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

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

December 16, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21N01** ***- Supplement #1***
Certain 2016-2018 Model Year Explorer Vehicles
High-Speed Cooling Fan Motor Relay

REF: **Customer Satisfaction Program 21N01**
Dated: August 19, 2021

New! *REASON FOR THIS SUPPLEMENT*

- ***Vehicle Build Date:*** *Ending build date for Chicago Assembly built vehicles has been updated.*

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the high-speed cooling fan relay and respective electrical terminals, if affected, to ten (10) years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through August 31, 2022.

Program eligibility is automatically transferred to subsequent owners.

New! VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2016-2018	Chicago	September 19, 2014 through *September 16, 2018*

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE TIME REPAIR

After extended idling, the high-speed cooling fan relay may fail in some of the affected vehicles. A failure will cause the fan to either continuously run or never turn on. A continuously running fan will increase the temperature of the relay's connections (terminals) to beyond their design maximum. This may eventually create an electrical arc which heats and damages the relay terminals. Customers may experience a drained battery and a non-functional or even a melted/burned high-speed cooling fan relay inside the battery junction box (BJB). A damaged non-functional relay, causing the fan to never turn on may lead to engine overheating at idle.

SERVICE ACTION

If an affected vehicle has exhibited high-speed cooling fan relay issues, dealers are to replace (splice) the four affected high-speed cooling fan relay terminals in the BJB and reroute the new terminals to a new larger relay. 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 September 06, 2021. Dealers should repair any affected vehicles that experience high-speed cooling fan relay issues, whether or not the customer has received a letter.

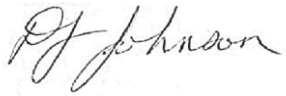
ATTACHMENTS

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 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

Customer Satisfaction Program 21N01 ***- Supplement #1***
Certain 2016-2018 Model Year Explorer Vehicles
High-Speed Cooling Fan Motor Relay

OASIS ACTIVATION

OASIS will be activated on August 19, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not 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 **March 31, 2022**.
- 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 a high-speed cooling fan relay issue.

RENTAL VEHICLES

The use of rental vehicles is 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.
- 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.

Customer Satisfaction Program 21N01 ***- Supplement #1***
Certain 2016-2018 Model Year Explorer Vehicles
High-Speed Cooling Fan Motor Relay

CLAIMS PREPARATION AND SUBMISSION

- **Note**: All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 21N01 if vehicle is still within time and mileage limits.
  - **Claim Entry**: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.

Description When Entering Claims	**Enter Value:**	
Claim Type	31-Field Service Action	
Sub Code	21N01	
Customer Concern Code (CCC)	A91 – EDS Electrical Components	
Condition Code (CC)	46 – Burned Out	
Causal Part Number	14B192	QTY: 0

  - 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 Locally Obtained Supply:** 3/8-inch heat shrink tubing with lined adhesive:
  - Program Code: **21N01**
  - MISC. Expense: OTHER
  - Amount: Up to $2.00
- **Refunds:** Submit refunds on a separate repair line.

  - Program Code: 21N01 - 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 21N01 ***- Supplement #1***
Certain 2016-2018 Model Year Explorer Vehicles
High-Speed Cooling Fan Motor Relay

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Splice Four (4) New Terminals in the Battery Junction Box and Reroute the New Terminals to a New Larger Relay	21N01B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
JU2Z-14474-BA	Wire Circuit kit – Repair for Blue/Red and Green/Orange Wires with Terminals, Crimp Tubes, and Heat Shrink (5 sets per pkg, 2 req'd) **NOTE:** Heat Shrink included may not fit over crimp tubes per this kit. See allowance below as needed.	1	2
KU2Z-14474-EA	Wire Circuit kit – Repair for Grey and Brown Wires with Terminals, Crimp Tubes, and Heat Shrink (5 sets per pkg, 2 req'd)	1	2
F8OZ-14N089-AA	Relay - Full Iso, for High-Speed Cooling Fan	1	1
Obtain Locally	3/8 Inch Heat Shrink Tubing with Lined Adhesive	As Needed Claim as MISC OTHER up to $2.00	

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.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Customer Satisfaction Program 21N01 *- Supplement #1*
Certain 2016-2018 Model Year Explorer Vehicles
High-Speed Cooling Fan Motor Relay

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 2016-2018 MODEL YEAR EXPLORER VEHICLES — HIGH SPEED COOLING FAN MOTOR RELAY

SERVICE PROCEDURE

NOTE: The high speed cooling fan relay (R11) will be relocated to the (R24) position in the Battery Junction Box (BJB) as shown in Figures 1 and 2.

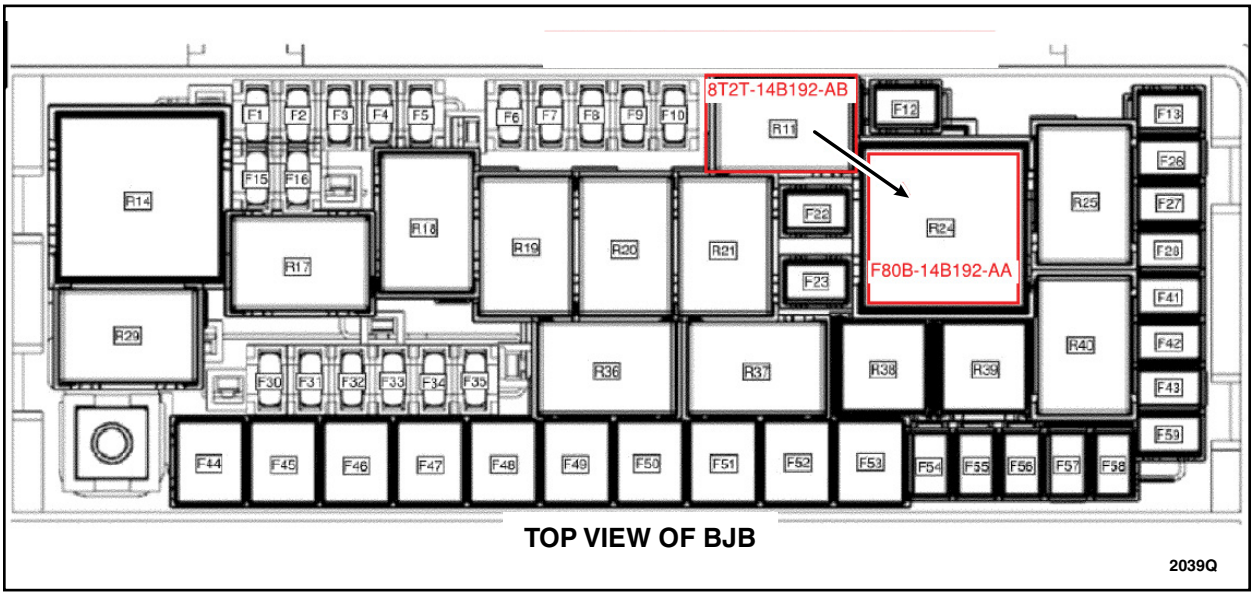


FIGURE 1

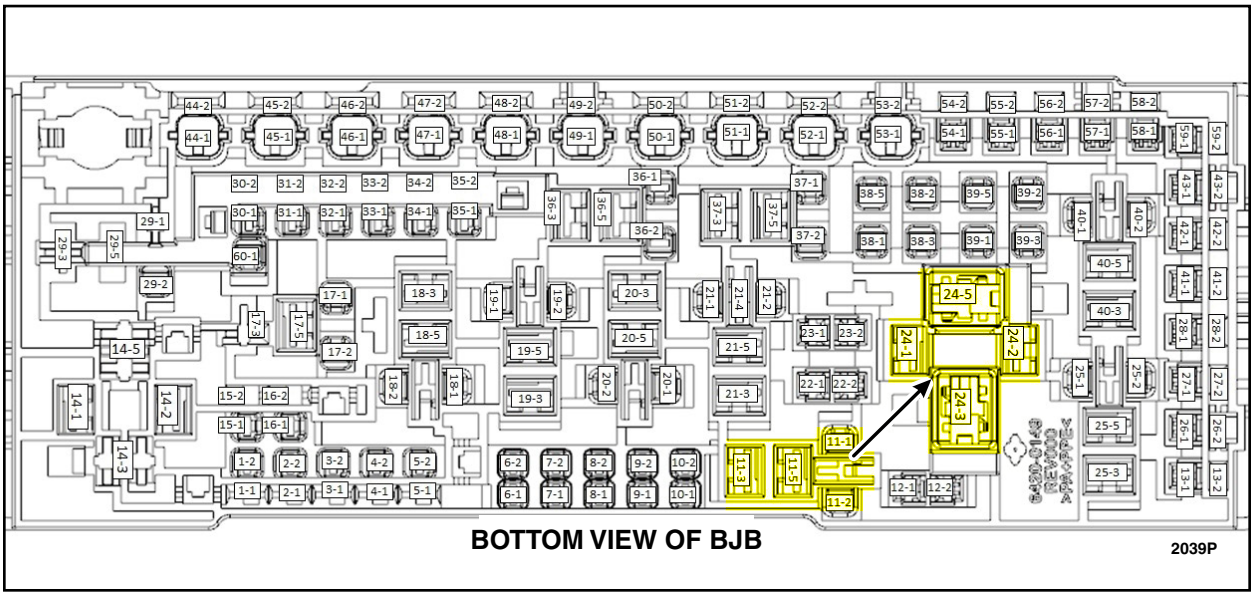


FIGURE 2

1. Disconnect the positive and negative battery cables and position the cables and harness aside. Please follow the Workshop Manual (WSM) procedures in Section 414-01.

2. Remove the Battery Junction Box (BJB) cover. See Figure 3.

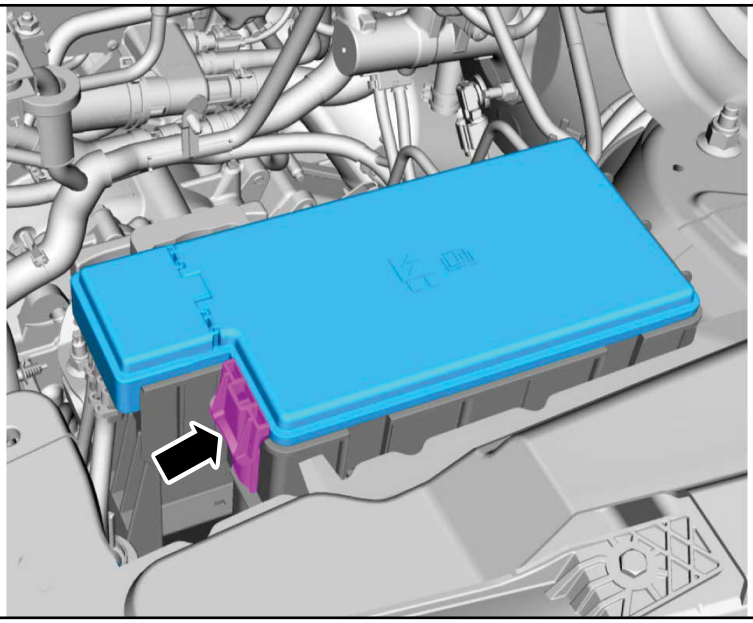


FIGURE 3

3. Remove the nuts and power feed cables from the BJB studs and position aside both power feed cables. See Figure 4.

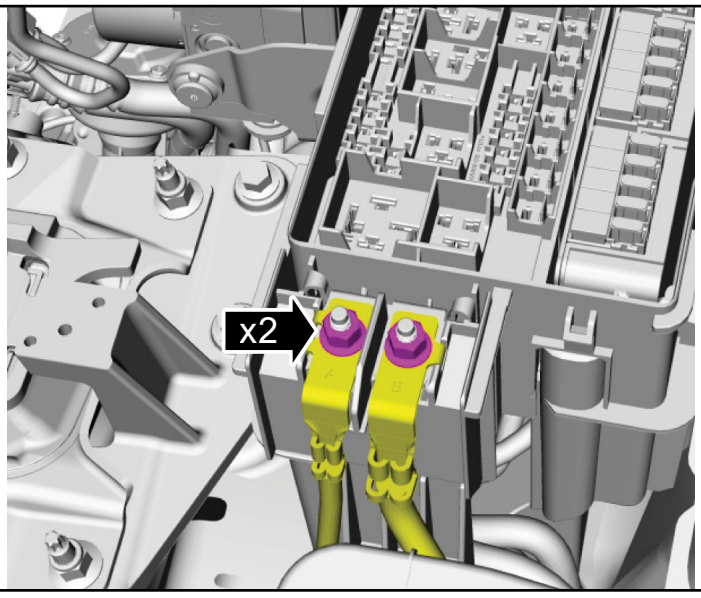


FIGURE 4

4. Record the amperage and location of the fuses and location of the relay's in the area shown in Figure 5. Then, remove all of the fuses and relay's within the red boxed area shown. See Figure 5.

NOTE: It is recommended to take a close up picture, of your particular vehicles BJB fuse and relay population, which will also aid in the reinstallation later in this procedure.

NOTE: The BJB has been removed in some of the following Figures for clarity.

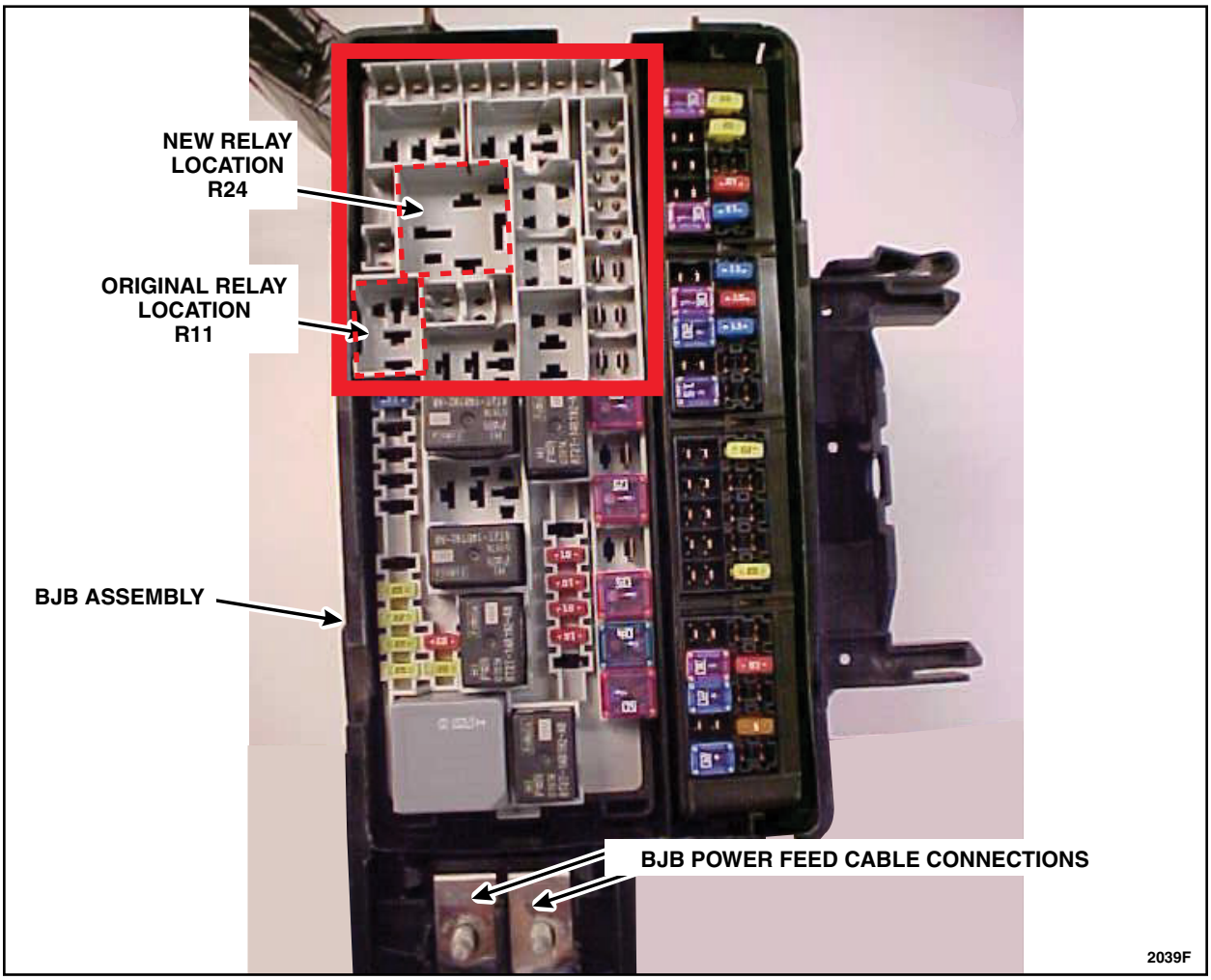


FIGURE 5

5. Using a pair of needle nose pliers, pull straight up to remove the Terminal Position Assurance (TPA) plastic insert from the BJB as shown in Figure 6.

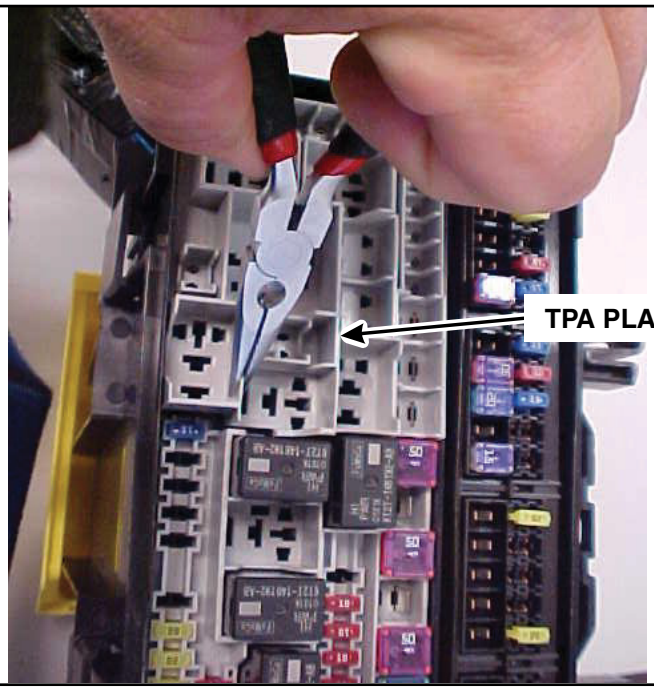


FIGURE 6

6. Using a pocket screwdriver, release the four (4) BJB tabs (two (2) on each side) and separate the upper half of the BJB from the lower half. See Figures 7 and 8.

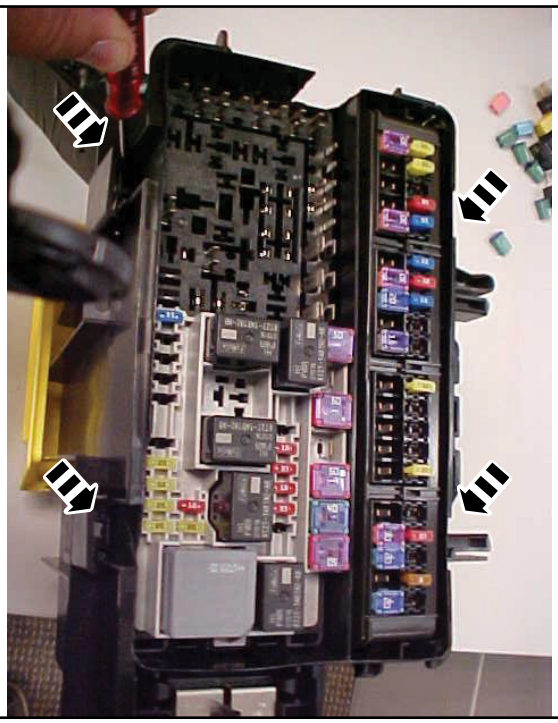


FIGURE 7

FIGURE 8

7. Using a terminal removal tool, remove the wire terminal from the R11 relay cavity 11-3 (blue/red wire). See Figure 9.

   - From the top side of the BJB, insert the tip of the terminal removal tool into the terminal cavity until it stops.
   - Holding the release tool in place, gently push the wire of the terminal to be removed toward the housing until it stops.
   - Rotate the release tool toward the terminal to unlock the latch beam from the terminal. While holding the tool in position, gently pull the wire until the terminal is released, then pull it straight out from the bottom side of the BJB.

NOTE: Refer to the Workshop Manual (WSM) procedure in Section 100-00 - General Procedures for additional terminal removal information.

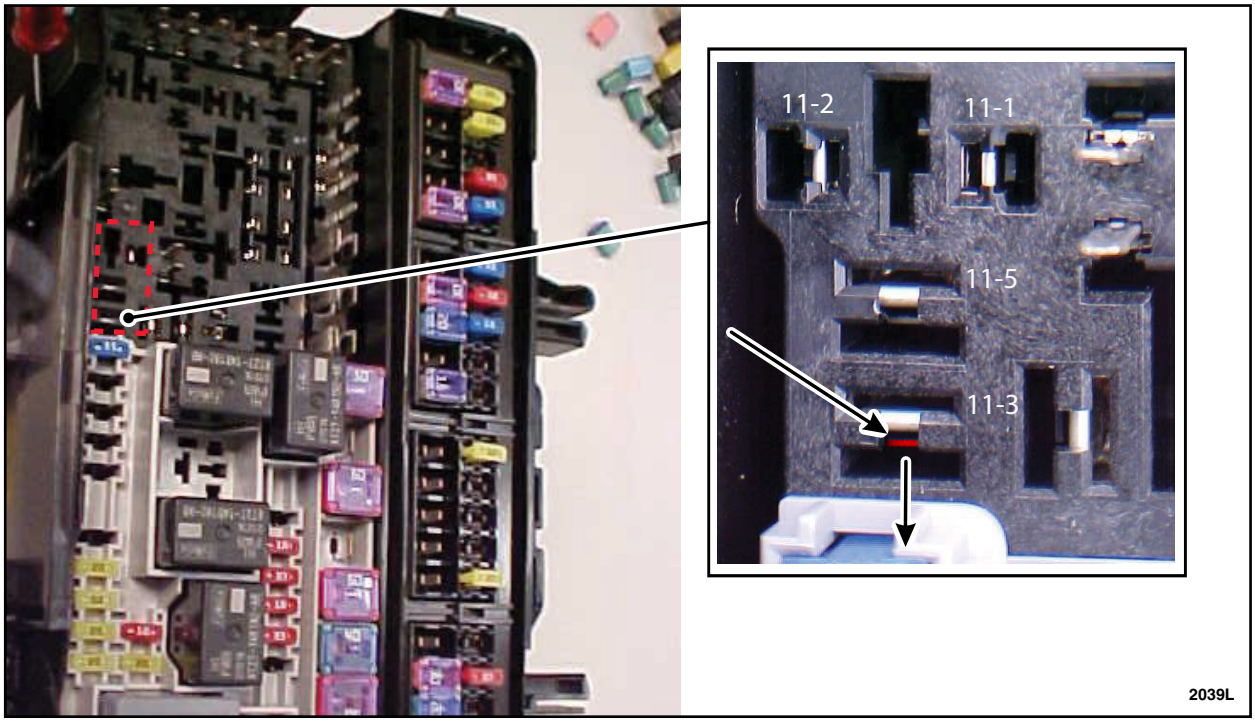


FIGURE 9

8. Using the terminal removal tool, remove the remaining three (3) wire terminals (noted below) from the R11 relay cavities, in the same manner as the previous Step, and position the wire terminals out from under the BJB. See Figure 10.

    - Cavity 11-1 gray wire.
    - Cavity 11-2 brown wire.
    - Cavity 11-5 green/orange wire.

NOTE: Refer to the Workshop Manual (WSM) procedure in Section 100-00 - General Procedures for additional terminal removal information.

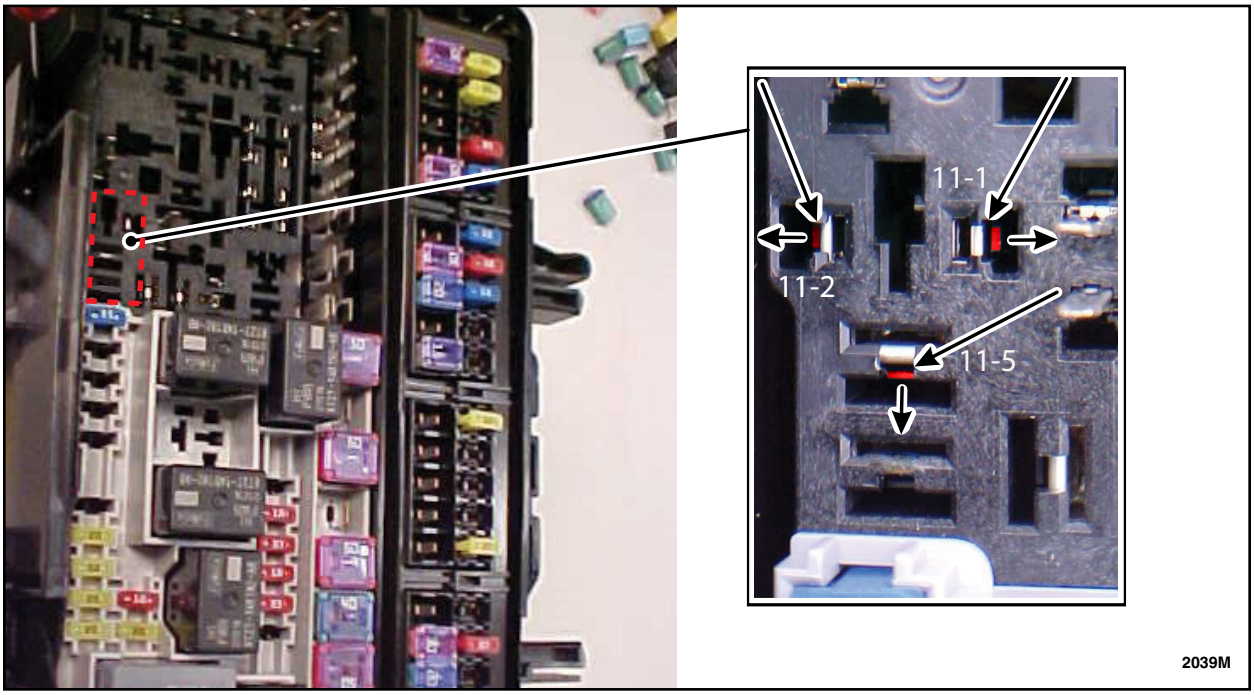


FIGURE 10

9. Replace the terminal ends on the four (4) R11 wire terminals that were removed in Steps 7 and 8 using the directions below:

NOTE: The pigtail terminals supplied in the designated repair kits are of like wire gauge but are different colors and have larger terminals ends.

NOTE: There are two (2) different gauge wires for this repair. The two (2) smaller gauge wires will use the pigtail terminals supplied in the repair kit Part Number KU2Z-14474-EA. The two (2) larger gauge wires will use the pigtail terminals, supplied in the repair kit Part Number JU2Z-14474-BA.

a. Cut off and discard the four (4) wire terminal ends, terminals just removed from the R11 cavities, at the base of the terminal (where the wire meets the metal terminal end).
b. Size and cut the new wires to the length of approximately 6 in. (150 mm) including the female terminal end:
    1. Two (2) of the new smaller gauge pigtail terminals (Part Number KU2Z-14474-EA).
    2. Two (2) of the new larger gauge pigtail terminals (Part Number JU2Z-14474-BA).
c. Strip 0.38 in (9.53 mm) of the insulation from the two (2), in vehicle, smaller gauge wires of the terminals just removed (from the grey and the brown wires) and two (2) *new* smaller gauge wires that were just cut to length (Part Number KU2Z-14474-EA).
d. Strip 0.5 in (12.7 mm) of the insulation from the two (2), in vehicle, larger gauge wires of the terminals just removed (from the blue/red and the green/orange) and the two (2) *new* larger gauge wires that were just cut to length (Part Number JU2Z-14474-BA).
e. Install heat shrink with **lined adhesive**:
    1. On the harness side, install a piece of two inch long, 0.38 in. (9.53 mm) diameter, heat shrink tubing over both larger 8 AWG wires.
    2. Then, install a piece of heat shrink tubing, supplied with Part Number KU2Z-14474-EA, over both smaller 10-12 AWG wires.
    3. Slide all four (4) heat shrink tubes away from the heat while soldering. See Figure 11.
f. **Crimp - Blue/Red and Green/Orange Wires:**
    1. Make 4 crimps using the Rotunda/Motorcraft Wiring Pro - NAIAT-RACT-NI or equivalent to crimp the 8 AWG crimp tubes per the kit.
    2. Crimp one (1) of the new 8 AWG 6 inch pigtail terminals with an 8 AWG crimp tube.
    3. Then, crimp the other side to the Blue/Red wire where the terminal was removed from in the BJB.
    4. Repeat this step for the Green/Orange wire. See Figure 12.
g. **Crimp - Gray and Brown Wires:**
    1. Make 4 crimps using the Rotunda/Motorcraft Wiring Pro - NAIAT-RACT-NI or equivalent to crimp the 10-12 AWG crimp tubes per the kit.
    2. Crimp one (1) of the new 10-12 AWG 6 inch pigtail terminals with an 10-12 AWG crimp tube.
    3. Then, crimp the other side to the Gray wire where the terminal was removed from in the BJB.
    4. Repeat this step for the Brown wire. See Figure 12.
h. **NOTE:** Use Rosin Mildly Activated (RMA) solder. Do Not use acid core solder.
    • Using the solder hole in the center of the crimp, solder the wires together.
i. Slide the piece of heat shrink tubing evenly over the soldered repair on all four (4) repaired wires.
j. Use a suitable heat gun, such as Rotunda Shielded Flameless Heat Gun with Heat Deflector (NAIAT-R5902) that is equipped with a shrink tubing attachment, to heat the heat shrink tubing until the adhesive comes out of both ends on all four (4) repaired wires. See Figure 13.

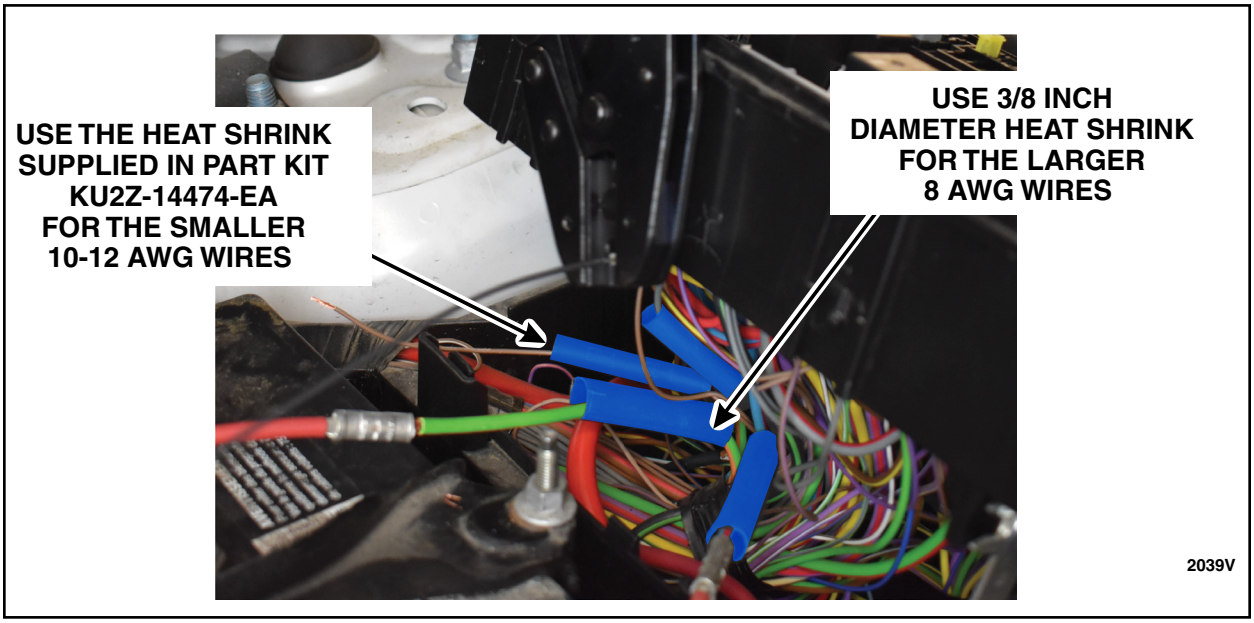


FIGURE 11

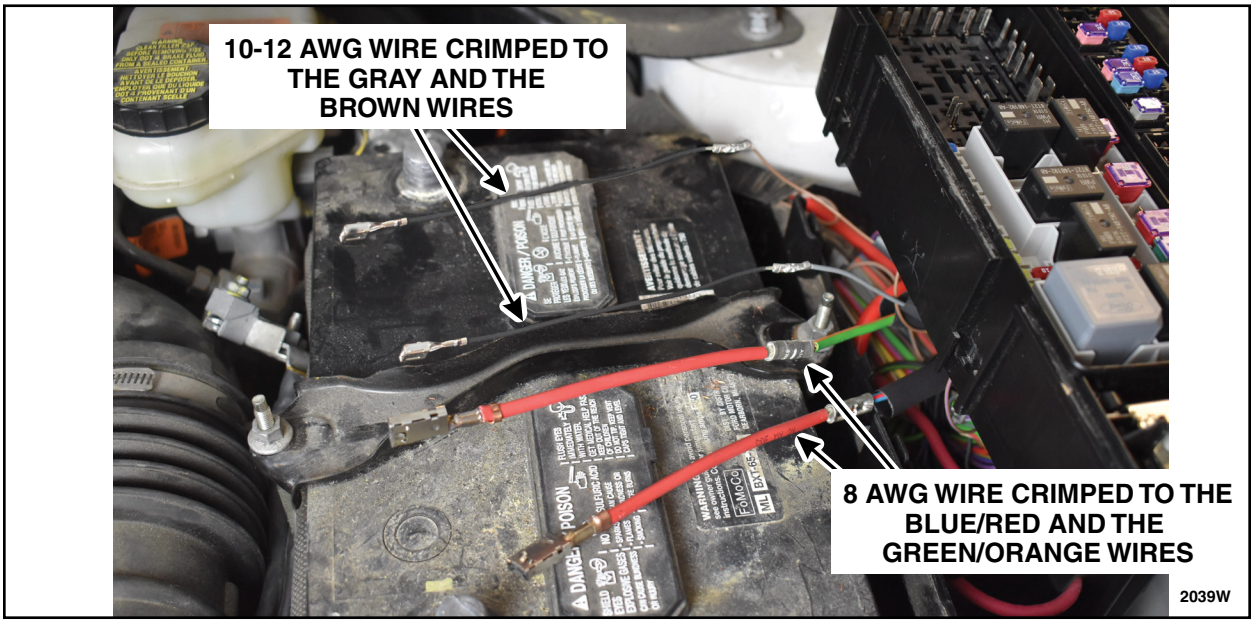


FIGURE 12

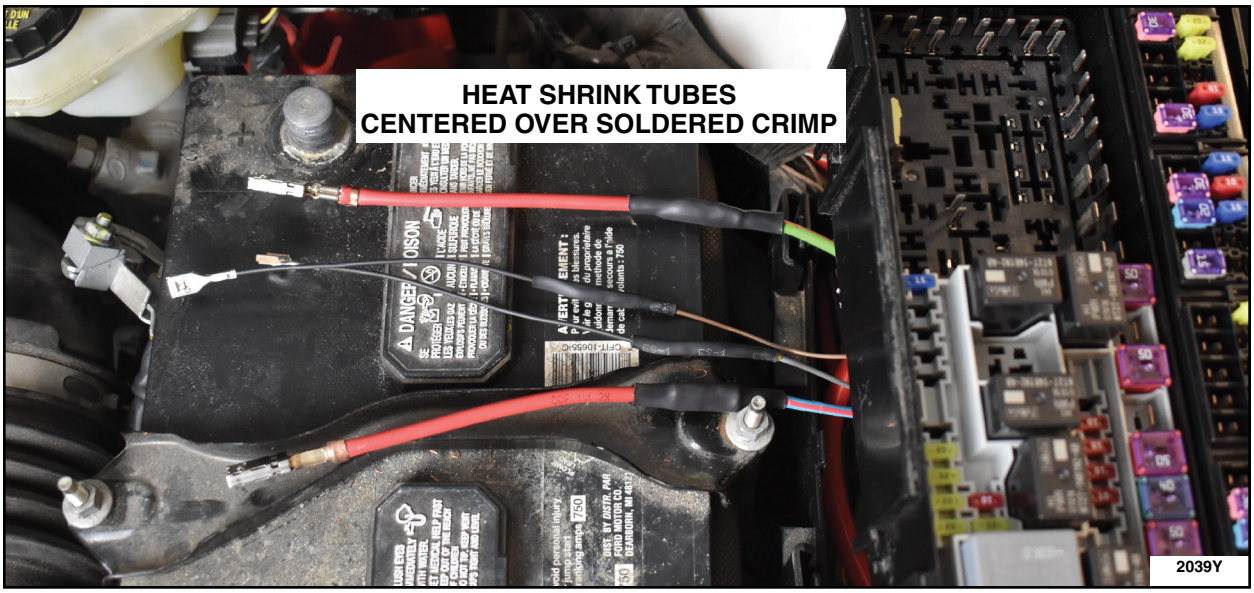


FIGURE 13

10. Install the four (4) wires, removed from the original relay with *new* terminal ends, into the *new* relay R24 cavities as noted below. See Figures 14 and 15.

    - Install what was the original gray wire into cavity 24-1.
    - Install what was the original brown wire into cavity 24-2.
    - Install what was the original blue/red wire into cavity 24-3.
    - Install what was the original green/orange wire into cavity 24-5.

NOTE: When installing the terminal, gently insert the terminal end straight into the cavity until you hear, or feel, a click. When the terminal end is fully inserted, softly pull on the terminated lead to insure the terminal is locked into place.

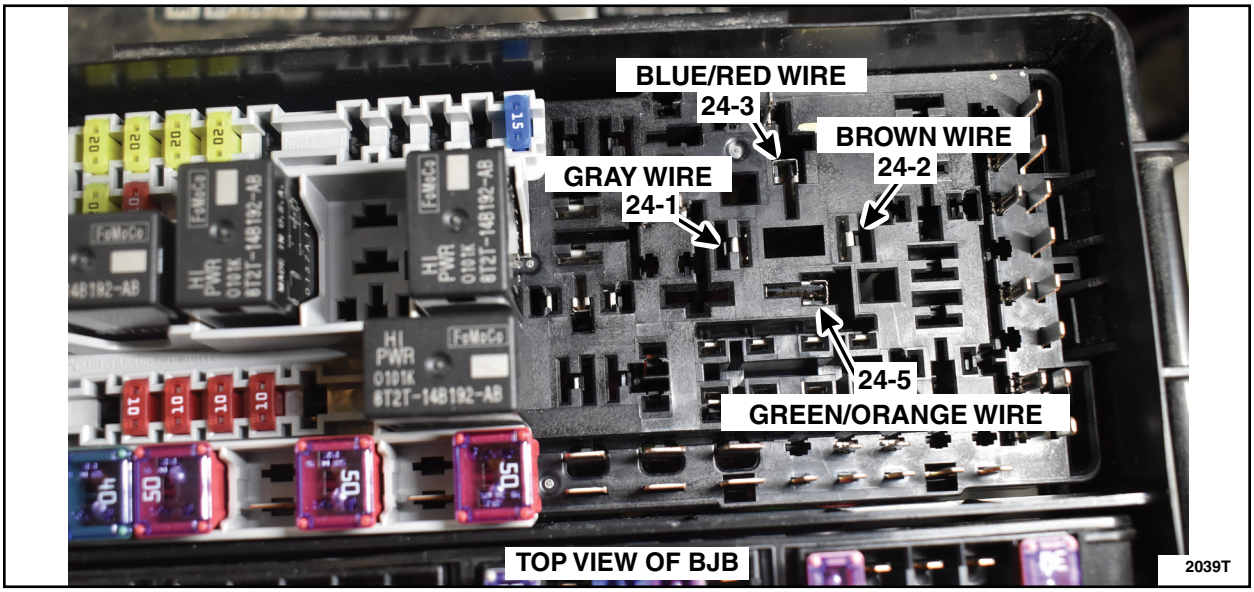


FIGURE 14

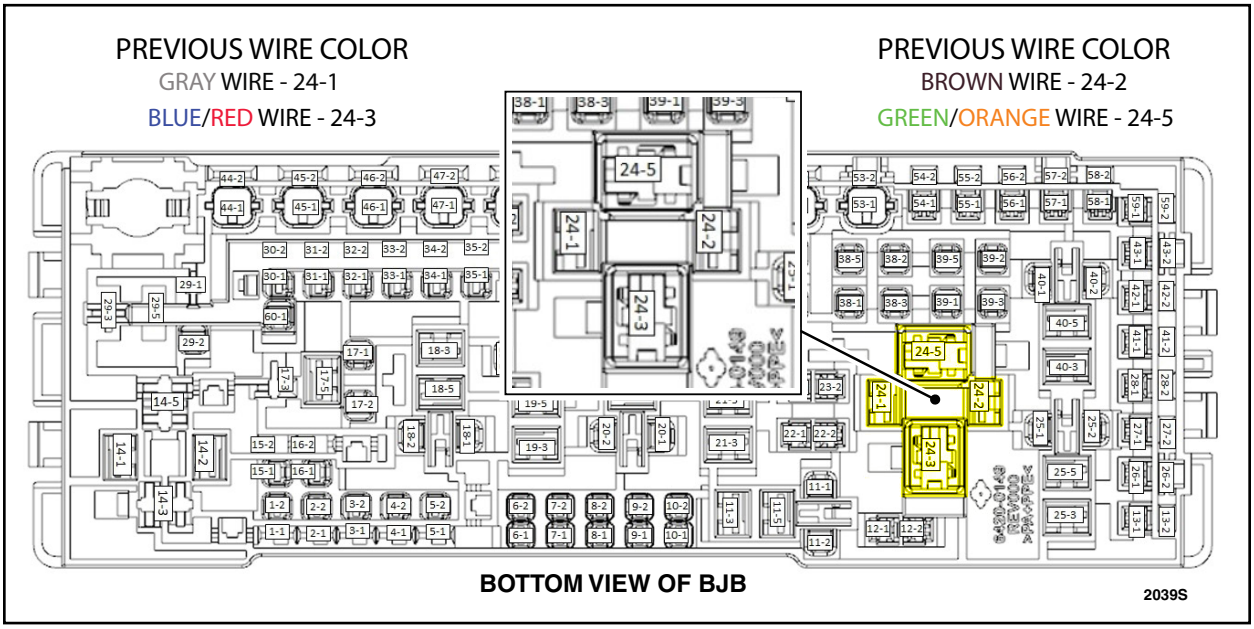


FIGURE 15

11. Position all wiring into the lower BJB half. Then, align the upper BJB half with the lower BJB half. Push straight down to seat the clips on the side. Audible clicks can be heard as the clips correctly seat.

12. Reinstall the TPA plastic lock by aligning all of the male terminals in the BJB with the TPA lock and gently push straight down. As the TPA is installed, it can be felt as it passes by the lobes and properly seats. See Figure 6.

    - Inspect all four (4) corners of the TPA insert to ensure it is flush with the BJB housing.

13. Install the *new* larger high speed cooling fan relay into the new location, R24. See Figures 1 and 16.

14. Install the remaining fuses and relays with the exception of the original cooling fan relay R11 location, which should have been discarded. The original relay location (R11) will stay empty. See Figure 16.

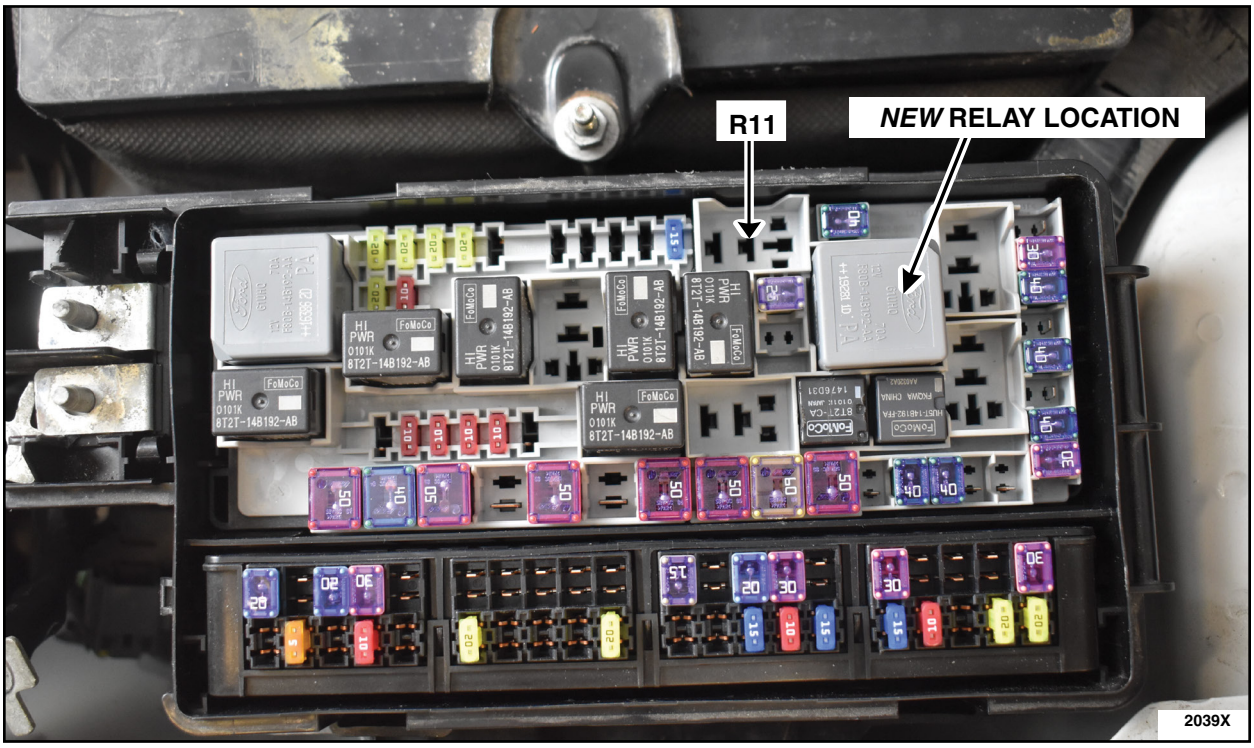


FIGURE 16

15. Position back both of the BJB's power feed cables and install the nuts. See Figure 17.

    • Tighten to 80 lb in (9 Nm).

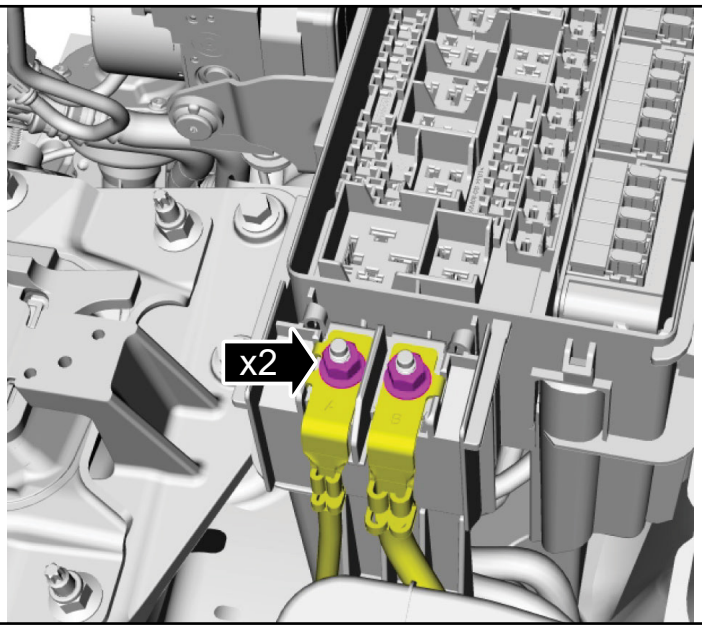


FIGURE 17

16. Install the BJB cover. See Figure 3.

17. Position back the battery cable harness and connect the positive and negitive battery cables. Please follow the WSM procedures in Section 414-01.

18. Ensure the high speed cooling fan motor is operational.

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

Customer Satisfaction Program 21N01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

September 2021

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?

Your vehicle is equipped with a high-speed engine compartment cooling fan that is designed to turn on during long periods of idling to cool the engine. It may be possible the engine cooling fan relay may fail after extended idling. A relay failure may cause the fan to remain on even when the engine is turned off or the fan may never turn on. A continuously running fan will increase the temperature of the relay's connections (terminals) to beyond their design maximum. Excess temperature may eventually damage the relay.

Although your vehicle's high-speed engine compartment cooling fan relay is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company will provide a one-time repair to the high-speed cooling fan relay at no cost to you if needed.

What is the effect?

This program provides a no-cost, one-time repair (if needed) to the high-speed cooling fan relay for 10 years or 150,000 miles from the warranty start date, whichever occurs first.

You may experience the engine compartment fan always on which may result in a drained battery, or in rare circumstances a melted/burned relay inside the fuse box. A damaged non-functional relay with the engine cooling fan always off may lead to engine overheating at idle.

If your vehicle has already exceeded either time or mileage limits listed above, this no-cost, one-time repair will last through August 31, 2022. Program eligibility is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's high-speed cooling fan relay requires replacement due to non-function or overheating and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to upgrade the current high-speed cooling fan relay with a larger more effective relay and the related wiring connections free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, 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. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

What should you do?

You do not need to return to your dealer for this repair unless you have experienced engine cooling fan related issues including fan relay replacement, drained battery, or overheating caused by the relay. Please keep this letter as a reminder of the program terms if a repair of the high-speed engine cooling fan relay is needed. If relay requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 21N01. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions.

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 parking in certain locations 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 paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **March 31, 2022**. 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 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).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division