

## **Did Not Pass Engine Block Heater Corrosion Inspection Customer Information Sheet**

Ford Motor Company is voluntarily recalling certain 2015 - 2019 Model Year F-150 and 2017 – 2019 Model Year F-Super Duty vehicles equipped With Engine Block Heaters. Your dealer has completed an inspection of the wire assembly connector and has found that your engine block heater wire assembly requires replacement.

Parts for the permanent repair of your vehicle are not currently available. We apologize for any inconvenience this part shortage may cause you. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available 1<sup>st</sup> Quarter, 2019.

### **DO NOT USE THE ENGINE BLOCK HEATER IN YOUR VEHICLE DUE TO THE RISK OF AN ENGINE COMPARTMENT FIRE AND/OR PROPERTY DAMAGE.**

If the engine block heater continues to be used, ensure vehicle is parked outside and away from any structures, connect the system to a ground-fault circuit interrupter (GFCI) 120-volt AC electrical outlet and follow all instructions and warnings below, which are in your vehicles owner's manual.

- Failure to follow engine block heater instructions could result in property damage or serious personal injury
- Do not use your heater with ungrounded electrical systems or two-pronged adapters. There is a risk of electrical shock.
- Make sure your vehicle is parked in a clean area, clear of combustibles.
- Use a 16-gauge outdoor extension cord that is product certified by Underwriter's Laboratory (UL) or Canadian Standards Association (CSA). This extension cord must be suitable for use outdoors, in cold temperatures, and be clearly marked Suitable for Use with Outdoor Appliances. Do not use an indoor extension cord outdoors. This could result in an electric shock or become a fire hazard.
- Use as short an extension cord as possible.
- Do not use multiple extension cords.
- Make sure that when in operation, the extension cord plug and heater cord plug connections are free and clear of water. This could cause an electric shock or fire.
- Make sure the heater, heater cord, and extension cord are firmly connected.
- Check for heat anywhere in the electrical hookup once the system has been operating for approximately 30 minutes.
- Make sure the system is unplugged and properly stowed before starting and driving your vehicle. Make sure the protective cover seals the prongs of the block heater cord plug when not in use.

Ford has not issued instructions to stop driving your vehicle under this safety recall. Owners can continue to safely drive their vehicle if they follow all instructions and warnings. Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

Ford Motor Company  
Ford Customer Service Division