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August 6, 2019

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Compliance Recall 19C06**

Certain 2020 Model Year Explorer and Aviator Vehicles  
Factory Mode Disable and Manual Park Release Cover Inspection

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Explorer	2020	Chicago	March 27, 2019 through July 24, 2019
Aviator	2020	Chicago	April 10, 2019 through July 24, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 114 requiring the Manual Park Release (MPR) cover to be in place and only removable with a tool. Also, Federal Motor Vehicle Safety Standard (FMVSS) 102 requires the gear positions and gear selected to be displayed whenever the shifter is not in park.

### **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the MPR cover to verify it is in place and seated correctly. If the MPR cover is not seated correctly, dealers are to verify the MPR lever is not engaged per technical instructions and correctly install the cover. Dealers are to also verify the vehicle is not in Factory Mode on the instrument cluster. If in Factory Mode, use Ford Diagnosis and Repair System (FDRS) to put into normal mode following the technical instructions and clear all DTC's. 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 August 19, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letters

**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, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

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**Compliance Recall 19C06**  
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**OASIS ACTIVATION**

OASIS will be activated on August 6, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 6, 2019. Owner names and addresses will be available by September 3, 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 recall 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 recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07715, 2020 Lincoln Pickup & Delivery Updates.

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**LINCOLN CLIENT SPECIAL HANDLING**

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC07126, Lincoln Loyalty Program Announcement for additional details.

**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
  - Lincoln vehicles – 4 years or 50,000 miles

**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 19C06 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.
- **Lincoln Client Special Handling:** Reference EFC07126, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect MPR cover for proper installation, disengage the MPR lever as needed, disable Factory Mode and clear DTC's.	19C06B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Affected vehicles should have been shipped with the MPR cover in the center console bin if not installed. If cover is missing check all console storage bins, cup holders, floor and glove box. If cover cannot be found contact SSSC for further assistance.

**DEALER PRICE**

For latest prices, refer to DOES II.

**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 2020 MODEL YEAR EXPLORER AND AVIATOR VEHICLES — FACTORY MODE DISABLE AND MANUAL PARK RELEASE COVER INSPECTION

### OVERVIEW

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 114 requiring the Manual Park Release (MPR) cover to be in place and only removable with a tool. Also, Federal Motor Vehicle Safety Standard (FMVSS) 102 requires the gear positions and gear selected to be displayed whenever the shifter is not in park.

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the MPR cover to verify it is in place and seated correctly. If the MPR cover is not seated correctly, dealers are to verify the MPR lever is not engaged per technical instructions and correctly install the cover. Dealers are to also verify the vehicle is not in Factory Mode on the instrument cluster. If in Factory Mode, use Ford Diagnosis and Repair System (FDRS) to put into normal mode following the technical instructions and clear all DTC's. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### SERVICE PROCEDURE

#### Unique Tool List

2.37 in (60.19 mm) Long - 1/8 in (3mm) Allen Wrench

**NOTE:** Ensure ELECTRONIC PARKING BRAKE is applied, Key On, Engine OFF with Park (P) selected during the entire procedure.

1. Locate the Manual Parking Release (MPR) cover. See Figure 1.

- Aviator Vehicles, the MPR cover is located in the center console below the radio, under mat on the driver side.
- Explorer Vehicles, the MPR cover is located in the center console storage compartment under the mat.

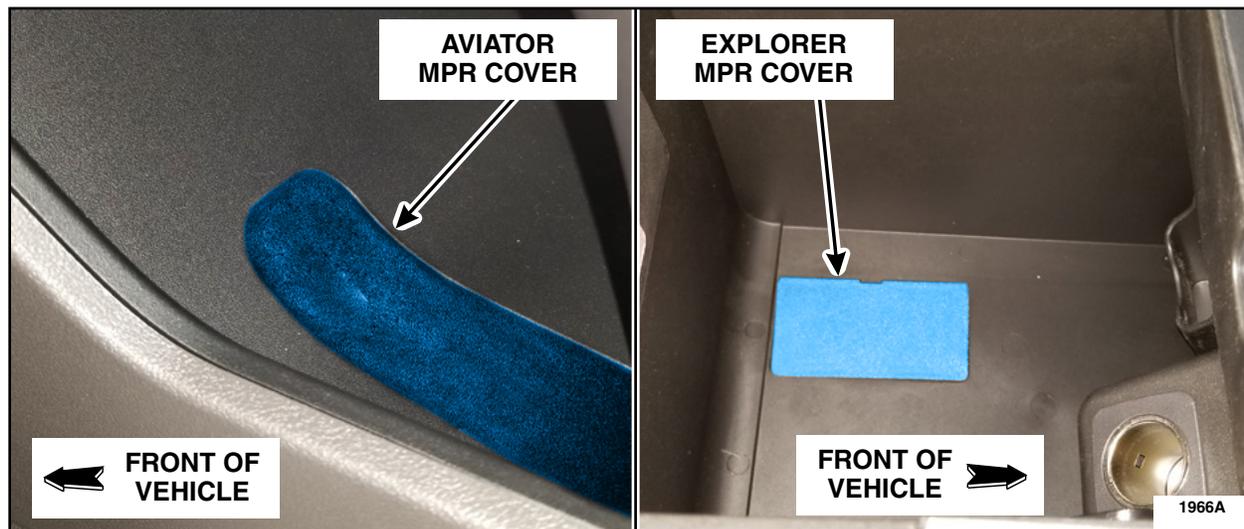


FIGURE 1



2. If the MPR cover is not in place, check all center console storage compartments, cup holder, floor and glove box. Is the MPR cover missing?

Yes - Contact the Special Service Support Center (SSSC) for further direction, then proceed to Step 5.

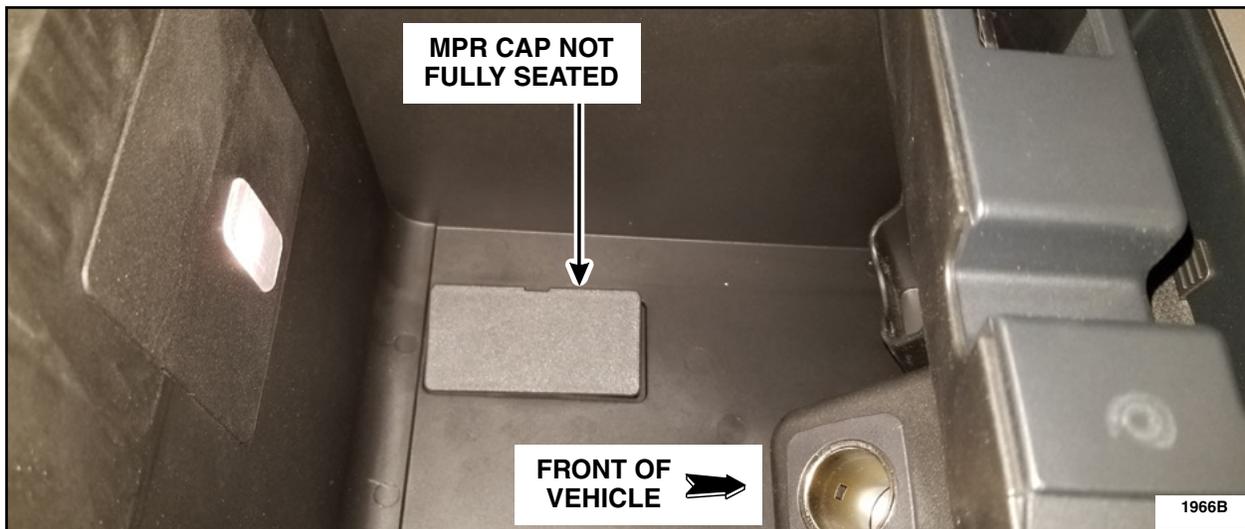
No - Proceed to Step 3.

3. Inspect the MPR cover. Is it flush and not removable by hand? See Figure 2.

Yes - Proceed to Step 9.

No - Proceed to Step 4.

**NOTE:** Explorer shown, Aviator similar.



**FIGURE 2**



4. Remove the MPR cover. See Figure 3.

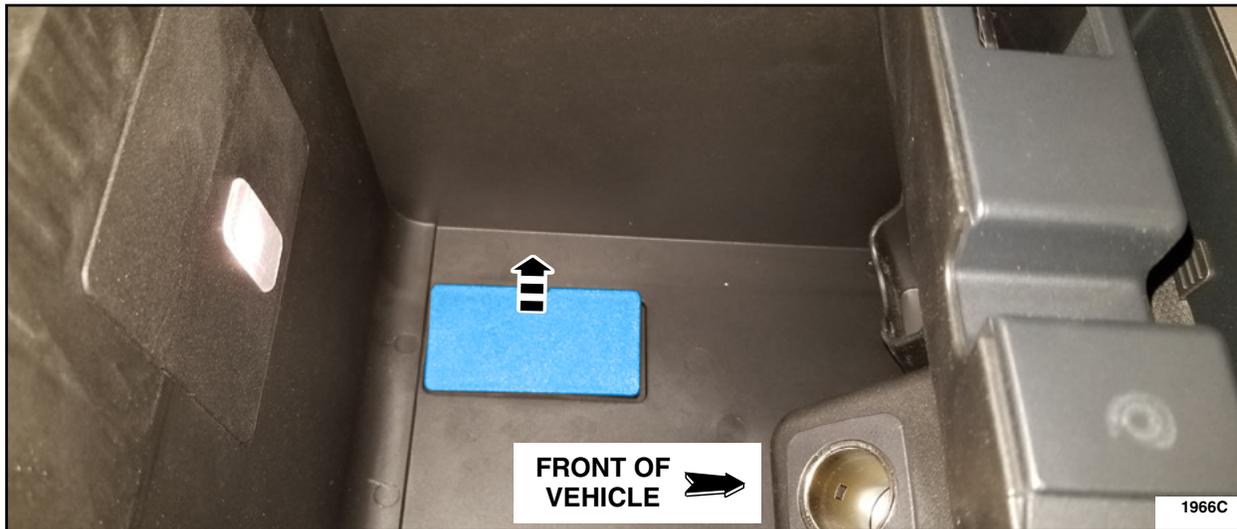


FIGURE 3

5. Is the MPR lever engaged? See Figure 4.

- Yes - Proceed to Step 6.
- No - Proceed to Step 8.

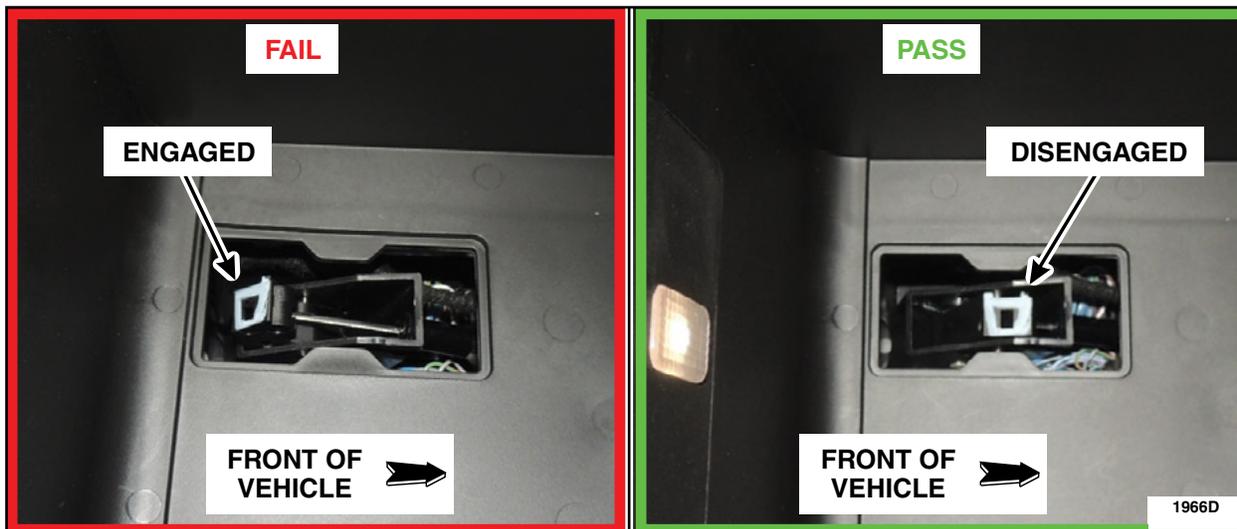


FIGURE 4



6. Insert a 2.37 in (60.19 mm) long - 1/8 in (3mm) Allen wrench into the MPR lever opening.  
See Figure 5.

**NOTE: Do not use a car key. Doing so can cause damage to the car key and/or MPR lever.**

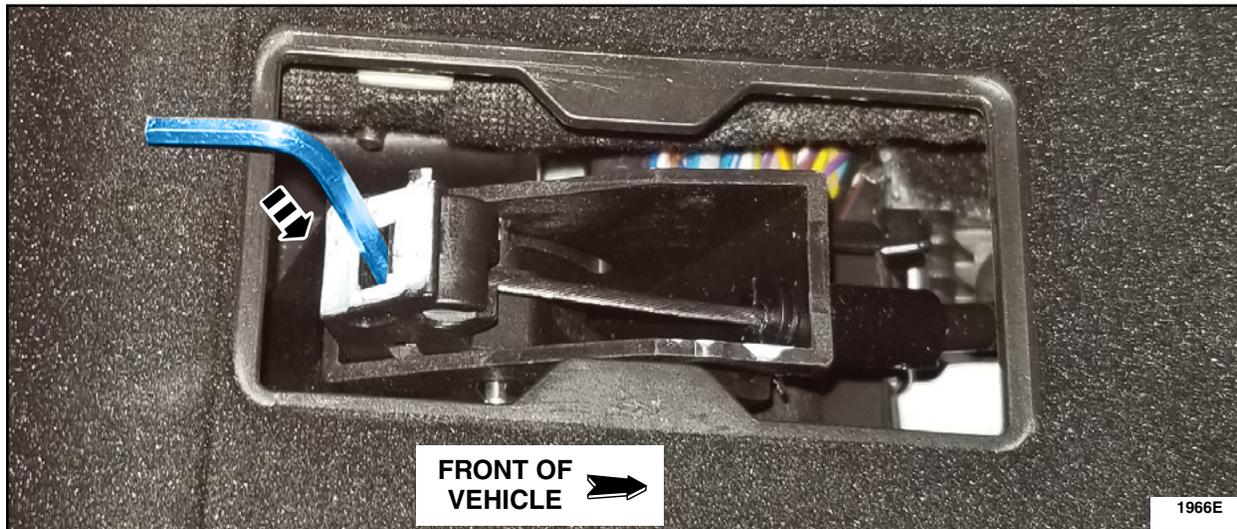


FIGURE 5

7. Using the palm of your hand, press downward on the Allen wrench until you hear or feel a pop and the MPR lever has released and is positioned fully forward. Remove the Allen wrench. See Figure 6.

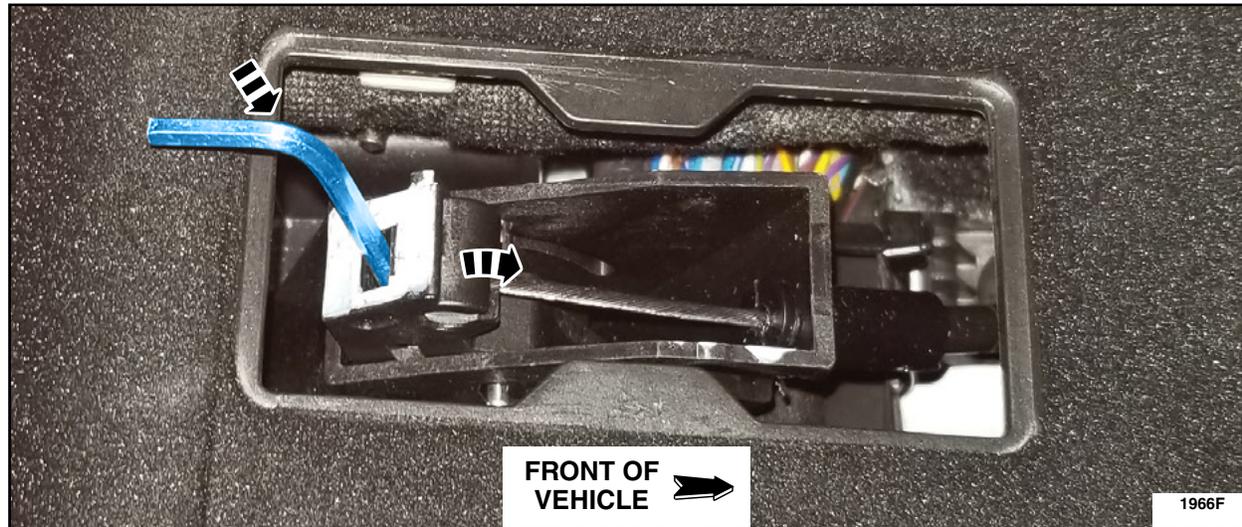


FIGURE 6



8. Snap the MPR cover fully into place and ensure that it cannot be removed by hand. Install the mat. See Figure 7.

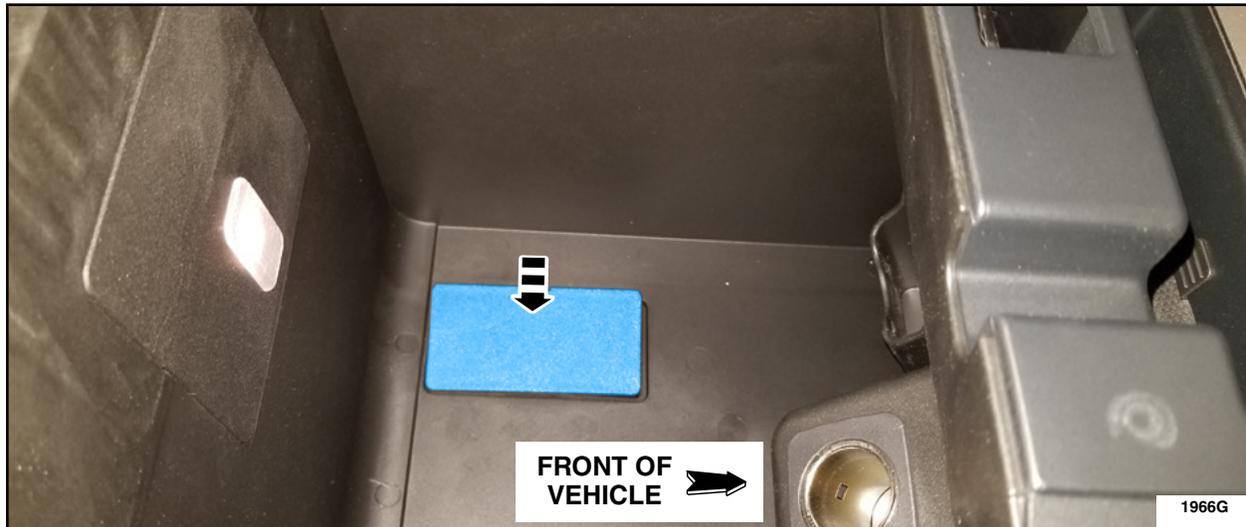


FIGURE 7

9. With driver door open and ignition on, monitor the Instrument Panel Cluster (IPC) message center. If the MPR is still engaged the warning Transmission Not in Park (P) will be displayed and selected gear will not be illuminated. If the MPR is disengaged the warning will not display and selected gear will be illuminated. Does the warning Transmission Not in Park (P) appear on the IPC message center display? See Figure 8.

- Yes - Repeat Steps 4 through 9.  
No - Proceed to Step 10.



FIGURE 8



10. Cycle the ignition OFF and ON while monitoring the IPC. Does the message center display show the message "Factory Mode Contact Dealer" or "Transport Mode Contact Dealer"? See Figure 9.

- Yes - Proceed to Step 11.
- No - Proceed to Step 15.

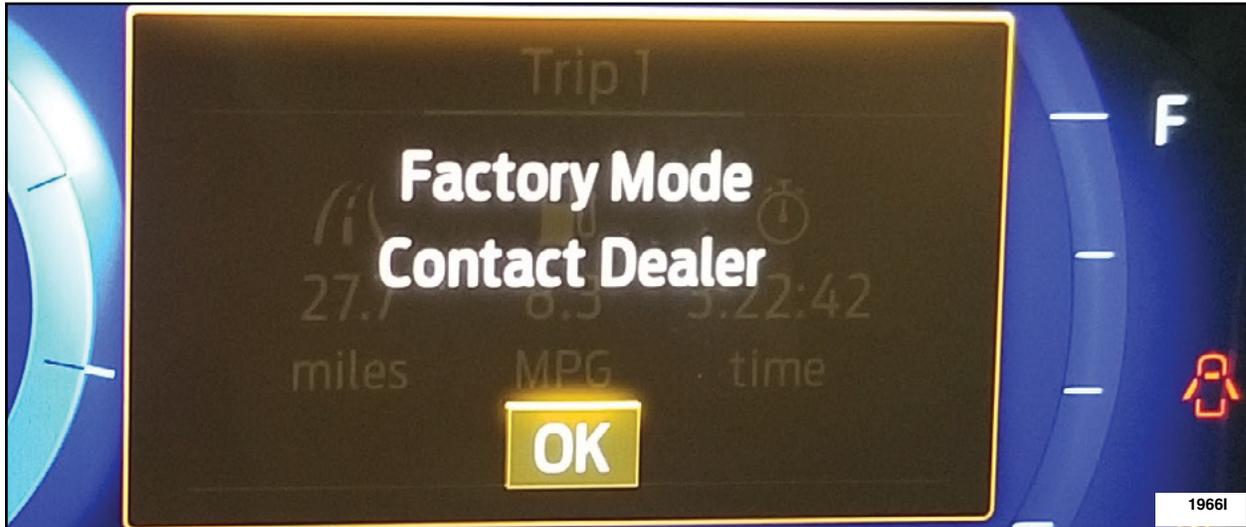


FIGURE 9

11. Connect Ford Diagnostic and Repair System (FDRS) to activate "Normal Mode Setting". Select BCM and then "Transport and Factory Mode Deactivation". See Figure 10.

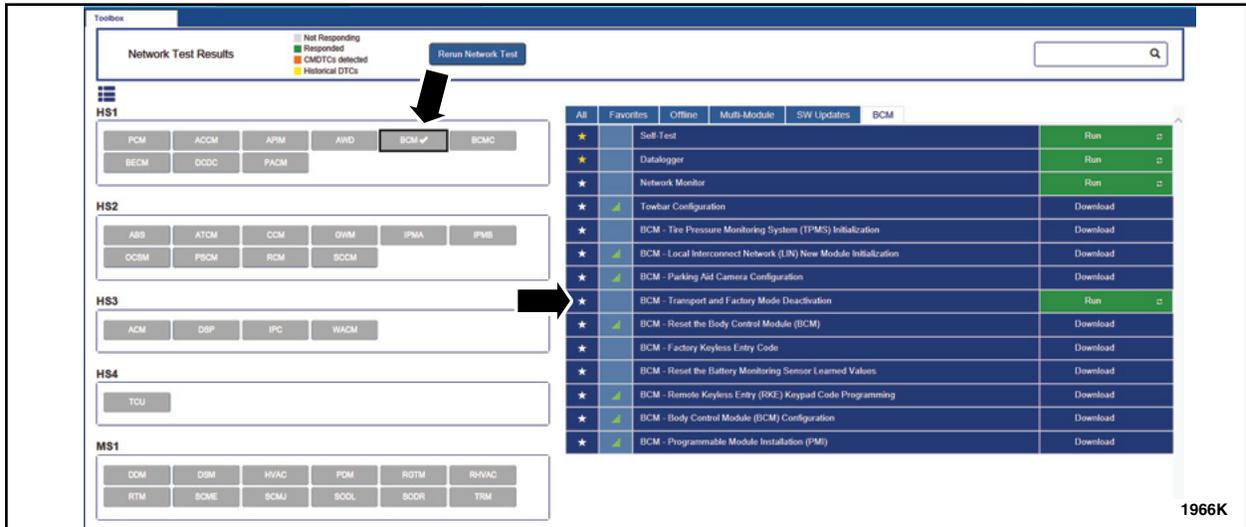


FIGURE 10



12. Select the desired vehicle mode from the list below. Select "Normal" then "Continue". See Figure 11.



FIGURE 11

12. Follow the on screen prompts.

13. Select "Exit" and then "Continue". See Figure 12.

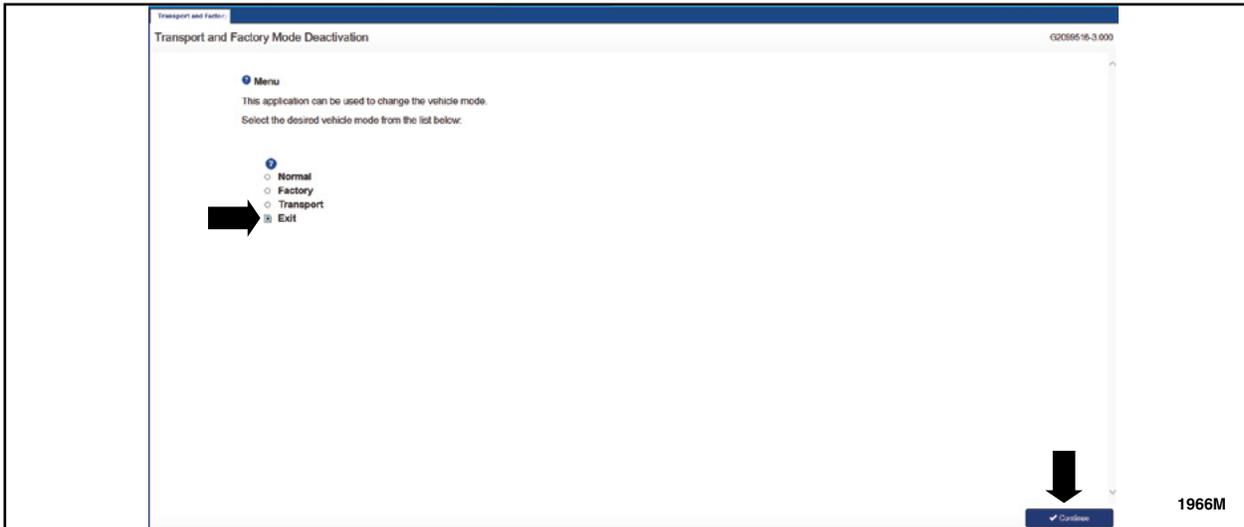
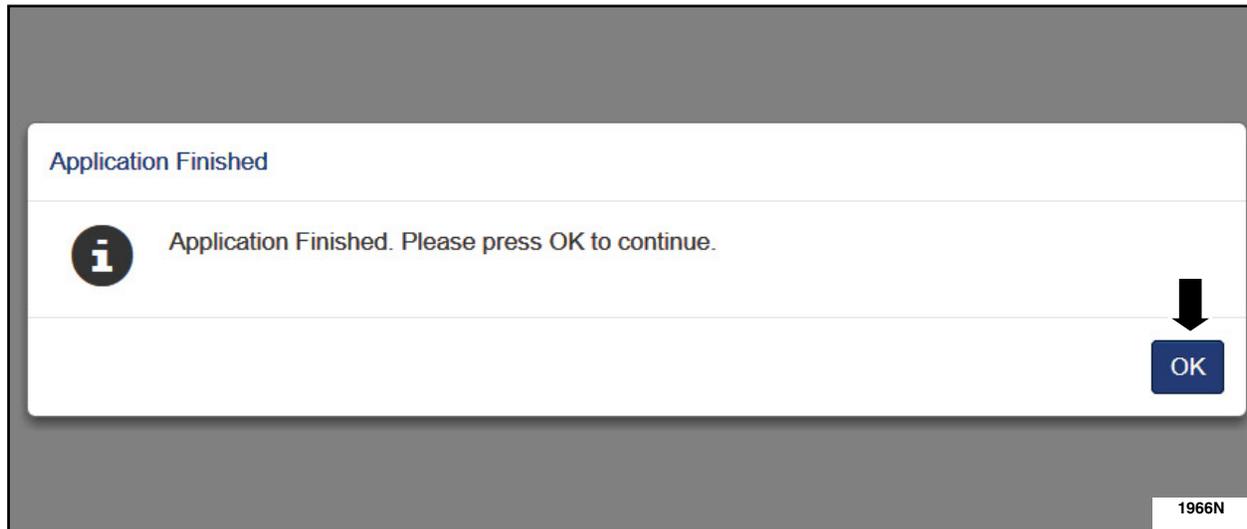


FIGURE 12



14. Once you see "Application Finished" press "Ok". See Figure 13.



**FIGURE 13**

15. Using FDRS check and clear DTCs (Diagnostic Trouble Code).

**NOTE:** Even if the MPR cover was in place and vehicle was not in Factory Mode, (after Mode) DTCs need to be checked and cleared.

