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March 31, 2016

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S14**  
Certain 2015-2016 Model Year MKC and 2016 Model Year Explorer Vehicles  
Equipped With 2.3L Engines and Engine Block Heater  
Engine Block Heater Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
MKC	2015-2016	Louisville	November 25, 2013 through January 25, 2016
Explorer	2016	Chicago	October 20, 2014 through January 28, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, when the engine block heater system is plugged in, the engine block heater element may overheat. If the engine block heater element overheats, engine coolant may leak and the engine block heater power cable connector may experience heat damage. Additionally, an overheating engine block heater element increases the risk of an unattended under hood fire while the vehicle is parked.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the engine block heater with a newly designed part and inspect the engine block heater power cable. 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 May 16, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**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 black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S14**  
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Engine Block Heater Replacement

**OASIS ACTIVATION**

OASIS will be activated on March 31, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by March 31, 2016. Owner names and addresses will be available by May 31, 2016.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**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.

**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.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 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.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

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**LINCOLN CLIENT SPECIAL HANDLING**

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, including:

- Fuel fill
- Transportation assistance
- Courtesy pick-up and delivery of client vehicles

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC04453, Lincoln Loyalty Program Announcement for additional details.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (16S14) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For Lincoln Client Special Handling, reference EFC03578, Lincoln Loyalty Program Announcement and EFC04165, Lincoln Loyalty Rental Claims for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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 Engine Block Heater Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace engine block heater – MKC Includes time to inspect and replace power cable if necessary	16S14B	1.4 Hours
Replace engine block heater – Explorer Includes time to inspect and replace power cable if necessary	16S14C	1.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
GJ7Z-6A051-A	Engine Block Heater – MKC & Explorer	1
EJ7Z-6B018-A	Engine Block Heater Power Cable – MKC	As Needed Less than 1% Expected
BB5Z-6B018-CA	Engine Block Heater Power Cable – Explorer	As Needed Less than 1% Expected

The DOR/COR number for this recall is 51031.

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

Less than 1% of the affected vehicle population is expected to require Engine Block Heater Power Cable replacement.

**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 2015-2016 MODEL YEAR MKC AND 2016 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH 2.3L ENGINES AND ENGINE BLOCK HEATER — ENGINE BLOCK HEATER REPLACEMENT

### OVERVIEW

In the affected vehicles, when the engine block heater system is plugged in, the engine block heater element may overheat. If the engine block heater element overheats, engine coolant may leak and the engine block heater power cable connector may experience heat damage. Additionally, an overheating engine block heater element increases the risk of an unattended under hood fire while the vehicle is parked. Dealers are to replace the engine block heater with a newly designed part and inspect the engine block heater power cable.

### SERVICE PROCEDURE

1. Disconnect the engine block heater power cable connector and inspect the connector for damage. See Figure 1. For engine block heater location reference, see Figure 2b for Explorer and Figure 3b for MKC.
  - If damage **is not** found, proceed to Step 3.
  - If damage **is** found, proceed to Step 2.

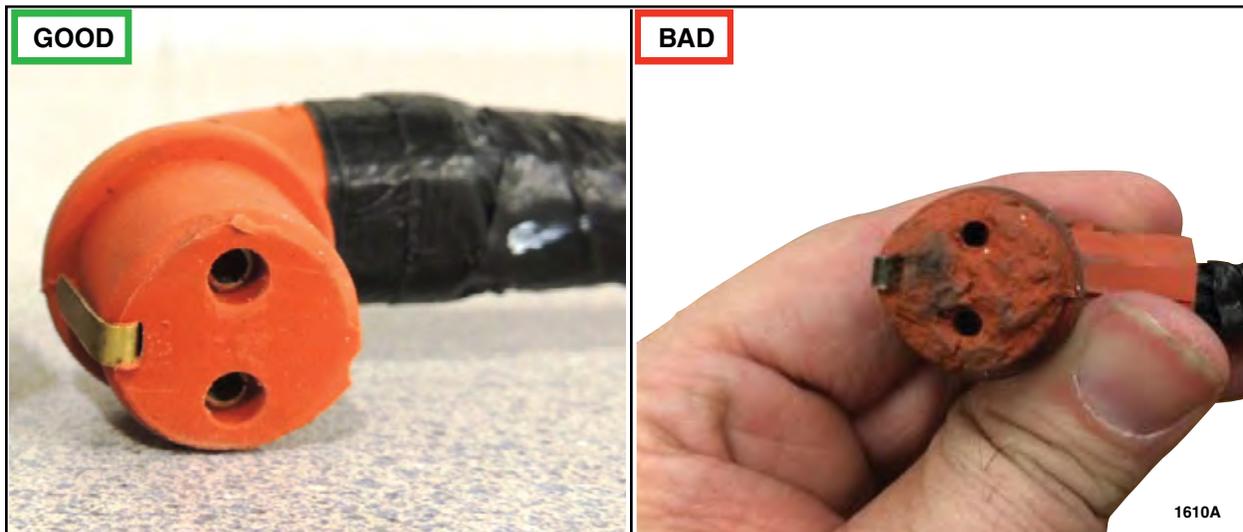


FIGURE 1



2. Replace the engine block heater power cable. See Figures 2a and 2b for Explorer and Figures 3a and 3b for MKC. Do not connect the power cable to the block heater at this time.

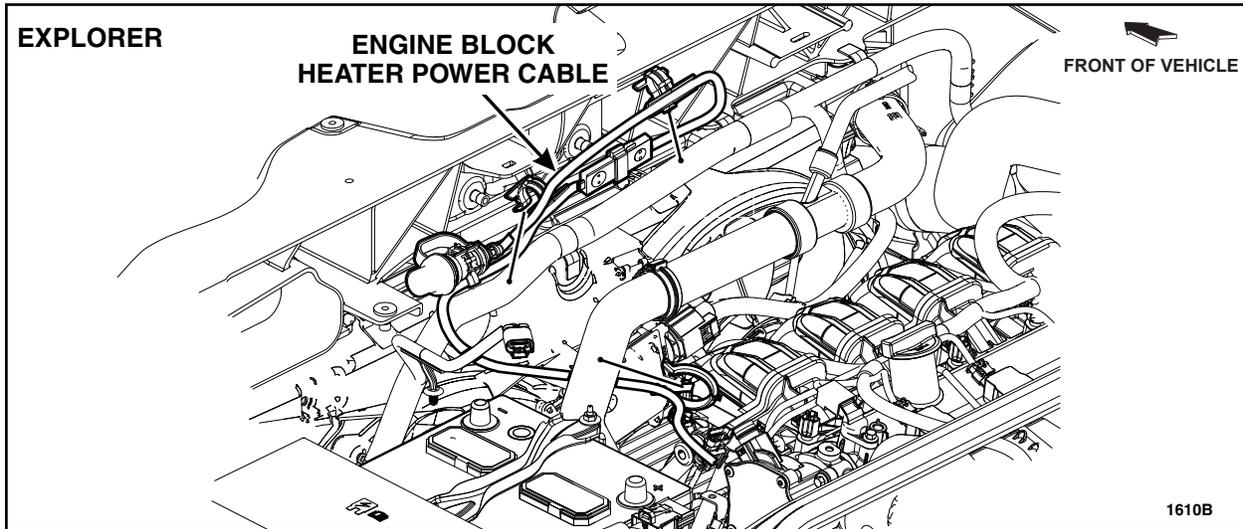


FIGURE 2a

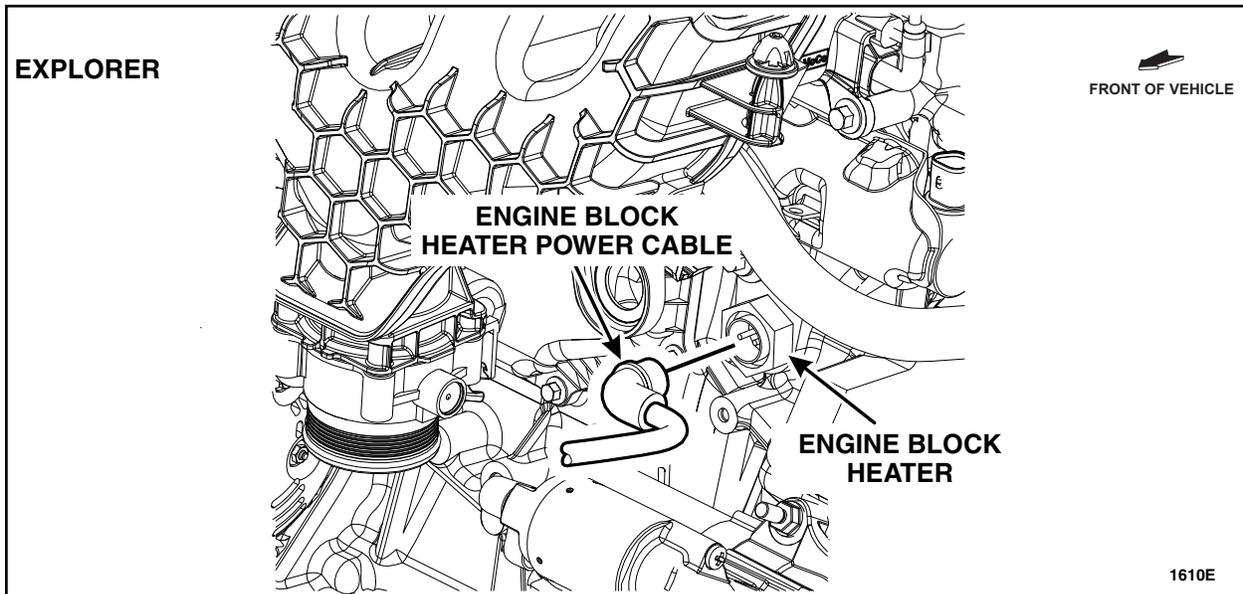


FIGURE 2b



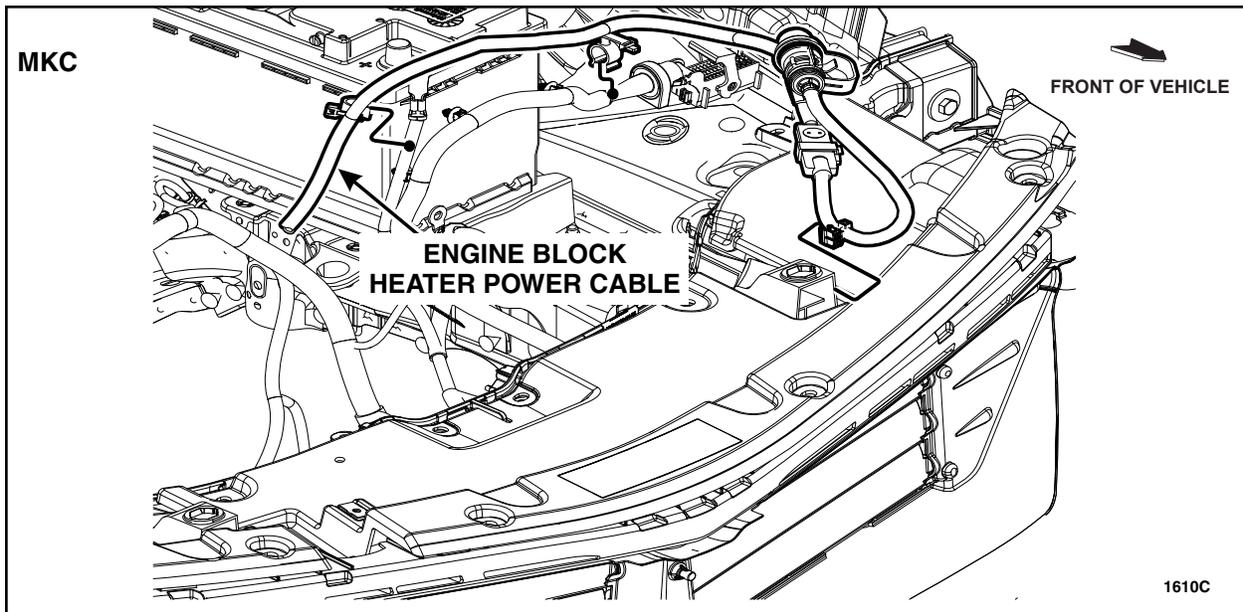


FIGURE 3a

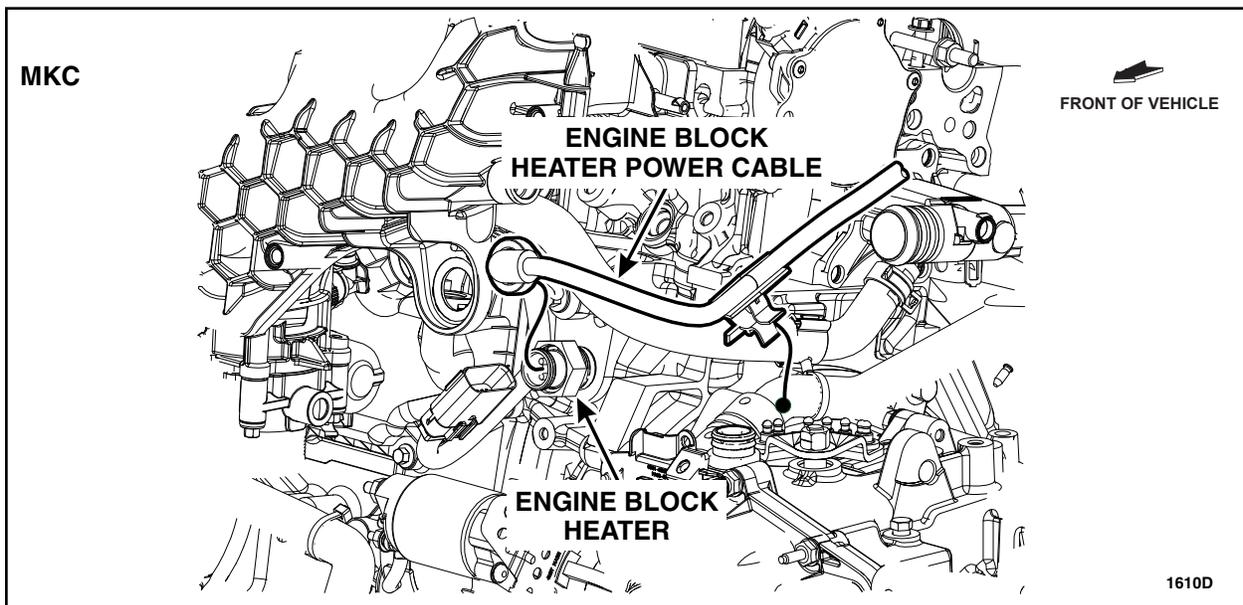


FIGURE 3b

3. Replace the engine block heater and connect the engine block heater power cable. Please follow the Workshop Manual (WSM) procedures in Section 303-03A.

