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Ford Motor Company  
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April 23, 2020

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Safety Recall 19S41**  
Certain 2016-2017 Model Year MKX Vehicles Equipped with 3.7L Engines  
Battery Cable Harness  
**REF:** **Advance Notice – Safety Recall 19S41**

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
MKX	2016-2017	Oakville	November 12, 2014 through September 11, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, there may be insufficient clearance between the battery cable harness and the transmission shifter cable bracket, which could allow contact. Over time, this could damage the insulation of the battery positive cable, resulting in a short to ground, and leading to a potential fire.

**SERVICE ACTION**

Dealers are to install a wiring shield and protective sleeve to the battery cable harness. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters advising parts are available are expected to be mailed the week of April 27, 2020. 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 Letter  
Recall Reimbursement Plan

## **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 was activated on November 13, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on November 13, 2019. Owner names and addresses were available on December 17, 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. If the battery is removed for any reason, ensure the battery cable harness is properly installed and routed per the workshop manual.
- 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**

- This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.

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**OWNER REFUNDS (Continued)**

- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 repairing damage determined to be from substandard clearance between the battery cable harness and the transmission shifter cable bracket.

**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.

**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.
  - 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 19S41 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.
- Provision for anti-abrasion wire harness cloth tape, if needed (Coroplast cloth tape or equivalent).
  - Program Code: 19S41
  - Misc Expense: OTHER
  - Amount: up to \$0.50

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**CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 19S41                      - 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.
- **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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Install battery cable wiring shield and convolute sleeve	19S41B	0.6 Hours

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

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

Part Number	Description	Order Quantity	Claim Quantity
NU5Z-14A099-A	Wiring shield	1	1
KU5Z-14A163-A	Retainer, special (3 per package, 3 required)	1	3
HU5Z-14A163-C	Tie strap	7	7
GA1Z-14A099-A	Convolute sleeve	1	1
CU5Z-14A163-B	Retainer, special with tie strap	1	1

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.

## CERTAIN 2016-2017 MODEL YEAR MKX VEHICLES EQUIPPED WITH 3.7L ENGINES — BATTERY CABLE HARNESS

### SERVICE PROCEDURE

1. Remove the Battery. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
2. Detach the battery cable wiring harness retaining clips from the inboard side of the battery tray and position aside the battery cable wiring harness. See Figure 1.

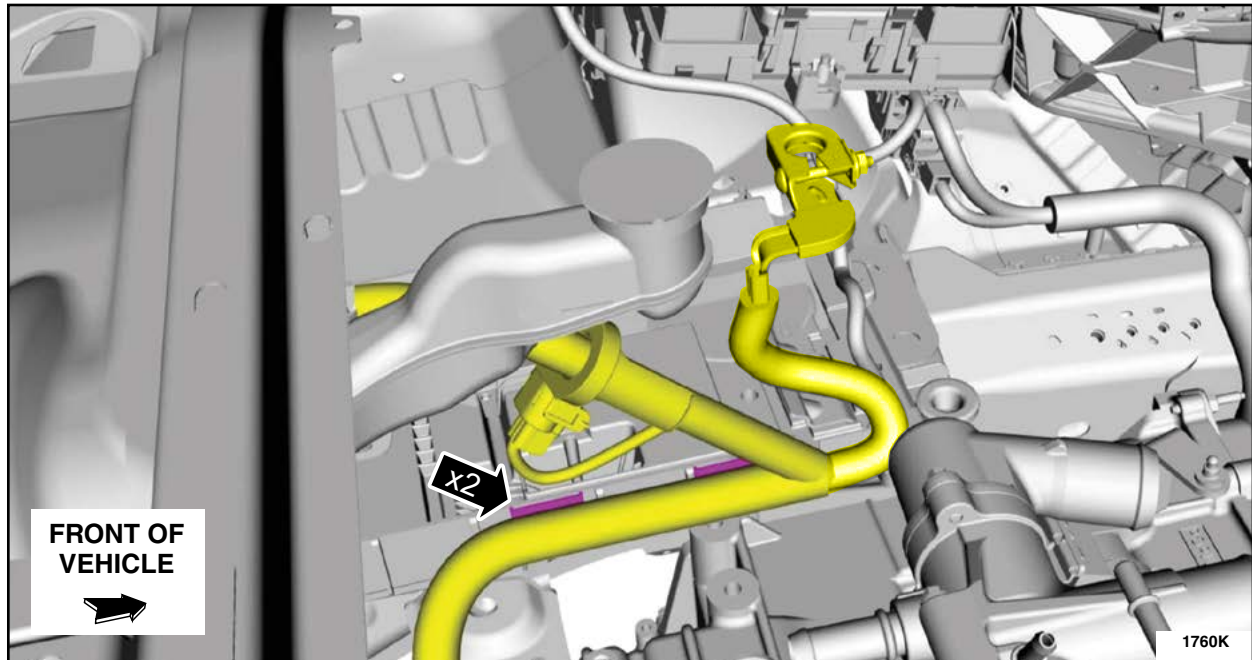


FIGURE 1



3. Unwrap, remove and discard the battery cable wiring harness retaining clips. Tape up any areas that may have been exposed with Coroplast® brand or similar anti-abrasion wire harness cloth tape. If any unreparable damage is found please contact the Special Service Support Center (SSSC) for further assistance. See Figure 2.
  - a. Unwrap the clip from the harness and remove and discard the retaining clips.
  - b. If necessary, use a pair of side cutters or a similar tool and cut any tie straps and discard the retaining clips.

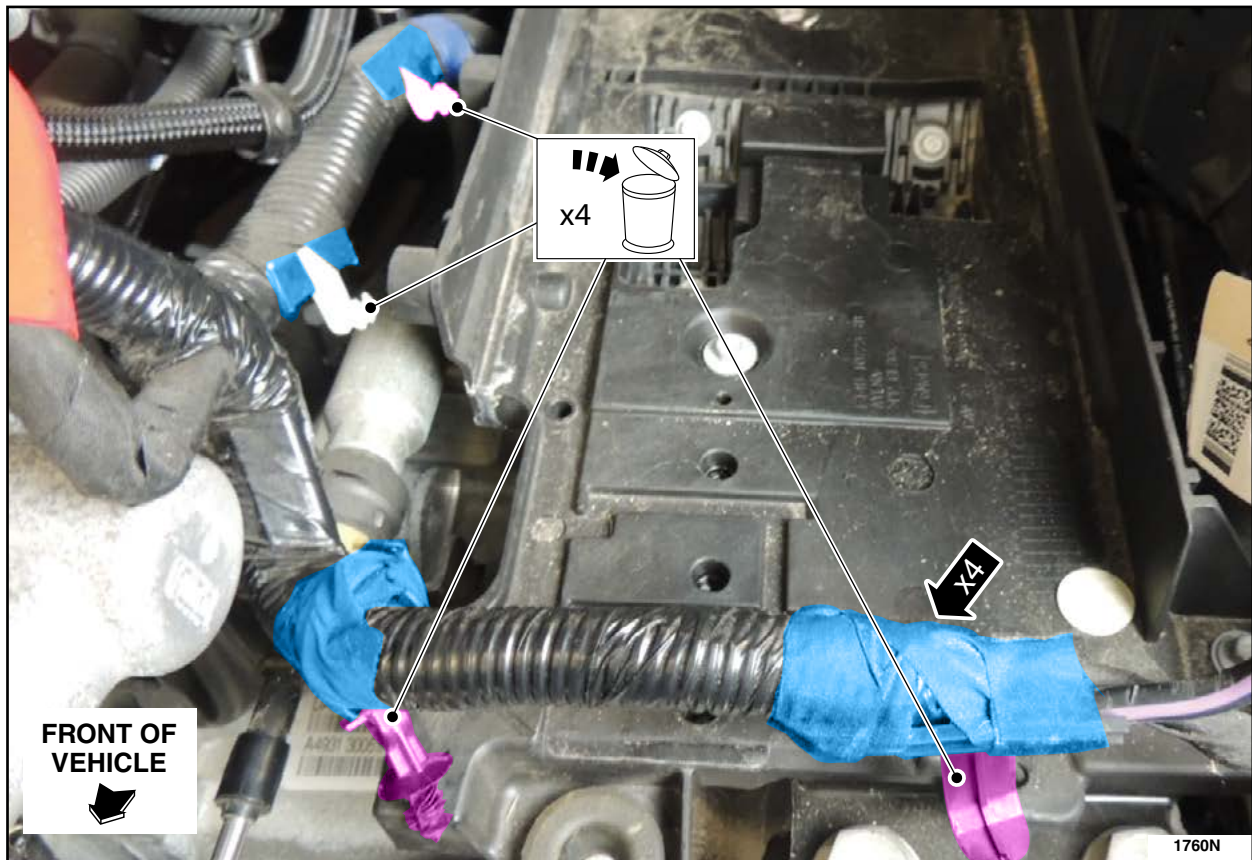


FIGURE 2





4. Unwrap, remove and discard the plastic wiring elbow guide in the battery cable wiring harness located at the front inboard corner of the battery tray. See Figure 3.

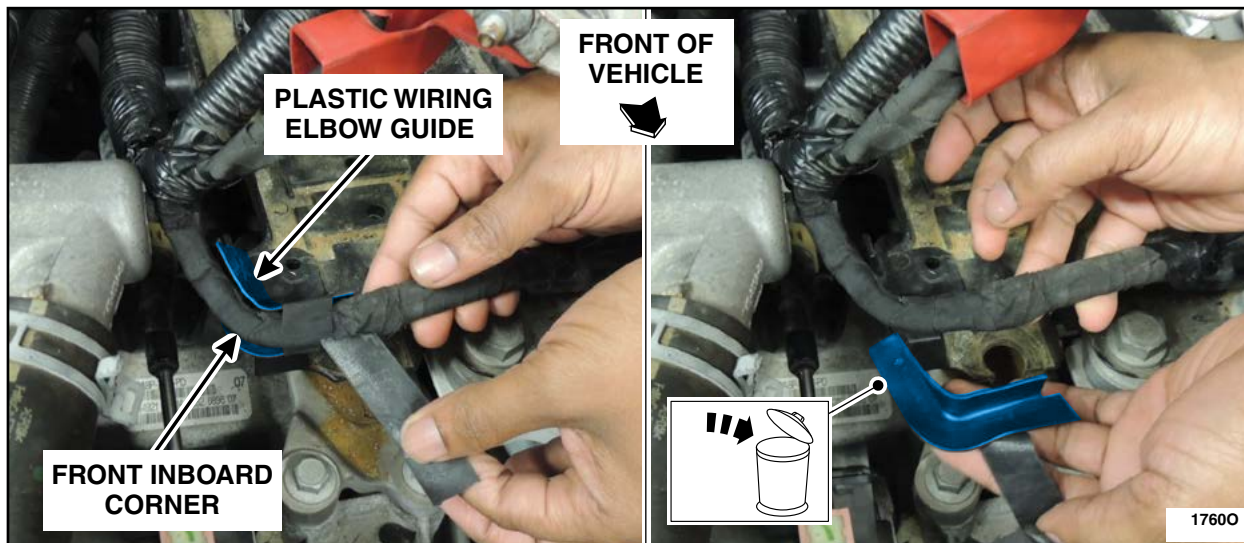


FIGURE 3

5. Before installing the shield, route three of the required tie straps through the rear (larger end) three sets of slots in the shield as shown in Figure 4.

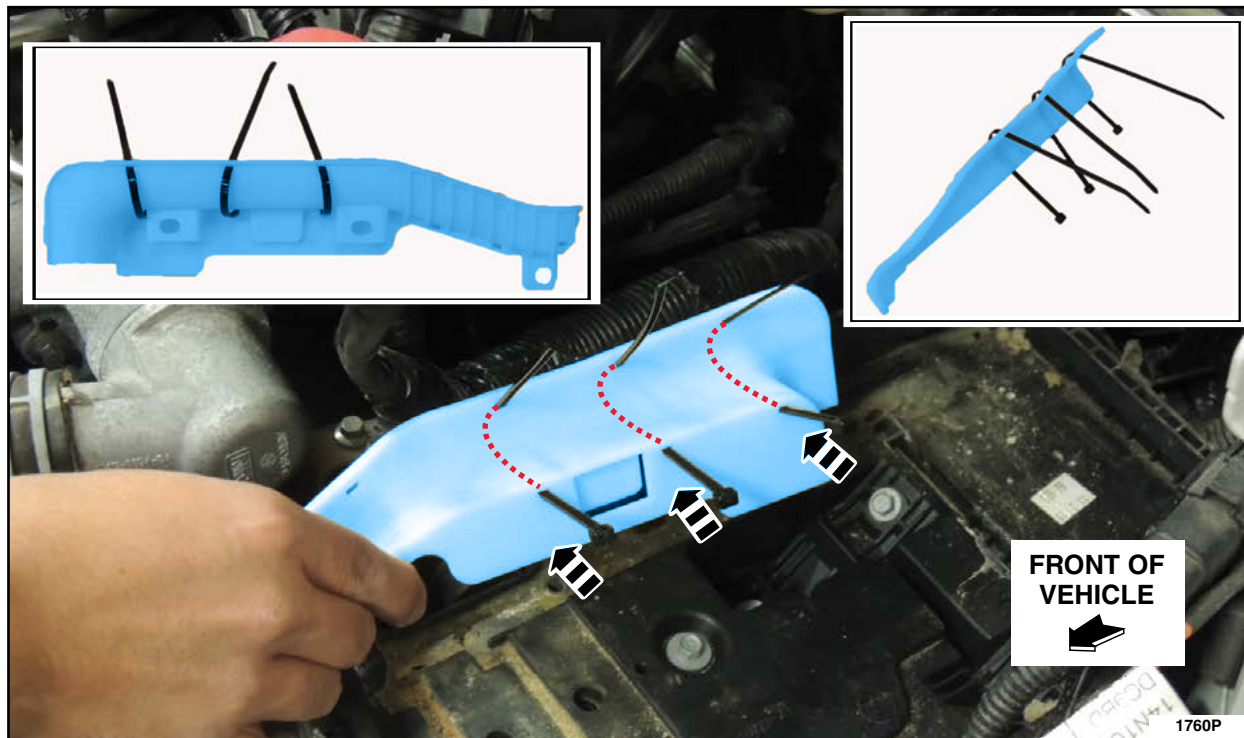


FIGURE 4



6. Install the shield onto the inboard side of the battery tray. Install two special retainers to the inboard side of the battery tray (where the battery cable wiring harness clips were previously removed - see Figure 1) and one special retainer in the front of the shield (installed from the battery tray side toward the engine). See Figure 5.

**NOTE:** The front leg of the shield should sit inside the battery tray retainer stanchion when properly installed. See Figure 5.



FIGURE 5



7. Route the battery cable wiring harness along the shield path around the front of the battery tray. Loosely secure the three tie straps around the battery cable wiring harness. See Figure 6.

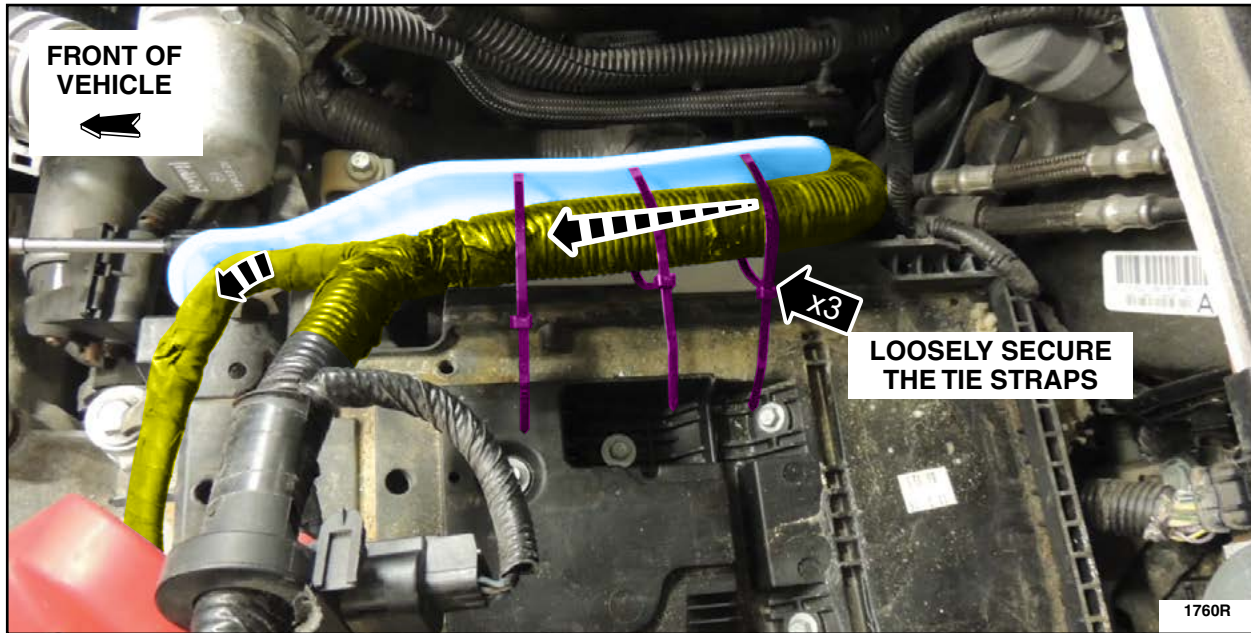


FIGURE 6



8. Route a tie strap through the next forward set of slots in the shield, install in the same manner as the previously installed tie straps. Loosely secure the tie strap around the battery cable wiring harness and in front of the battery cable leg of the battery cable wiring harness. See Figure 7.



FIGURE 7

9. Route a tie strap through the front set of slots in the shield, install in the same manner as the previously installed tie straps. Loosely secure the tie straps around the battery cable wiring harness. See Figure 8.

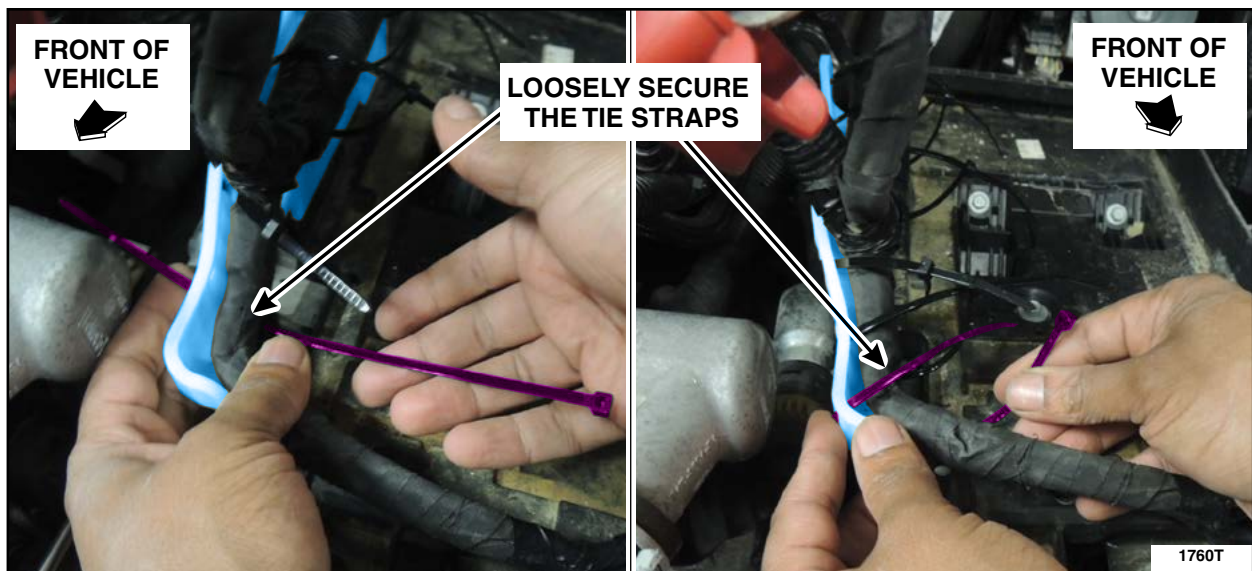


FIGURE 8



10. Starting at the tie strap just in front of the battery cable wiring leg, secure each tie strap working from the center outward to the ends. End each tie strap in the upward position. Cut off the excess tie strap at each tie strap location. See Figure 9.

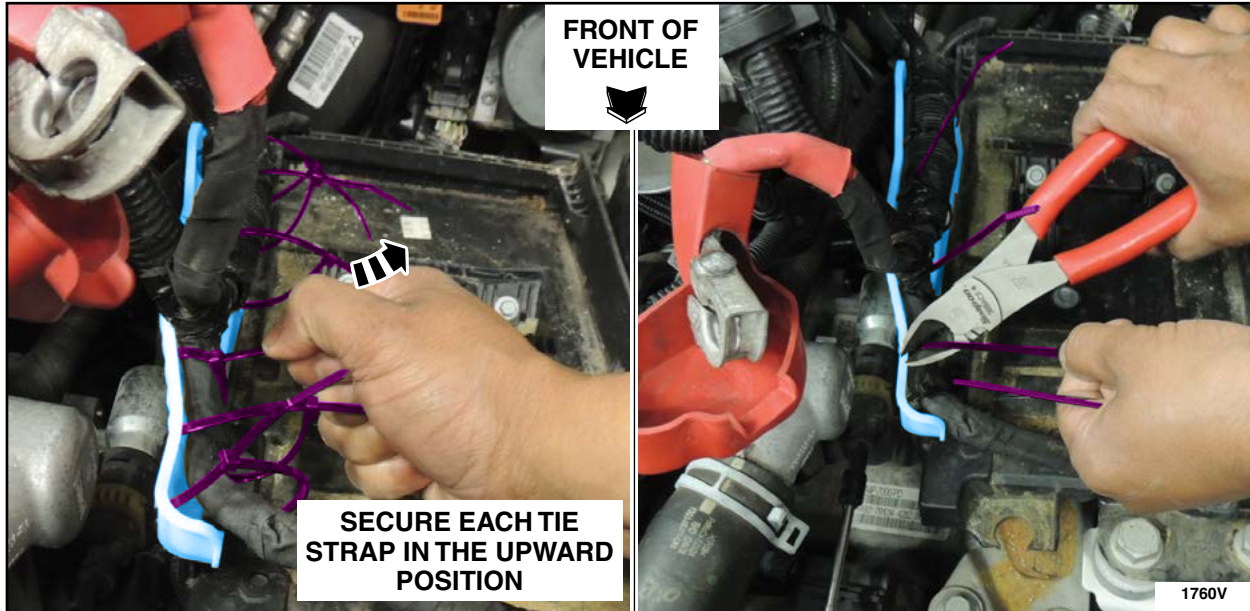


FIGURE 9

11. Figure 10 shows the shield installed with all of the tie straps in their correct locations.

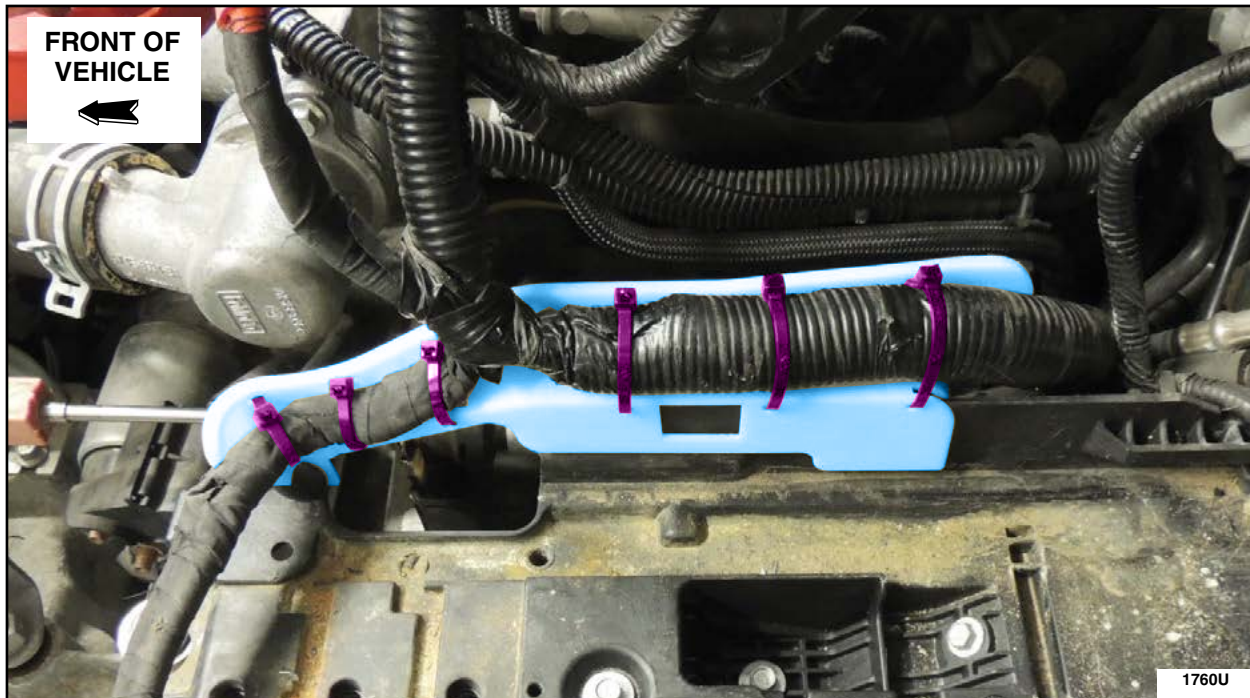


FIGURE 10



12. Install the battery. Please follow the Workshop Manual (WSM) procedures in Section 414-01.

- Do Not install the air cleaner assembly at this time.

13. Using the provided wiring harness convolute sleeve, wrap the sleeve around the battery cable wiring harness in the location shown in Figure 11. Figure 12 shows the convolute sleeve installed.

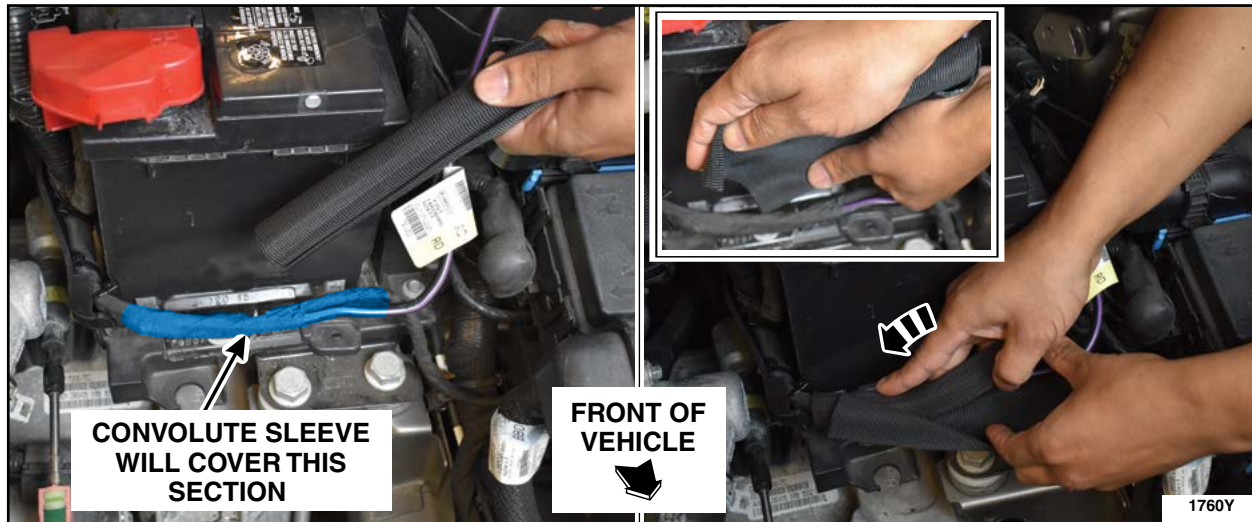


FIGURE 11



FIGURE 12



14. Using the provided tie strap special retainer, install it in the front outboard hole on the battery tray as shown in Figure 13.

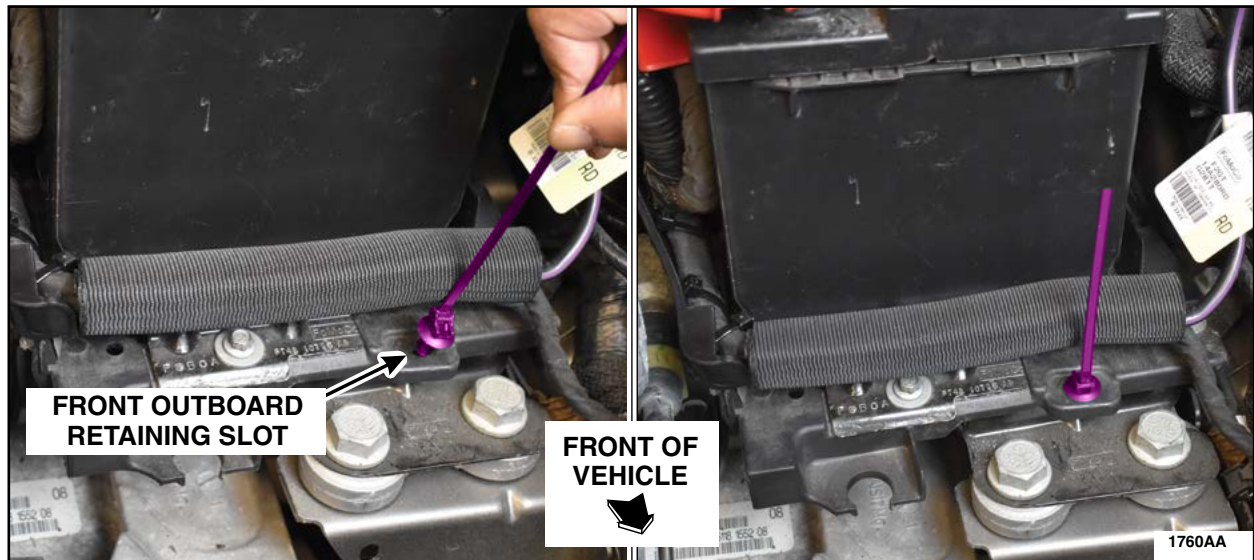


FIGURE 13

15. Secure the tie strap to the battery wiring harness and convolute sleeve as shown in Figure 14.

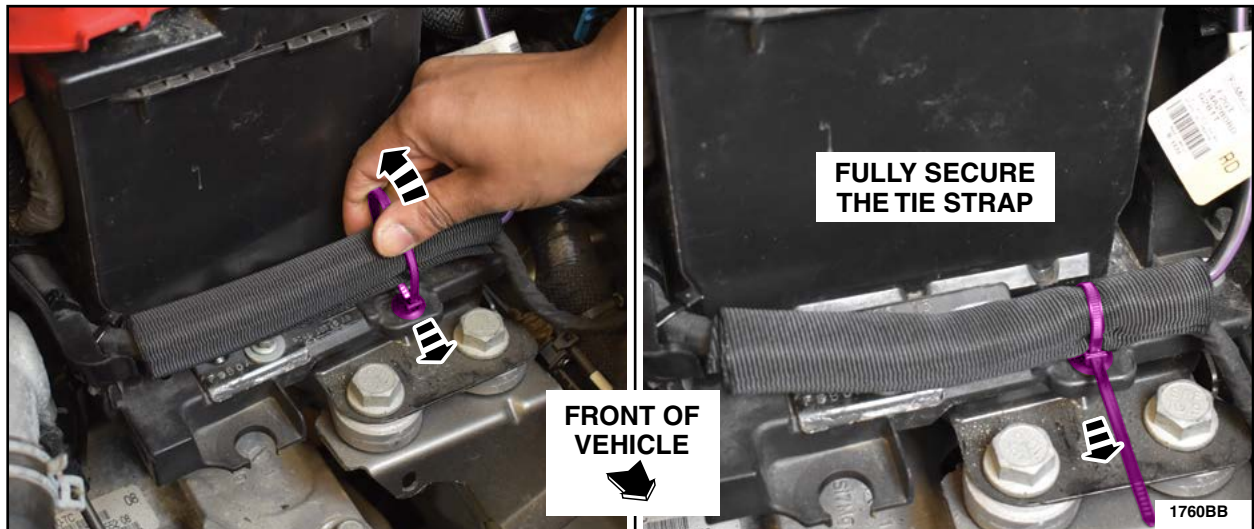
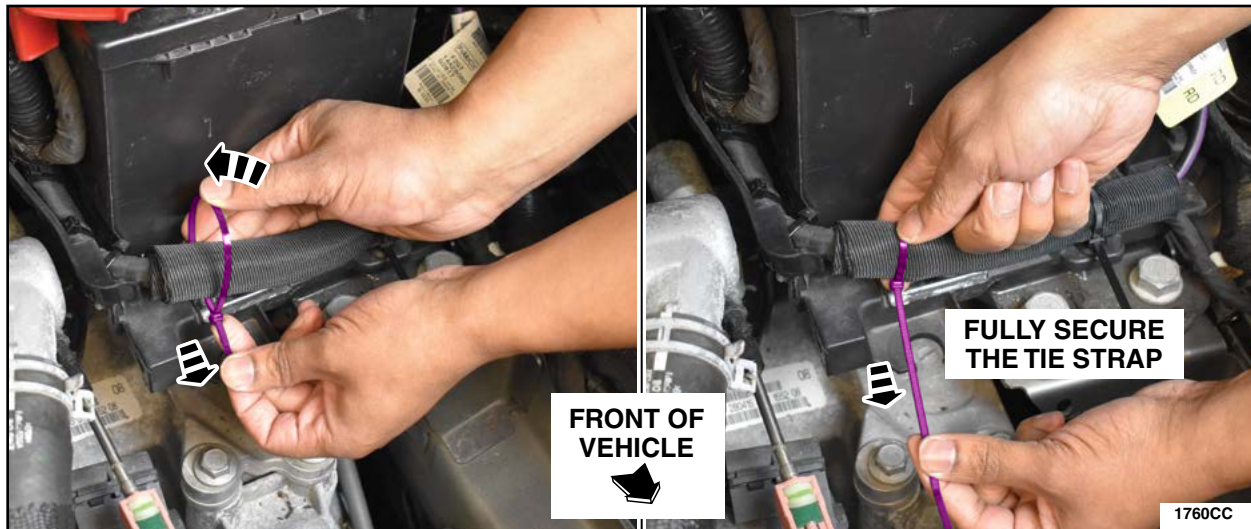


FIGURE 14



16. Install a tie strap to the inboard side of the battery wiring harness and convolute sleeve as shown in Figure 15.



**FIGURE 15**

17. Cut off the excess tie strap at both tie strap locations. See Figure 16.



**FIGURE 16**

18. Reinstall the air cleaner assembly. Please follow the WSM procedures in Section 303-12.





**Ford Motor Company**  
**Recall Reimbursement Plan for 19S41**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 19S41, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 15, 2020. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2019. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not

established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

### **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### **Entities Authorized to Provide Reimbursement**

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

### **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)

- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

### **Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.