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June 24, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Compliance Recall 20C12**

Certain 2020 Model Year Expedition and Navigator Vehicles
Second Row Left Hand Seat Frame Headrest Weld

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2020	Kentucky Truck	February 26, 2020 through March 18, 2020
Navigator			February 27, 2020 through March 16, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 202a - head restraints - because one or two welds may not have sufficient weld penetration to the seat frame on the second row left hand seat. Additionally, performance to other internal and regulatory requirements may potentially be impacted.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the two headrest bracket welds on the second row left hand (LH) seat to confirm the weld penetrates both the bracket and the seat frame. Rejected seats will require a full seat frame replacement, utilizing the standard workshop manual procedure (# 501-10B). 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 July 06, 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 cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on June 24, 2020

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> June 24, 2020.
Owner names and addresses will be available by July 24, 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 compliance 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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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.
 - 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 (20C12) 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.
- **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
Inspect two headrest bracket welds on the LH second row seat frame - PASS .	20C12A	0.3 Hours
Inspect two headrest bracket welds on the LH second row seat frame – DOES NOT PASS . Replace seat frame.	MT20C12	Up to 2 Hours

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

To place a parts order, submit a VIN-specific Part Order contact with photo of defective weld confirmation via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
CU5Z-96610A16-*	Guide Sleeve - LH side of LH Seat Headrest	1	1
CU5Z-96610A16-*	Guide Sleeve - RH side of LH Seat Headrest	1	1
JL1Z-7867460-*	Bezel - for Manual Release Handle	1	1
W719574-S307	Seat Bolt and Washer to Floor - Front (2 Req., 4 per package)	1	2
W719748-S307X	Seat Bolt to Floor - Rear (2 Req., 4 per package)	1	2
-78613A10-	Seat Frame - 2 nd Row, LH side	1	1

***Note:** part numbers vary by vehicle – use parts catalog to identify the specific part number by VIN. Less than 1% of the affected vehicle population is expected to require a seat frame replacement. 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 2020 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES — SECOND ROW LEFT HAND SEAT FRAME HEADREST WELD

SERVICE PROCEDURE

NOTE: Do not remove seat for inspection procedure.

1. Remove the child safety seat tether anchor bezel. Use the General Equipment: Interior Trim Remover. See Figure 1.

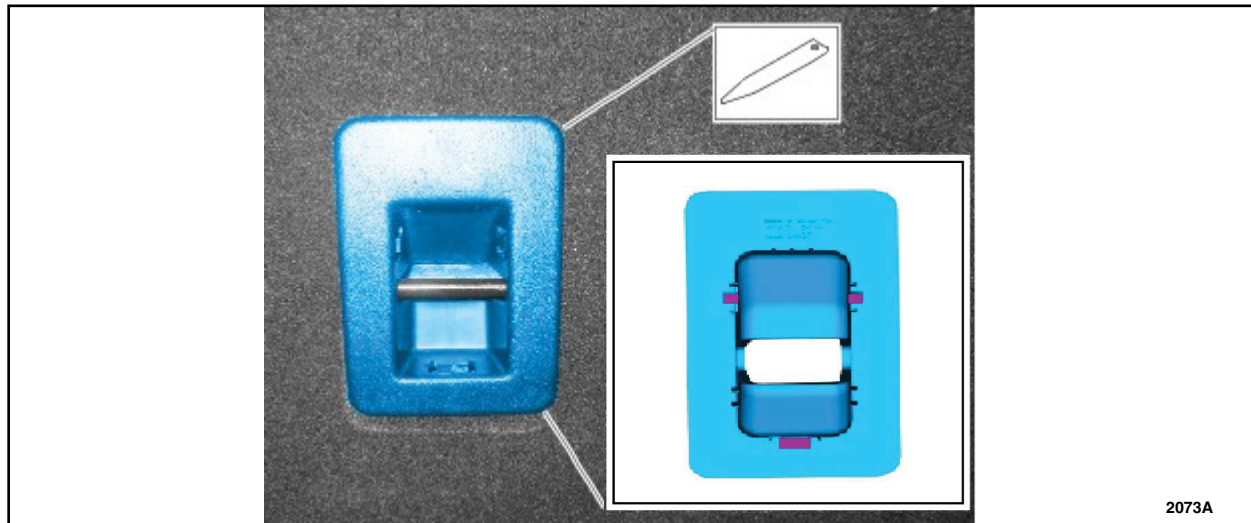


FIGURE 1

2. Release the backrest cover lower J-clip. See Figure 2.



FIGURE 2



3. Unzip the RH side of the second row single seat backrest cover. If equipped, unzip the LH side of the second row single seat backrest cover. See Figure 3.



FIGURE 3

4. Position the backrest cover up to expose the two circular holes that are in-line with the headrest bracket welds. See Figure 4.

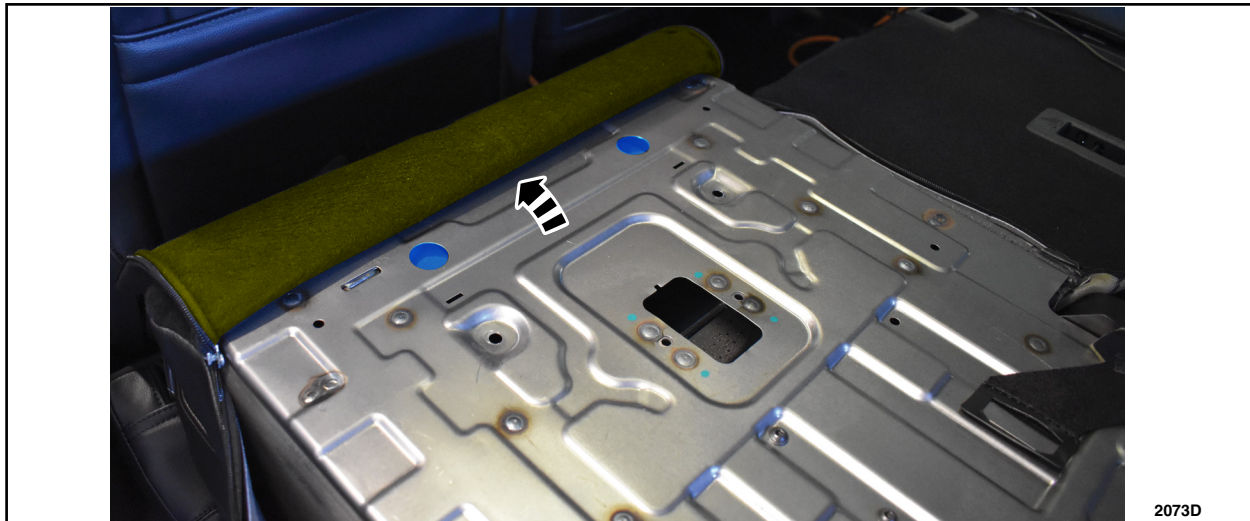


FIGURE 4



5. Shine a flashlight inside of the right side hole or the anchor bezel hole while viewing the two welds on the head rest bracket from the left side hole. See Figure 5.

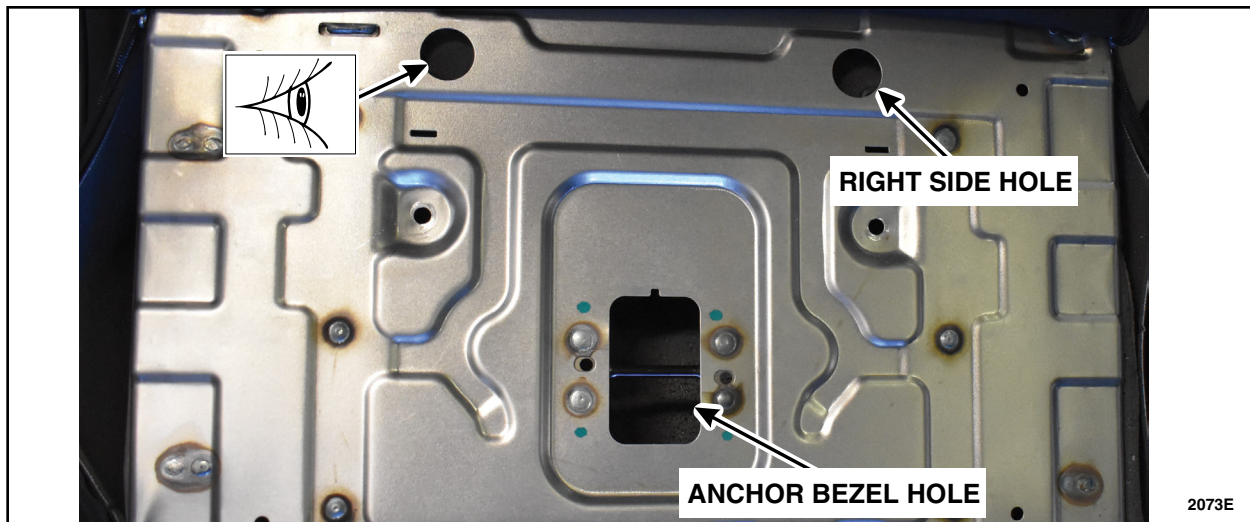


FIGURE 5

6. Shine a flashlight inside of the left side hole or the anchor bezel hole while viewing the two welds on the head rest bracket from the right side hole. See Figure 6.

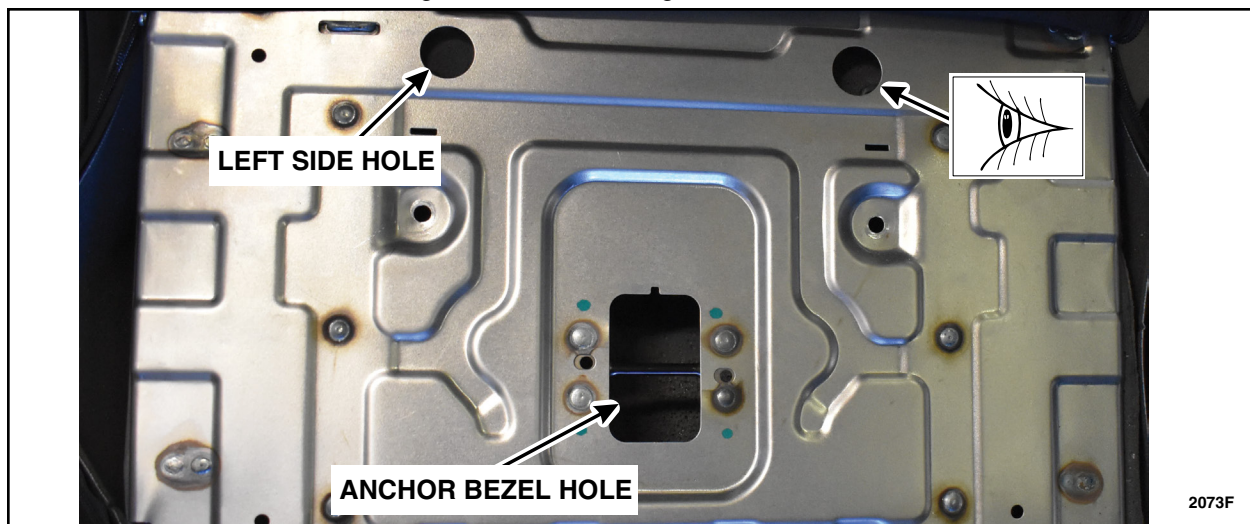


FIGURE 6



7. Are both welds covering the head rest bracket edge between the stamped notches? See Figure 7.

No – DOES NOT PASS inspection.

- Take a clear photo of at least one suspect weld.
- Please submit a VIN-specific contact via the SSSC Web Contact Site.
- With SSSC approval, replace the entire seat frame and respective components following the Workshop Manual (WSM) procedures in Section 501-10B.

Yes – PASSES inspection.

- Reinstall the backrest seat cover and clips by reversing steps 1 through 4.
- This inspection confirmation closes the program.

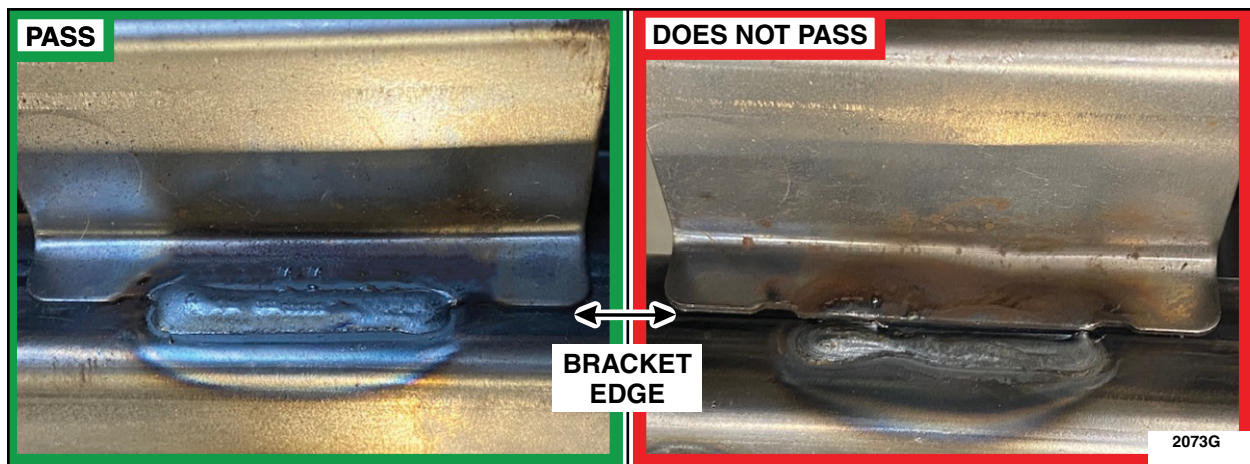


FIGURE 7

