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August 13, 2019

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

**SUBJECT: Safety Recall 19S25**  
Certain 2015 Model Year Fusion and MKZ Vehicles  
Driver and Passenger Front Seatbelt Pretensioner Cable Repair

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2015	Flat Rock	August 1, 2014 through January 30, 2015
		Hermosillo	August 1, 2014 through November 24, 2014
MKZ			August 1, 2014 through November 21, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the driver and passenger front seatbelt pretensioner cables may separate during a deployment and may not adequately restrain the occupant in a crash, increasing the risk of injury.

**SERVICE ACTION**

Dealers are to inject 1.5 ml of Motorcraft® conformal coating into the driver and passenger front seatbelt pretensioner assemblies following the instructions in Attachment III. 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 9, 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 cursive script that reads "D. Johnson".

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on August 13, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 13, 2019. Owner names and addresses will be available by September 24, 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 safety 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 used 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.

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**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
- 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 19S25 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inject 1.5 ml of Motorcraft® conformal coating into the driver and passenger front seatbelt pretensioner assemblies	19S25B	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
XL-21	Motorcraft® Conformal Coating (12 kits per case, 1 kit required per vehicle)	1 case	1 kit

Order your parts 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.

**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 2015 MODEL YEAR FUSION AND MKZ VEHICLES — DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE REPAIR

### OVERVIEW

In some of the affected vehicles, the driver and passenger front seatbelt pretensioner cables may separate during a deployment and may not adequately restrain the occupant in a crash, increasing the risk of injury. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inject 1.5 ml of Motorcraft® conformal coating into the driver and passenger front seatbelt pretensioner assemblies following the instructions in the Technical Information.

### SERVICE PROCEDURE

**NOTE:** A video of the service procedure can be found by clicking the video icon. 

1. Remove the driver and passenger side B-pillar lower trim panel. Please follow the Workshop Manual (WSM) procedures in Section 501-05.

**NOTE:** Removal of the B-pillar upper trim panel is not required for this procedure.

2. Remove the pin-type retainers on both sides, and position the carpet aside to access both front seatbelt pretensioner assemblies. See Figure 1.

**NOTE:** Failure to access both seatbelt pretensioner assemblies prior to preparing the syringe with conformal coating could allow the conformal coating to cure prior to injection.

**NOTE:** Passenger side shown, driver side similar.

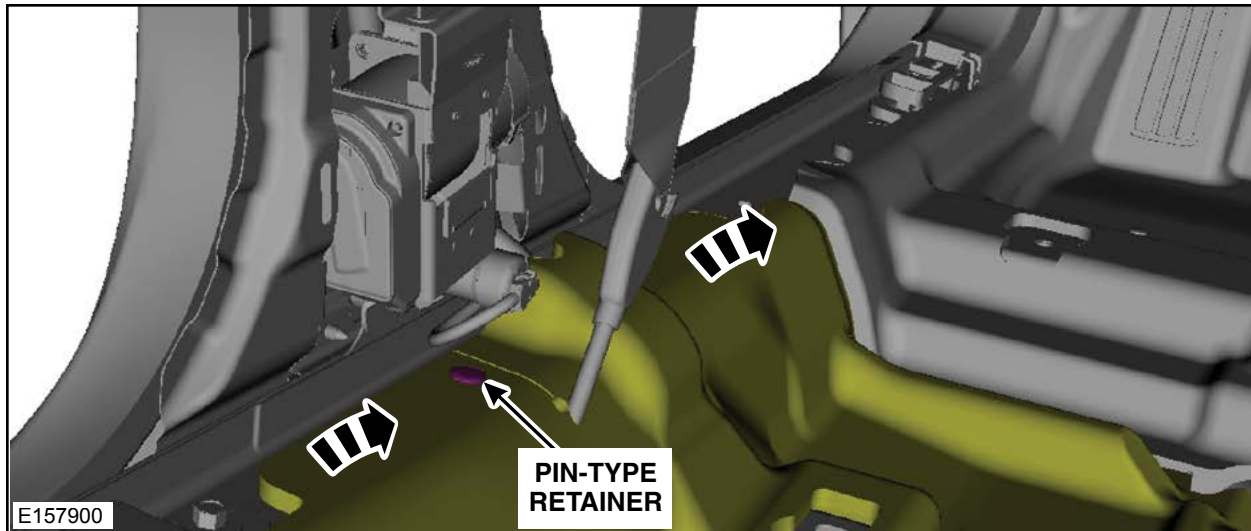


FIGURE 1



**NOTE:** The use of disposable rubber gloves is required.

- Using the syringe and conformal coating provided in the service kit, draw 3 ml of conformal coating into the syringe, then screw on the applicator needle to the end of the syringe.  
See Figure 2.

**NOTICE:** Place a shop rag under the loaded syringe to prevent dripping onto the carpet, which could leave a stain. The carpet should be pulled away from the pretensioners to prevent the possibility of staining.



FIGURE 2



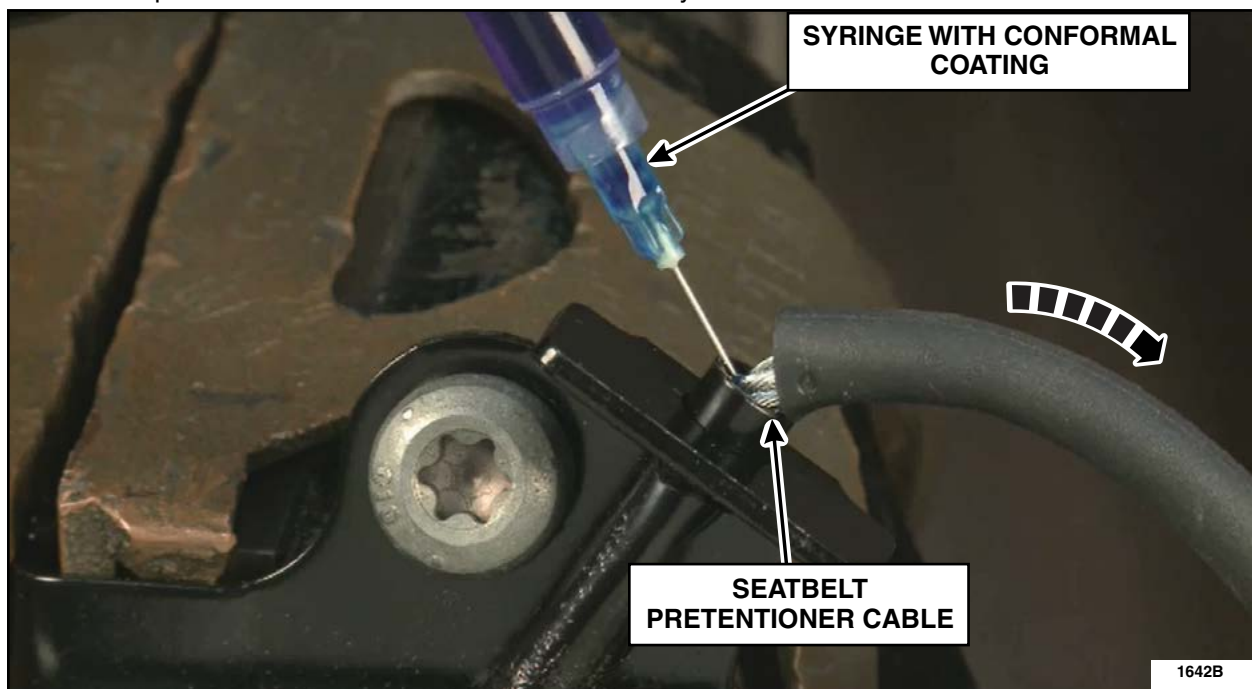
**⚠ WARNING: DO NOT inject the conformal coating into the seat belt buckle opening.**

4. Bending the seatbelt pretensioner cable eyelet downward, inject half of the syringe contents (1.5 ml) into one of the front seatbelt pretensioner assemblies, and then inject the remaining syringe contents (1.5 ml) into the other front seatbelt pretensioner assembly.

See Figure 3.

- Use small bumps on the plunger to control the flow of the conformal coating into the pretensioner housing and to limit the amount of conformal coating that could pool up and spill out of the housing.
- The injection process may take 2-3 minutes per side to allow the 1.5 ml to soak into the cable and gravitate down into the pretensioner housing.

**NOTE:** The pretensioner is shown out of vehicle for clarity.



**FIGURE 3**

**NOTE:** The pretensioner cable housing will overflow if 1.7 ml of conformal coating is injected. Overflowing with more than 1.5 ml of conformal coating is not a cause for concern and will not degrade pretensioner performance.

**NOTE:** Allow the conformal coating to cure for **30 minutes** prior to returning the vehicle to the customer. The vehicle can be reassembled during this time.

5. Reassemble the vehicle by reversing the removal procedure.

6. Unscrew the cap on the vial and allow the remaining conformal coating to cure prior to discarding, along with the used syringe and applicator nozzle.

**NOTE:** The applicator needle supplied in the kit is a hobby-type, non-hypodermic needle and should not require medical waste disposal.

