



David J. Johnson
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Ford Motor Company
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July 24, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 20S25**
Certain 2016-2017 Model Year Transit Connect
Driver and Front Passenger Seatbelt Pretensioner Initiators

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Advance Notice –
Safety Recall 20S25**
Dated May 28, 2020

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2016-2017	Valencia (Spain)	July 17, 2016 through July 31, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, the driver and/or front passenger seatbelt pretensioners may not deploy in a crash event where the front seatbelt pretensioners are activated. The primary seatbelt locking functions continue to function properly.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the date codes on the driver and front passenger seatbelt and replace seatbelt assembly or assemblies if date codes align with the suspect date codes. 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 3, 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.

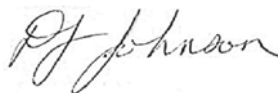
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification 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 that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

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OASIS ACTIVATION

OASIS was activated on May 28, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since May 28, 2020. Owner names and addresses will be available by August 17, 2020.

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

Dealers are pre-approved for up to one day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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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 20S25 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Driver and Front Passenger Seatbelt Build Date Code – PASS Safety Recall Complete	20S25A	0.2 Hours
Inspect Driver and Front Passenger Seatbelt Build Date Code– DRIVER SEATBELT AND FRONT PASSENGER SEATBELT DOES NOT PASS Replace Driver and Front Passenger Seatbelt Assembly	20S25B	1.0 Hours
Inspect Driver and Front Passenger Seatbelt Build Date Code– ONLY FRONT PASSENGER SEATBELT ASSEMBLY DOES NOT PASS Replace Front Passenger Seatbelt Assembly	20S25C	0.7 Hours
Inspect Driver and Front Passenger Seatbelt Build Date Code– ONLY DRIVER SEATBELT DOES NOT PASS Replace Driver Seatbelt Assembly	20S25D	0.6 Hours

SSSC Web Contact Site:

Please use the SSSC Web Contact Site to order parts.

PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

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

Part Number	Description	Order Quantity	Claim Quantity
DT1Z-17611B09-AA	Seat Belt Assembly – Driver	1	1
DT1Z-17611B08-AD	Seat Belt Assembly – Front Passenger	1	1
DT1Z-9960262-A	Seat Belt Cover	2	2

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 TRANSIT CONNECT VEHICLES — A12 INITIATOR PRETENSIONER

SERVICE PROCEDURE

1. Inspect both front seatbelt retractor labels, located on the driver and passenger seatbelt webbing just above the lower seatbelt retractor attachment bolt, for a date code. Pull the seatbelt webbing forward and flip the label over to view the date code. See Figures 1 and 2.

Does one or both of the seatbelts have any one of the following date codes?

- 140716, 160716, 180716 and/or 190716.

Yes - The driver and/or passenger seatbelt/s require replacement. Proceed to Step 2.

No - No further action is required. This Safety Recall is complete.

NOTE: Only replace the seatbelt retractor that has one of the affected date codes.

NOTE: Passenger side shown, driver side similar.



FIGURE 1



NOTE: Only replace the seatbelt retractor that has one of the affected date codes.

NOTE: Passenger side shown, driver side similar.

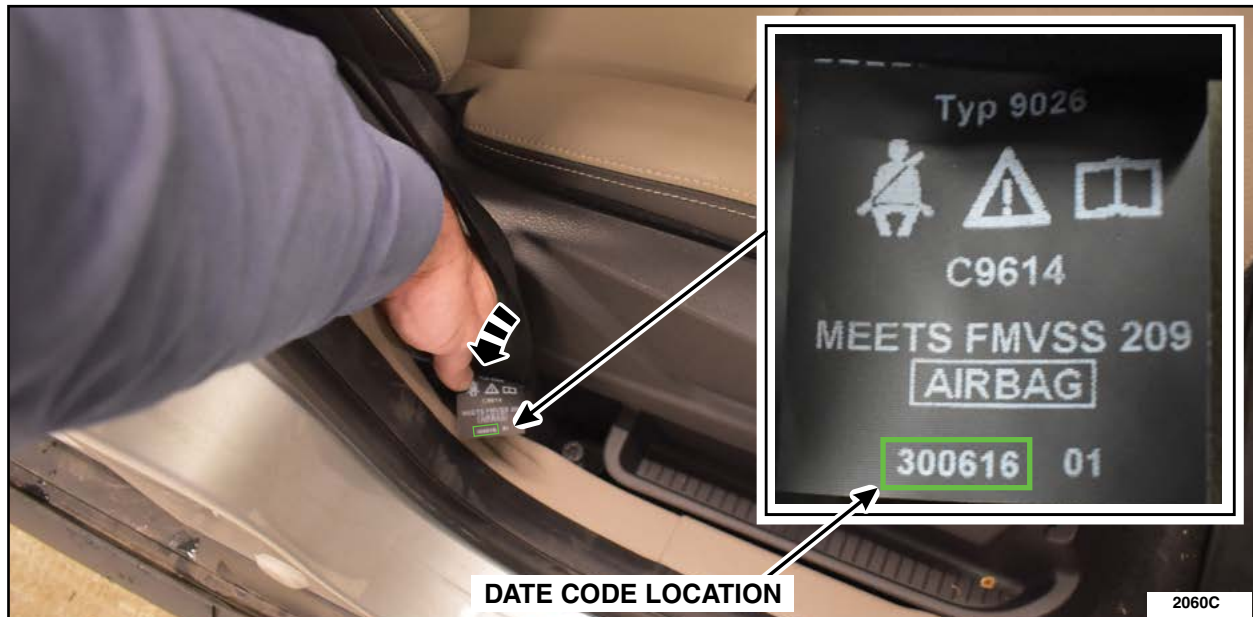


FIGURE 2

2. Replace the affected driver and/or passenger front seatbelt retractor/s. Please follow the Workshop Manual (WSM) procedures in Section 501-20.

NOTE: The driver and passenger seatbelt retractor replacement procedures are the same. It is not necessary to depower and repower more than once during this procedure.

NOTE: During installation, make sure the seatbelt webbing is not twisted and the seatbelts and buckles are accessible to the occupants.

