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December 6, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 21C25 – Supplement #1**
 Certain 2019-2021 Model Year Ranger Super-Cab Vehicles
 Front Passenger Outboard Seatbelt Retractor Webbing Incorrectly Routed

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 21C25**
 October 18, 2021

New! REASON FOR THIS SUPPLEMENT

- **Service Action:** *The direction to replace seatbelts that fail inspection has been provided.*
- **Owner Letters and Owner Notification Mailing Schedule:** *Parts available owner letters and mailing dates are now available.*
- **Administrative Information:** *Rental information has been updated.*
- **Labor Allowances and Parts Ordering Information:** *Labor Operation Codes and Parts Ordering Information has been updated.*
- **Technical Information:** *The Technical information has been updated and now includes examples of acceptable and unacceptable photo evidence of a miss routed seatbelt.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2019 – 2021	Michigan	June 17, 2019 through August 4, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Ford has received reports of front passenger outboard seatbelt webbing only routed through the anchor rubber trim sleeve, and not properly routed through the metal anchor eyelet. An improperly assembled seatbelt does not comply with the requirements specified by Federal and Canadian Motor Vehicle Safety Standard (F/CMVSS) No. 208 (Occupant Crash Protection), 209 (Seat Belt Assemblies) and 210 (Seat Belt Assembly Anchorages) and may not adequately restrain an occupant in a crash, increasing the risk of injury.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the **front passenger outboard and driver** seatbelts to verify the belts are routed correctly through the anchor’s metal eyelet (ferrule) and anchored to the pretensioner assembly. **Dealers are to replace front seatbelt assemblies that fail inspection.** While Ford determined the front passenger seatbelt on these vehicles may be non-compliant, Ford is requesting that you inspect and if necessary, replace both, the front passenger and driver seatbelts. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

No Parts Available Owner letters were mailed the week of November 11, 2021. Part Available Owner Letters are expected to be mailed the week of *December 20, 2021*. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

NOTE: The owner letter will also include instructions on how to perform a preliminary self-evaluation of the vehicle's front outboard seatbelts. The Customer Inspection Procedure does not replace the need for an inspection by a Ford technician. If the customer does not detect a suspect seatbelt(s), they will still be instructed to schedule a service appointment at their earliest convenience for inspection. If the customer is uncomfortable with the self-assessment procedure, uncertain of the results, or detects a failure on the driver's seatbelt, they will be instructed to not drive their vehicle and to make arrangements with their dealer to have the vehicle towed to the dealership for an inspection.

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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters
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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

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OASIS ACTIVATION

OASIS was activated on October 18, 2021

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on October 18, 2021. Owner names and addresses were available by November 26, 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 provided information in the vehicle owner letter to perform a preliminary self-assessment. Owners can continue to safely drive their vehicle if they choose to do the self-assessment and the front driver's side passes the self-assessment. Owners can also have the passenger seat occupied if the passenger side passes self-assessment.
- Owners that do not feel comfortable performing the self-assessment or have a driver side seatbelt that does not pass the self-assessment will be directed to contact their dealer to have it towed for inspection.
- 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.

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OWNER REFUNDS

- **This compliance 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.
- 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 the replacement of the driver and/or front passenger seatbelt retractor and pretensioner assembly.

New! RENTAL VEHICLES

Dealers are pre-approved for up to 4 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 4 rental days is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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.
- **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.

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LABOR ALLOWANCES – INSPECTION PASSES (No Parts Required)

Description	Labor Operation	Labor Time
Inspect <u>BOTH</u> Front Seatbelt Retractor and Pretensioner Assemblies. - If <u>BOTH</u> Driver and Front Passenger Seatbelts PASS Inspection, <u>(No Parts Required)</u> Program is Closed.	21C25A	0.3 Hour(s)

New! LABOR ALLOWANCES – INSPECTION DOES NOT PASS (Parts Required)

Please see labor operations below for proper claiming purposes if the inspection fails.

Note: Labor operations below directly correlate to which seatbelt(s) FAILED inspection. Only one labor operation can be used per claim and cannot be used with 21C25A.

Description	Labor Operation	Labor Time
<u>Replace Driver Seatbelt Assembly</u> <i>- Includes time to inspect BOTH Front Seatbelt Retractor and Pretensioner Assemblies. Cannot be used with other labor operations.</i> <i>- Includes time to submit photos</i>	21C25B	1.0 Hour(s)
<u>Replace Front Passenger Seatbelt Assembly</u> <i>- Includes time to inspect BOTH Front Seatbelt Retractor and Pretensioner Assemblies. Cannot be used with other labor operations.</i> <i>- Includes time to submit photos</i>	21C25C	1.0 Hour(s)
<u>Replace Both Front Seatbelt Assemblies</u> <i>- Includes time to inspect BOTH Front Seatbelt Retractor and Pretensioner Assemblies. Cannot be used with other labor operations.</i> <i>- Includes time to submit photos</i>	21C25D	1.6 Hour(s)

New! PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order for one or both front seatbelt assemblies, submit clear photo evidence of the damaged seatbelt retractor assembly in a VIN-specific Part Order contact via the SSSC Web Contact Site. Please reference Attachment III: Technical Information for examples of acceptable “clear photo evidence”.

Part Number	Description	Order Quantity	Claim Quantity
KB3Z-21611B09-AA	Driver Seatbelt Assembly	<i>As Required</i>	
KB3Z-21611B08-AA	Front Passenger Seatbelt Assembly		

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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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.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2019-2021 MODEL YEAR RANGER SUPER-CAB VEHICLES – FRONT SEATBELT RETRACTOR WEBBING INCORRECTLY ROUTED

NEW! SERVICE PROCEDURE

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

NOTE: Clear photo(s) evidence demonstrating defective front seatbelt(s) must be submitted via the Special Service Support Center (SSSC) Web Contact Site. *See Page 5.*

NOTE: Procedure to be performed on the driver and passenger front seatbelt.

NOTE: Please scan QR code below with a smartphone or a tablet or follow the website link for additional inspection and assessment videos.

NOTE: In the video link below, F-150 is shown in the video, Ranger similar.

 <https://bcove.video/2TvJk91> (0:59)



1. Open the front and second-row driver side doors.
2. Locate the driver seatbelt's soft rubber trim sleeve near the bottom of the second-row door. See Figure 1.

NOTE: Driver side shown, passenger side similar.



FIGURE 1



3. Visually inspect that the driver side front seatbelt webbing is routed through the soft rubber trim sleeve **AND** through the metal anchor eyelet. See Figures 2 and 3.

-Is the seatbelt webbing routed through the soft rubber trim sleeve **AND** through the metal anchor eyelet?

NOTE: During installation, make sure the seatbelt webbing is not twisted and the seatbelt and buckle are accessible to the occupant.

Yes – First inspection (visual only) passes. Proceed to Step 4.

No – First inspection (visual only) does not pass. Install a *new* Front Seatbelt Retractor and Pretensioner assembly. Please follow Workshop Manual (WSM) procedures in Section 501-20A then proceed to Step 6.

NOTE: F-150 shown, Ranger similar.

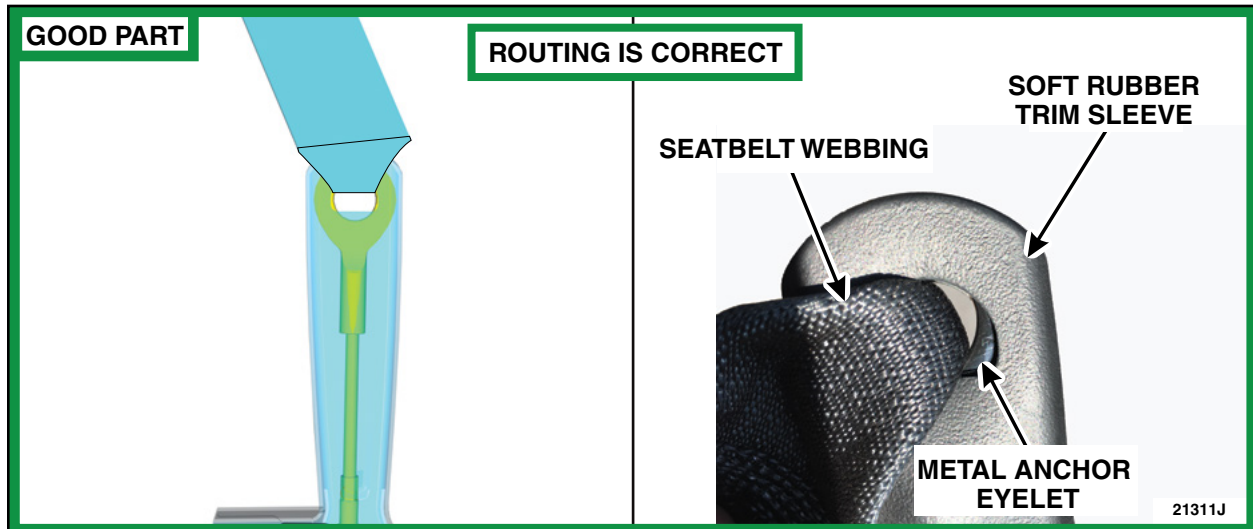


FIGURE 2

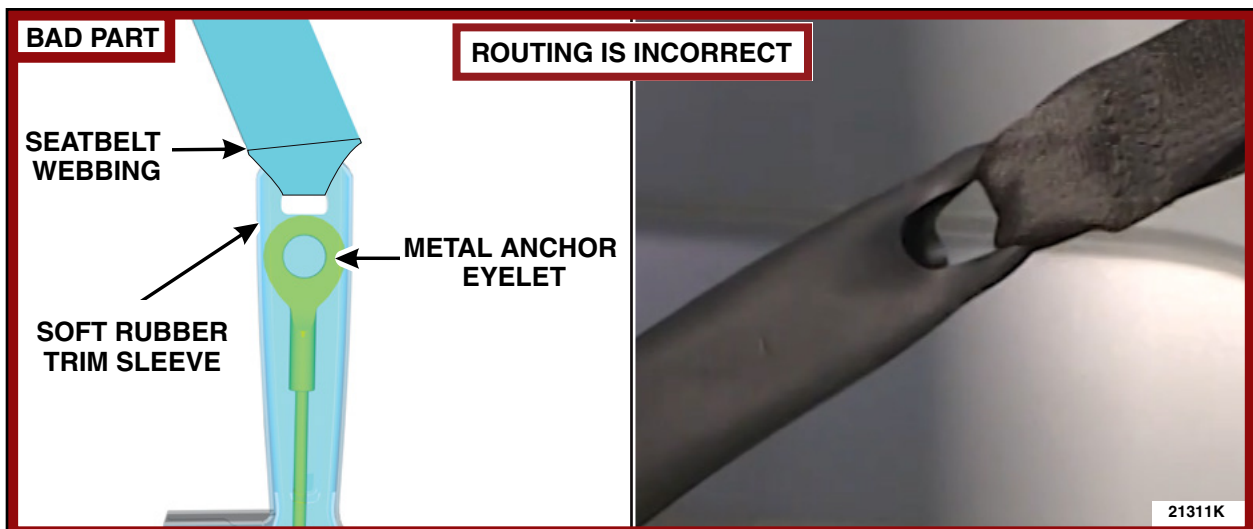


FIGURE 3



4. Grab the seatbelt webbing just above where the seatbelt webbing loops through the soft rubber trim sleeve and attempt to bend the rubber trim sleeve towards itself as shown in Figure 4 (Bad Part). The seatbelt rubber trim sleeve should **NOT** bend or fold over.

-Does the rubber trim sleeve bend or fold over where the seatbelt webbing loops through?

NOTE: During installation, make sure the seatbelt webbing is not twisted and the seatbelt and buckle are accessible to the occupant.

No – Second inspection (bend test) passes. Proceed to Step 5.

Yes – Second Inspection (bend test) does not pass. Install a *new* Front Seatbelt Retractor and Pretensioner assembly. Please follow WSM procedures in Section 501-20A then proceed to Step 6.

NOTE: F-150 shown, Ranger similar.



FIGURE 4



5. Make sure you are standing in a comfortable, well-balanced position and firmly grab the seatbelt strap just above the soft rubber trim sleeve with two hands. Strongly pull the seatbelt towards you while looking at the area where the seatbelt webbing loops through the sleeve. See Figure 5.

-Did the rubber trim sleeve opening stretch where the seatbelt webbing loops through the sleeve?

NOTE: During installation, make sure the seatbelt webbing is not twisted and the seatbelt and buckle are accessible to the occupant.

No – Third inspection (pull test) passes. Seatbelt replacement is not required. Proceed to Step 6.

Yes – Third Inspection (pull test) does not pass. Install a new Front Seatbelt Retractor and Pretensioner assembly. Please follow WSM procedures in Section 501-20A then proceed to Step 6.

NOTE: F-150 shown, Ranger similar.

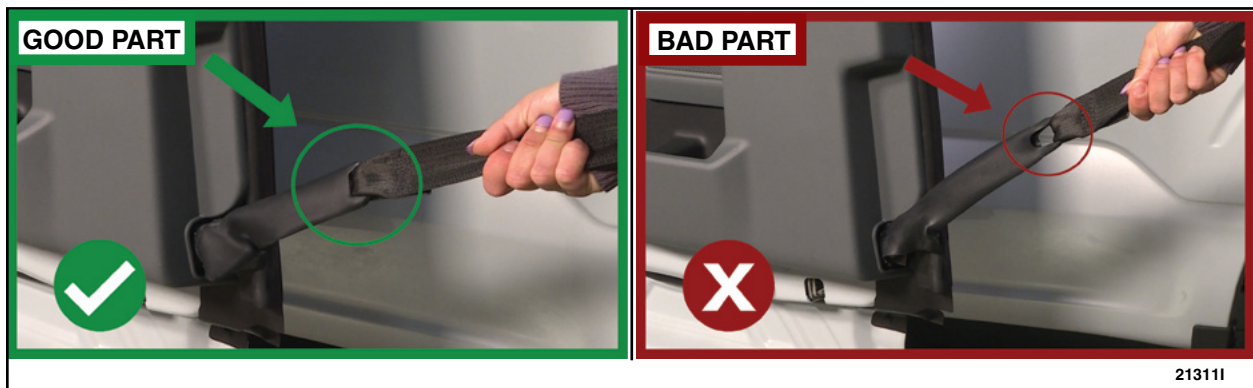


FIGURE 5

6. Has this procedure been performed on both the driver and passenger side of the vehicle?

Yes – This completes the recall.

No – Repeat Steps 1-5 on the passenger side of the vehicle.

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.



NEW! Photo Requirements

Pictures shown in Figure 6 are of **ACCEPTABLE** photos to submit for your claim. They clearly show the miss routed seatbelt.



FIGURE 6

Pictures shown in Figure 7 are **UNACCEPTABLE** photos that if submitted will be rejected. They do not show clear evidence of a miss routed seatbelt



FIGURE 7



Ford Motor Company
Recall Reimbursement Plan for 21C25

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 # 21C25, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to December 3, 2021. 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 May 2021. 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.