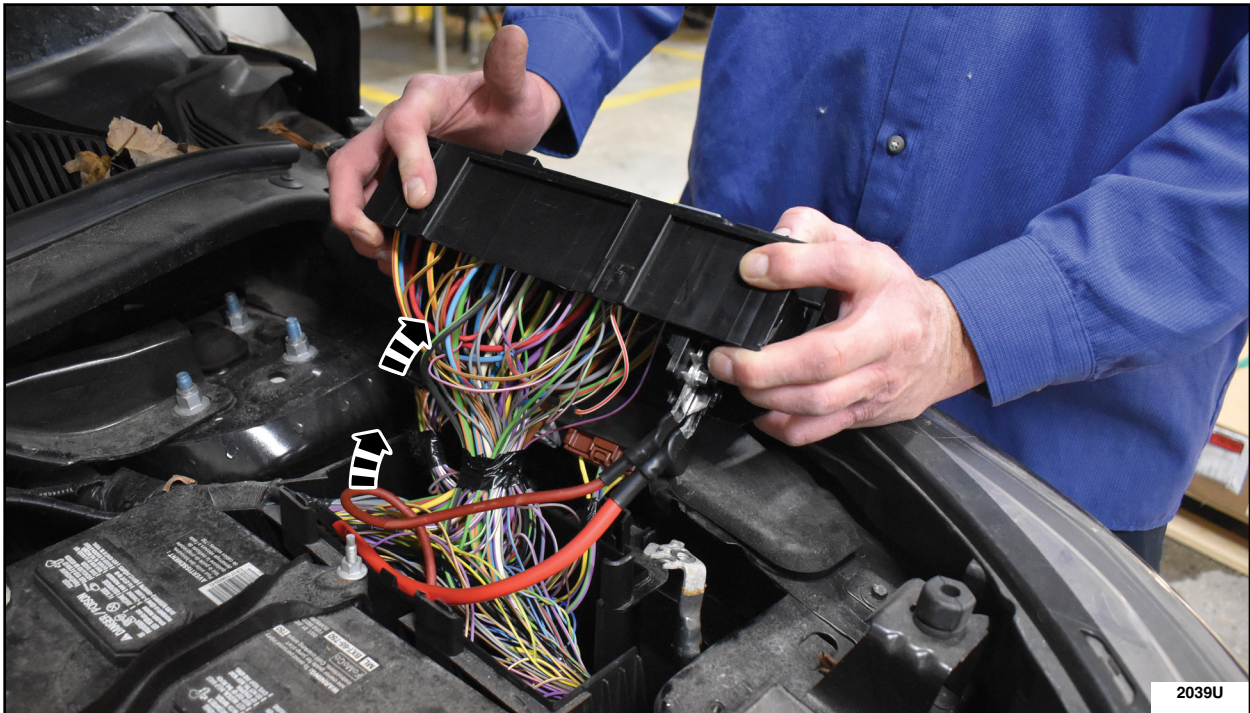


FIGURE 8



7. Using a terminal removal tool, remove the wire terminal from the R11 relay cavity 11-3 (blue/red wire). See Figure 9.

- From the top side of the BJB, insert the tip of the terminal removal tool into the terminal cavity until it stops.
- Holding the release tool in place, gently push the wire of the terminal to be removed toward the housing until it stops.
- Rotate the release tool toward the terminal to unlock the latch beam from the terminal. While holding the tool in position, gently pull the wire until the terminal is released, then pull it straight out from the bottom side of the BJB.

**NOTE:** Refer to the Workshop Manual (WSM) procedure in Section 100-00 - General Procedures for additional terminal removal information.

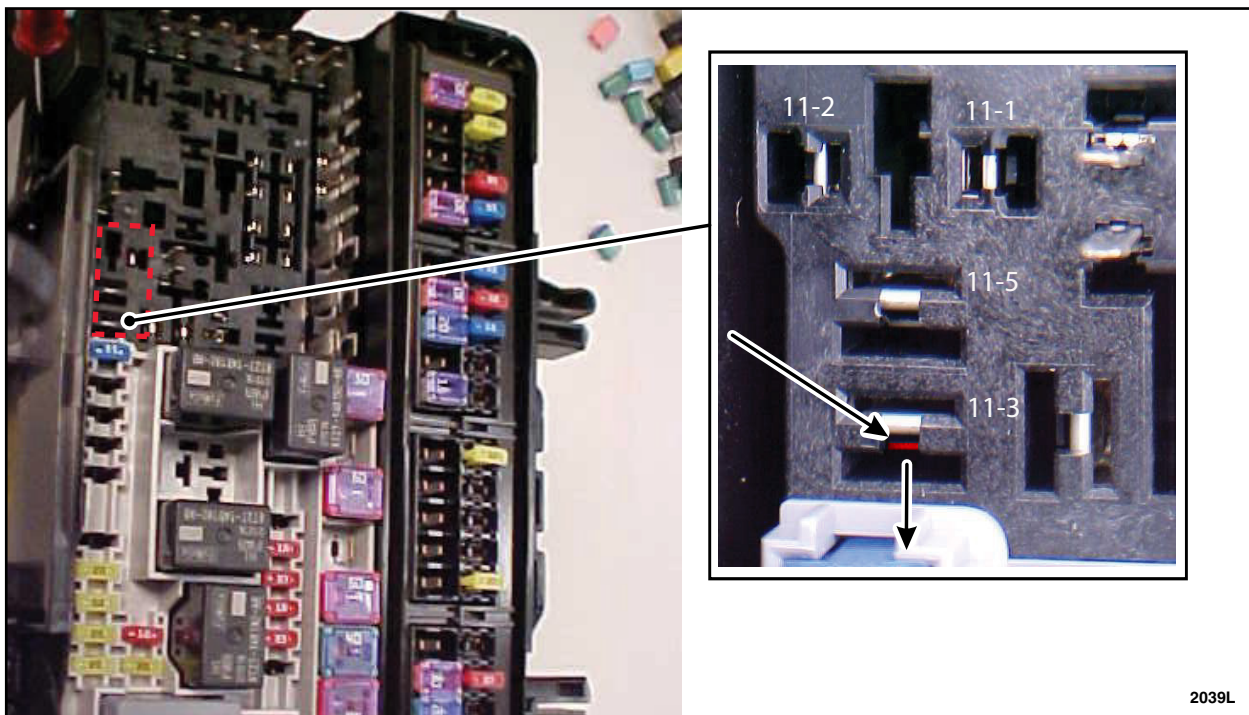


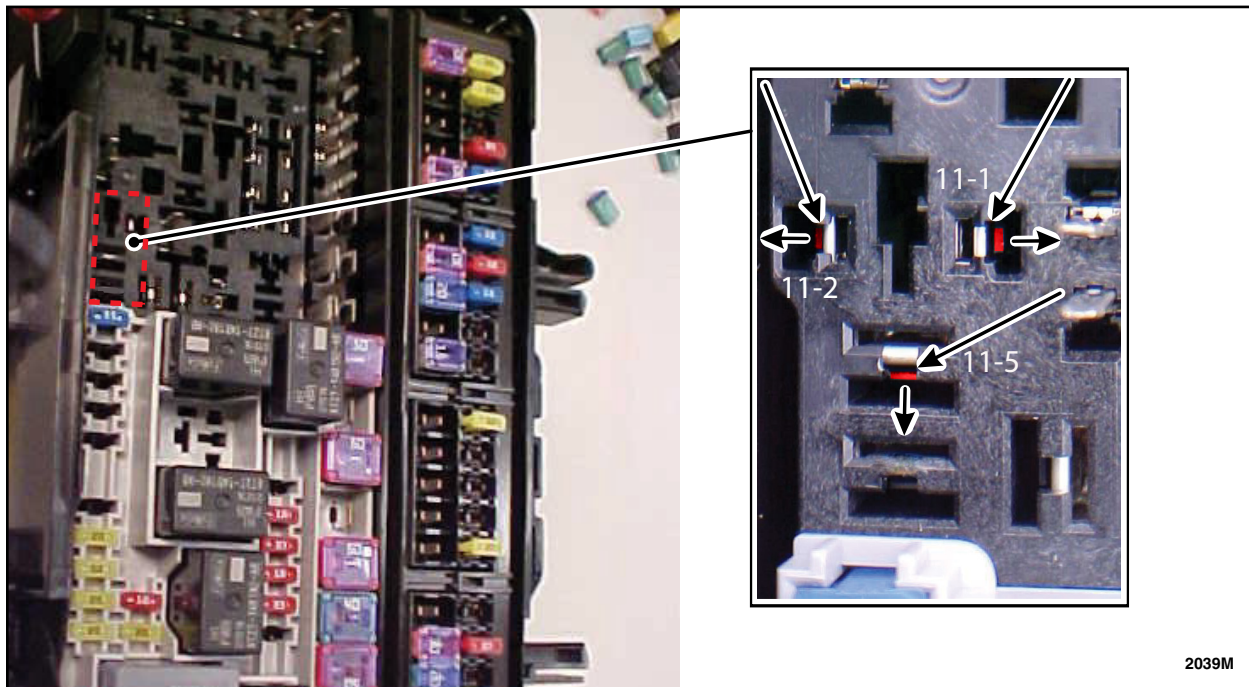
FIGURE 9



8. Using the terminal removal tool, remove the remaining three (3) wire terminals (noted below) from the R11 relay cavities, in the same manner as the previous Step, and position the wire terminals out from under the BJB. See Figure 10.

- Cavity 11-1 gray wire.
- Cavity 11-2 brown wire.
- Cavity 11-5 green/orange wire.

**NOTE:** Refer to the Workshop Manual (WSM) procedure in Section 100-00 - General Procedures for additional terminal removal information.



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FIGURE 10



9. Replace the terminal ends on the four (4) R11 wire terminals that were removed in Steps 7 and 8 using the directions below:

**NOTE:** The pigtail terminals supplied in the designated repair kits are of like wire gauge but are different colors and have larger terminal ends.

**NOTE:** There are two (2) different gauge wires for this repair. The two (2) smaller gauge wires will use the pigtail terminals supplied in the repair kit Part Number KU2Z-14474-EA. The two (2) larger gauge wires will use the pigtail terminals, supplied in the repair kit Part Number JU2Z-14474-BA.

- a. Cut off and discard the four (4) wire terminal ends, terminals just removed from the R11 cavities, at the base of the terminal (where the wire meets the metal terminal end).
- b. Size and cut the new wires to the length of approximately 6 in. (150 mm) including the female terminal end:
  1. Two (2) of the new smaller gauge pigtail terminals (Part Number KU2Z-14474-EA).
  2. Two (2) of the new larger gauge pigtail terminals (Part Number JU2Z-14474-BA).
- c. Strip 0.38 in (9.53 mm) of the insulation from the two (2), in vehicle, smaller gauge wires of the terminals just removed (from the grey and the brown wires) and two (2) *new* smaller gauge wires that were just cut to length (Part Number KU2Z-14474-EA).
- d. Strip 0.5 in (12.7 mm) of the insulation from the two (2), in vehicle, larger gauge wires of the terminals just removed (from the blue/red and the green/orange) and the two (2) *new* larger gauge wires that were just cut to length (Part Number JU2Z-14474-BA).
- e. Install heat shrink with **lined adhesive**:
  1. On the harness side, install a piece of two inch long, 0.38 in. (9.53 mm) diameter, heat shrink tubing over both larger 8 AWG wires.
  2. Then, install a piece of heat shrink tubing, supplied with Part Number KU2Z-14474-EA, over both smaller 10-12 AWG wires.
  3. Slide all four (4) heat shrink tubes away from the heat while soldering. See Figure 11.
- f. **Crimp - Blue/Red and Green/Orange Wires:**
  1. Make 4 crimps using the Rotunda/Motorcraft Wiring Pro - NAIAT-RACT-NI or equivalent to crimp the 8 AWG crimp tubes per the kit.
  2. Crimp one (1) of the new 8 AWG 6 inch pigtail terminals with an 8 AWG crimp tube.
  3. Then, crimp the other side to the Blue/Red wire where the terminal was removed from in the BJB.
  4. Repeat this step for the Green/Orange wire. See Figure 12.
- g. **Crimp - Gray and Brown Wires:**
  1. Make 4 crimps using the Rotunda/Motorcraft Wiring Pro - NAIAT-RACT-NI or equivalent to crimp the 10-12 AWG crimp tubes per the kit.
  2. Crimp one (1) of the new 10-12 AWG 6 inch pigtail terminals with an 10-12 AWG crimp tube.
  3. Then, crimp the other side to the Gray wire where the terminal was removed from in the BJB.
  4. Repeat this step for the Brown wire. See Figure 12.
- h. **NOTE:** Use Rosin Mildly Activated (RMA) solder. Do Not use acid core solder.
  - Using the solder hole in the center of the crimp, solder the wires together.
- i. Slide the piece of heat shrink tubing evenly over the soldered repair on all four (4) repaired wires.
- j. Use a suitable heat gun, such as Rotunda Shielded Flameless Heat Gun with Heat Deflector (NAIAT-R5902) that is equipped with a shrink tubing attachment, to heat the heat shrink tubing until the adhesive comes out of both ends on all four (4) repaired wires. See Figure 13.



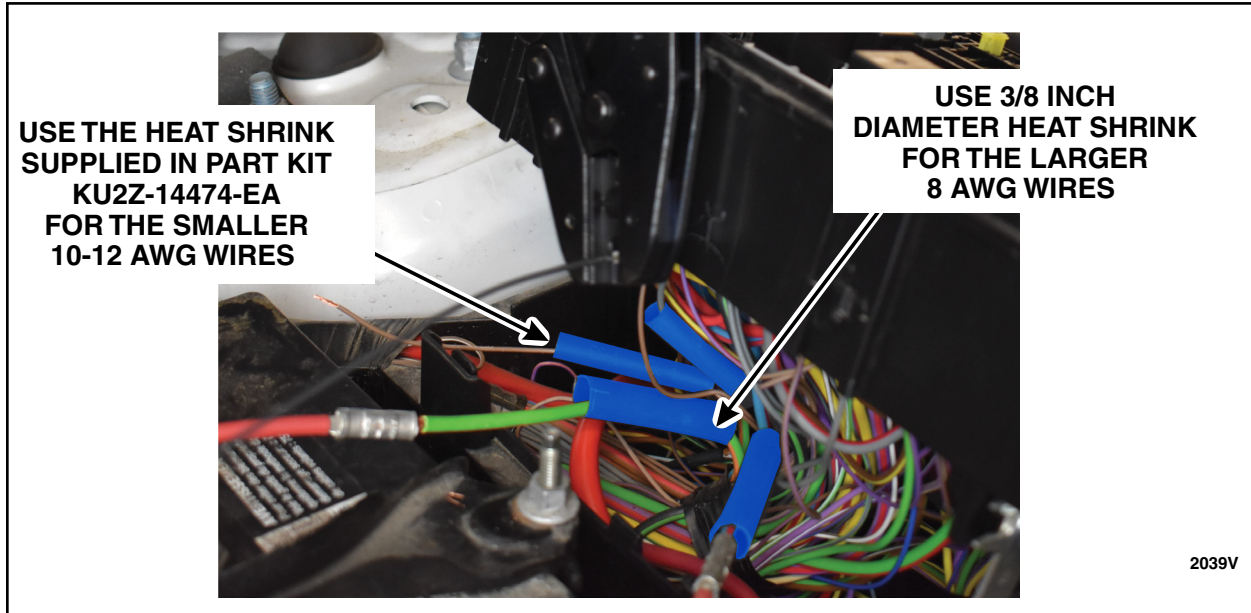


FIGURE 11

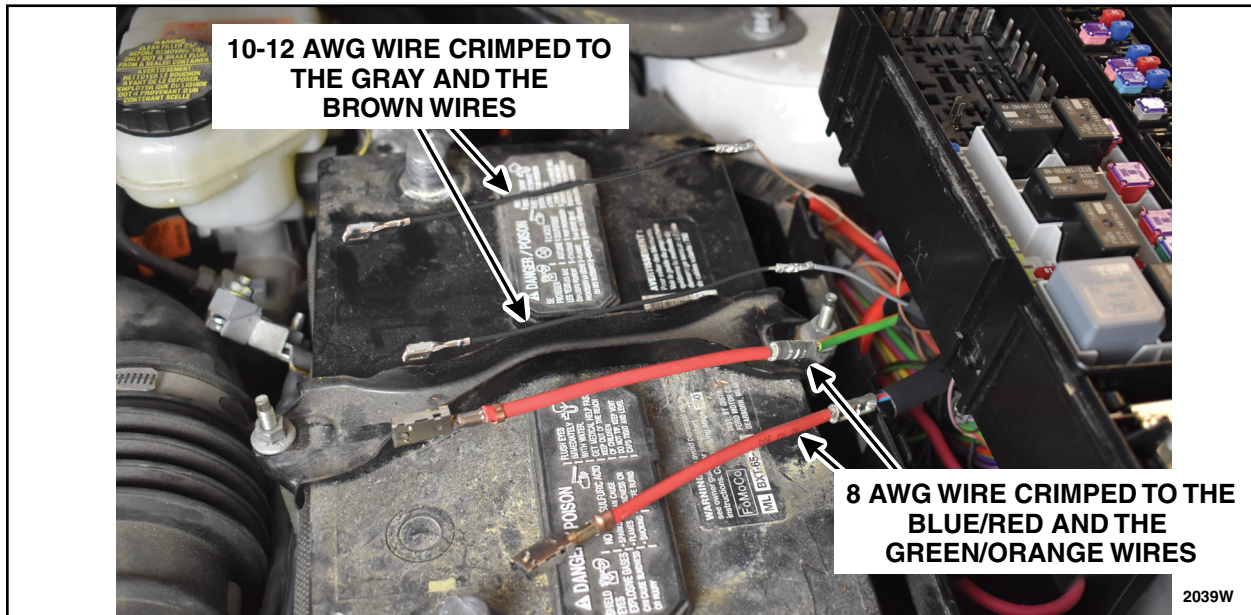


FIGURE 12





FIGURE 13

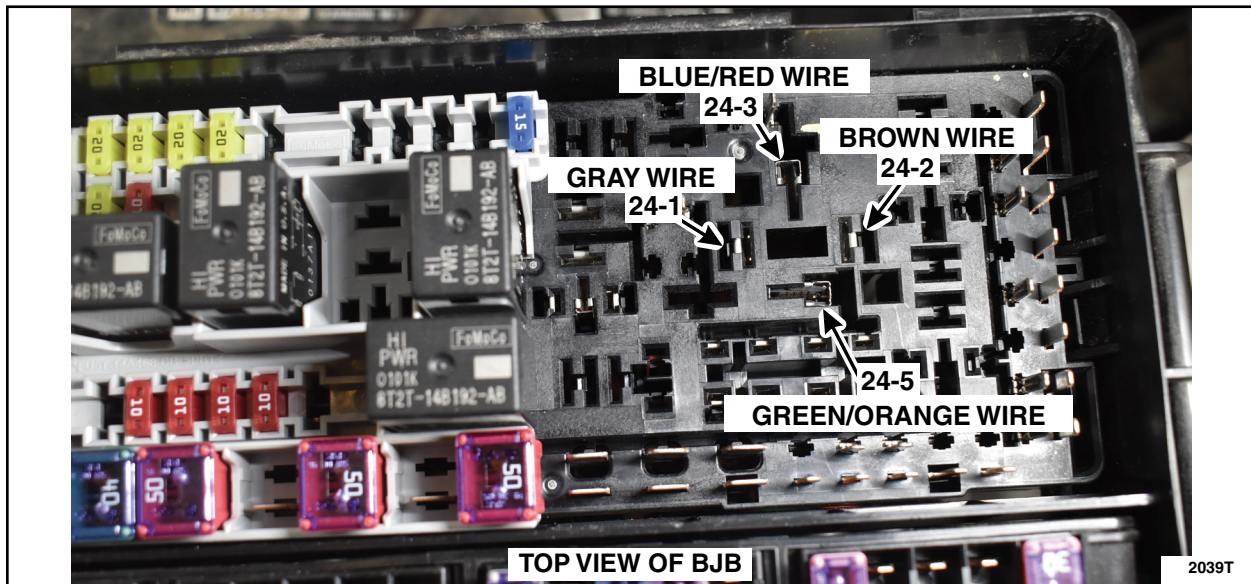




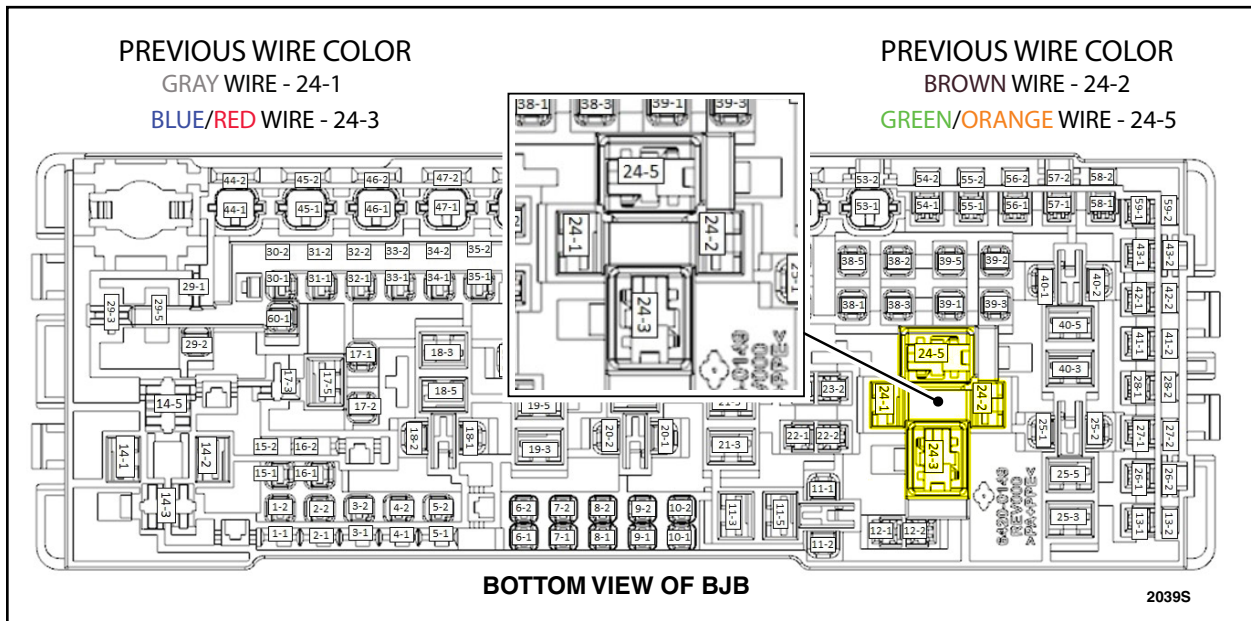
10. Install the four (4) wires, removed from the original relay with *new* terminal ends, into the *new* relay R24 cavities as noted below. See Figures 14 and 15.

- Install what was the original gray wire into cavity 24-1.
- Install what was the original brown wire into cavity 24-2.
- Install what was the original blue/red wire into cavity 24-3.
- Install what was the original green/orange wire into cavity 24-5.

**NOTE:** When installing the terminal, gently insert the terminal end straight into the cavity until you hear, or feel, a click. When the terminal end is fully inserted, softly pull on the terminated lead to insure the terminal is locked into place.



**FIGURE 14**



**FIGURE 15**



11. Position all wiring into the lower BJB half. Then, align the upper BJB half with the lower BJB half. Push straight down to seat the clips on the side. Audible clicks can be heard as the clips correctly seat.
12. Reinstall the TPA plastic lock by aligning all of the male terminals in the BJB with the TPA lock and gently push straight down. As the TPA is installed, it can be felt as it passes by the lobes and properly seats. See Figure 6.
  - Inspect all four (4) corners of the TPA insert to ensure it is flush with the BJB housing.
13. Install the *new* larger high speed cooling fan relay into the new location, R24. See Figures 1 and 16.
14. Install the remaining fuses and relays with the exception of the original cooling fan relay R11 location, which should have been discarded. The original relay location (R11) will stay empty. See Figure 16.

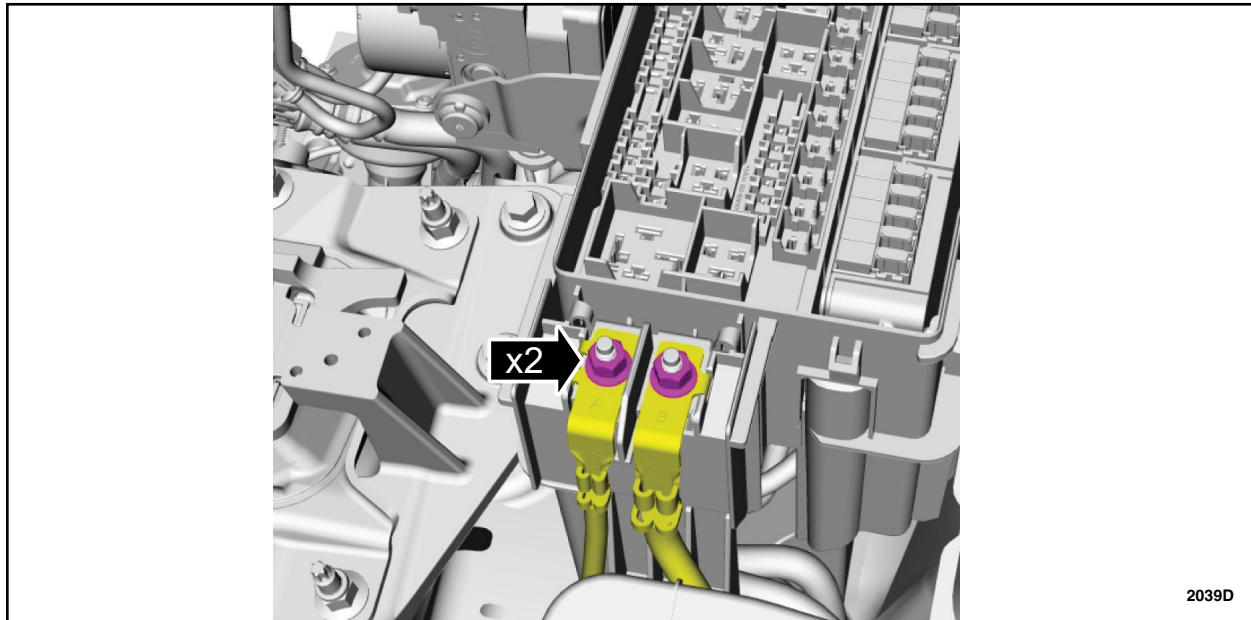


FIGURE 16



15. Position back both of the BJB's power feed cables and install the nuts. See Figure 17.

- Tighten to 80 lb in (9 Nm).



**FIGURE 17**

16. Install the BJB cover. See Figure 3.

17. Position back the battery cable harness and connect the positive and negative battery cables. Please follow the WSM procedures in Section 414-01.

18. Ensure the high speed cooling fan motor is operational.

**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.**





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

September 2021

Customer Satisfaction Program 21B05

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 is equipped with a high-speed engine compartment cooling fan that is designed to turn on during long periods of idling to cool the engine. It may be possible the engine cooling fan relay may fail after extended idling. A relay failure may cause the fan to remain on even when the engine is turned off or the fan may never turn on.
- What is the effect?** If you experience an engine compartment fan that is always on, it may result in a drained battery, or in rare circumstances a melted/burned relay inside the fuse box. An engine compartment fan that will not turn on may lead to engine overheating at idle.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to upgrade the current high-speed cooling fan relay with a larger more effective relay and the related wiring connections free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until August 31, 2022 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle may require an inspection to determine if parts need to be ordered.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program **21B05**. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

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

If you do not already have a servicing dealer, you can access [www.owner.Ford.com](http://www.owner.Ford.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.

Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

**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.

**COVID-19  
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [www.owner.Ford.com](http://www.owner.Ford.com).

**Have you previously  
paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts and procedures were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to a high-speed cooling fan relay issue. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **March 31, 2022**. 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 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.owner.Ford.com](http://www.owner.Ford.com)

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

**Can we assist you further?**

(continued)

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