



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

March 30, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 19B22
Certain 2012-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States
Battery Junction Box Clean and Seal

PROGRAM TERMS

This program will be in effect through March 31, 2021. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of March 31, 2021 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address on March 30, 2020 to contact customers with affected vehicles. This will help minimize the number of vehicles that may have electrical concerns due to Battery Junction Box (BJB) corrosion, which requires a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2012-2013	Cuautitlan	April 1, 2011 through April 27, 2013

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, moisture and debris containing road de-icing salts may enter the BJB through the BJB cover and base. This could result in corrosion inside the BJB for vehicles operated extensively in the USA corrosion States. Corrosion in the BJB may cause a variety of symptoms including loss of function of exterior lights, vehicle no start or loss of other vehicle functions.

SERVICE ACTION

Dealers are to clean and seal the BJB, and replace any damaged fuses, relays or terminals as needed, following the Technical Information and Terminal Repair Information. 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 April 6, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

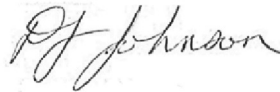
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Terminal Repair Information
Owner Notification Letter

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

Customer Satisfaction Program 19B22

Certain 2012-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States -
Battery Junction Box Clean and Seal

OASIS ACTIVATION

OASIS will be activated on March 30, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 30, 2020. Owner names and addresses will be available by March 30, 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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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 used vehicle inventory.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **September 30, 2020**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 electrical concerns due to BJB corrosion.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

Customer Satisfaction Program 19B22

Certain 2012-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States -
Battery Junction Box Clean and Seal

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 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 19B22 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.

- **Provision for Motorcraft® XG-12 Electrical Grease and alcohol wipes:** One 3 oz. tube of Motorcraft® XG-12 should service approximately seven vehicles. This provision is for the amount of grease and alcohol wipes used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.
 - Program Code: 19B22 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$3.00
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19B22 - 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.

Customer Satisfaction Program 19B22

Certain 2012-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States -
Battery Junction Box Clean and Seal

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Clean and seal the BJB following the Technical Information	19B22B	0.7 Hours
Replace one or more BJB terminals (if required) - claim as related damage on a separate repair line - see Terminal Repair Information in Attachment IV	MT19B22	Up to 3.0 Hours

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

To place an order for a BJB Foam Seal Kit or for either one of the BJB Terminal Repair Kit listed below submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Open part ordering for part number KU5Z-99044E84-C, DU2Z-14474-GA and KU2Z-14421-BA is expected to begin by April 30, 2020.

Part Number	Description	Order Quantity	Claim Quantity
KU5Z-99044E84-C	BJB Foam Seal Kit	1	1
DU2Z-14474-GA	BJB Terminal Repair Kit (5 replacement terminals/kit)	As Required	
KU2Z-14421-BA			

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

Parts Requirements / Ordering Information Continued On The Next Page

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Certain 2012-2013 Model Year Fiesta Vehicles Operated in the USA Corrosion States -
Battery Junction Box Clean and Seal

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
XG-12	Motorcraft® Electrical Grease (One 3 oz. tube services approximately seven vehicles)	1	Claim as Misc. OTHER
KU2Z-14421-AA	BJB Terminal Repair Kit (5 replacement terminals/kit)	As Required	
DU2Z-14474-EA			
KU2Z-14474-EA			
KU2Z-14474-FA			
F2UZ-14526-	Mini-Fuses (5 per pkg.) – see Catalog Advantage for correct part number for the amperage of fuse required		
F58Z-14526-			
F5OZ-14526-			
6E5Z-14526-	Box Fuses (10 per pkg.) – see Catalog Advantage for correct part number for the amperage of fuse required		
-14N089-	BJB Relay – refer to Catalog Advantage for the correct replacement part number		

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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 2012-2013 MODEL YEAR FIESTA VEHICLES OPERATED IN THE USA CORROSION STATES — BATTERY JUNCTION BOX CLEAN AND SEAL

SERVICE PROCEDURE

1. Disconnect the battery cable to ground. Please follow the Workshop Manual Procedures (WSM) in Section 414-01.
2. Remove the Battery Junction Box (BJB) cover and using compressed air, blow out any dirt and debris from the BJB. See Figure 1.



FIGURE 1



3. Starting with the box fuses then the relays, remove each fuse and relay one at a time and apply Motorcraft® XG-12 to the cavity/terminal of the BJB, and re-install the fuse/relay. See Figure 2.

- As each fuse and relay are removed check the BJB terminals for greening or corrosion. If greening or corrosion is present note which terminals are affected and refer to ATTACHMENT IV for further direction.

NOTE: Due to the metal composition of the mini-fuse, the mini-fuse acts as the sacrificial anode for corrosion, and usually results in fuse failure or separation during removal before damaging the BJB terminals.

- For mini-fuses that come apart during removal:
 - Remove any remaining fuse pieces, as necessary, from the BJB using needle nose pliers. See Figure 3.
 - Install a *new* fuse, as needed. Refer to the chart on Page 3 for mini-fuse part information.
- For box fuses or relays that become damaged during removal, replace as necessary. Refer to the chart on Page 3 for box fuse part information.

NOTE: One tube of Motorcraft® XG-12 electrical grease should service approximately seven vehicles. Do not add grease to unused or open terminals in the BJB.

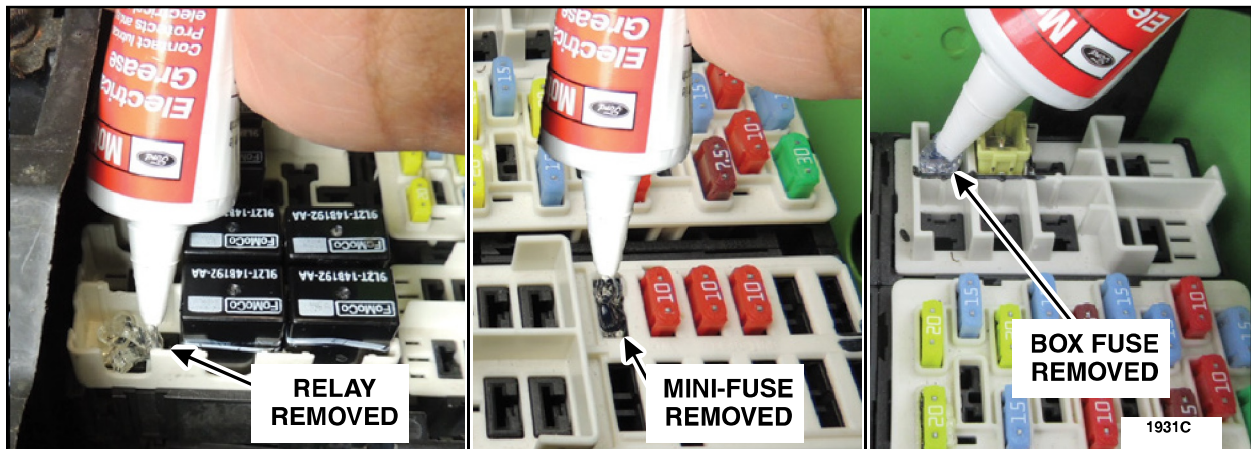


FIGURE 2

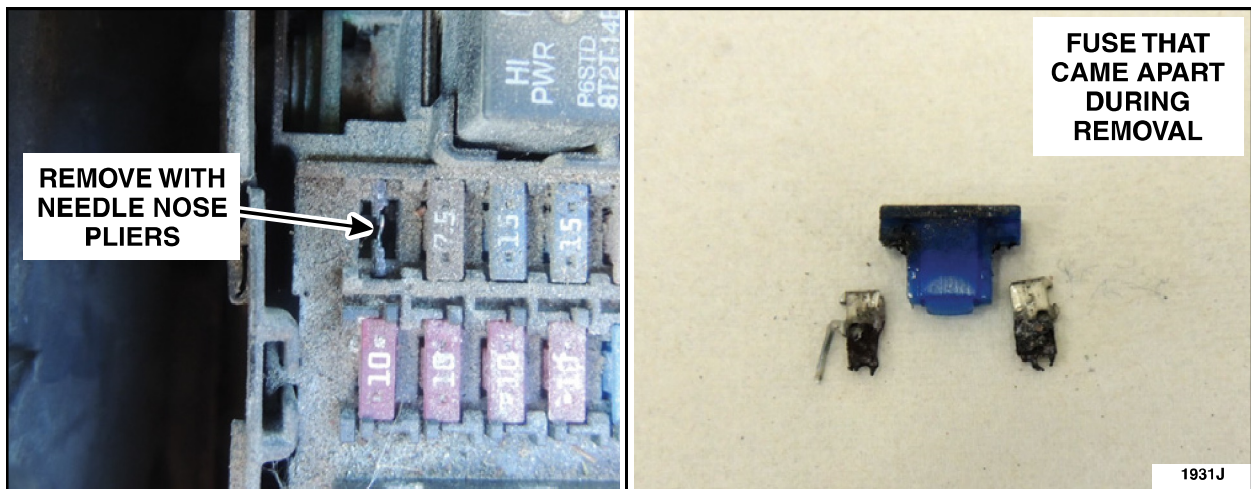


FIGURE 3



FUSE PART INFORMATION CHART			
Box Fuses		Mini-Fuses	
20 amp	6E5Z-14526-AA	2 amp	F2UZ-14526-H
30 amp	6E5Z-14526-BA	7.5 amp	F5OZ-14526-AB
40 amp	6E5Z-14526-CA	10 amp	F2UZ-14526-M
50 amp	6E5Z-14526-DA	15 amp	F2UZ-14526-N
60 amp	6E5Z-14526-EA	20 amp	F2UZ-14526-P
		30 amp	F58Z-14526-A

4. Thoroughly clean the inside cover of the BJB using a damp cloth or alcohol wipe to remove any dirt or debris.
5. Using compressed air, dry the inside cover of the BJB.
6. Follow the order in the layout shown below. See Figure 4.

CAUTION: If the foam pieces are attached together by the backing, cut them apart using a suitable tool being careful not to damage the edge of the foam.

NOTE: Make sure that all the foam pieces are making contact in all of the BJB cover corners to properly seal the box

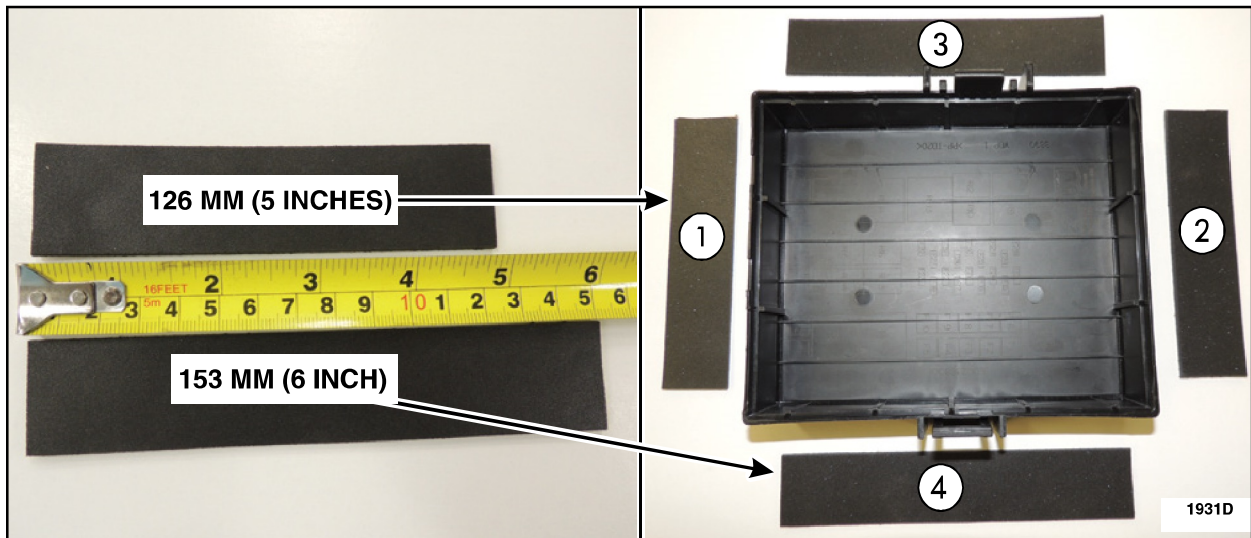


FIGURE 4



NOTE: Do not peel the entire backing off the foam piece all at once.

7. Peel back two inches of the foam backing off of the first piece of foam. Place the foam piece exposed end in the appropriate inside corner of the BJB cover making sure to keep it even with the inside lip of the cover. Stick the foam and press downward. See Figure 5.

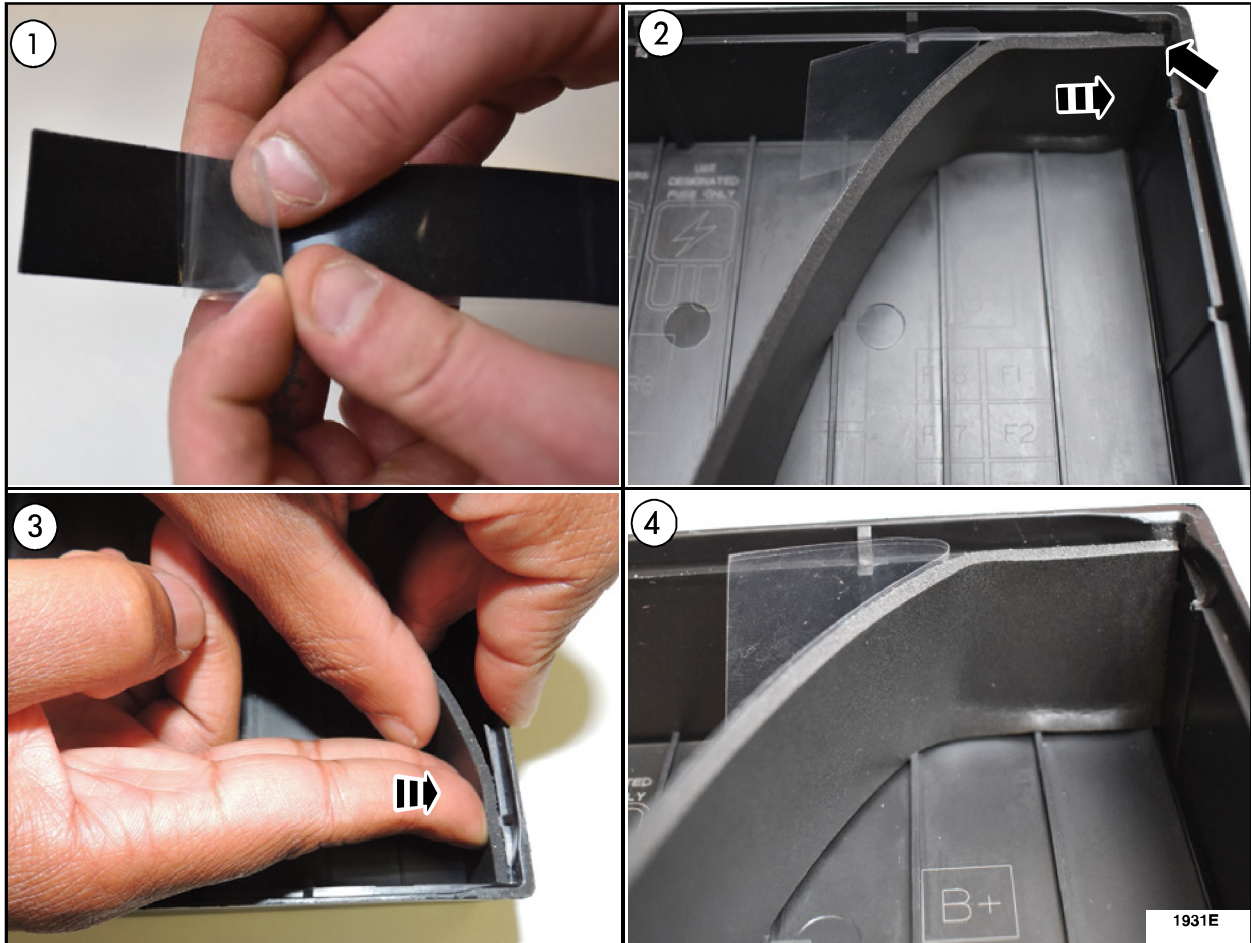


FIGURE 5



8. Completely remove the backing off the foam piece, place the other end of the foam into the opposite corner of the cover making sure to keep it even with the inside lip of the cover. Stick the foam and press downward. Then starting from both ends work your way to the center of the cover applying pressure to properly adhere the foam in place. See Figure 6.

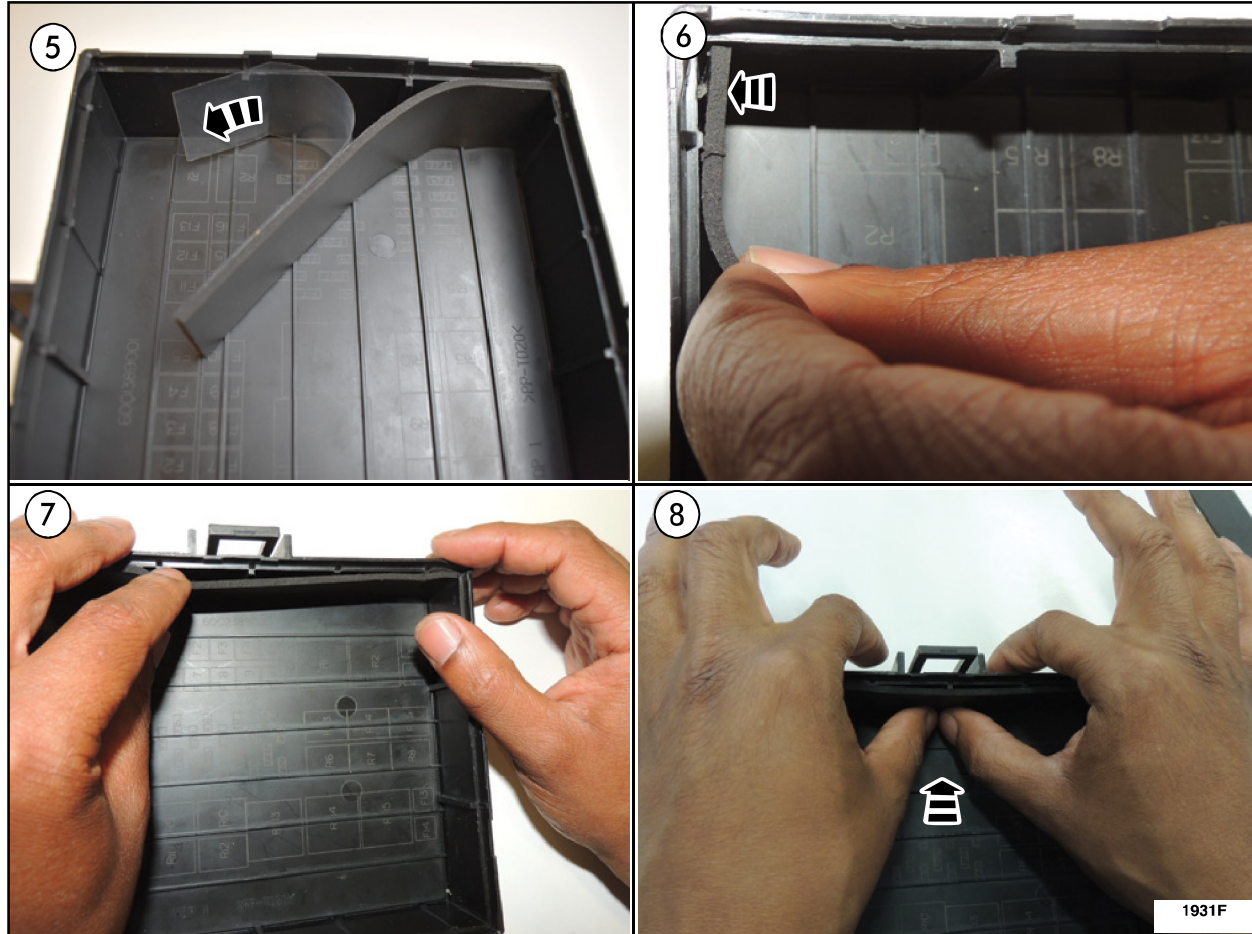


FIGURE 6

9. Following the order layout in Figure 4, repeat Steps 7 and 8 for the remaining three pieces of foam.



Completed foam seal kit installation



FIGURE 7

10. Reinstall the BJB cover and verify the cover snaps in place.
11. Connect the battery. Please use the WSM procedures in Section 414-01.

NOTE: For electrical concerns that are present after the service procedure is completed, refer to ATTACHMENT IV.



Terminal Repair Information

NOTE: Greening or corrosion on any Battery Junction Box (BJB) component will require the affected component(s) to be replaced. See Figure 2 for examples of component greening or corrosion.

1. Can the electrical concern be diagnosed to a relay or a lack of power from a boxed fuse or mini-fuse in the BJB and a *new* component has been installed?

Yes - Proceed to Step 2.

No - If diagnosis indicates the cause of the concern is due to corrosion of a non-serviceable terminal in the BJB, submit an approval request via the Special Support Service Center (SSSC) Web Contact Site for wiring harness replacement. See Figure 1.

2. Using a test light and the appropriate Rotunda Flex Probe, verify the terminals for the affected relay, boxed fuse, or mini-fuse are not loose or corroded and the relay, boxed fuse, or mini-fuse is able to conduct current. Is a concern present with a terminal that can be repaired using a terminal repair kit? See Figure 1.

Yes - Obtain the appropriate terminal repair kit and proceed to Step 3.

No - If the wiring harness replacement is required due to BJB corrosion damage, submit an approval request via the SSSC Web Contact Site.

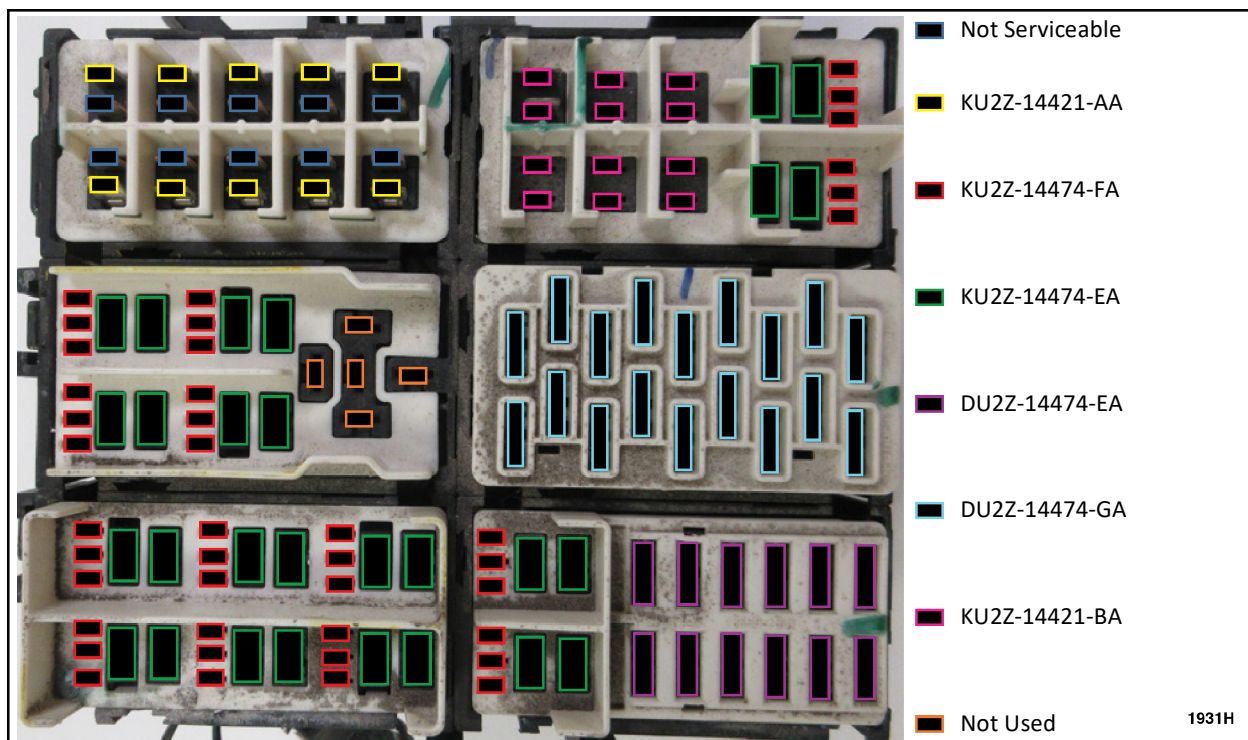


FIGURE 1



Corrosion / Greening require component replacement

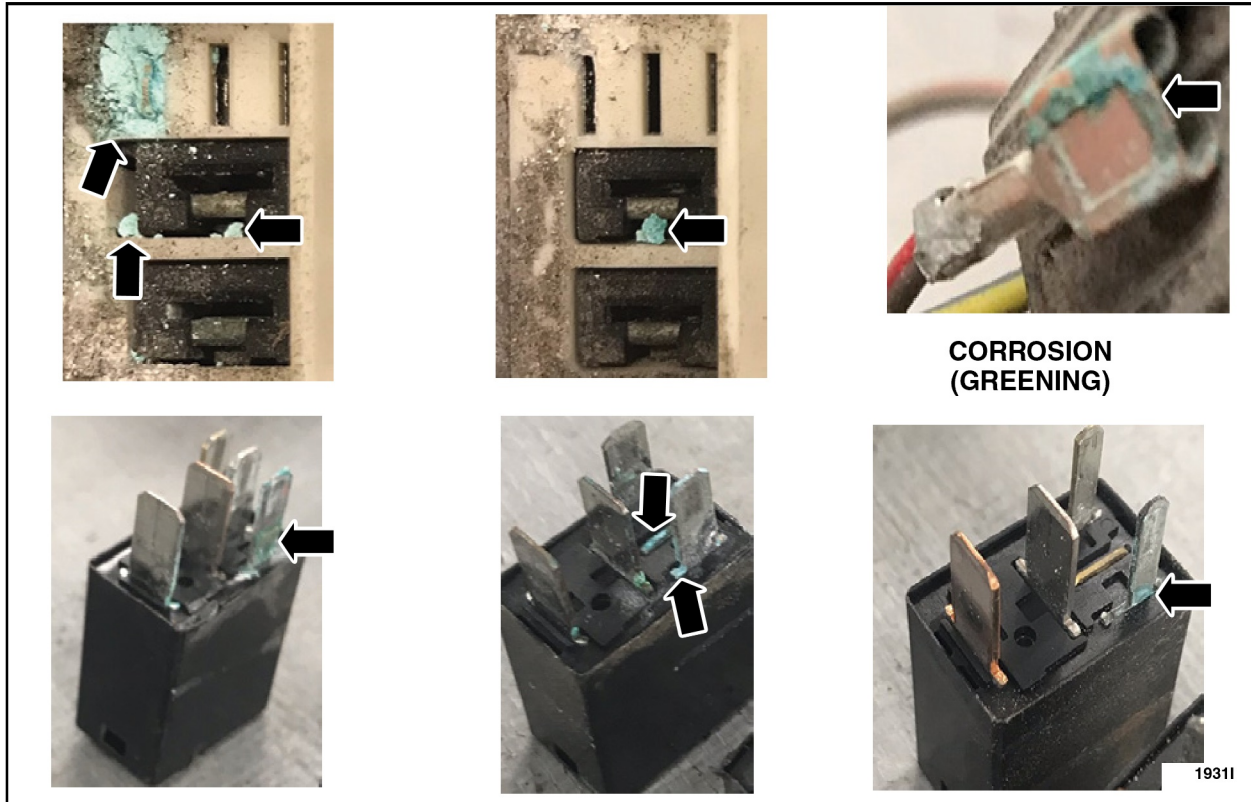


FIGURE 2

3. Remove the battery and battery tray. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
4. Remove the two nuts from the BJB. See Figure 3.

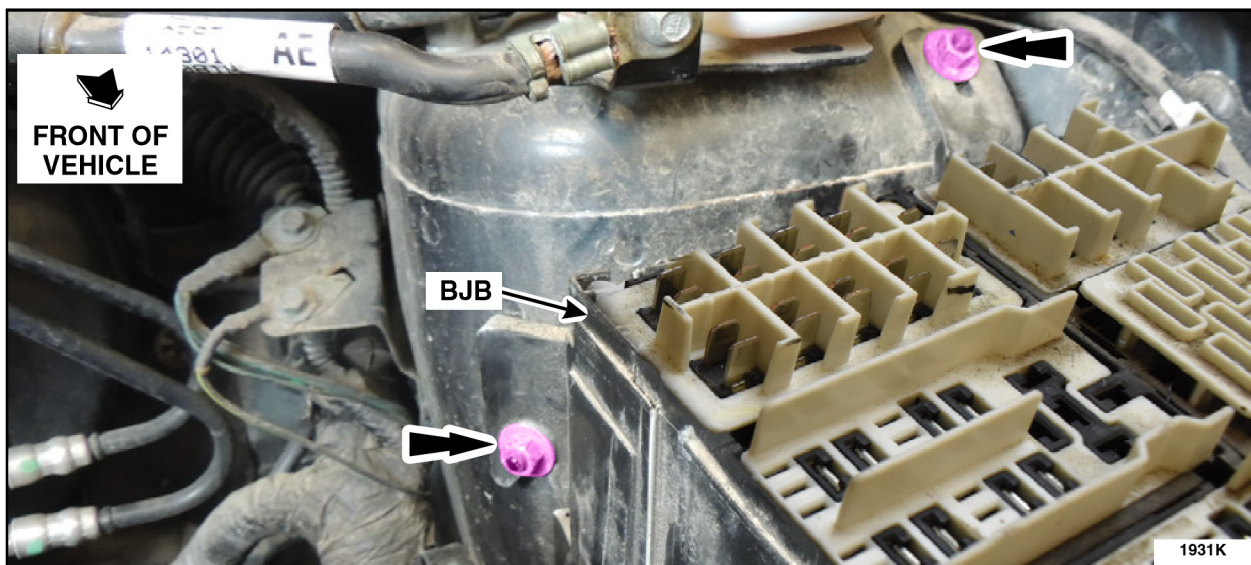


FIGURE 3



5. Disconnect the BJB harness retainers and position the BJB towards the engine to allow access to the bottom portion of the BJB for terminal replacement. See Figure 4.

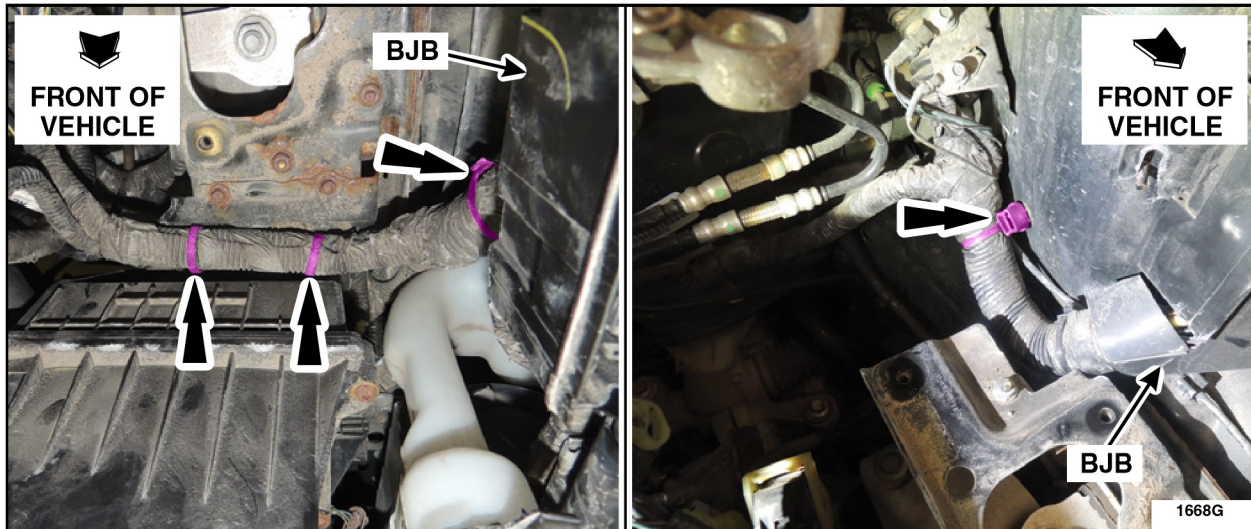


FIGURE 4

6. Refer to the installation instructions within the terminal repair kit to replace damaged terminals.
 - a. After removing the damaged terminals, cut the affected circuit below the terminal, making sure to leave enough wire to repair the circuit with a *new* length of wire.
 - b. Crimp the *new* length of wire in place and install a piece of heat shrink tube over the crimped area.
 - c. Slide the *new* terminal into place in the BJB.
7. Reposition the BJB and connect the harness retainers. See Figure 4.
8. Install the two BJB nuts. See Figure 3.
9. Install the battery and battery tray. Please follow the WSM procedures in Section 414-01.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

March 2020

Customer Satisfaction Program 19B22

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, moisture and debris containing road de-icing salts may enter the battery junction box (BJB) through the cover and base. This could result in corrosion inside the battery junction box for vehicles operated extensively in certain states that typically use more road de-icing salts.
- What is the effect?** Corrosion in the battery junction box may result in a variety of symptoms, including a loss of certain vehicle functions, such as the loss of low beam headlamps, loss of high beam headlamps, or vehicle no start.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to clean and seal the battery junction box and replace any damaged fuses, relays or terminals, as needed, free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until March 31, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B22. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

**What should you do?
(Continued)**

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts and procedures were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to battery junction box repair or replacement due to corrosion. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **September 30, 2020**. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division