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October 9, 2019

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 19S27 – Supplement #1**  
 Certain 2019 Model Year Fiesta Vehicles  
 Front Brake Caliper Seal Contamination

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 19S27** – dated September 26, 2019

**New! REASON FOR THIS SUPPLEMENT**

*Service Action: Dealers can now order parts through the Special Service Support Center (SSSC) for customer-owned vehicles and unsold vehicles with a signed sales contract.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2019	Cuatitlan	July 22, 2019 through August 1, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In all of the affected vehicles, an incorrect lubricant was used during the front brake caliper assembly process. Brake calipers assembled with the incorrect lubricant can exhibit swelling of the internal rubber seals. Swollen brake caliper seals can affect braking system performance.

**New! SERVICE ACTION**

**Due to very limited part availability, only customer-owned vehicles *and unsold vehicles with a signed sales contract* can be repaired at this time.**

**Customer-Owned Vehicles *and Unsold Vehicles with a Signed Sales Contract:***

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to flush the brake system then replace the front brake calipers and brake jounce hoses, following the dealer bulletin technical instructions.

To place an order for the required parts submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

**Unsold Vehicles *without a Signed Sales Contract:***

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Parts are expected to be available to repair all vehicles in the 4<sup>th</sup> quarter of 2019.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of October 7, 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,



David J. Johnson

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**OASIS ACTIVATION**

OASIS was activated on August 29, 2019

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on August 29, 2019. Owner names and addresses will be available by October 18, 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 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.

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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
- 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 19S27 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
Flush the brake system then replace the front brake calipers and brake jounce hoses.	19S27B	1.6 Hours

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

To place an order for the parts indicated with an asterisk (\*), submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Parts without an asterisk are available for open ordering.

***NOTE: Due to very limited part availability, only customer-owned vehicles and unsold vehicles with a signed sales contract can be repaired at this time.***

Part Number	Description	Order Quantity	Claim Quantity
* BE8Z-2B121-AA	Left Front Brake Caliper	1	1
* BE8Z-2B120-AA	Right Front Brake Caliper	1	1
W711784-S300	Washer	4	4
* D2BZ-2078-D	Left Front Brake Jounce Hose	1	1
* D2BZ-2078-C	Right Front Brake Jounce Hose	1	1
* 7T4Z-2L122-A	Flow Bolt	2	2
PM-20	Brake Fluid (Pint)	4	4

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.

**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.