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January 20, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20B55**
Certain 2019 Model Year Ranger Vehicles with Trailer Tow
Missing Trailer Tow Wiring

PROGRAM TERMS

This program will be in effect through January 31, 2022. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2019	Michigan	October 23, 2018 through December 6, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the trailer tow wiring blunt cut circuits used to connect a trailer brake controller, were not installed in the vehicle. The missing trailer tow wiring blunt cut circuits will prevent the ability to connect an aftermarket electronic trailer brake controller to the vehicle. Trailer lights will function without trailer brake actuation function.

SERVICE ACTION

Dealers are to install a trailer brake controller wire harness kit. 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 8, 2021. 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
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,

David J. Johnson

Customer Satisfaction Program 20B55
Certain 2019 Model Year Ranger Vehicles with Trailer Tow
Missing Trailer Tow Wiring

OASIS ACTIVATION

OASIS will be activated on January 20, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 20, 2021. Owner names and addresses will be available by February 23, 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 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 new and 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 July 31, 2021.
- 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 missing trailer tow wiring installation.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.

Customer Satisfaction Program 20B55
Certain 2019 Model Year Ranger Vehicles with Trailer Tow
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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (continued)

- 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:
 - Claim type 31: Field Service Action. The FSA number 20B55 is the sub code.
 - Customer Concern Code (CCC): A79
 - Condition Code (CC): 12
 - Causal Part Number: 14290
 - 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.

Refunds: Submit refunds on a separate repair line.

- Program Code: 20B55
- 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.
- **Provision for convolute shielding**
 - Program Code: 20B55
 - MISC. Expense: OTHER
 - Amount: Up to \$5.00

Customer Satisfaction Program 20B55
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install trailer tow wiring	20B55B	2.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
KB3Z-15A416-C	Trailer tow wiring kit	1	1
Obtain locally	¼" ID x 8' long convolute wire shielding (for TT module circuit routed under carpeting across floorboard of inside vehicle, obtain locally)	Claim as MISC OTHER up to \$5.00	

Order your parts requirements 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, 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 2019 RANGER VEHICLES EQUIPPED WITH A TRAILER MODULE — TRAILER WIRING HARNESS INSTALLATION

SERVICE PROCEDURE

1. Disconnect the vehicles battery. Please refer to Workshop Manual (WSM) procedures in Section 414-01.
2. Disconnect the electrical connectors on the battery junction box. See Figure 1.

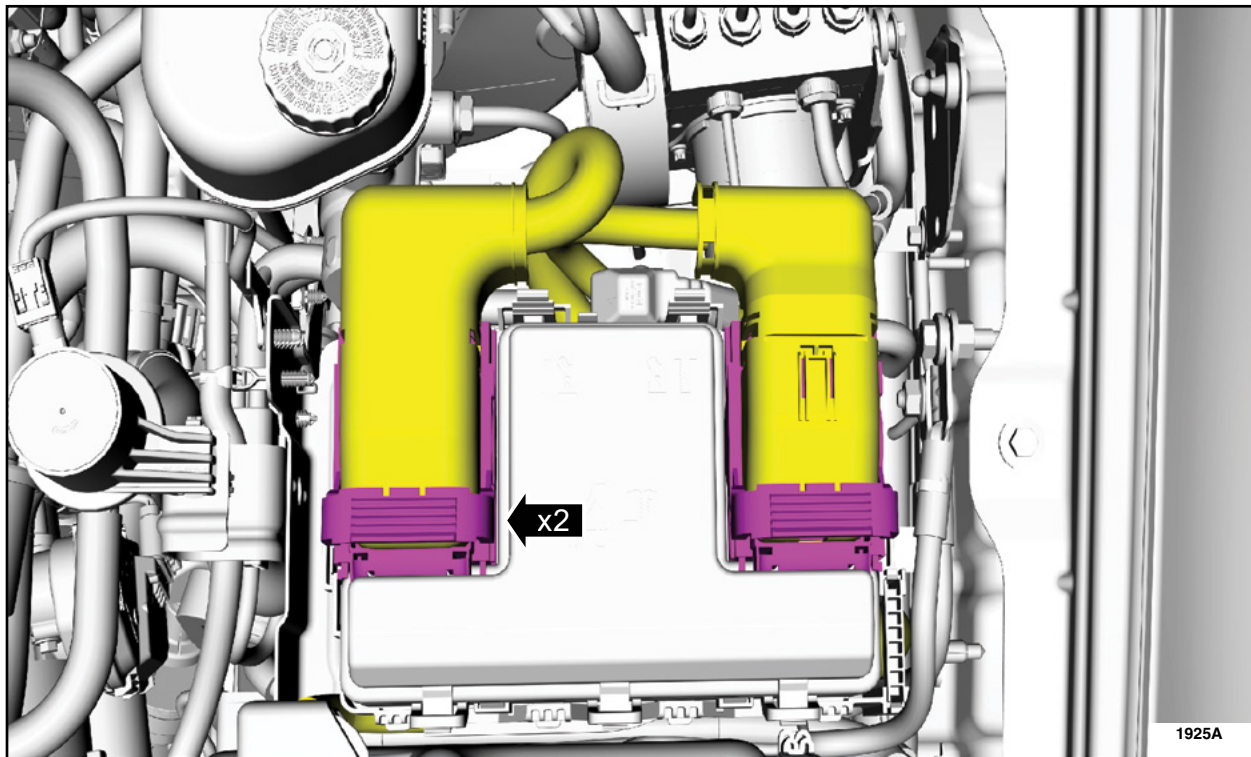


FIGURE 1



3. Position aside the battery cable cover. See Figure 2.

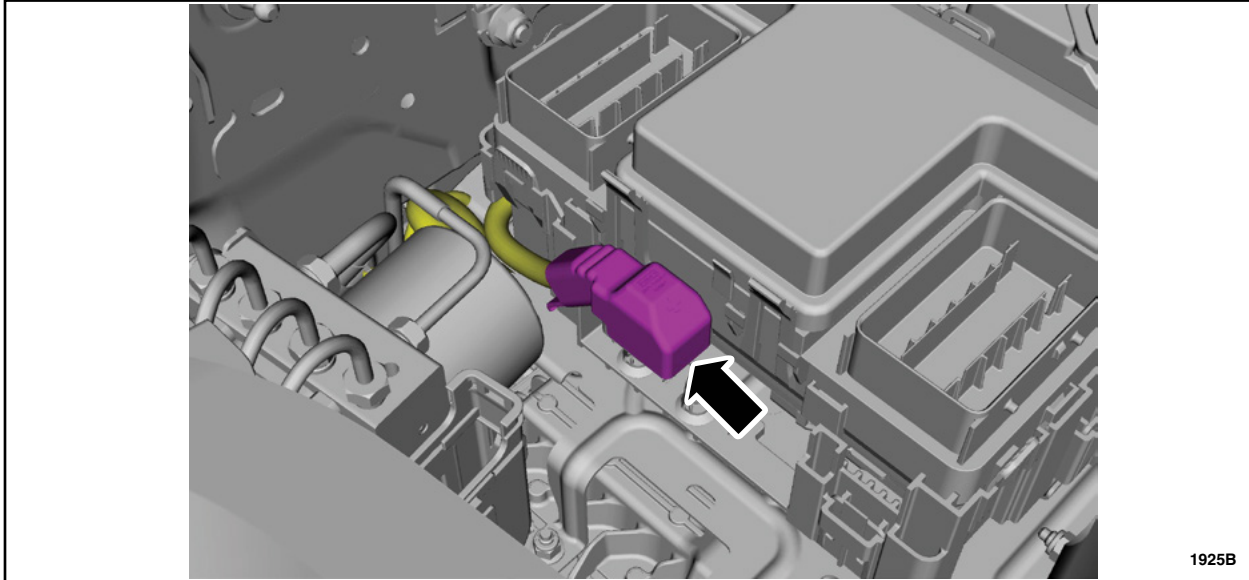


FIGURE 2

4. Remove the nut and position aside the cable end. See Figure 3.

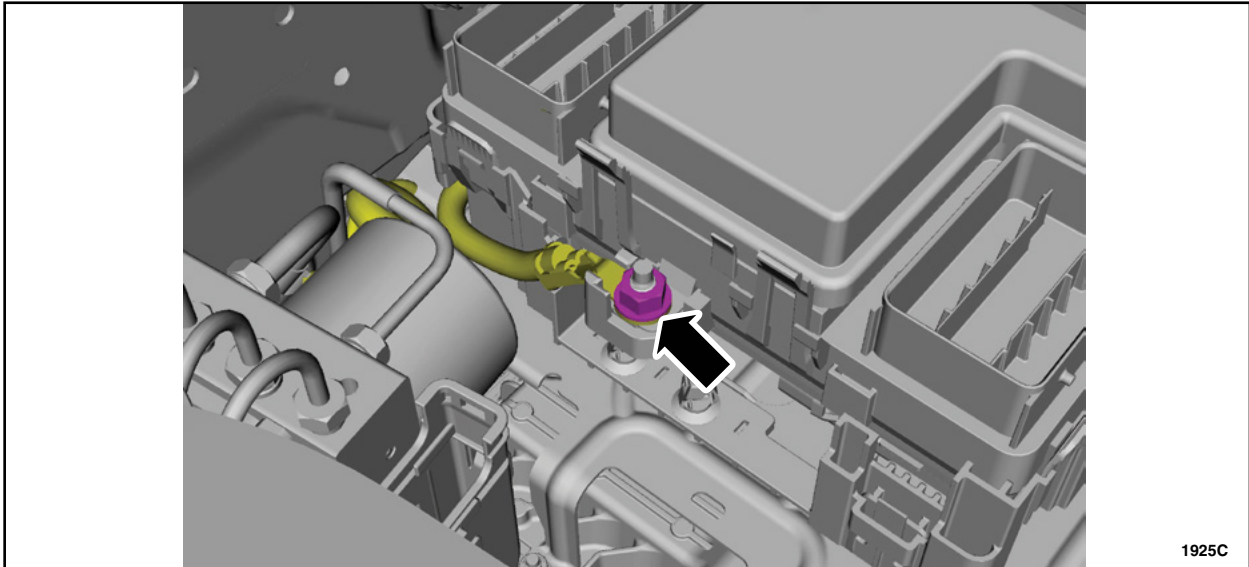


FIGURE 3



5. Release the latches and remove the battery junction box connector cover. See Figure 4.

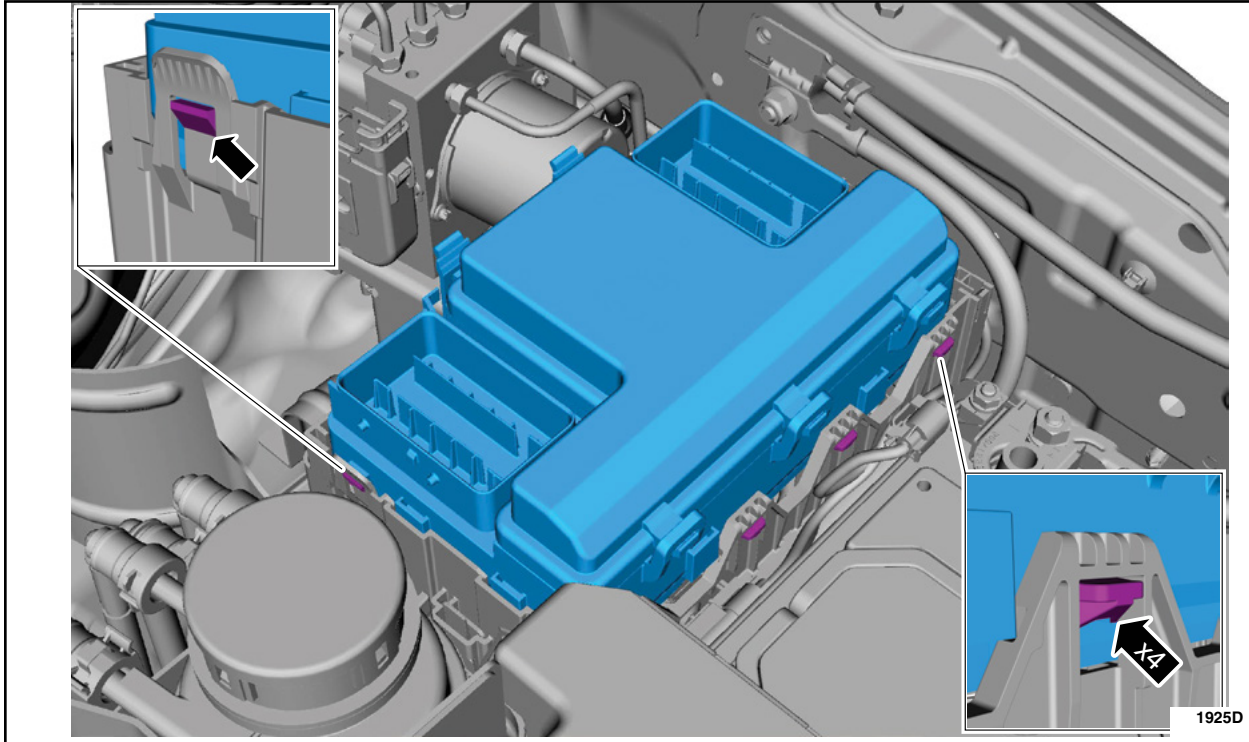


FIGURE 4



6. Install a suitable Telescoping Hood Prop Rod to support the hood. Release the clip and position aside the left hand side hood strut. See Figure 5.

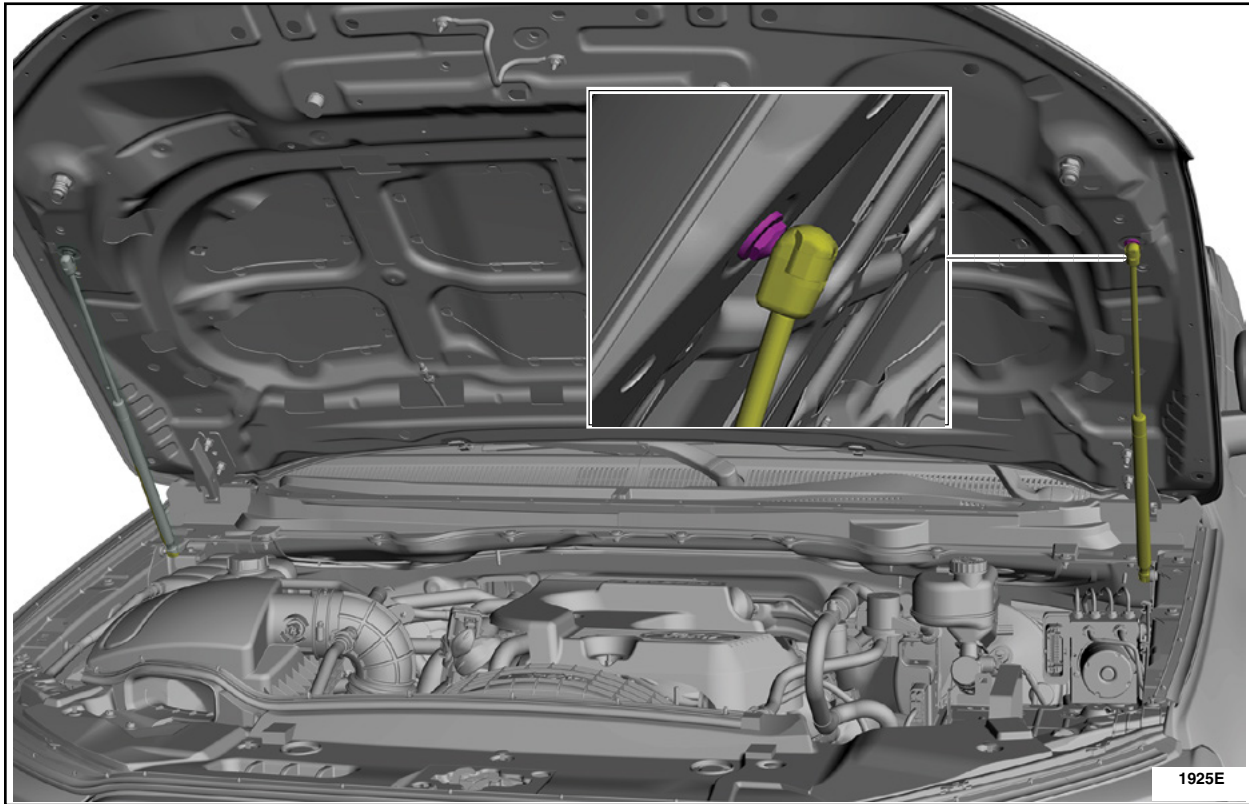


FIGURE 5

7. Remove the left hand wheel and tire assembly. Please refer to WSM procedures in Section 204-04.
8. Cut the interior rubber grommet to allow access for the interior trailer brake wiring harness and wire hanger tool. See Figure 6.

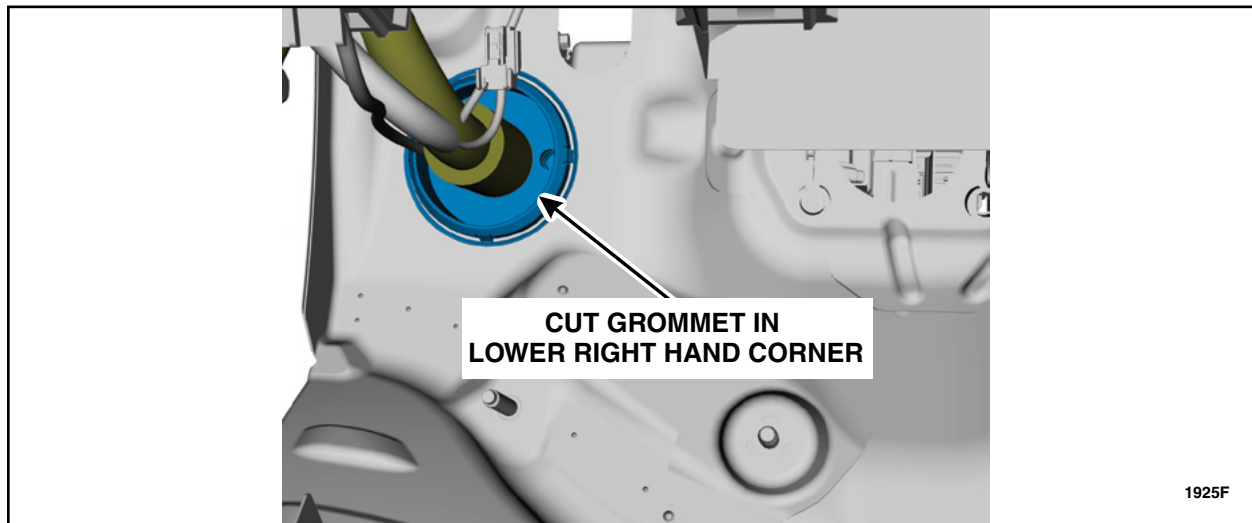


FIGURE 6



9. Route a wire hanger or equivalent through the rubber grommet and into the engine compartment.
See Figure 7.



FIGURE 7

10. Tape the wires together to route in the vehicle, spread the wires apart equally. See Figure 8.

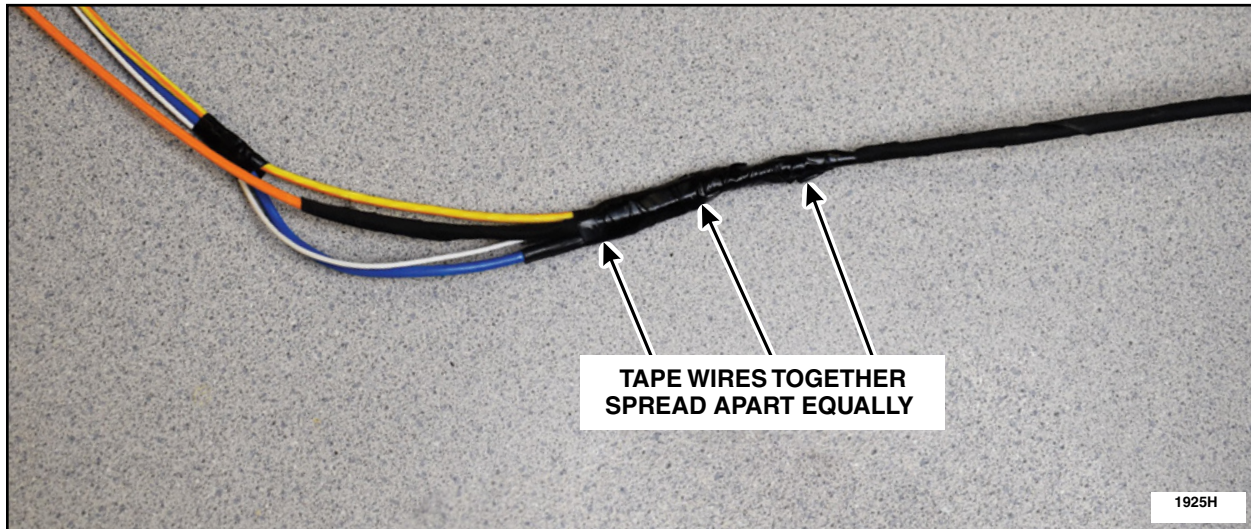


FIGURE 8



11. Loop the wire hanger around the wire that will be routed into the passenger compartment.
See Figure 9.

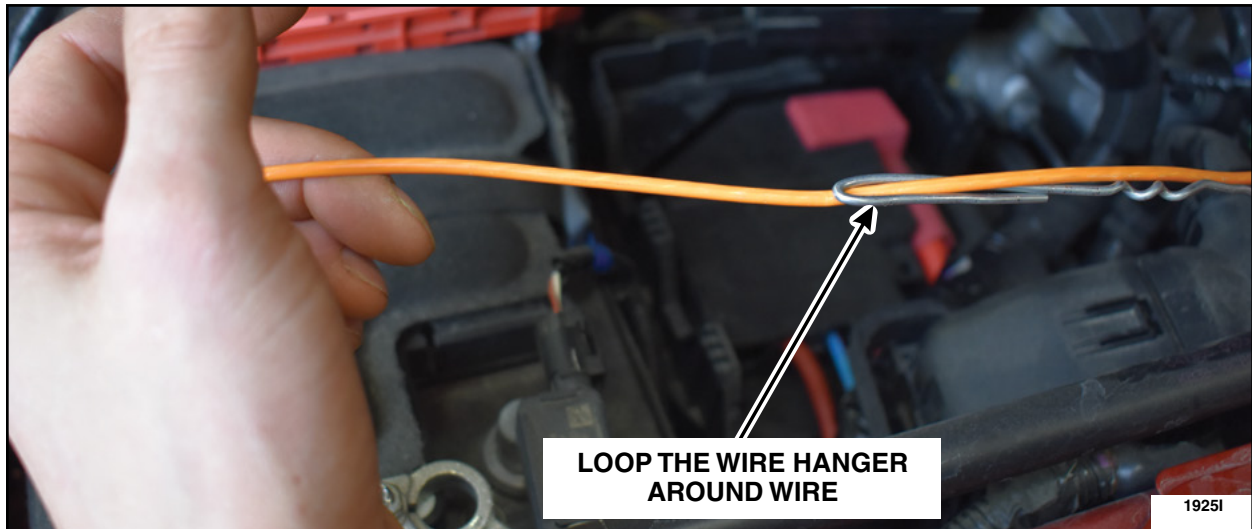


FIGURE 9

12. Tape the wire hanger to the wire being routed inside the passenger compartment, add at least 4 inches of tape to ensure the wire hanger and wire make it through the grommet. See Figure 10.

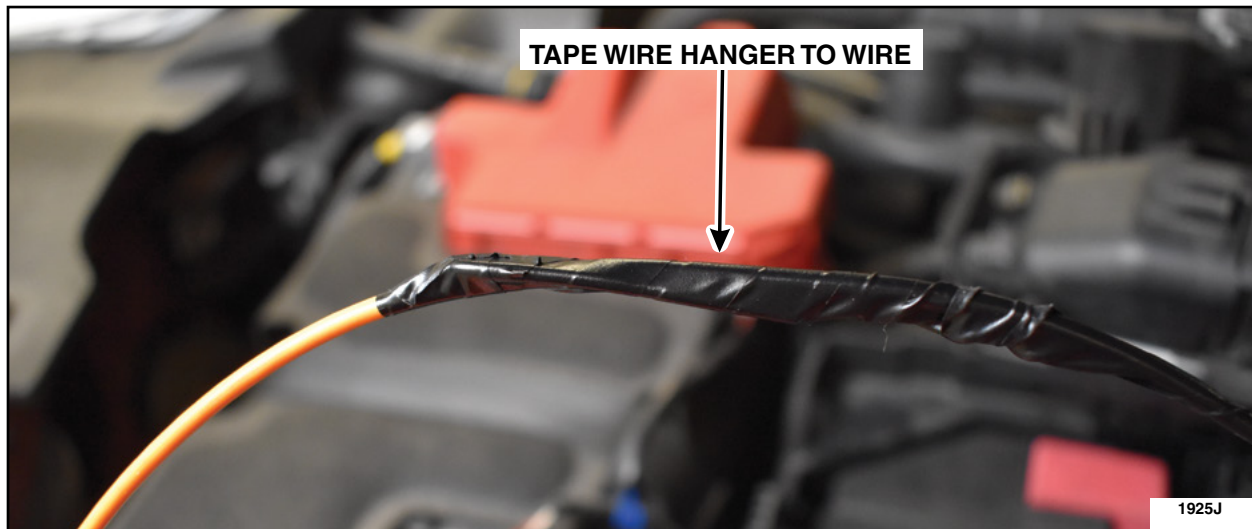


FIGURE 10



13. Route the harness inside the passenger compartment. Pull harness through until the white tape is inside the grommet. See Figure 11.

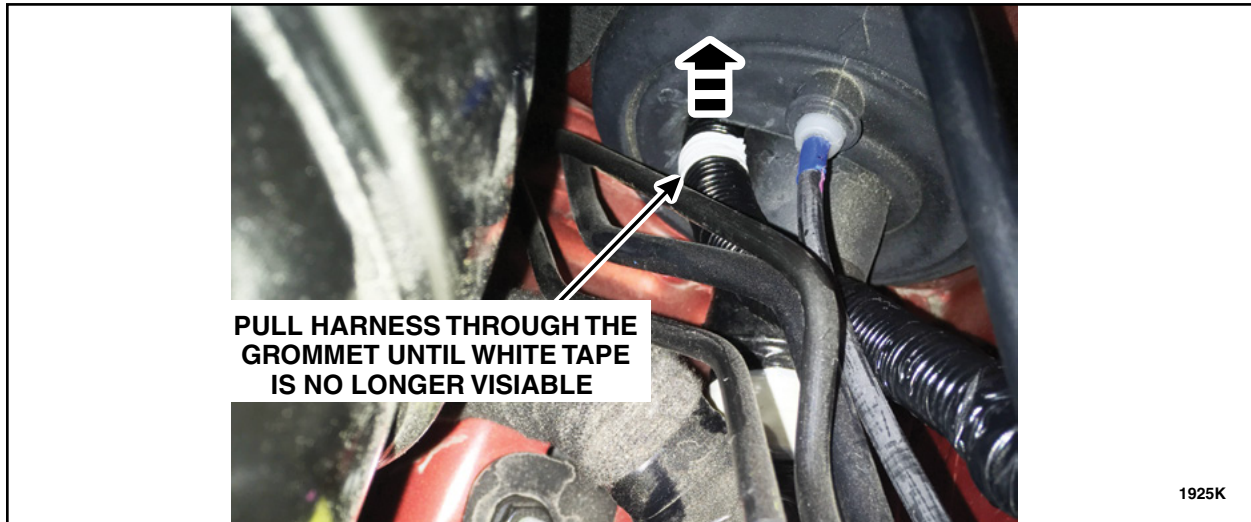


FIGURE 11

NOTE: Ensure that the underhood harness does not make contact with the brake lines.

14. Route the underhood harness along side the hood release cable. See Figure 12.

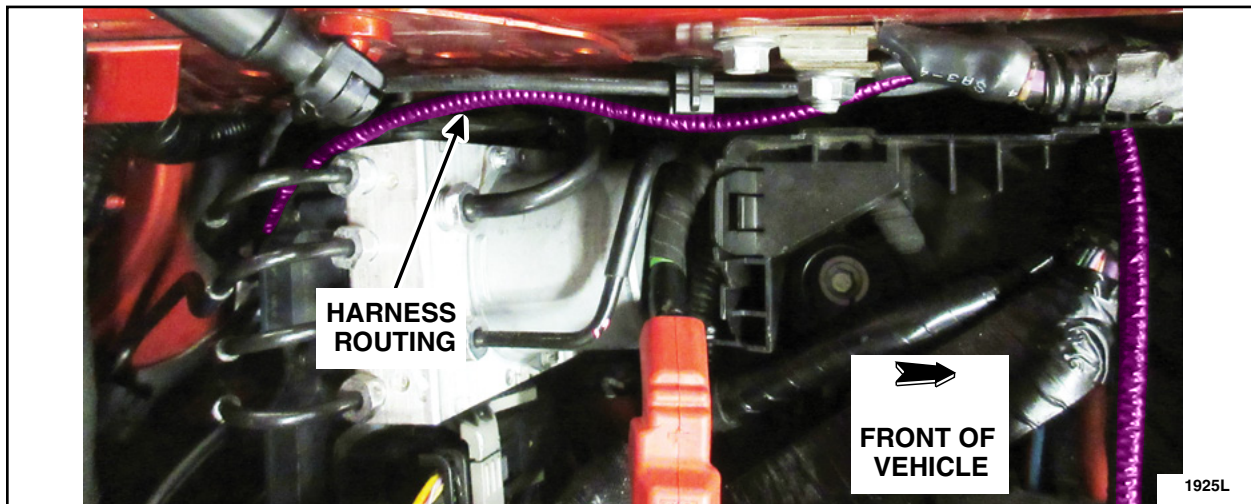


FIGURE 12



15. Route the underhood harness inside the battery junction box and tie strap. See Figure 13.

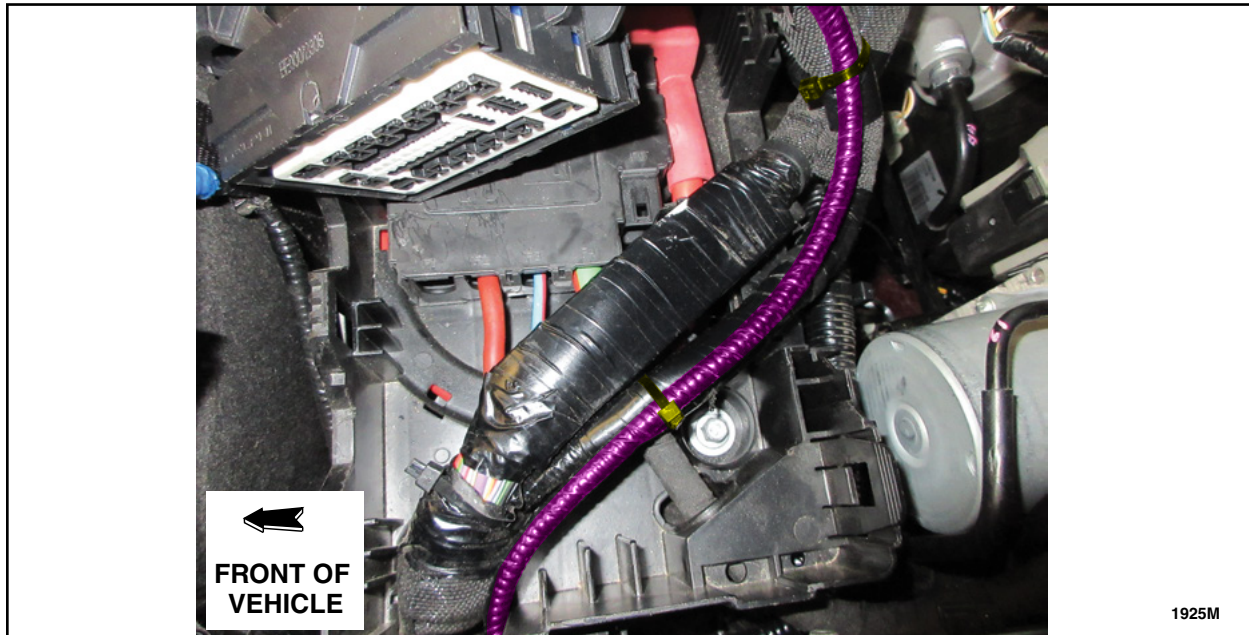


FIGURE 13

16. Remove the tie strap, cover on the LH battery junction box connector and the locking tab to access the pin connector. See Figure 14.

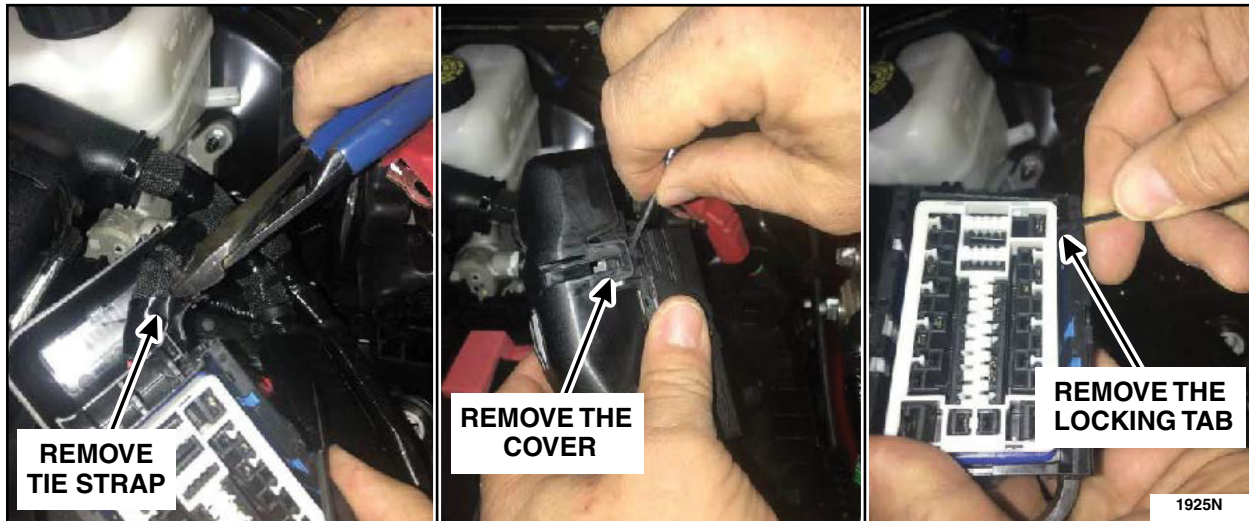


FIGURE 14



17. Locate Pin number 11 and remove the seal plug and install the new trailer tow wire harness yellow/orange wire into the pin. See Figures 15 and 16.

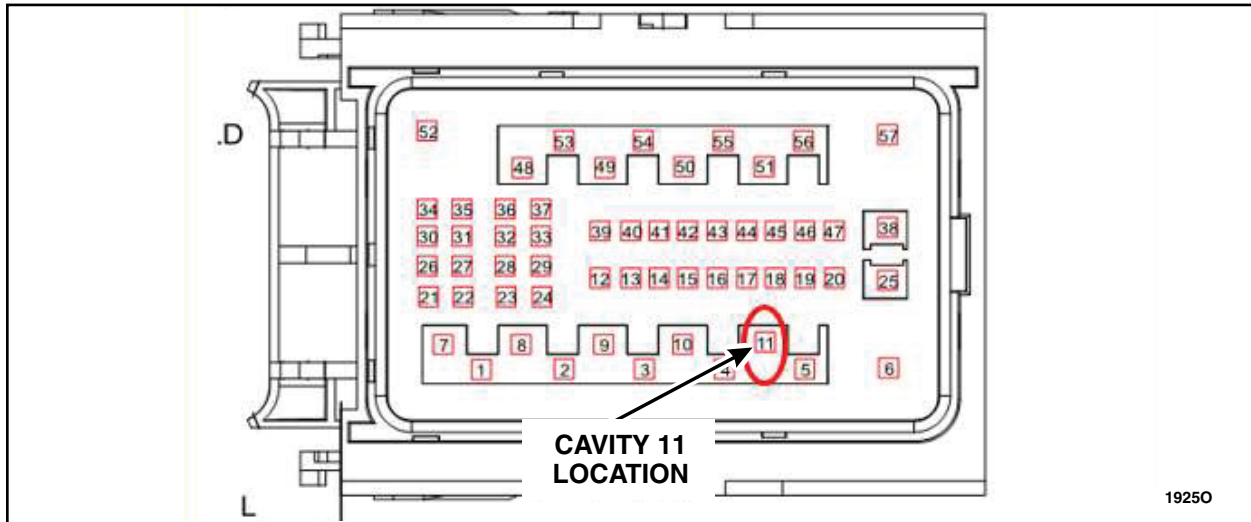


FIGURE 15

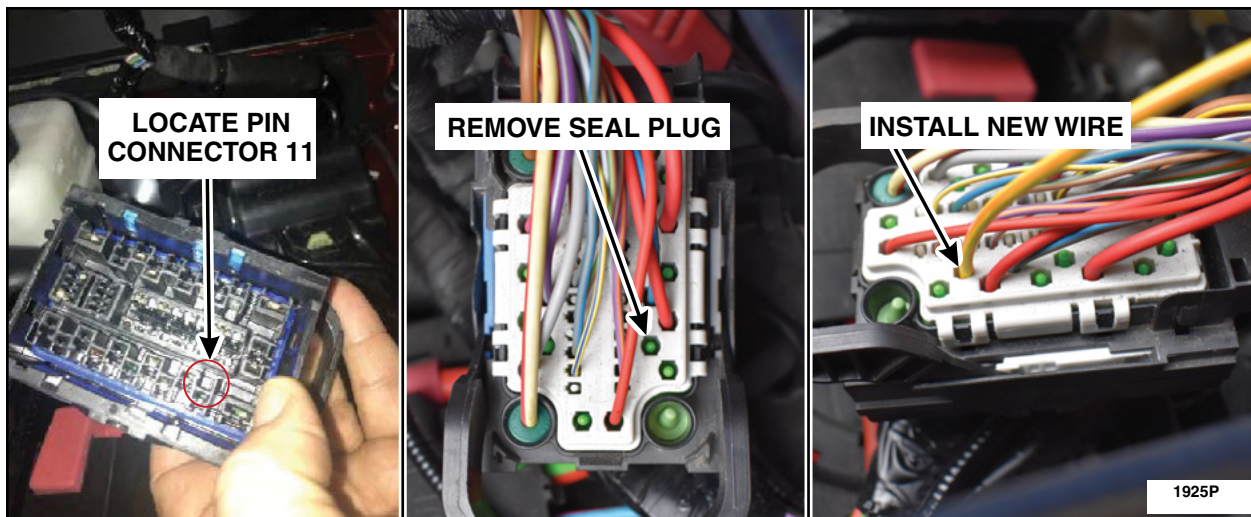


FIGURE 16



18. Install the locking tab, tie strap and connector cover. See Figure 17.

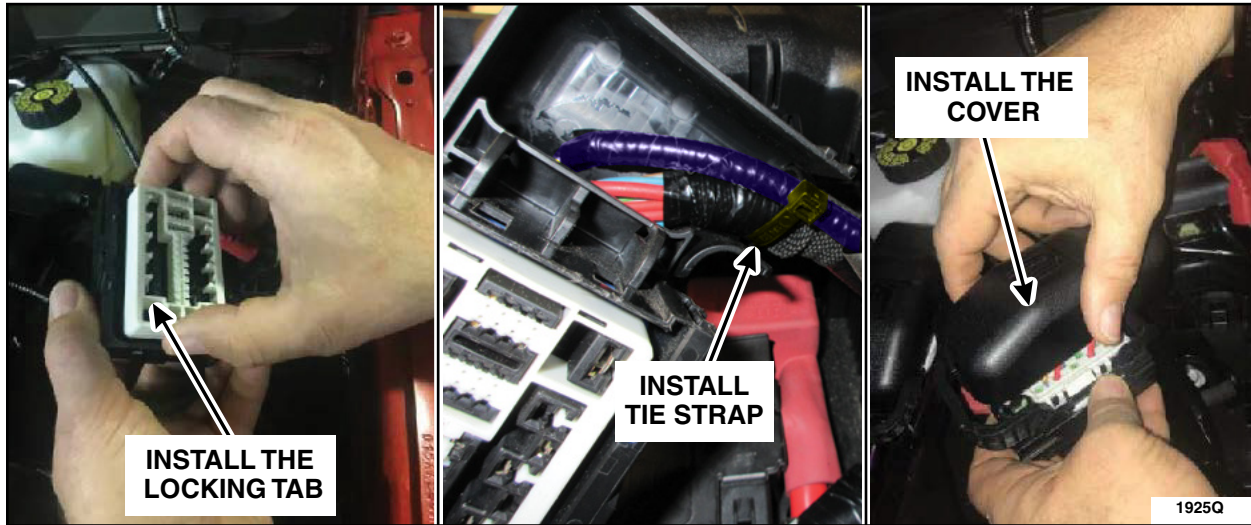


FIGURE 17

19. Install tie straps along the hood latch cable to secure the new wire to the vehicle. See Figure 18.

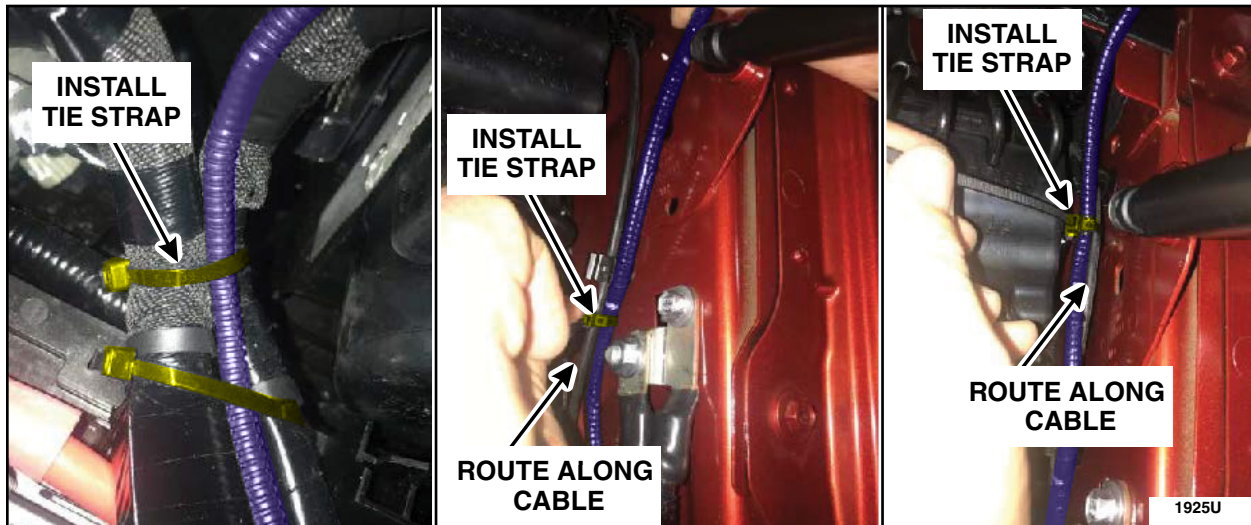


FIGURE 18



20. Install the battery junction box connector cover. See Figure 19.

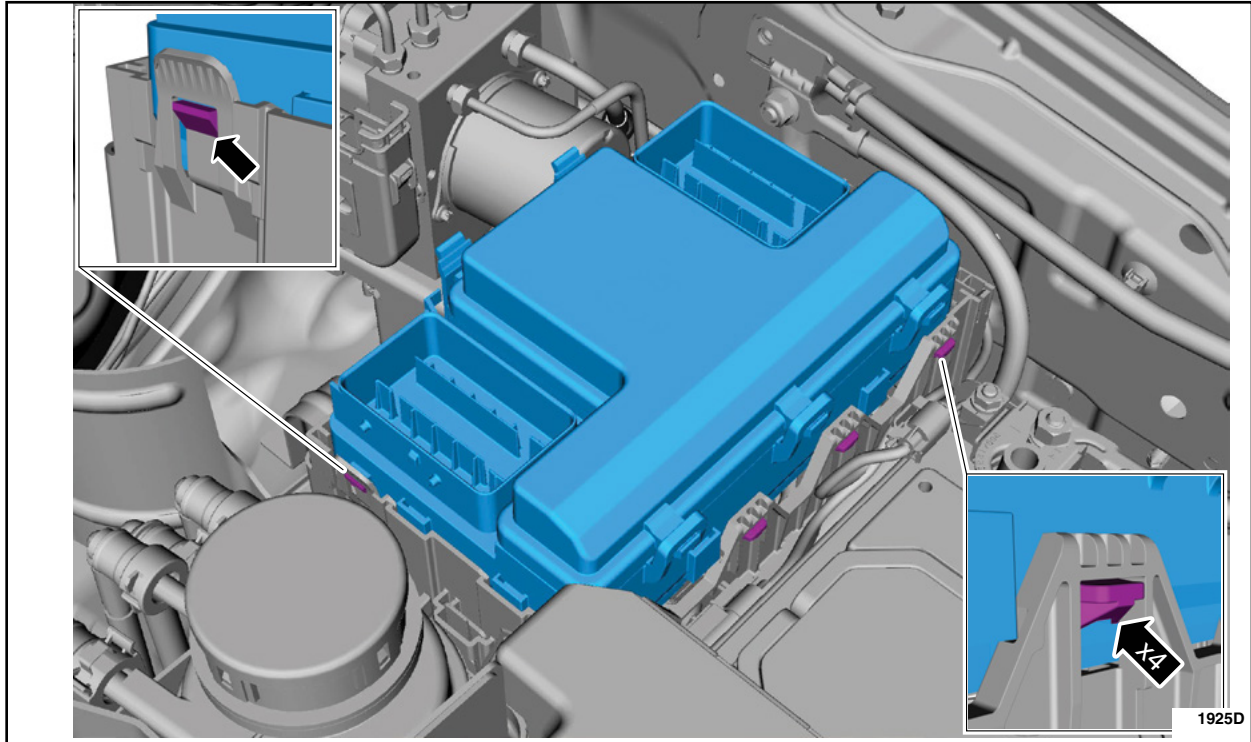


FIGURE 19

21. Install the cable and nut. See Figure 20.

- Torque to 93 lb.in (10.5 Nm).

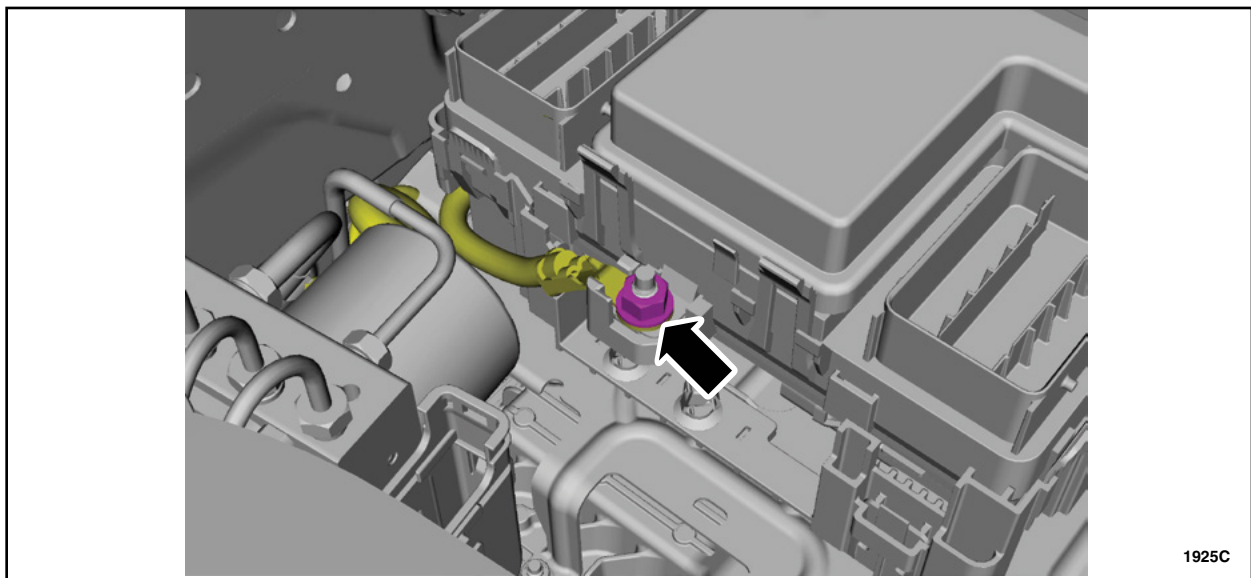


FIGURE 20



22. Install the battery cable cover. See Figure 21.

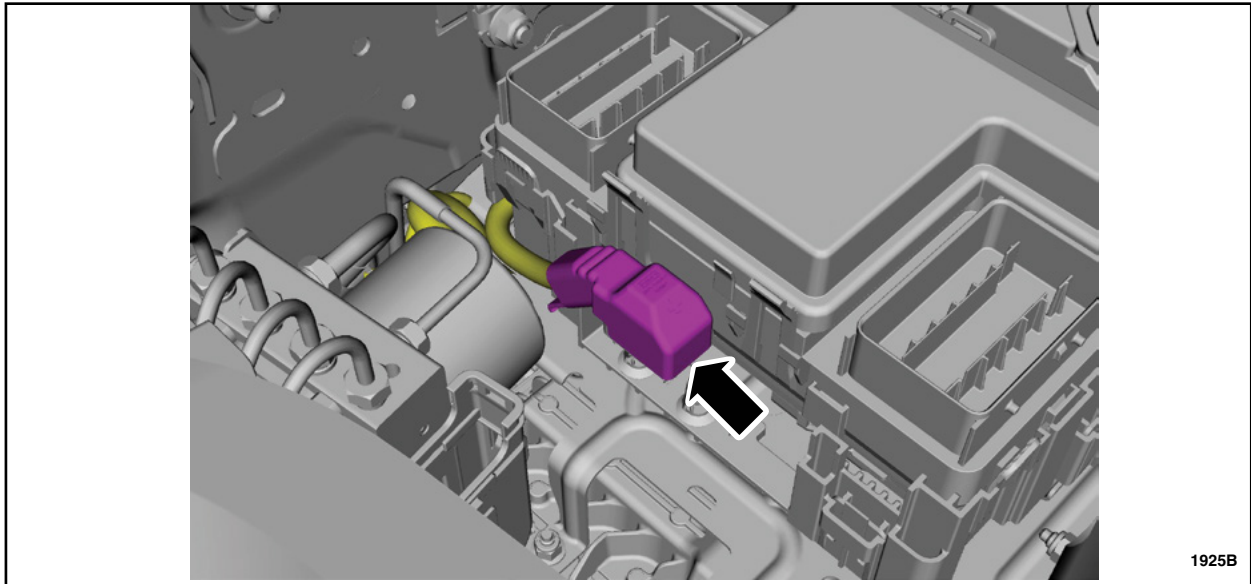


FIGURE 21

23. Install the electrical connectors on the battery junction box. See Figure 22.

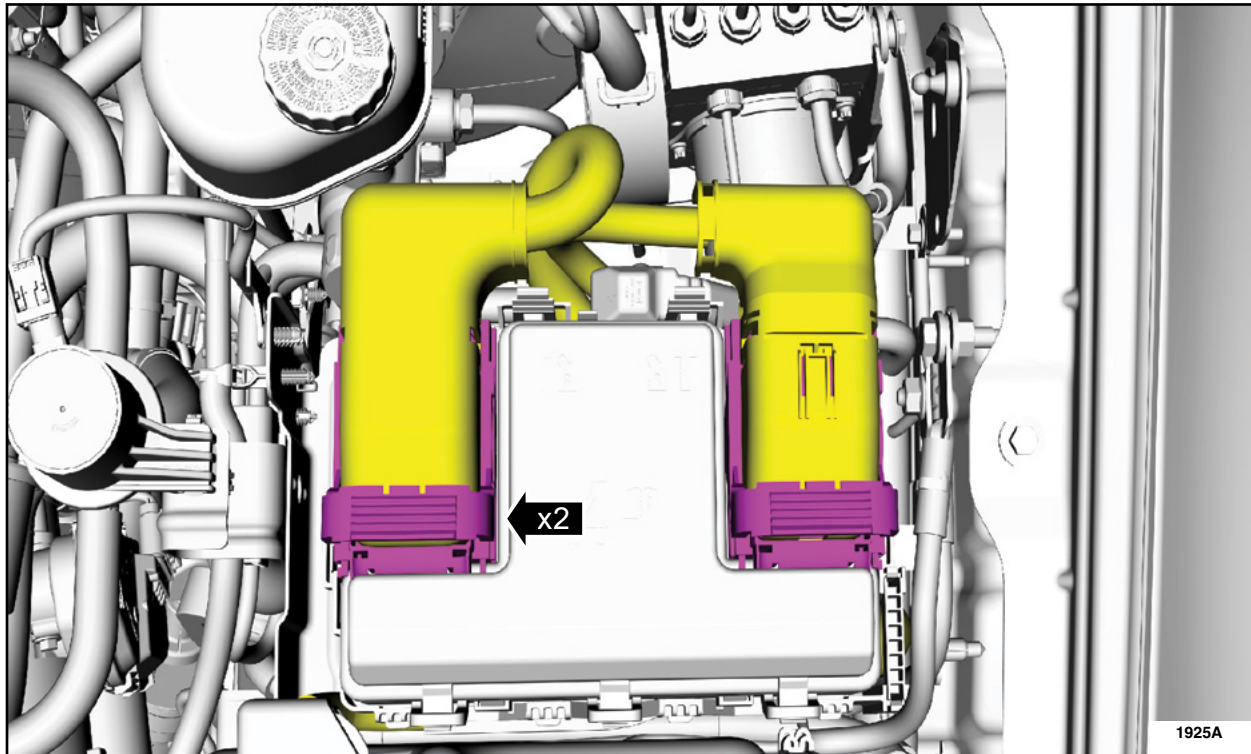


FIGURE 22



24. Release the clips and remove the front door scuff plate trim panel and cowl side trim panel on both sides of the vehicle. See Figure 23.

NOTE: Left hand side shown, right hand side similar.

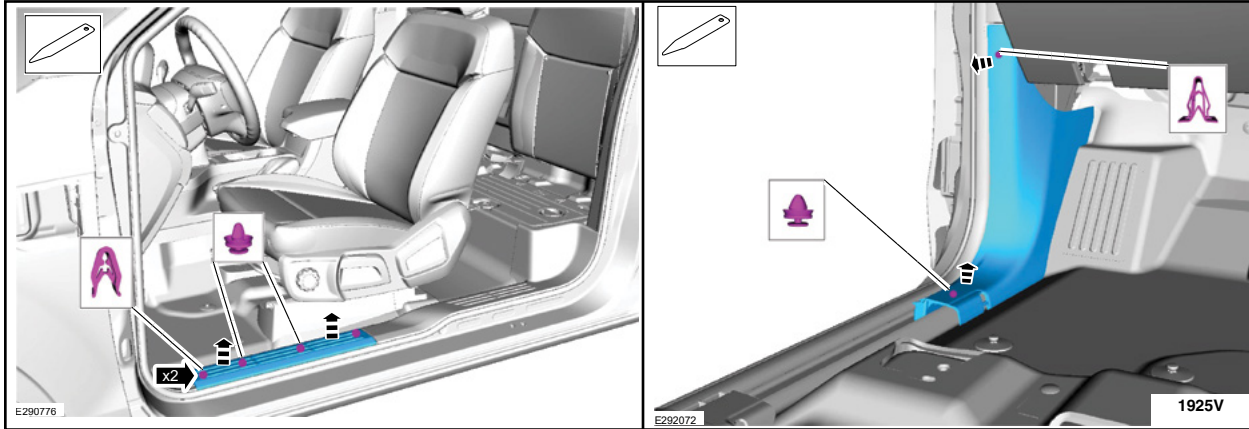


FIGURE 23

25. Release the clips, push pins and remove steering column opening trim panel. See Figure 24.

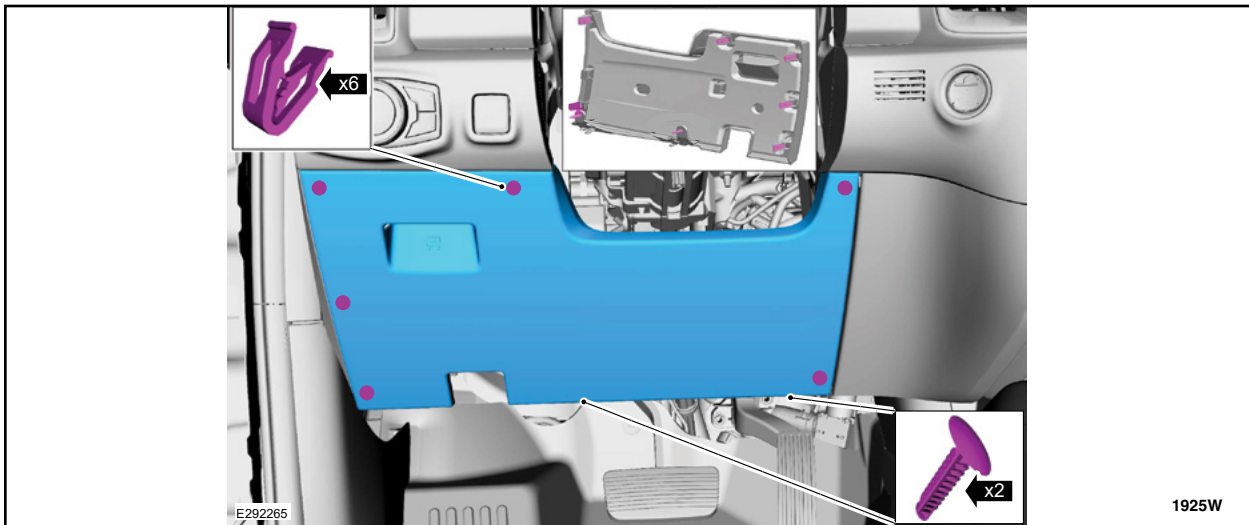


FIGURE 24



26. Remove the hood latch release handle. Please refer to WSM procedures in Section 501-14.

27. Locate connector C237, disconnect the connector, remove the locking tab and locate cavity pin 17. See Figure 25.

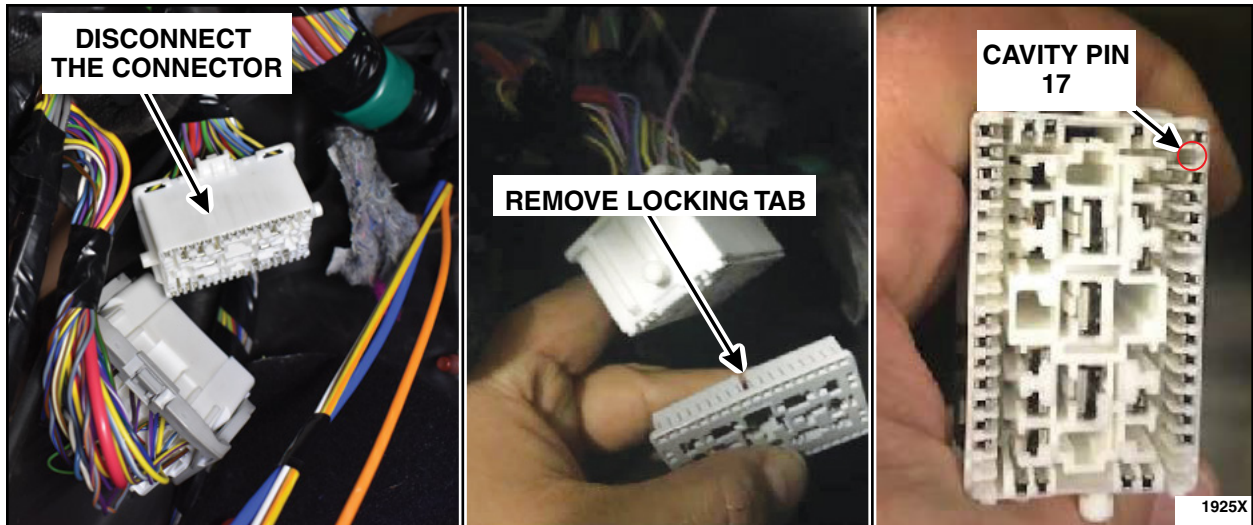


FIGURE 25

28. Install the violet/white wire into cavity pin number 17, install the locking tab and reconnect the connector. See Figure 26.

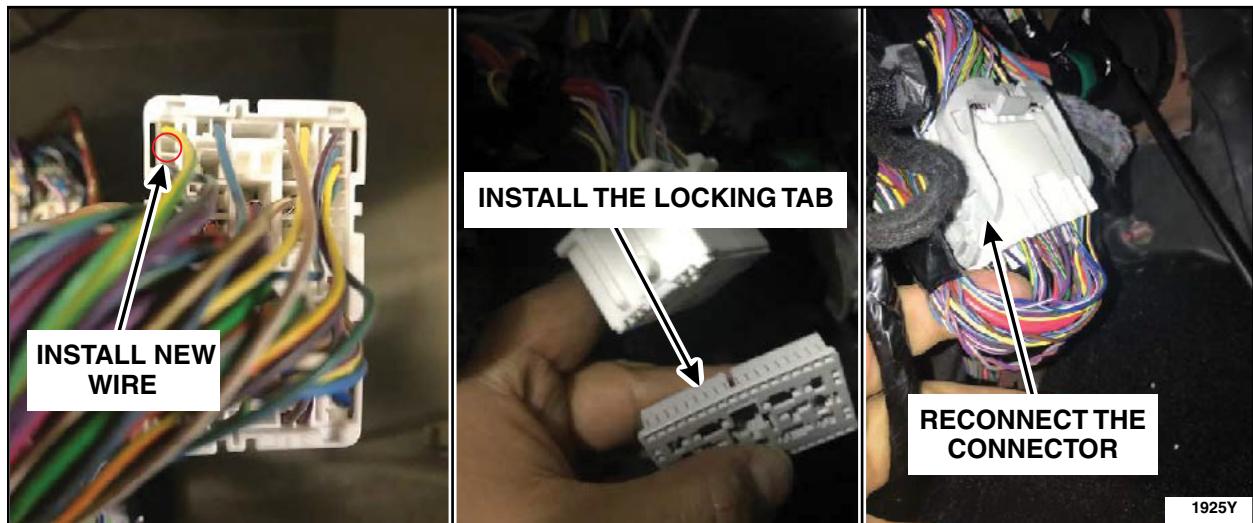


FIGURE 26



29. Locally obtain 1/4" (6.35 mm) diameter automotive convolute tubing 8 feet (2.4 m) in length. Apply the convolute to the orange wiring. See Figure 27.

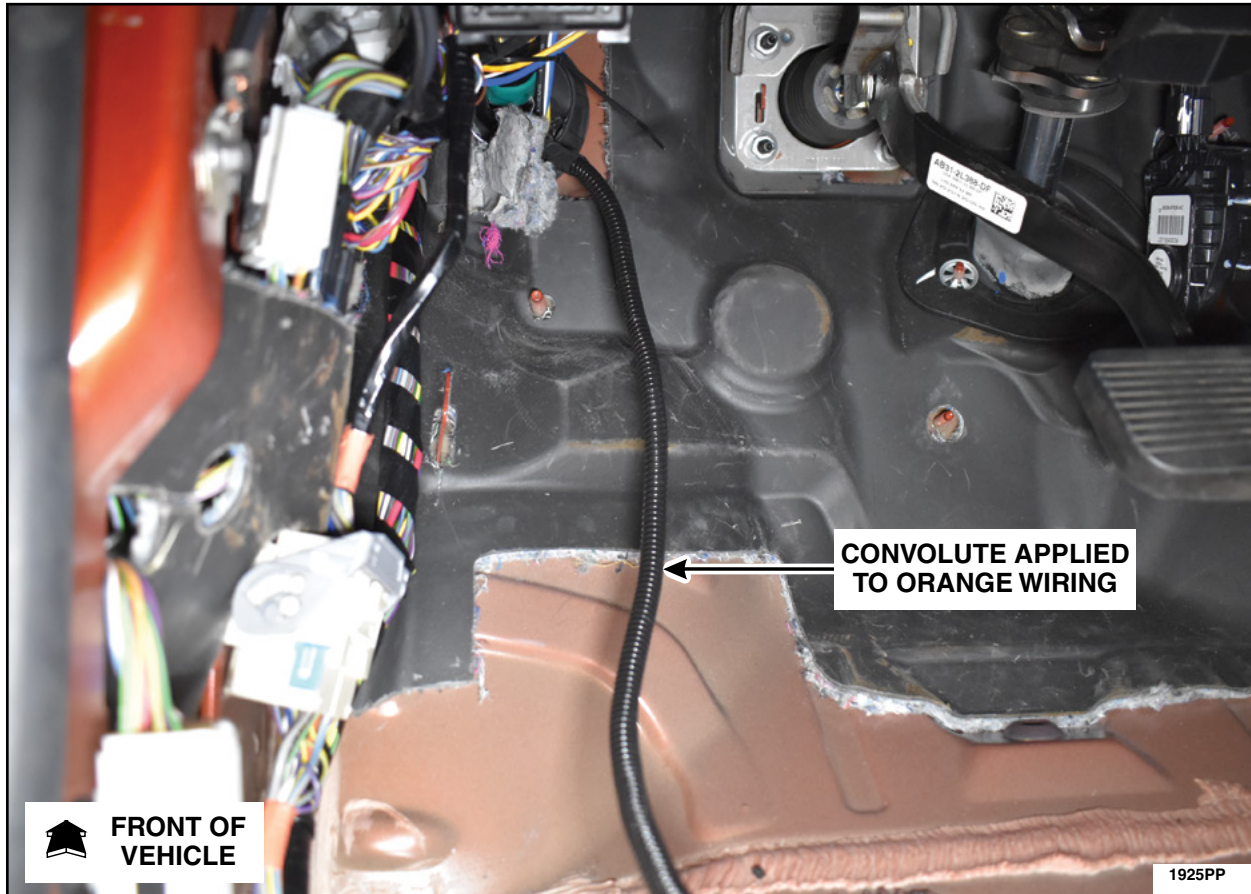


FIGURE 27



30. Route the orange wire under the front carpet area and behind the instrument panel across to the passenger side kick panel. See Figure 28.

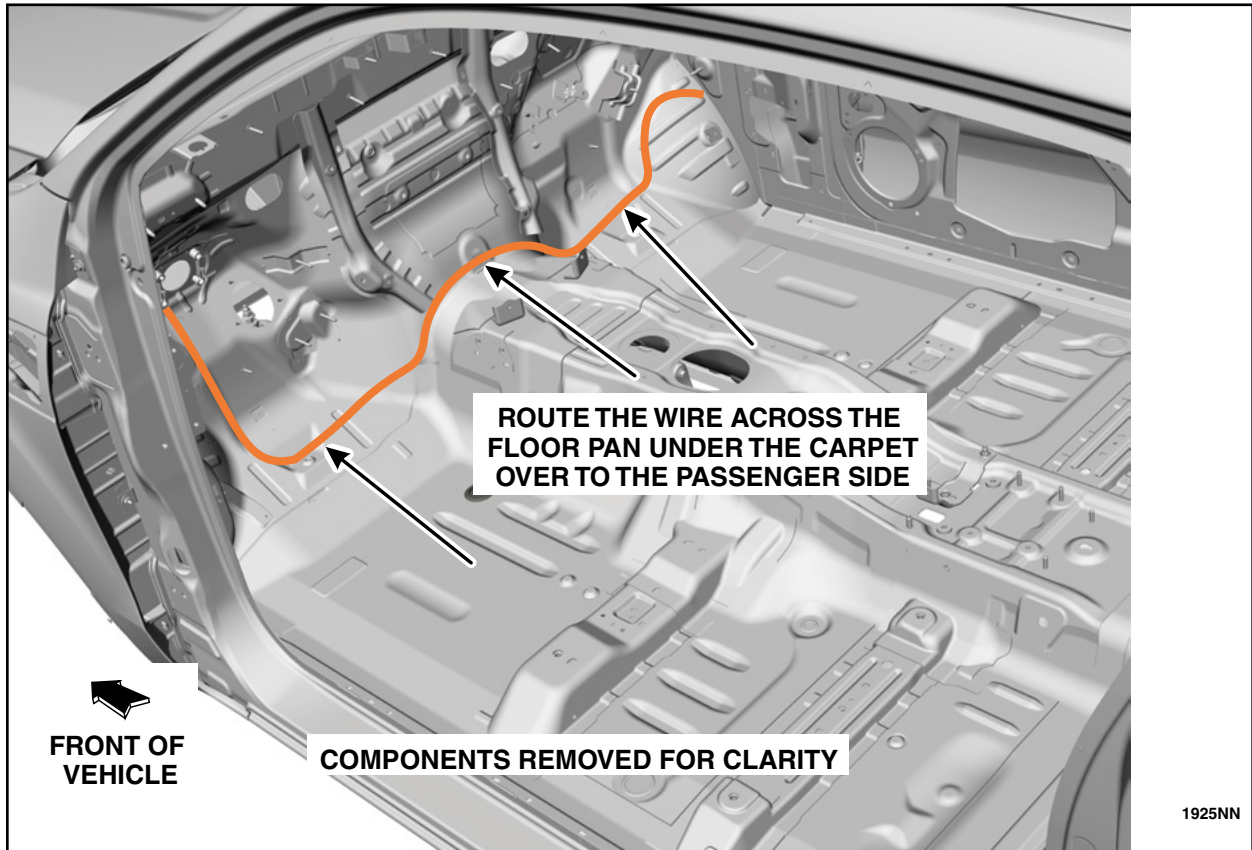


FIGURE 28

31. Locate connector C2498C (Trailer Tow module, Grey color housing) behind passenger side kick panel. See Figure 29.

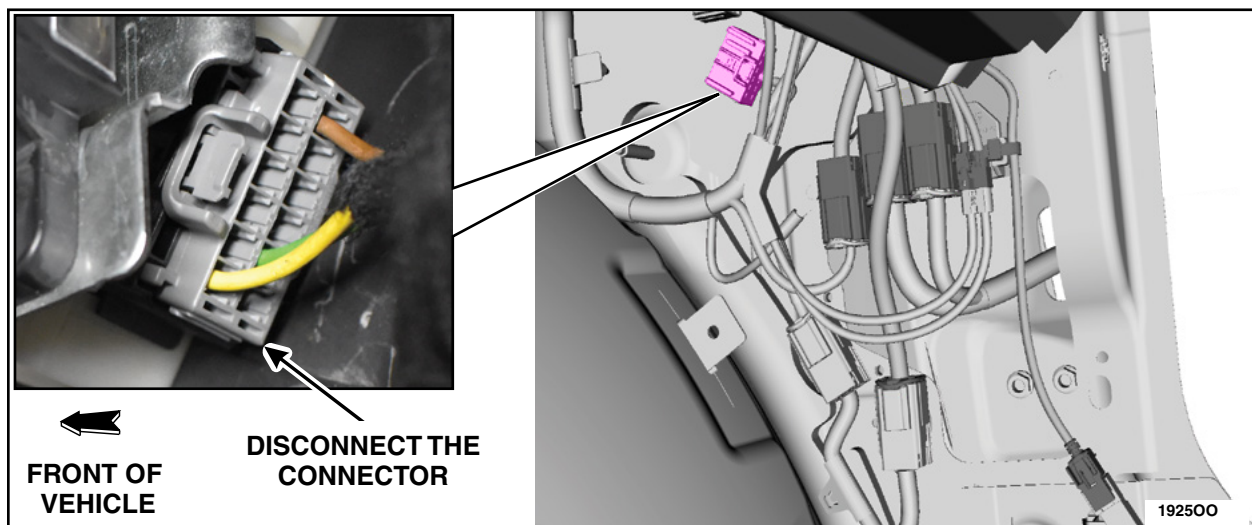


FIGURE 29



32. Remove the orange locking tab and locate cavity pin number 3. Install the orange wire into cavity pin number 3 and the orange locking tab. See Figure 30.

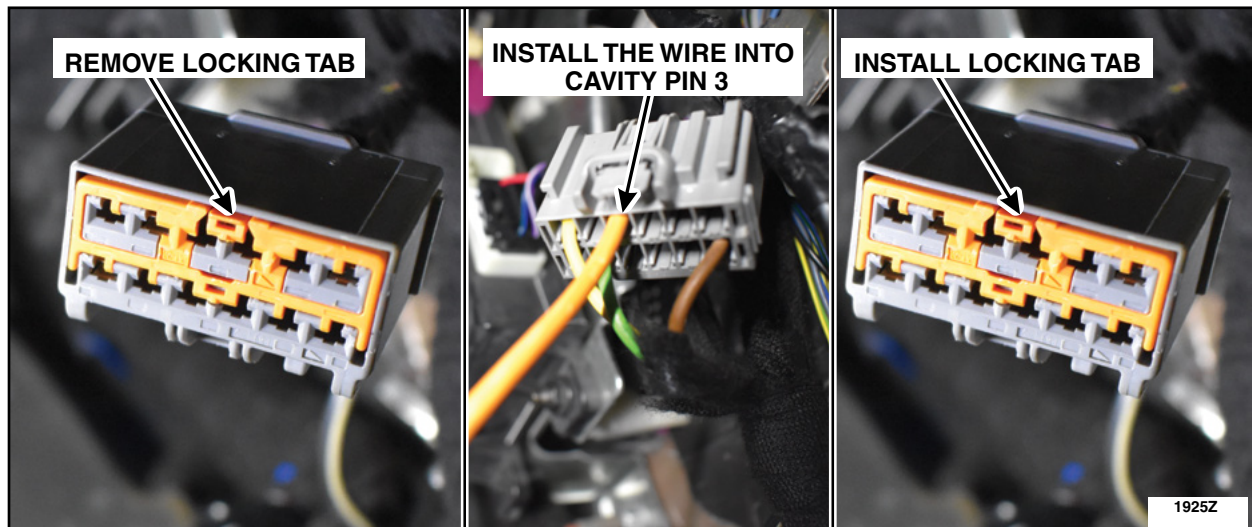


FIGURE 30

33. Connect the C2489C connector. See Figure 31.

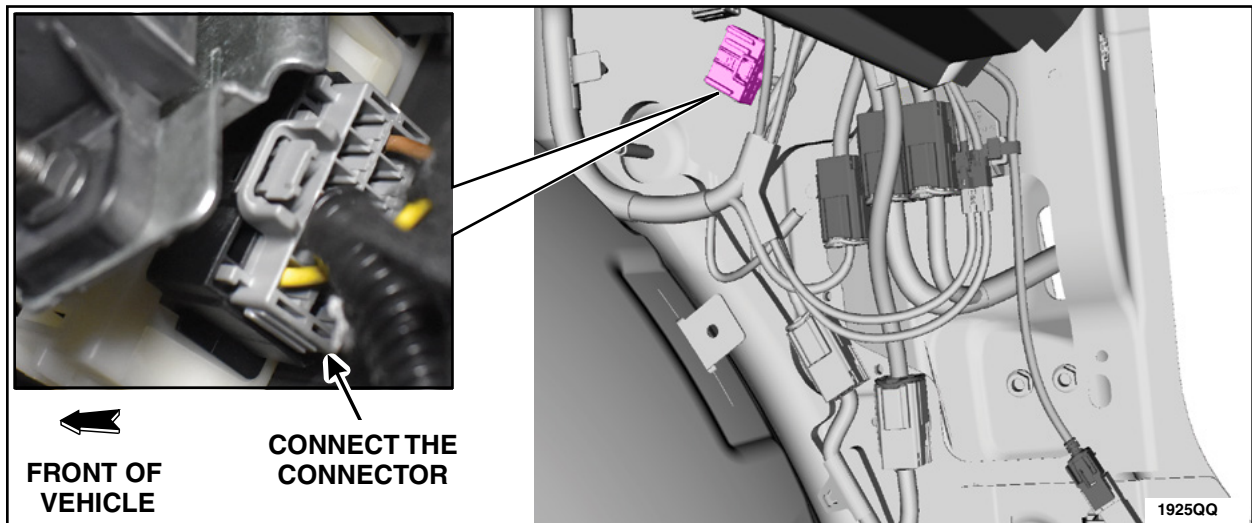


FIGURE 31



34. Tape the convolute covering the orange wire to the floor board under the passenger side carpet.
See Figure 32.

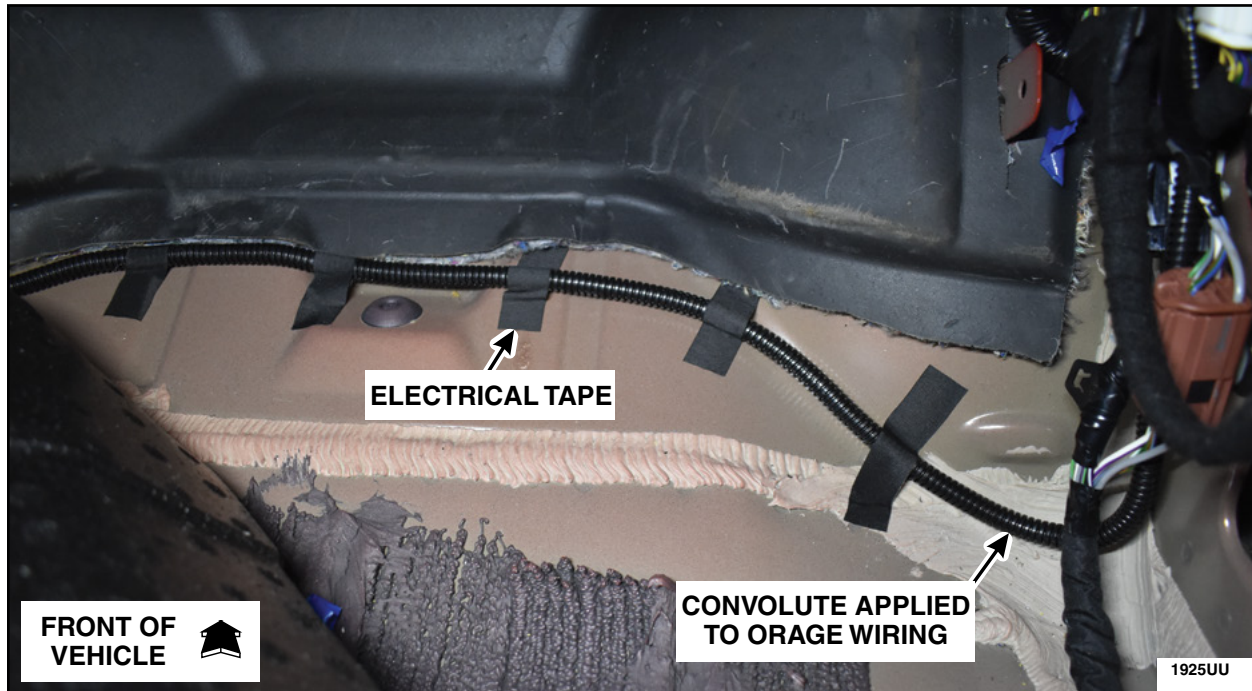


FIGURE 32

35. Tape the convolute covering the orange wire to the floor board under the driver side carpet.
See Figure 33.

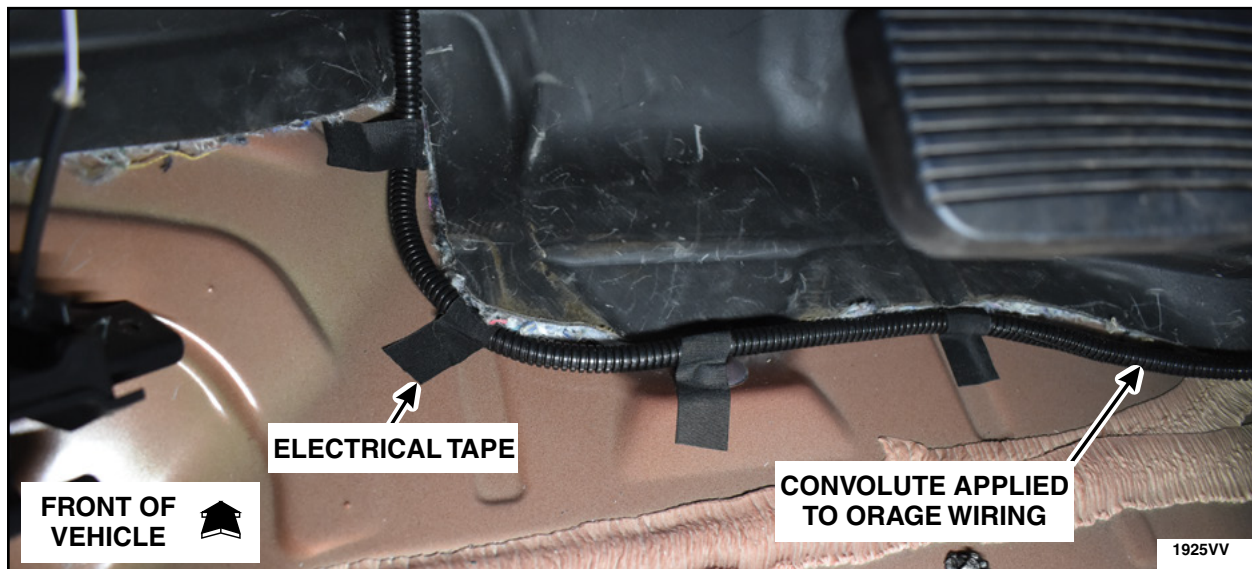


FIGURE 33



36. Install the hood latch release handle. Please refer to WSM procedures in Section 501-14.

37. Install the steering column opening trim panel. See Figure 34.

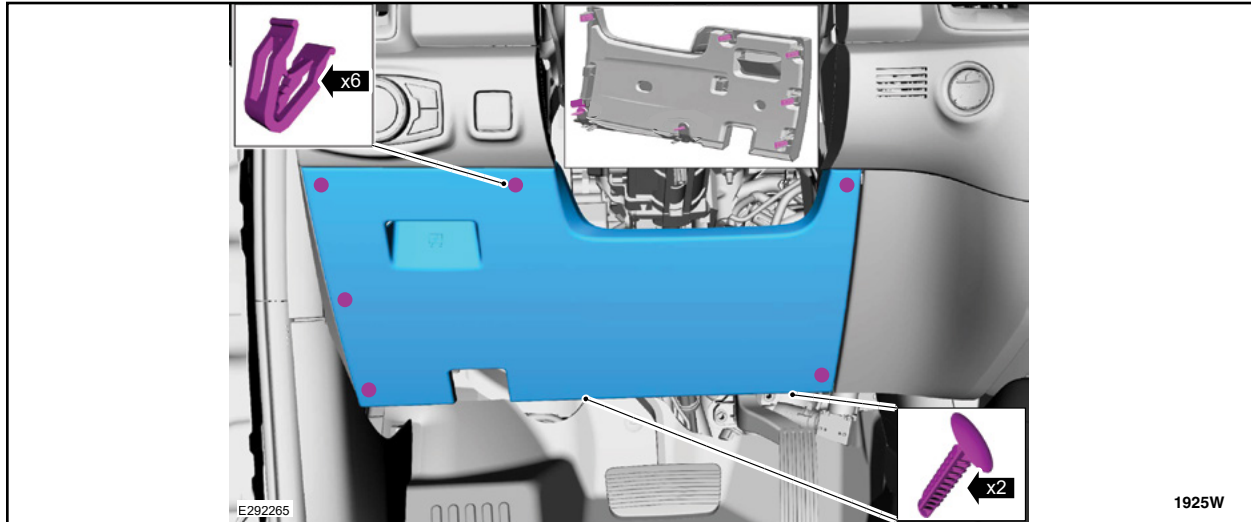


FIGURE 34

38. Install the front door scuff plate trim panel and cowl side trim panel on both sides of the vehicle. See Figure 35.

NOTE: Left hand side shown, right hand side similar.

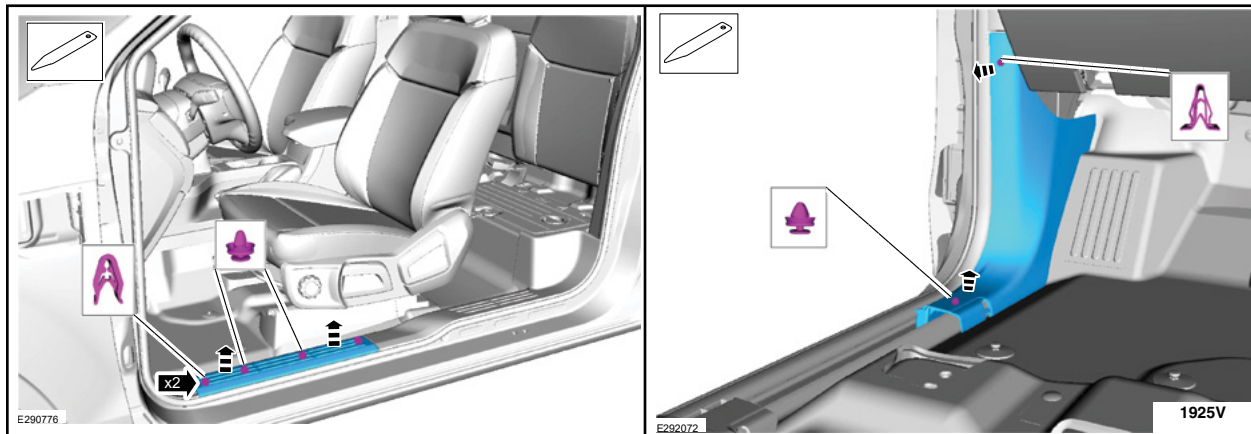


FIGURE 35



39. Remove the pin-type retainers and LH splash shield. See Figure 36.

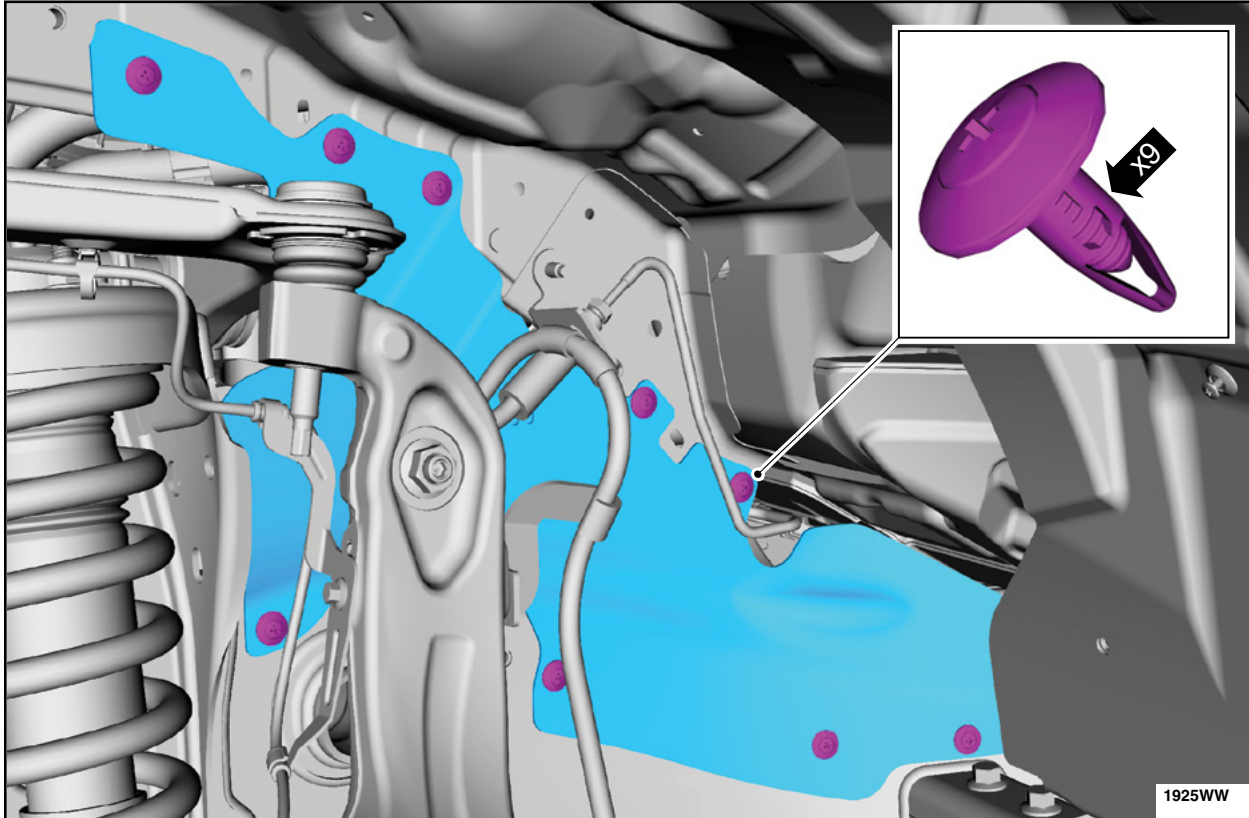


FIGURE 36

40. Route the new harness from the engine compartment into the drivers side wheel well area.
See Figure 37.

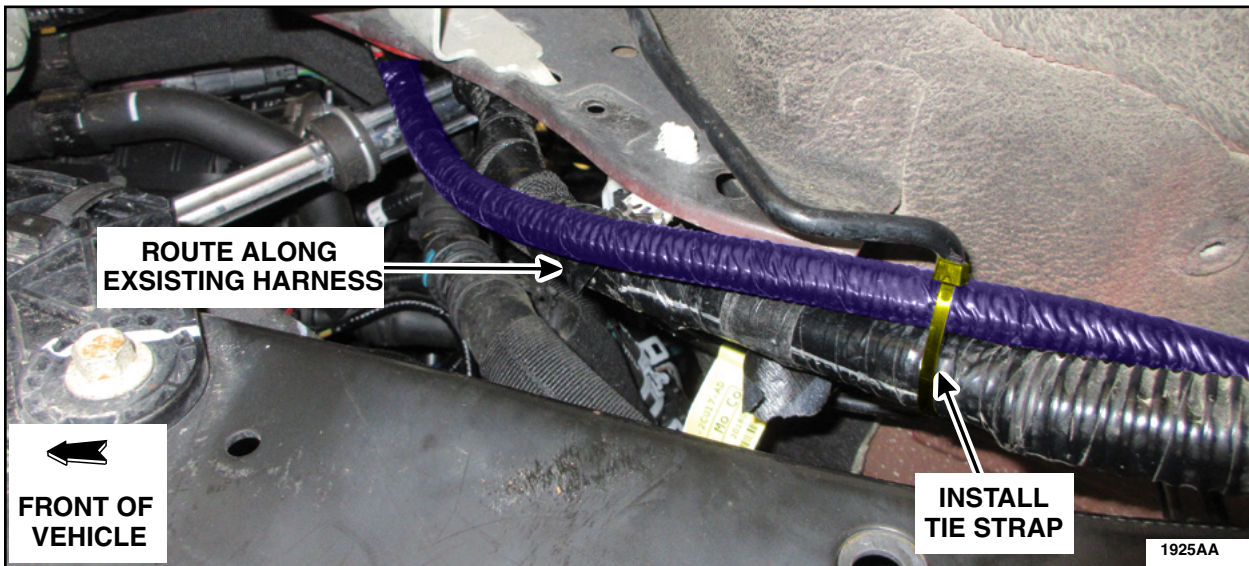


FIGURE 37



41. Route the new harness under the drivers side floor pan and along the existing harness.
See Figure 38.

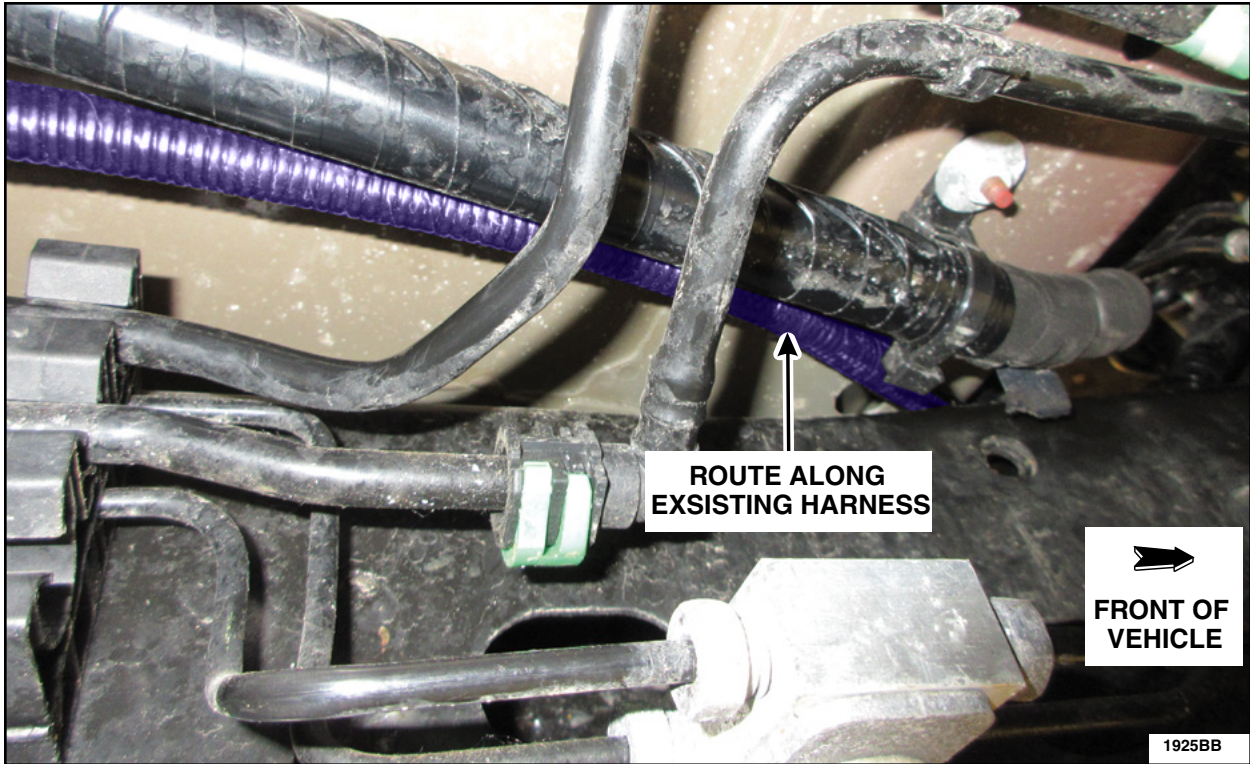


FIGURE 38



42. Continue to route the new harness along the existing underbody harness until it reaches connector C422. See Figure 39 and 40.

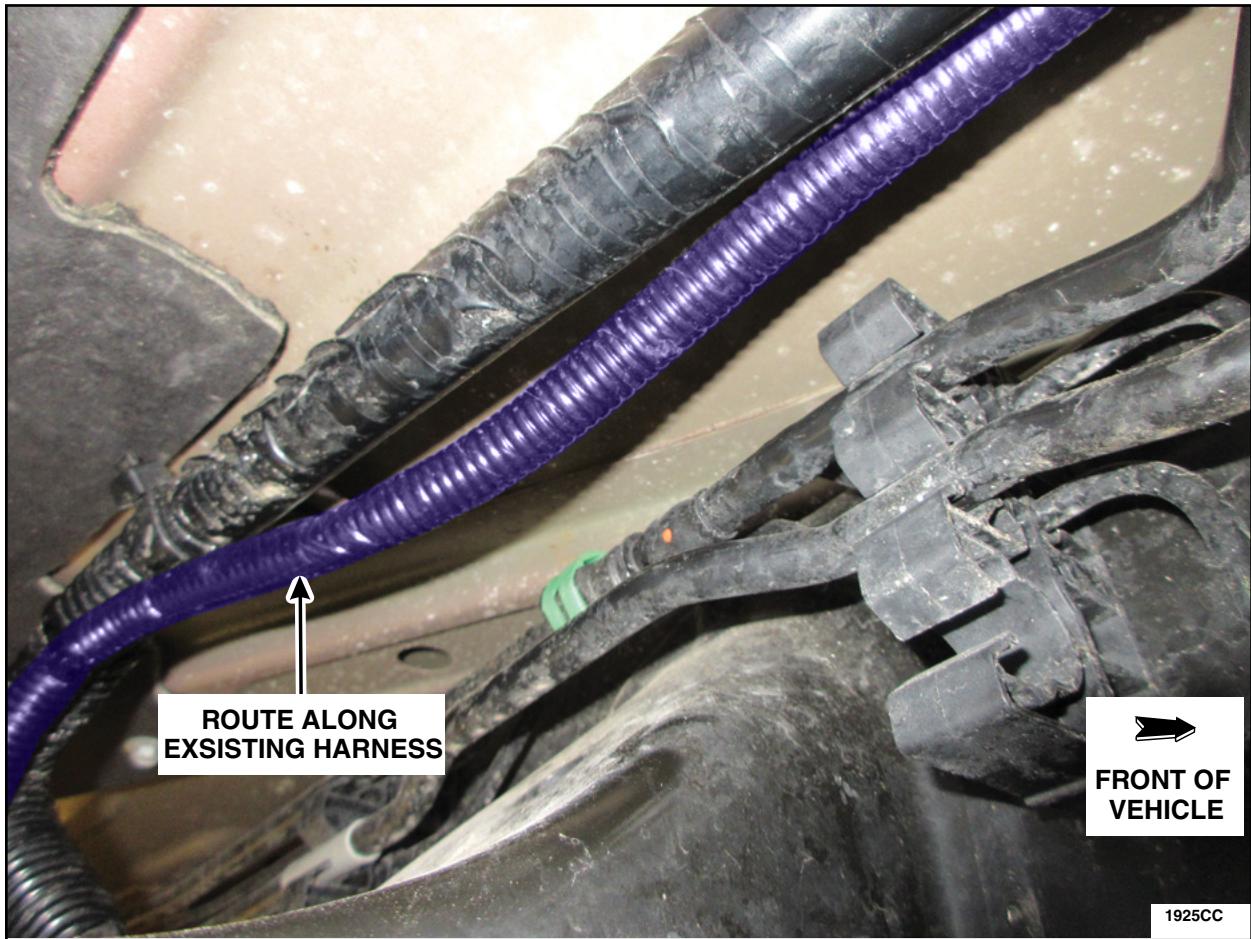


FIGURE 39

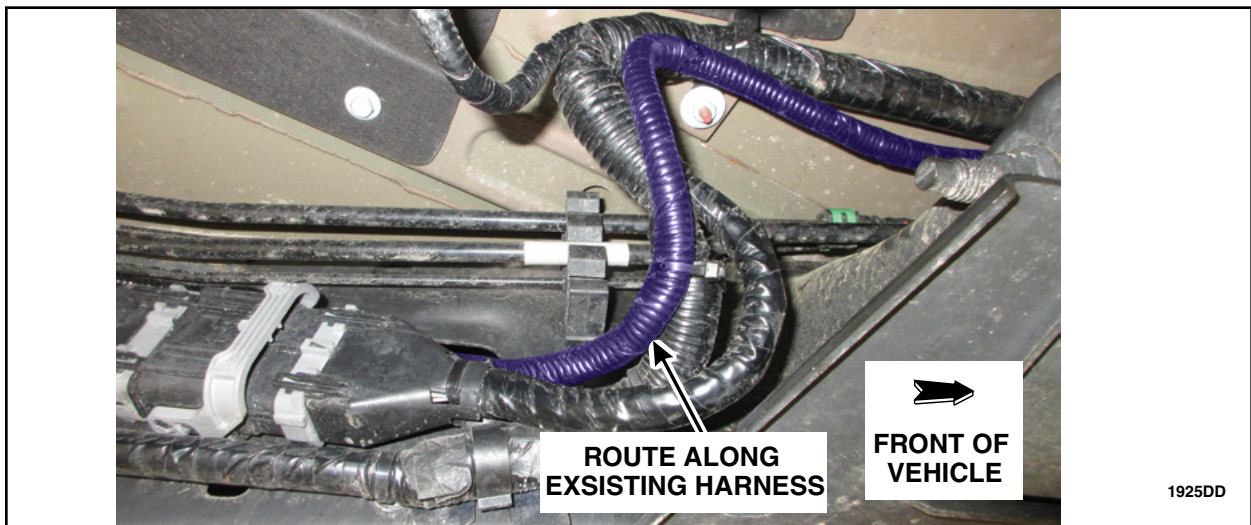


FIGURE 40



43. Locate and disconnect connector C408. See Figure 41.

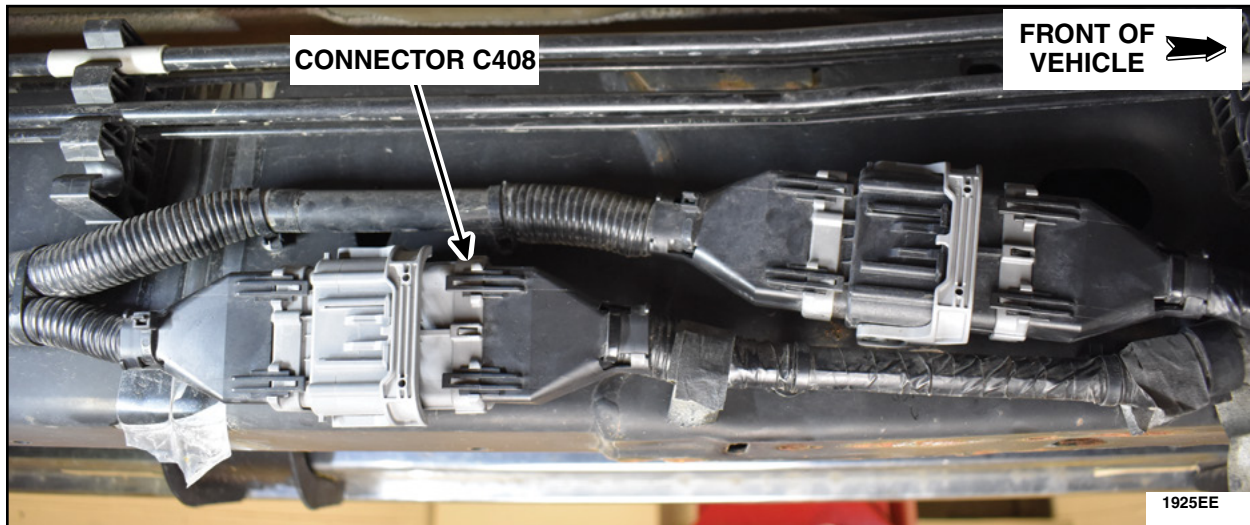


FIGURE 41

44. Remove tie strap from the male end of C408, remove the connector cover and the white locking tab. See Figure 42.

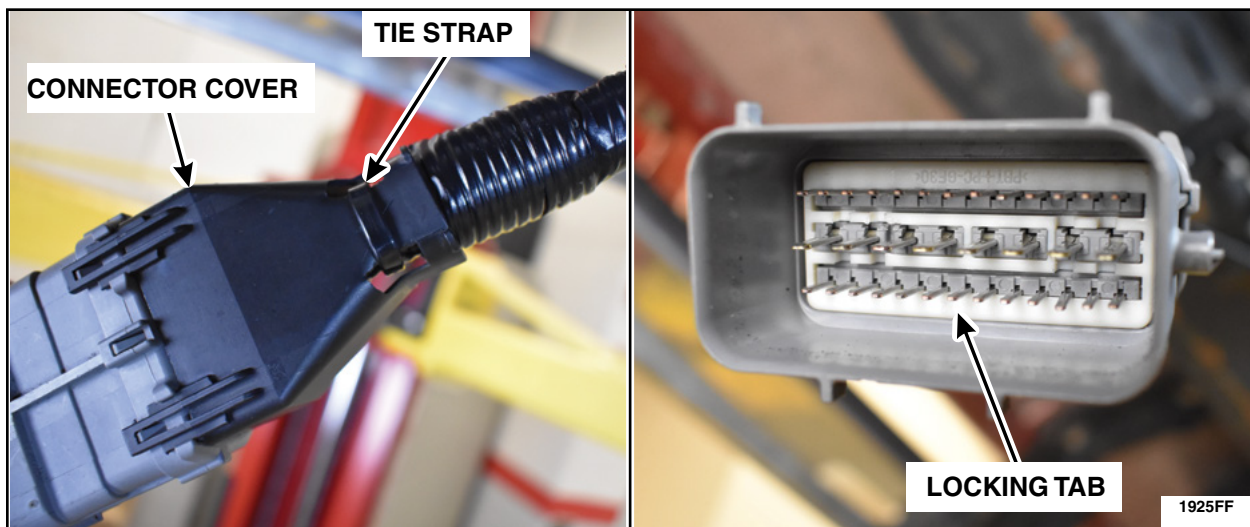


FIGURE 42



45. Measure from the back of the male end C408 6.5 in (165 mm). Remove the tie strap, convolute and tape to expose the cavity 32 blunt end. See Figure 43.

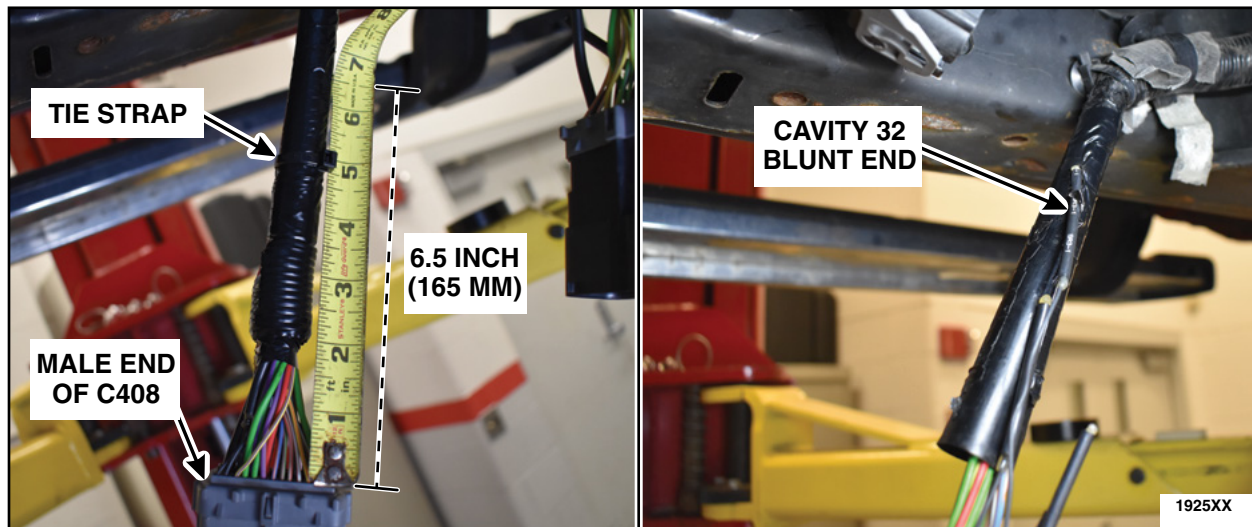


FIGURE 43

46. Remove the blunt end in cavity 32 of the C408 male end. Install the *new* white wire into cavity 32. See Figure 44.

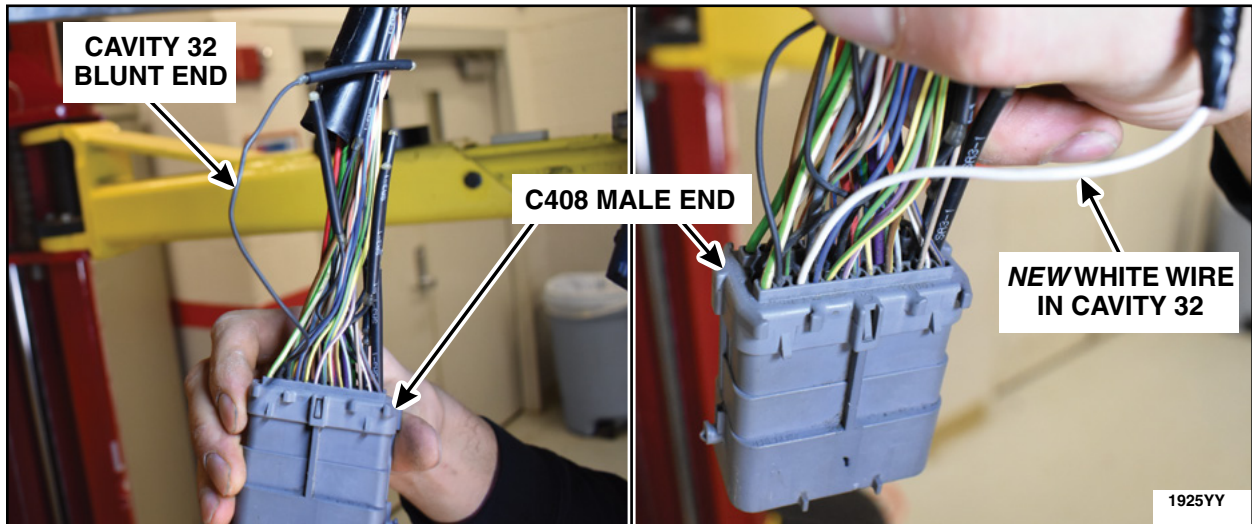


FIGURE 44



47. Reapply the convolute and tape to the C408 male end connector harness. Install the C408 male end white locking tab, cover and a new tie strap. See Figure 45.

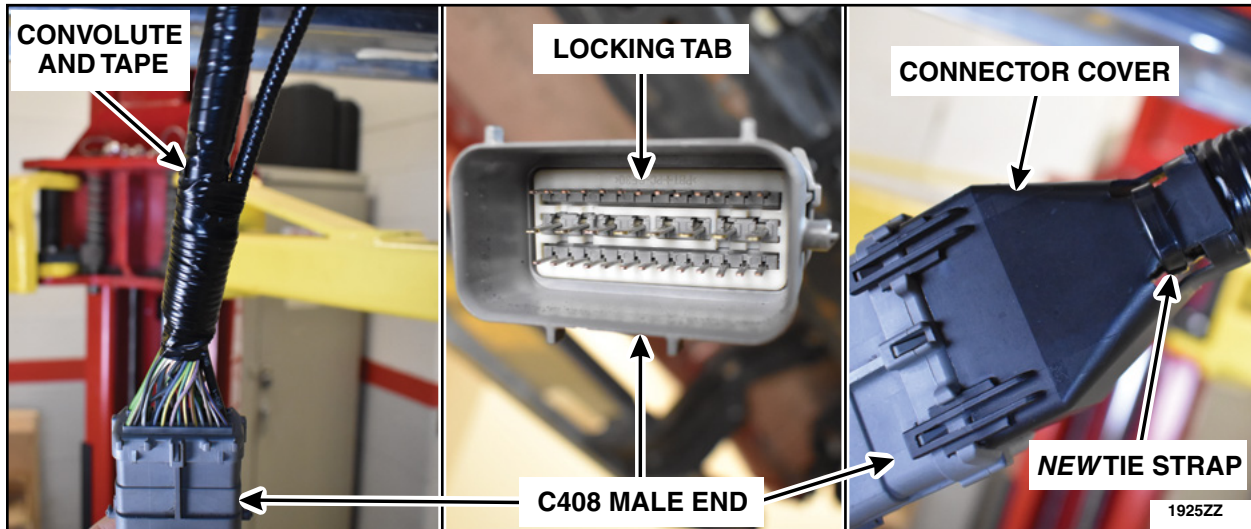


FIGURE 45

48. Reconnect connector C408. See Figure 46.

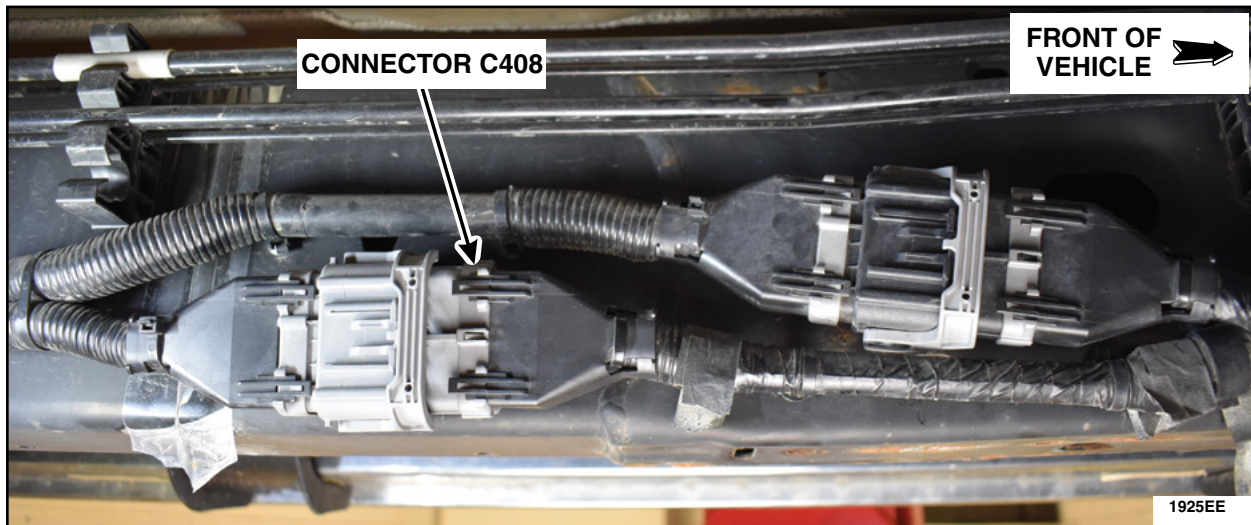


FIGURE 46



49. Locate and disconnect the connector C422. See Figure 47.

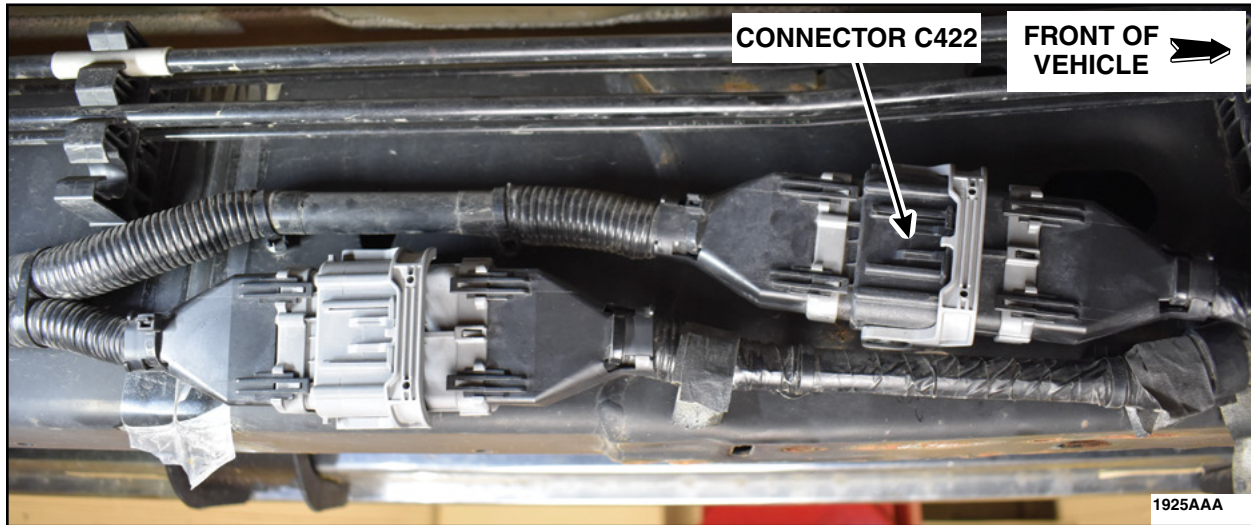


FIGURE 47

50. Remove the tie strap, cover and the white locking tab on the male end of C422. See Figure 48.

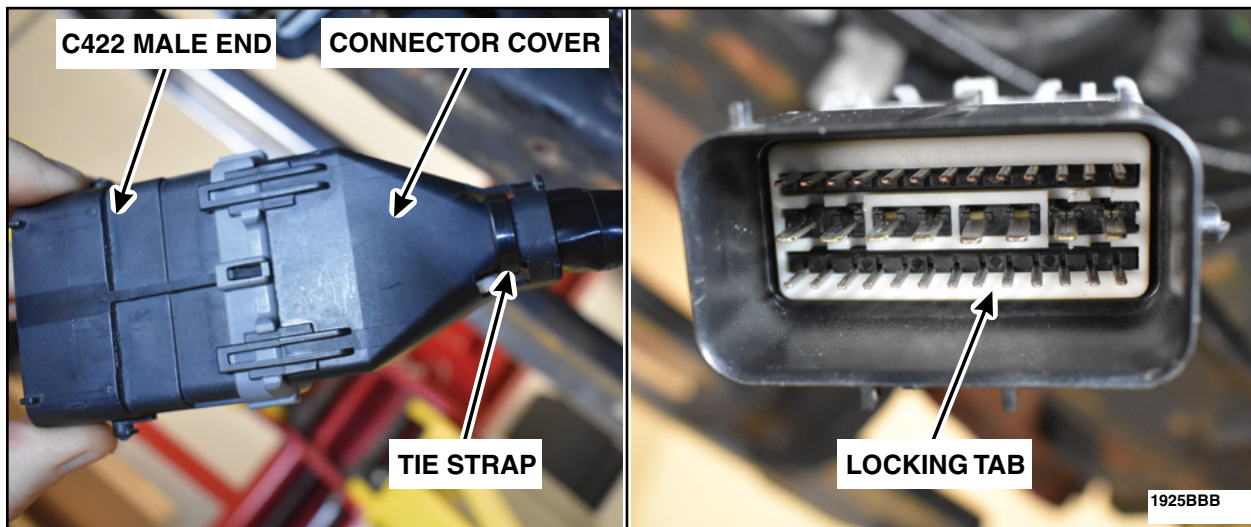


FIGURE 48



51. Remove the blunt end located in cavity 18 and 19 on the male end of C422. Install *new* blue wire into the cavity pin 18 and the *new* orange wire into cavity pin 19. See Figure 49.

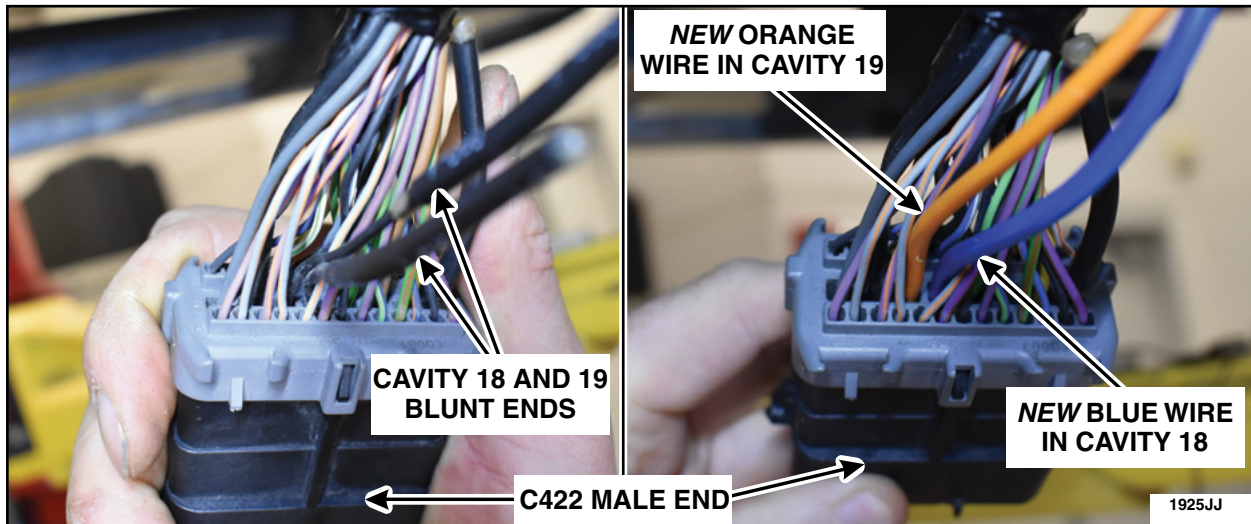


FIGURE 49

52. Install the C422 cover, *new* tie strap and the white locking tab on the male end of C422. See Figure 50.

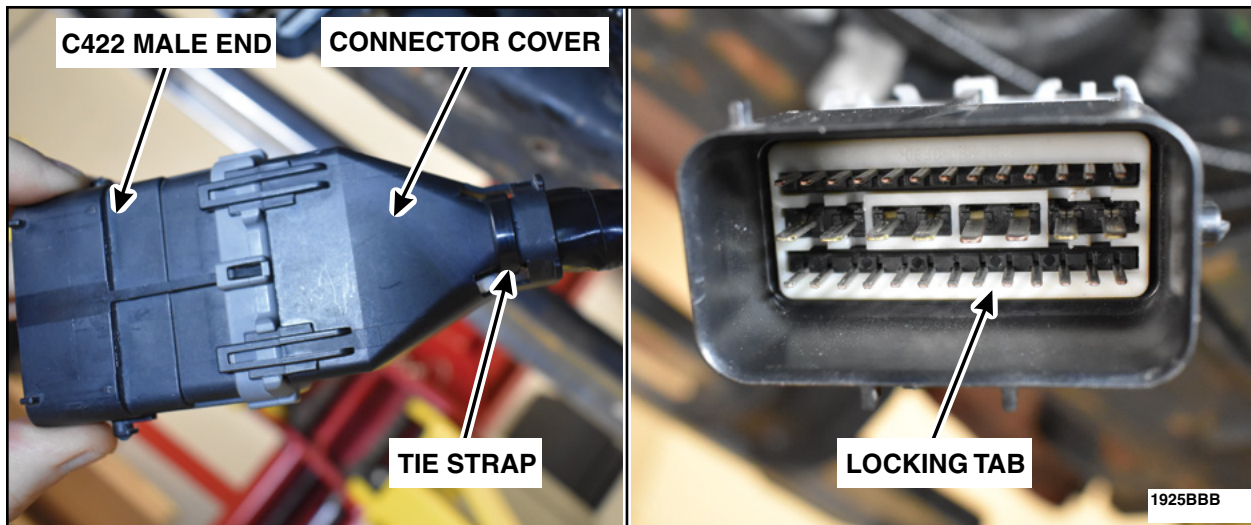


FIGURE 50



53. Install tie straps along the new harness to retain it to the existing harness. See Figures 51 and 52.



FIGURE 51

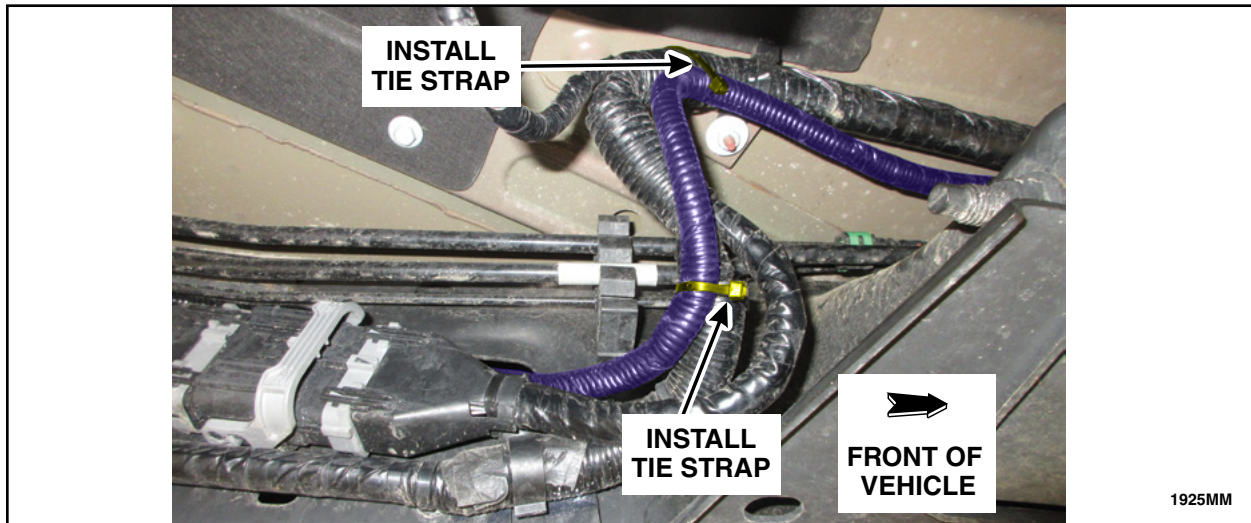


FIGURE 52



54. Install tie straps to secure the *new* wire harness away from the steering shaft. See Figure 53.

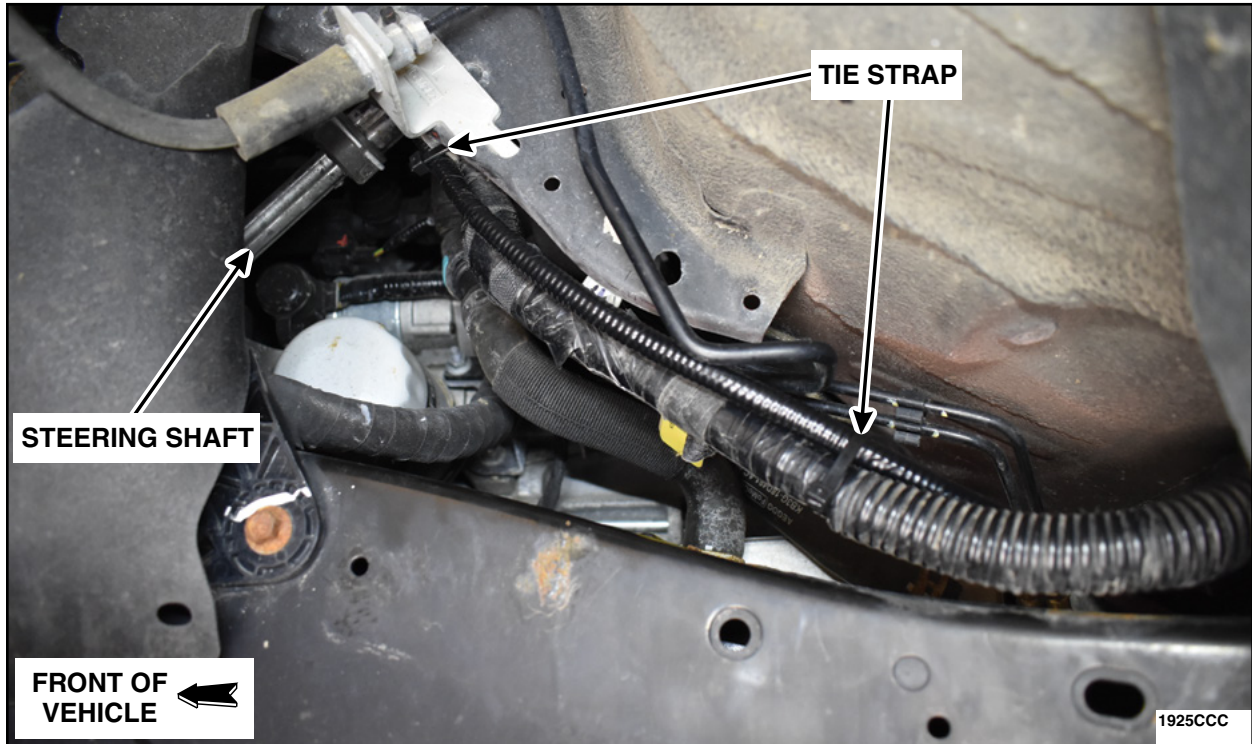


FIGURE 53



55. Install the LH splash shield and the pin-type retainers. See Figure 54.

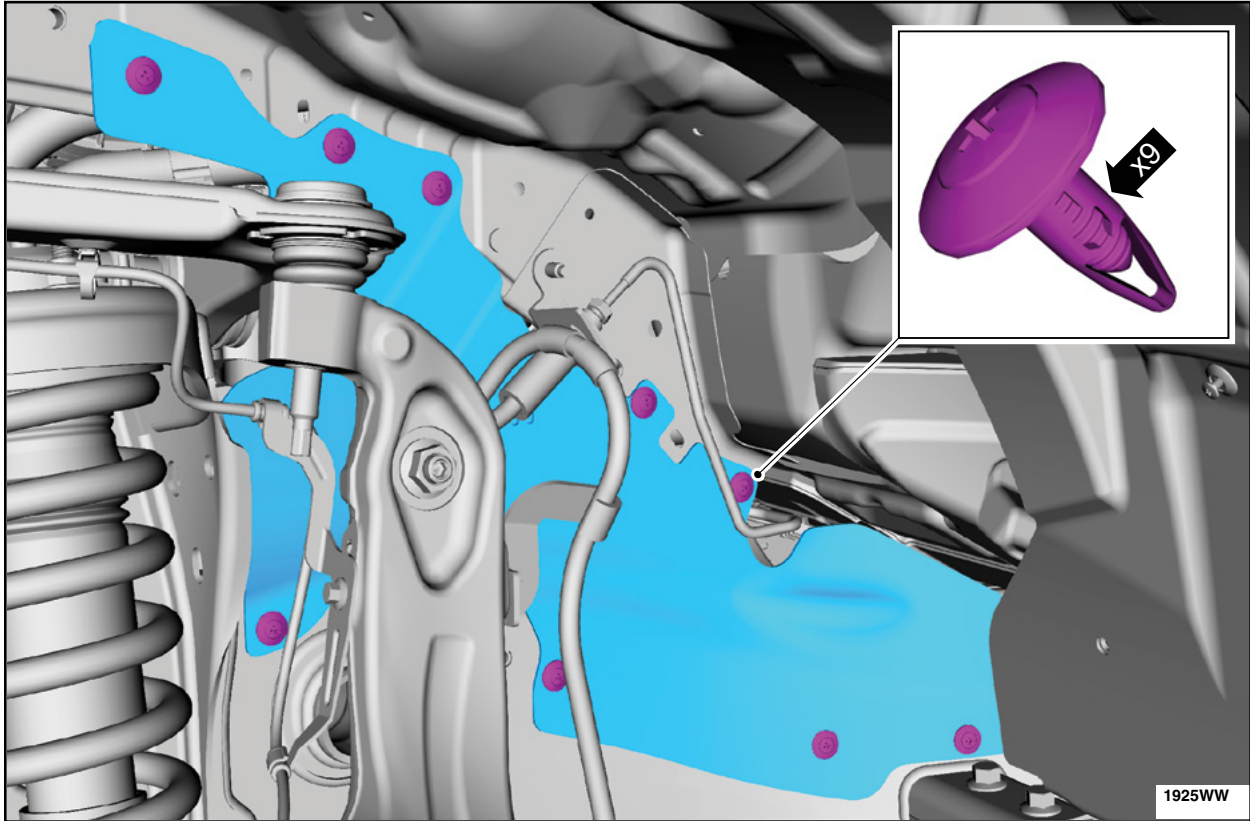


FIGURE 54



56. Position back the LH side hood strut and push down the clip. Remove the Telescoping Hood Prop Rod
See Figure 55.

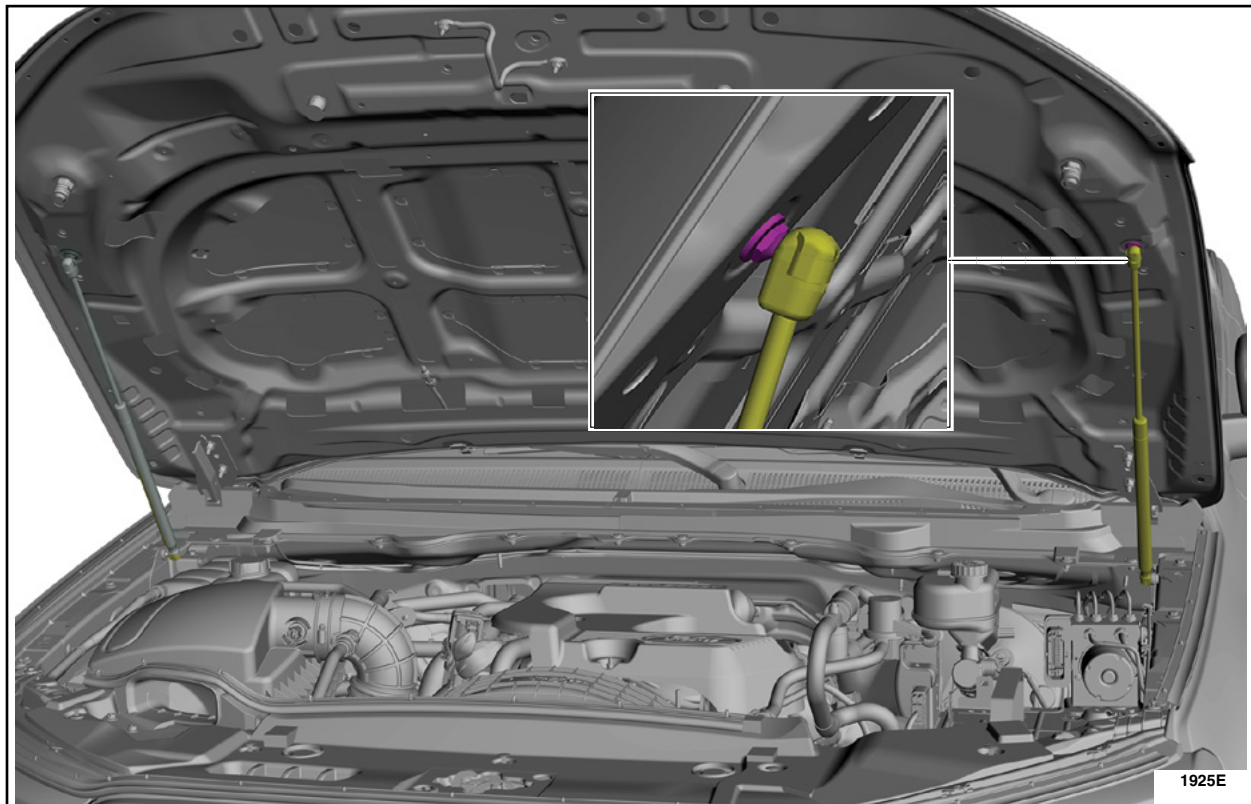


FIGURE 55

57. Install the left hand wheel and tire assembly. Please refer to WSM procedures in Section 204-04.

58. Connect the vehicles battery. Please refer to WSM procedures in Section 414-01.

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.





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

February 2021

Customer Satisfaction Program 20B55

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, certain wiring needed to connect an aftermarket trailer brake controller may not have been installed.
- What is the effect?** A trailer brake controller cannot be properly connected to the vehicle without the necessary wiring installed, and the trailer brakes will not activate. The trailer lights are functional.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to install a trailer tow wiring kit free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until January 31, 2022 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 20B55. 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 owner.ford.com for dealer addresses, maps, and driving instructions.
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.
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

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

and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

**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 missing trailer tow wiring. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 31, 2021. To avoid delays, do not send receipts to the Lincoln 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: owner.ford.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: 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