



David J. Johnson
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Ford Motor Company
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February 1, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
 Compliance Recall 20C26**

Certain 2020 Model Year EcoSport and 2019-2020 Transit Connect Vehicles
 ZF Dual-Stage Airbag Manufactured without First-Stage Booster

**REF : NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice
 Compliance Recall 20C26**

Certain 2020 Model Year EcoSport and 2019-2020 Transit Connect Vehicles
 ZF Dual-Stage Airbag Manufactured without First-Stage Booster

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
EcoSport	2020	Chennai	August 20, 2019 through February 13, 2020
Transit Connect	2019-2020	Valencia	June 19, 2019 through March 11, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

In all of the affected vehicles, the airbag modules are missing the first-stage booster propellant and sleeve. The airbag will not deploy as intended in a crash, increasing the risk of injury. The current airbag may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. FMVSS 208 – Airbag.

SERVICE ACTION

Dealers are to replace the appropriate airbag. 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 February 15, 2021. 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
- Attachment IV: VIN List
- 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 February 1, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 1, 2021. Owner names and addresses will be available by March 1, 2021.

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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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 20C26 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 – Replace Front Passenger or Driver Airbag	Labor Operation	Labor Time
Transit Connect – Front Passenger Airbag	20C26B	3.2 Hours
EcoSport – Driver Airbag	20C26D	0.4 Hours
EcoSport – Front Passenger Airbag	20C26E	7.5 Hours

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

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

Part Number	Description	Order Quantity	Claim Quantity
GN1Z - 58043B13 - AB	EcoSport Driver Airbag	1	1
GN1Z - 58044A74 - B	EcoSport Front Passenger Airbag	1	1
KT1Z - 17044 - A74A	Transit Connect Front Passenger Airbag	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, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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 ECOSPORT AND 2019-2020 MODEL YEAR TRANSIT CONNECT VEHICLES — ZF DUAL-STAGE AIRBAG MANUFACTURED WITHOUT FIRST-STAGE BOOSTER

SERVICE PROCEDURE

1. Refer to the VIN list in Attachment IV to determine which front airbag to replace.
2. Based on the VIN, replace the Driver or Passenger Airbag as required. Please follow the Workshop Manual (WSM) procedures in Section 501-20.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



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AFFECTED VEHICLES

The following table contains a list of VINs for vehicles that were delivered in US and Canada. These vehicles will require repairs before delivery to customers.

MAJ3S2KEXL		Driver Airbag
MAJ3S2GE1L		Driver Airbag
MAJ6S3JL5LC		Driver Airbag
MAJ6S3GLXLC		Driver Airbag
MAJ3S2GE2LC		Driver Airbag
MAJ6S3GL7LC		Driver Airbag
MAJ3S2GE0LC		Driver Airbag
MAJ3S2GE3LC3		Driver Airbag
MAJ6S3KL5LC		Driver Airbag
MAJ6S3GL1LC		Front Passenger Airbag
MAJ6S3GL4LC		Front Passenger Airbag
NM0LS7E2XL1		Front Passenger Airbag
NM0LS6E23L1		Front Passenger Airbag