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Ford Motor Company
P. O. Box 1904
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November 13, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S40
Certain 2019-2020 Model Year F-150 Vehicles
Battery Monitoring Sensor Eyelet Adhesive Obstruction

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2019-2020	Dearborn	July 15, 2019 through October 1, 2019
		Kansas City	June 24, 2019 through October 1, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the fastener that connects the Power Distribution Box (PDB) cable and the Battery Monitoring Sensor (BMS) cable to the positive battery terminal may not be secure due to some wiring eyelet adhesive on the BMS terminal joint contact surface area. Adhesive in the joint contact area between the BMS eyelet and the PDB eyelet can interfere with proper joint contact and fastener tightness, causing a soft joint connection. A soft joint connection could cause intermittent or inoperative vehicle systems affecting instrument panel displays, braking or steering control, and engine stalling. An improperly assembled battery cable connection may create an electrical resistive short, increasing the potential for smoke, melting, or risk of fire.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the positive battery terminal fastener joint for wiring eyelet adhesive material. If present, dealers will remove any adhesive material from the joint, reassemble the joint, and torque the fastener to specification. 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 November 25, 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.

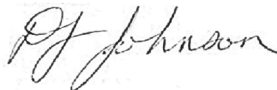
ATTACHMENTS

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.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on November 13, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 13, 2019. Owner names and addresses will be available by December 10, 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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 19S40 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.
- Time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. Claims submitted without recording technician time will be accepted.

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LABOR ALLOWANCES

NOTE: Time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. Claims submitted without recording technician time will be accepted.

Description	Labor Operation	Labor Time
Inspect positive battery terminal fastener joint for wiring eyelet adhesive material (includes time to remove adhesive material, if present)	19S40B	0.3 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2019-2020 MODEL YEAR F-150 VEHICLES - BATTERY MONITORING SENSOR EYELET ADHESIVE OBSTRUCTION

OVERVIEW

In some of the affected vehicles, the fastener that connects the Power Distribution Box (PDB) cable and the Battery Monitoring Sensor (BMS) cable to the positive battery terminal may not be secure due to some wiring eyelet adhesive on the BMS terminal joint contact surface area. Adhesive in the joint contact area between the BMS eyelet and the PDB eyelet can interfere with proper joint contact and fastener tightness, causing a soft joint connection. A soft joint connection could cause intermittent or inoperative vehicle systems affecting instrument panel displays, braking or steering control, and engine stalling. An improperly assembled battery cable connection may create an electrical resistive short, increasing the potential for smoke, melting, or risk of fire. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the positive battery terminal fastener joint for wiring eyelet adhesive material. If present, dealers will remove any adhesive material from the joint, reassemble the joint, and torque the fastener to specification. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

1. Disconnect the negative battery cable and position aside. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
2. Position the positive battery terminal cover aside and remove the positive battery terminal fastener. See Figure 1.
 - Torque to 177 lb.in (20 Nm).

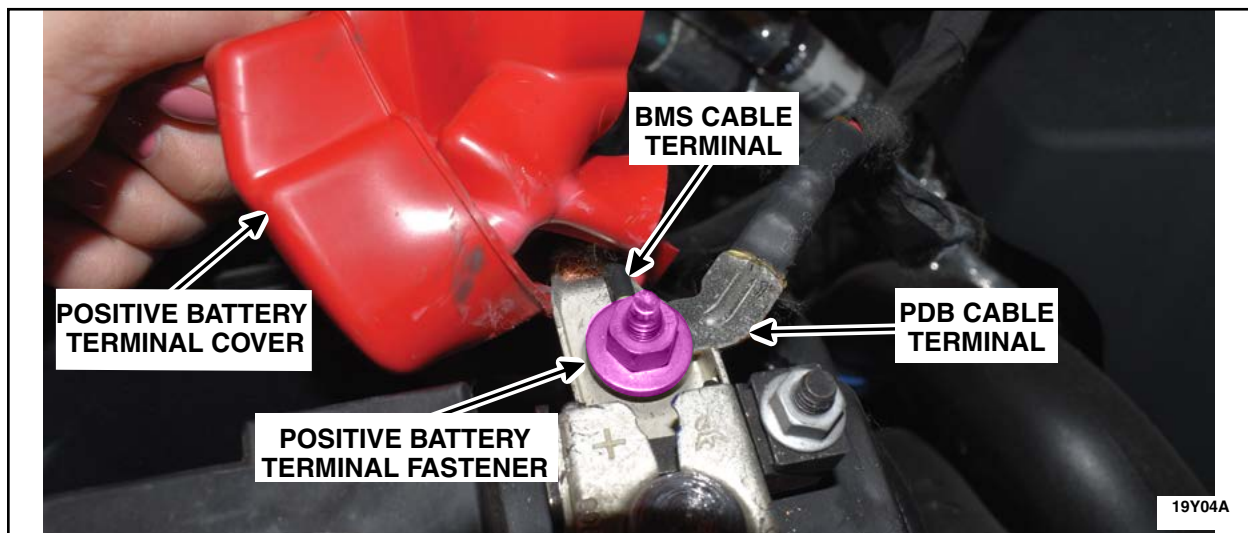


FIGURE 1



NOTE: Note the position and orientation of the Power Distribution Box (PDB) cable and the Battery Monitoring Sensor (BMS) cable on the positive battery terminal stud for reassembly.

3. Remove the PDB cable and the BMS cable from the positive battery terminal stud.
4. Thoroughly inspect the positive battery terminal fastener joint (PDB cable eyelet, BMS cable eyelet and positive battery terminal with stud) for excessive heat shrink tubing adhesive. Inspect the highlighted areas including both the top and bottom surfaces of the BMS and PDB cable eyelets. See Figure 2.

- Is there any heat shrink tubing adhesive present in the joint?

Yes - Proceed to step 5.

No - Proceed to step 6.

5. Remove any heat shrink tubing adhesive from the positive battery terminal joint using a suitable hand held razor blade tool.

CAUTION: Use caution not to damage the eyelets, cable wiring, or heat shrink tubing while removing the excess adhesive material.

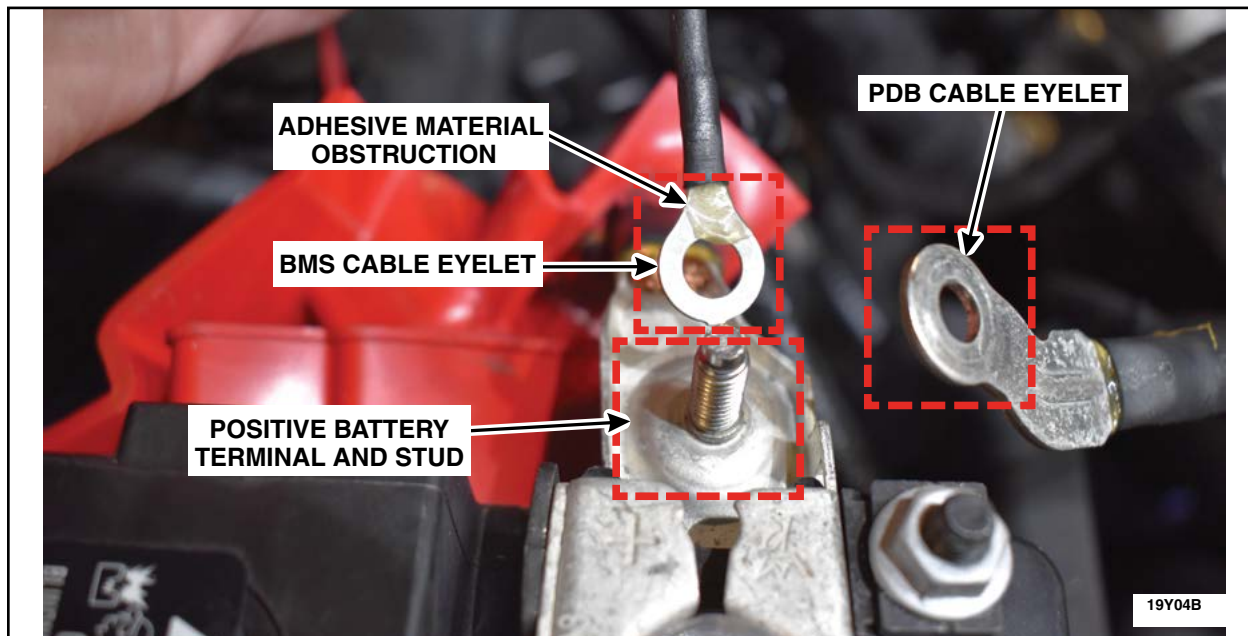


FIGURE 2

6. Reassemble the vehicle by reversing the removal steps. Re-torque the positive battery terminal fastener to specification.

