



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

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

February 8, 2022

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 21B11 – Supplement #1**  
 Certain 2014-2016 Model Year Explorer Vehicles  
 2<sup>nd</sup> Row Inflatable Seat Belt

**New! REASON FOR THIS SUPPLEMENT**

- **PARTS REQUIREMENTS / ORDERING INFORMATION:** Order Quantity and Claim Quantity changes have been made to the parts requirements section. Clarification of parts to labor operations added.
- **CLAIMS PREPARATION AND SUBMISSION** – Added zip ties as a local provision

**PROGRAM TERMS**

This program will be in effect from January 21, 2022 to January 21, 2023. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2014	Chicago Plant Build	February 18, 2013 through June 2, 2014
Explorer	2015	Chicago Plant Build	February 17, 2014 through May 4, 2015
Explorer	2016	Chicago Plant Build	September 19, 2014 through February 28, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In all of the affected vehicles, the air bag light may illuminate as a result of a worn or damaged connection to the rear inflatable seat belt connector.

**SERVICE ACTION**

Dealers are to inspect both second row seat wire harnesses for internal wire damage and reposition or replace as necessary. 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 7, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**New! ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letters

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

**Customer Satisfaction Program 21B11 – Supplement #1**  
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2<sup>nd</sup> Row Inflatable Seat Belt

**OASIS ACTIVATION**

OASIS was activated on January 21, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists has been available through <https://web.fsavinlists.dealerconnection.com> on January 21, 2022. Owner names and addresses will be available by February 21, 2022.

**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**

- Correct all affected units in your new vehicle inventory before delivery.
- 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 January 21, 2023.
- 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 replacing the 2<sup>nd</sup> row inflatable seat belt.

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**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.
- 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.

**New! 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 21B11 is the sub code.
    - Customer Concern Code (CCC): A79
    - Condition Code (CC): X4
    - Causal Part Number: 14B686
    - Part Quantity: 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.

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 21B11      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND      - Misc. Expense: 0.2 Hrs.
- **Additional parts not listed in the parts section:** Additional parts such as Black PVC Tape, *and Tie Straps*, may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than **\$3.50** requires prior approval from the SSSC.
- **Provision for locally obtained Black PVC Tape and Tie Straps:** *Submit refunds on a separate repair line.*
  - Program Code: 21B11      - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$3.50

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Check DTC's, inspect both second row seat wire harnesses (BOTH PASS), remove both seats and reposition harness on seats	21B11B	1.6 Hours
Check DTC's inspect both second row wire harnesses (ONE PASS), remove one seat and reposition harnesses on seat, and replace wiring harness pig tail on the other seat	21B11C	2.2 Hours
Check DTC's, inspect both second row seat wire harnesses (BOTH DO NOT PASS), replace wiring harness pig tails on both seats	21B11D	2.9 Hours

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

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

Part Number	Description	Order Quantity	Claim Quantity
JU5Z-14A594-A	Snap On Retainer – <i>Can only be claimed with Labor Operations B and C</i> 2 for B 1 for C 0 for D	Up to 2 As Required	Up to 2 As Required
EB5Z-14A099-C	Meshed Sleeve - <i>Can only be claimed with Labor Operations B and C</i> 2 for B 1 for C 0 for D	Up to 2 As Required	Up to 2 As Required
*HU5Z-14A163-C	Tie Strap - <i>Can only be claimed with Labor Operations B and C</i> 2 for B 1 for C 0 for D	Up to 2 As Required	Up to 2 As Required
FU2Z-14S411-RB	Pigtail – <i>Can only be claimed with Labor Operations C and D</i> 0 for B 1 for C 2 for D	Up to 2 As Required	Up to 2 As Required

*\* NOTE: Aftermarket tie straps can also be used and claimed instead of ordering the part listed above. Refer to Claims Preparations and Submissions in Attachment I.*

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 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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 1<sup>st</sup> 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 2014-2016 MODEL YEAR EXPLORER VEHICLES — SECOND ROW INFLATABLE SEATBELT

### SERVICE PROCEDURE

**NOTE:** This procedure should be performed on both seats.

1. Connect IDS and check for Diagnostic Trouble Code's (DTC's) B141B and/or B141C.

**NOTE:** DTC's may indicate possible internal wire damage in the seat wire harness.

2. Fold the Left Hand (LH) and Right Hand (RH) second row seats forward and inspect the wiring harness for damage. Is the wire harness damaged on either the RH or LH seat? See Figure 1.

### Inspection Results:

**If YES** - For RH: Proceed to Wire Harness Repair and Rerouting Procedure on Page 8.  
- For LH: Proceed to Wire Harness Repair and Rerouting Procedure on Page 8.

**If NO** - For RH: Proceed to Wire Harness Stress Relief Procedure on Page 2.  
- For LH: Proceed to Wire Harness Stress Relief Procedure on Page 2.

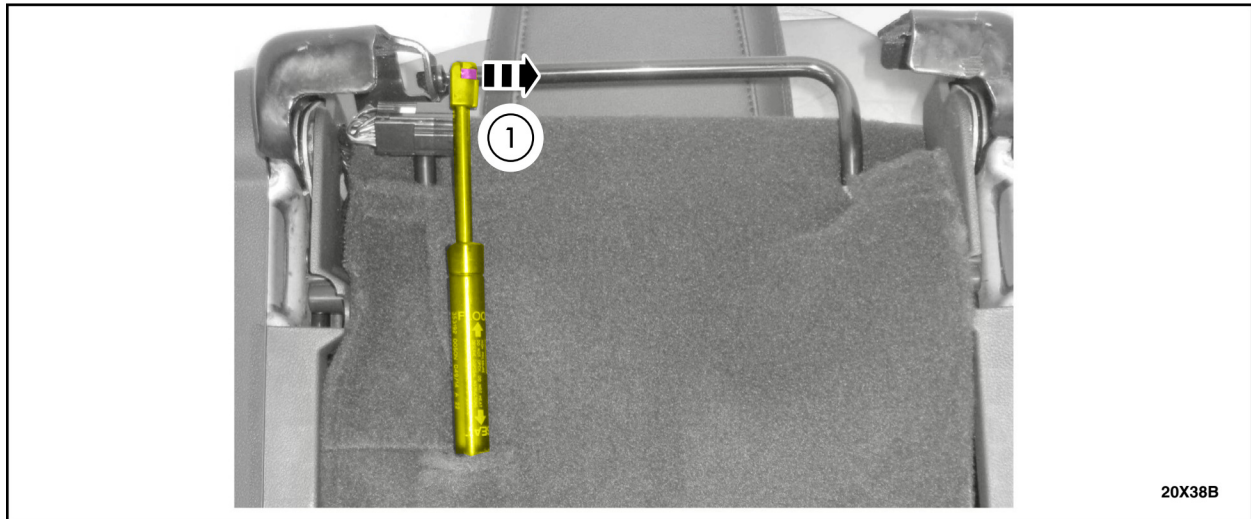


FIGURE 1



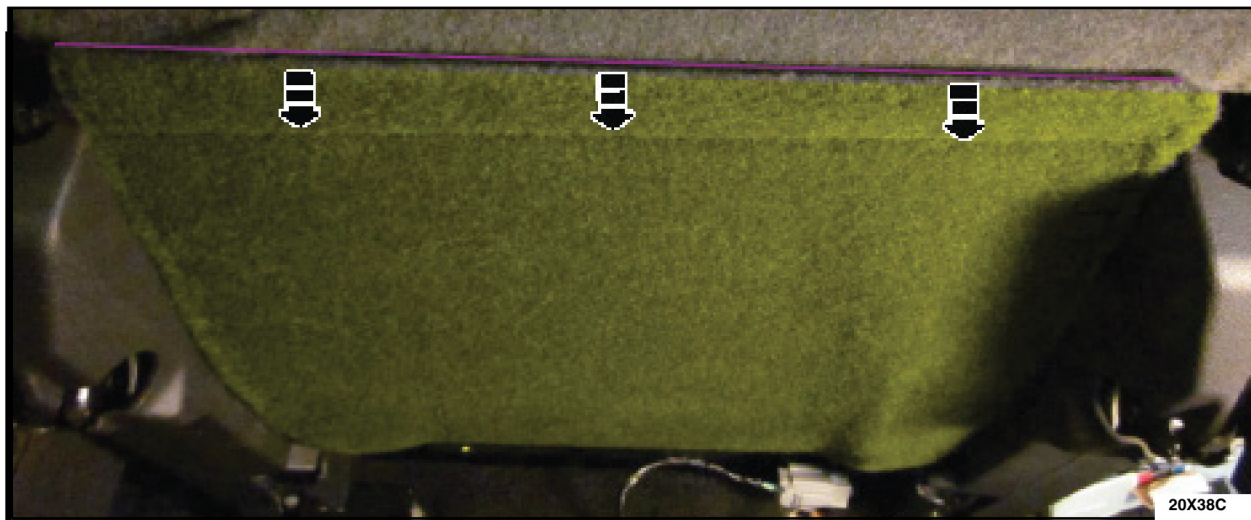
## WIRE HARNESS STRESS RELIEF PROCEDURE

1. Remove the affected second row seat. Please follow the Workshop Manual (WSM) procedures in Section 501-01B.
2. Place the affected seat on a work bench with underside of the seat facing up.
3. If equipped, disengage the clip securing the hydraulic ram and position the hydraulic ram aside. See Figure 2.



**FIGURE 2**

4. Release the seat cushion cover J-clip and position aside the seat cover. See Figure 3.

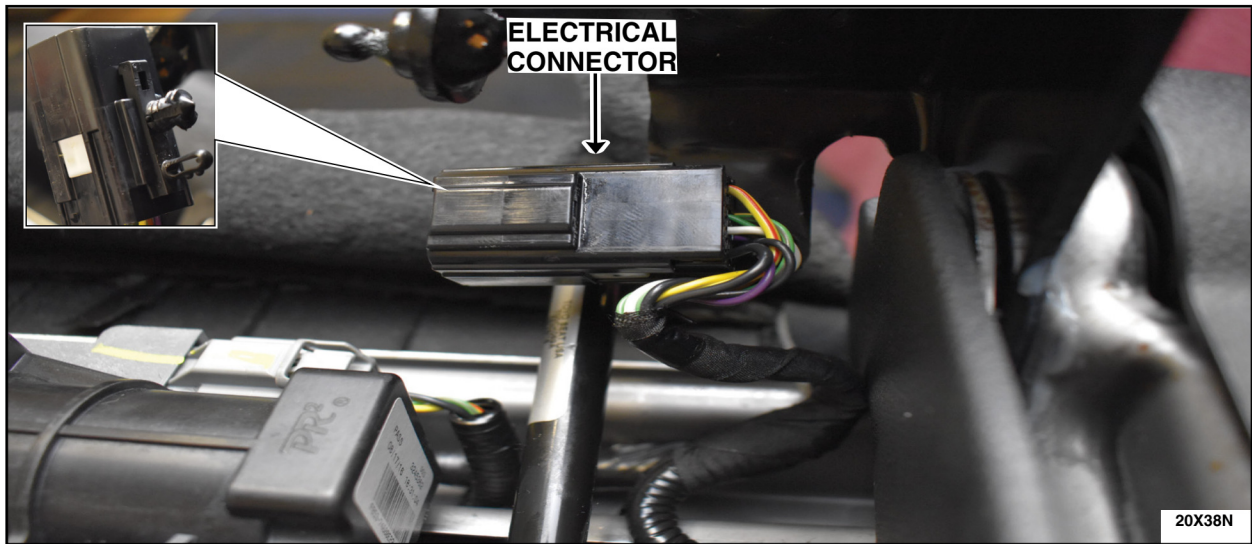


**FIGURE 3**



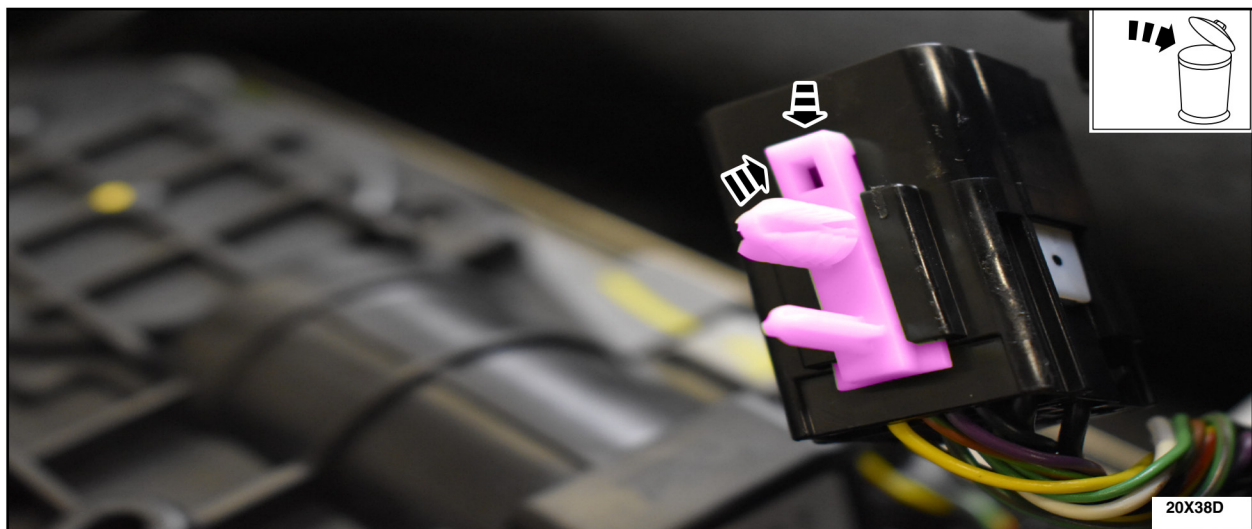


5. Disconnect the electrical connector push pins from the seat frame. See Figure 4.



**FIGURE 4**

6. Remove and discard the electrical connector push pin retainer. See Figure 5.

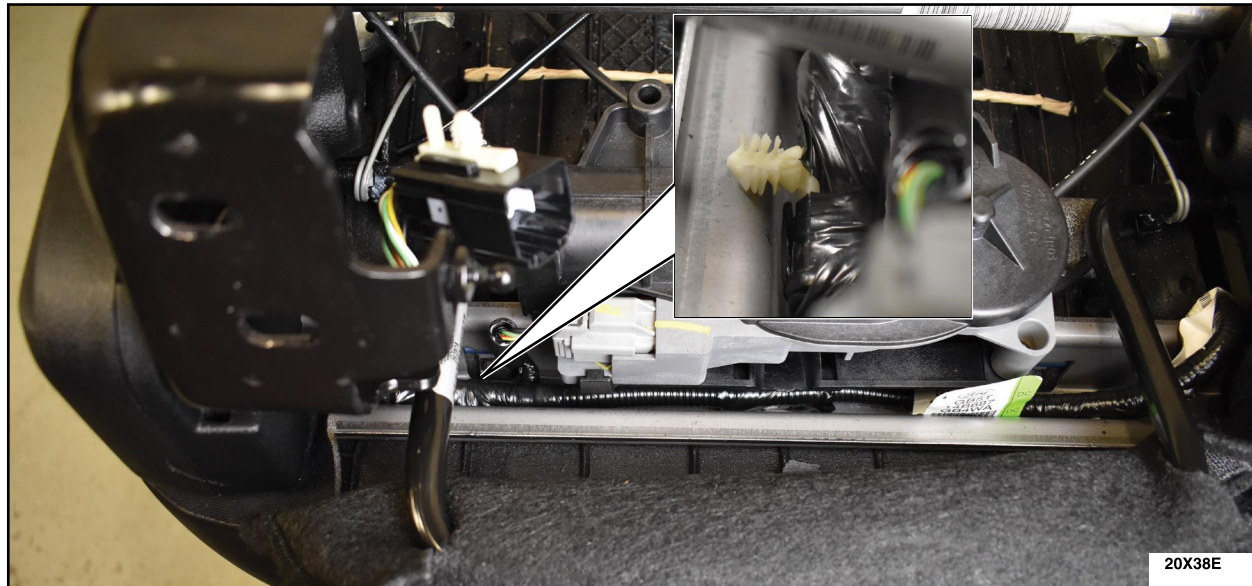


**FIGURE 5**

7. Install *new* electrical connector push pin retainer by reversing the removal steps. See Figure 5.



8. Disconnect the wire harness push pin retainer closest to the electrical connector from the seat frame.  
See Figure 6.



**FIGURE 6**

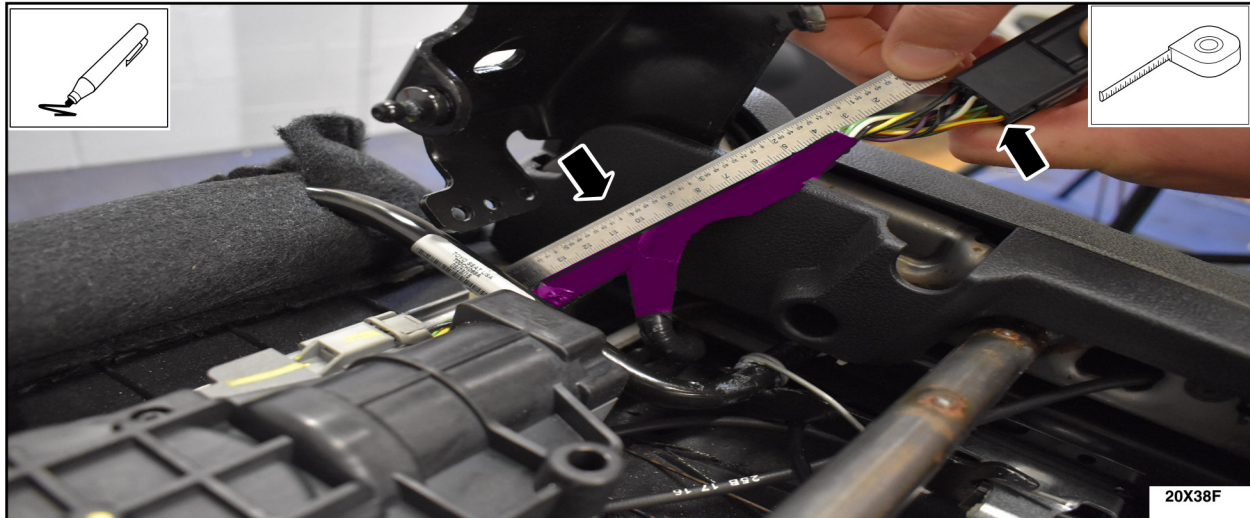
9. Using a suitable tool remove the head from the wire harness push pin retainer that was disconnected in the previous step. See Figure 7.



**FIGURE 7**



10. Measure the distance from the back of the connector to the branch. Add 25mm (1 in) from that point and mark on the main harness and the take out (branch off wire). See Figure 8.



**FIGURE 8**

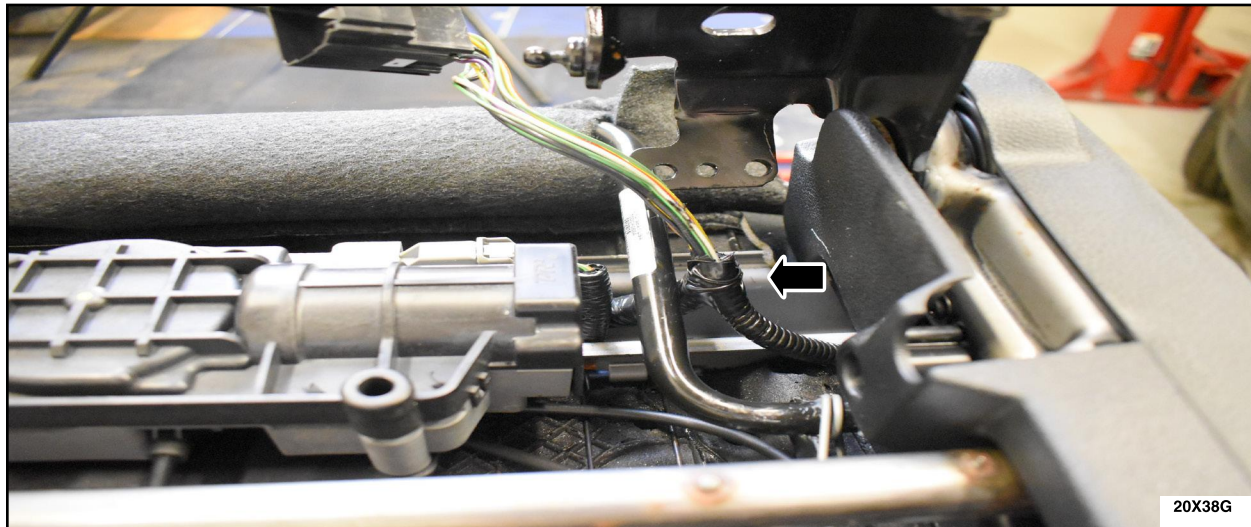
11. Remove all tape and convolute tubing from wiring back of the connector to the marks made in the prior step. See Figure 9.



**FIGURE 9**

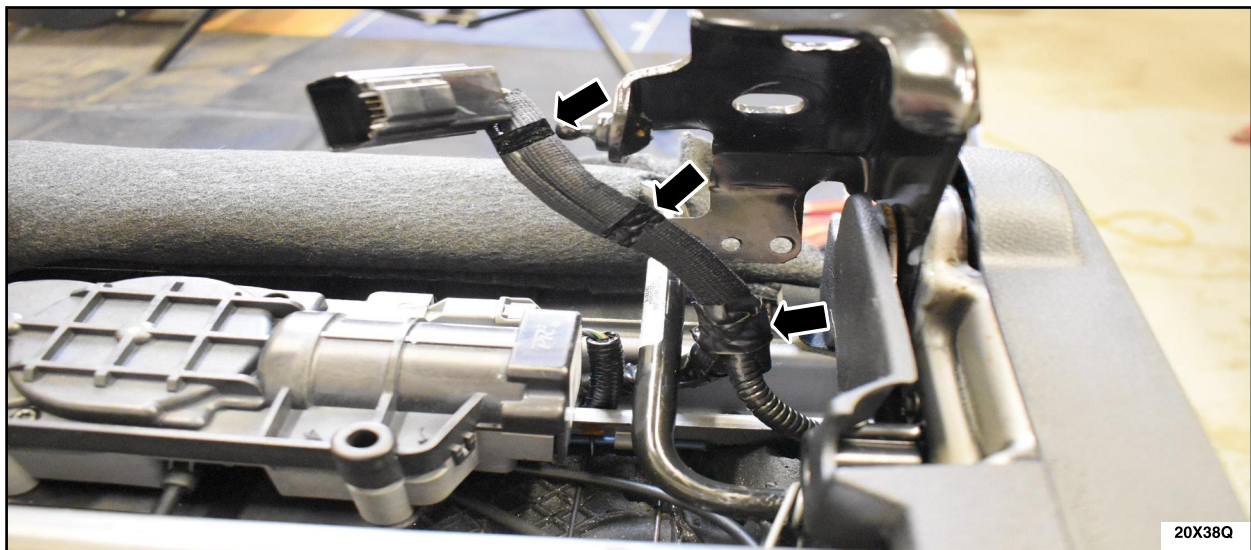


12. Relocate the take out (branch off wire) and spot tape it to the main harness at the end of the convolute tubing. See Figure 10.



**FIGURE 10**

13. Install mesh sleeve and apply electrical tape to the ends and middle of the sleeve. See Figure 11.



**FIGURE 11**

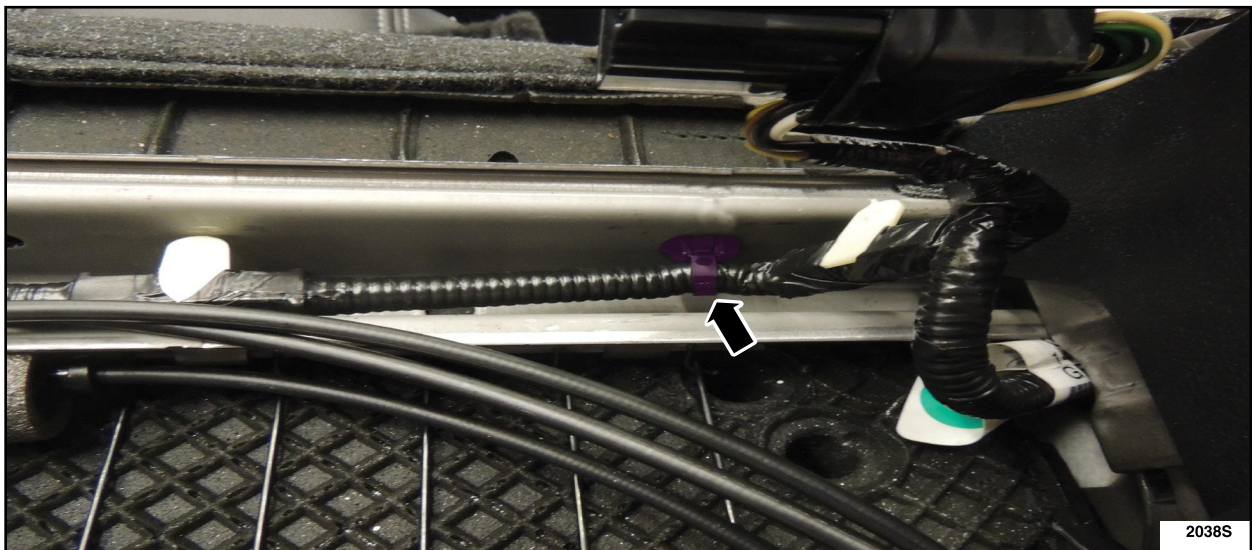


14. Wrap the wire around the connector and secure with 3 wraps of electrical tape going between the new electrical connector push pin retainer. See Figure 12.



**FIGURE 12**

15. Reconnect the electrical connector to the seat frame. See Figure 4.
16. Install a *new* zip-tie wire harness electrical connector retainer (one closest to the electrical connector) to secure the wire harness to the seat frame. See Figure 13.



**FIGURE 13**

17. Slide the seat forward, backward and tilt it to insure no wires are taught.
18. Position the seat cushion cover and engage the J-clip. See Figure 3.
19. If equipped, reattach the clip securing the hydraulic ram. See Figure 2.
20. Reinstall the affected second row seat. Please follow the Workshop Manual (WSM) procedure in Section 501-01B. This completes the recall.



## WIRE HARNESS REPAIR AND RE-ROUTING

1. Disconnect battery cable to ground. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
2. Remove the seat bottom cover from the affected seat. Please follow the WSM procedures in Section 501-10.
3. On the affected seat, disconnect the electrical connector and remove the connector and wiring harness pushpin from its mounting on the seat frame.
4. On the affected seat, follow the seat harness and locate the next harness retaining pushpin closest to the electrical connector and remove it. See Figure 14.

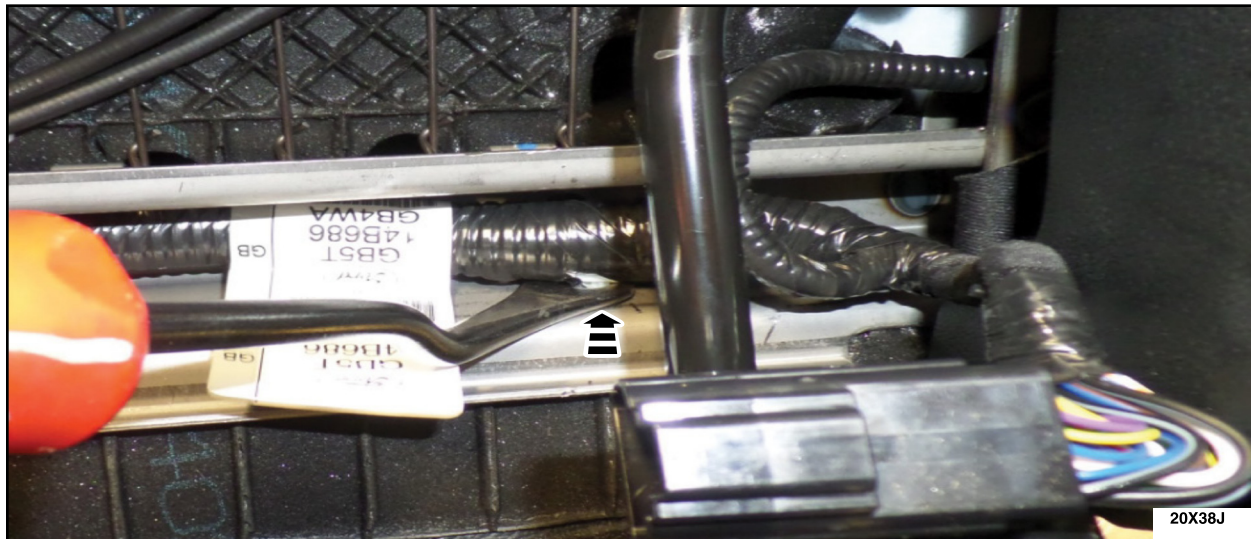


FIGURE 14

5. On the male side connector of the affected seat where the wiring harness is taped to the harness - pushpin retainers, remove the retaining tape and the harness pushpin. Discard the pushpin. See Figure 15.

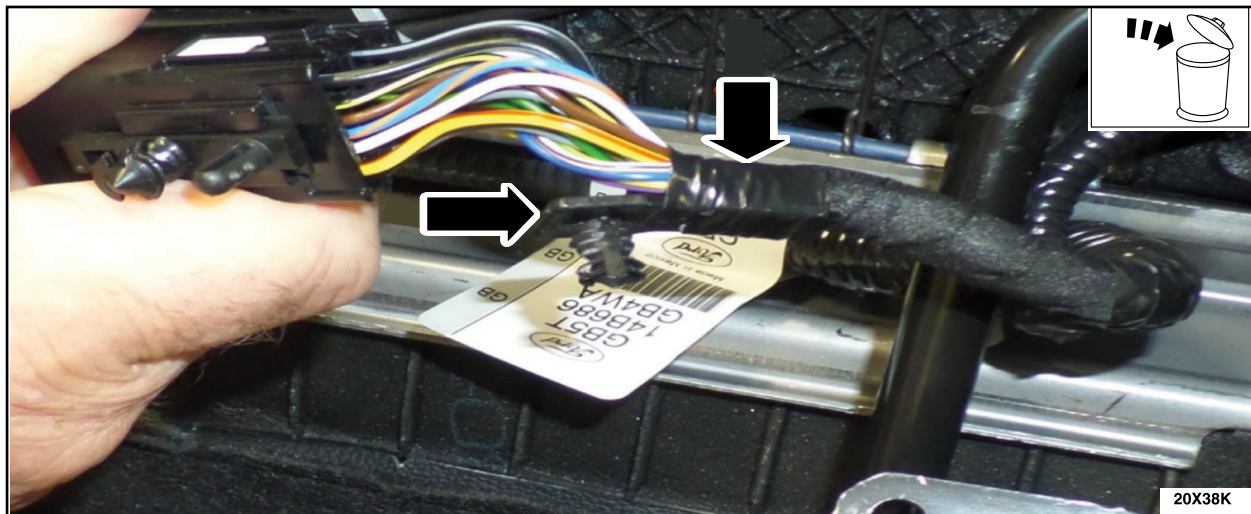
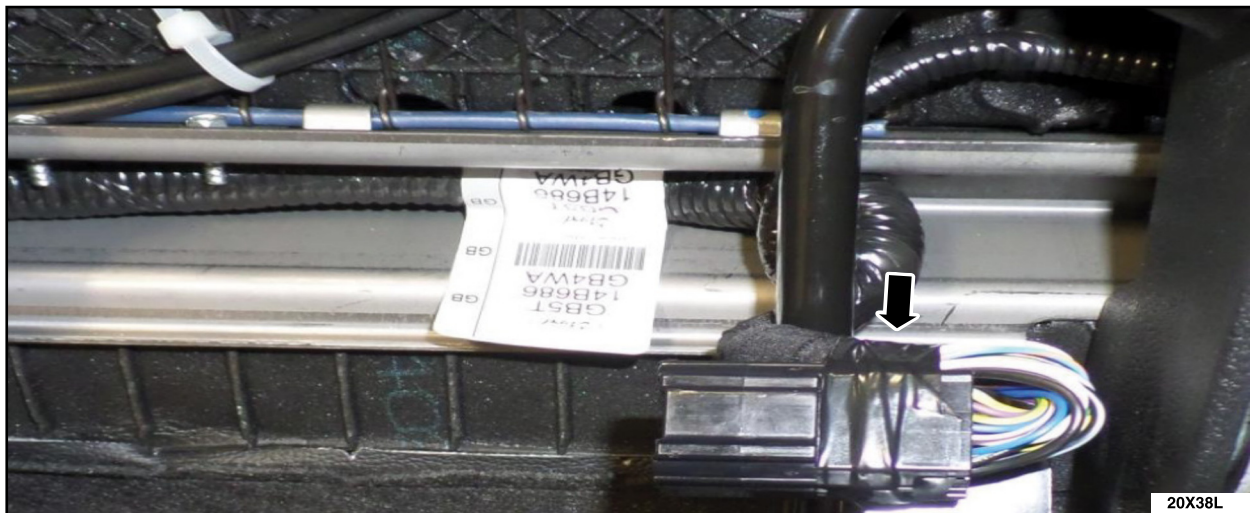


FIGURE 15



6. Determine the vehicle's second row seat configuration.
  - If the vehicle is equipped with the 60/40 seats proceed to Step 7.
  - If the vehicle is equipped with second row armrest chairs proceed to Step 15.
7. For vehicles with 60/40 seats, perform the following procedure:
8. On the driver side cut the wires on the female side of C3133 and replace them with the new wiring pigtail. Only replace the length of wire removed from the harness. Solder the new wire to the existing circuits. Refer to Section 5 of the Wiring Diagram for the solder-splicing method.
9. On the male connector create a 15-20 mm (1/2-3/4") loop with the wiring harness and secure the harness to the connector using electrical tape. Make sure the wire loop does not contact the seat trim. Wrap the harness and connectors 3 times to provide harness stress relief and to prevent damage to the connector terminals when the seat is folded forward. See Figure 16.



**FIGURE 16**

10. Reconnect the electrical connector.
11. Reattach the electrical connector to the seat mounting with the existing pushpin.



12. On the passenger side, take the connector and route the seat harness to the other side of the black bar. See Figure 17.



**FIGURE 17**

13. Reconnect the electrical connector.
14. Reattach the electrical connector to the seat mounting with the existing pushpin. Proceed to Step 21.
15. For vehicles with second row armrest chairs perform the following procedure:
16. On both the passenger and driver side seat take the connectors and route the seat harness to the other side of the black vertical bar. See Figure 17.
17. Cut the wires for both female connectors C3133 and C3134, and replace them with the new wiring pigtail. Only replace the length of wire removed from the harness. Solder the new wire to the existing circuits. Refer to Section of the Wiring Diagram for the solder-splicing method.
18. On the male connector side, create a 15-20 mm (1/2-3/4") loop with the wiring harness and secure the harness to the connector using electrical tape. Make sure the wire loop does not contact the seat trim. Wrap the harness and connectors 3 times to provide harness stress relief and to prevent damage to the connector terminals when the seat is folded forward. See Figure 16.
19. Reconnect the electrical connectors.
20. Reattach both electrical connectors to the seat mounting with the existing pushpins.
21. Reattach the seat bottom cover. Please follow the WSM procedures in Section 501-10.
22. Reconnect the battery cable to ground. Please follow the WSM procedures in Section 414-01.
23. Use IDS to recheck and clear DTC's. If DTC's please follow the WSM procedures in Section 501-20B.







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

February 2022

Customer Satisfaction Program 21B11

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, it may be possible the second-row seat belt may have a worn or damaged electrical connection. The second-row seat belts still function normally and this has no effect on seat belt inflation.

**What is the effect?** This may result in an illumination of the air bag light.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect and replace, if necessary, the second-row seat belt connection free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until January 21, 2023 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 21B11. 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](http://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. 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.

**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](https://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 the 2<sup>nd</sup> row inflatable seat belt. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before January 21, 2023. 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: [owner.ford.com](https://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](https://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