



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

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

September 24, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 20S56
Certain 2019 Model Year Super Duty Vehicles
Dana Axle Tube Weld

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2019	Kentucky Truck Plant	August 24, 2019 through September 9, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the front mono-beam axle may have been improperly welded. This may allow the yoke to rotate on the axle under hard braking conditions, and potentially separate from the axle tube. Customers may experience a loud popping noise, steering effects, and potential loss of steering control, increasing the risk of an injury or a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the weld and contact the Special Service Support Center (SSSC) if inspection does not pass. This service must be performed on all affected vehicles at no charge to the vehicle owner. Ford believes that this defect will be present in less than 1% of the vehicles inspected.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of October 12, 2020. 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 \$21,000 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 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 "D. Johnson", written in a cursive style.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on September 24, 2020

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 24, 2020. Owner names and addresses will be available by October 30, 2020.

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.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

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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.
 - o 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.
 - o When entering claims, select claim type 31: Field Service Action. The FSA number 20S56 is the sub code.
 - o 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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INSPECTION LABOR ALLOWANCES - PASS

Description	Labor Operation	Labor Time
Remove Wheel and Inspect Axle Tube Weld – Pass – <u>Closes Program</u>	20S56A	0.3 Hours

INSPECTION LABOR ALLOWANCES – DOES NOT PASS

Description	Labor Operation	Labor Time
Remove Wheel and Inspect Axle Tube Weld – Contact SSSC and Provide Three Photos – Does Not Pass– <u>Program Remains Open</u>	20S56AA	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required for this inspection.

CERTAIN 2019 MODEL YEAR F-SUPER DUTY VEHICLES — DANA AXLE TUBE WELD

SERVICE PROCEDURE

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedure in Section 100-02.
2. Remove the LH (Left Hand) front wheel and tire assembly. Please follow the WSM procedure in Section 204-04.
3. Inspect the LH front axle tube to steering knuckle weld. Can you fit a 0.010" feeler gauge between any portion of the weld and the steering knuckle, inspecting in four locations around the axle weld? See Figures 1, 2 and 3.

No - Passes Inspection, reinstall the wheel and tire assemblies. Please follow the WSM procedure in Section 204-04. Procedure is complete.

Yes - Does not pass inspection, proceed to Step 4.

4. Open the driver's side front door. Take a picture of the Vehicle Identification Number (VIN) sticker on the lower-A-pillar, and two pictures of the suspect weld at two different locations. Submit the pictures to the Special Service Support Center (SSSC) for further review, and repair direction if necessary.

NOTE: Some components have been removed for clarity.

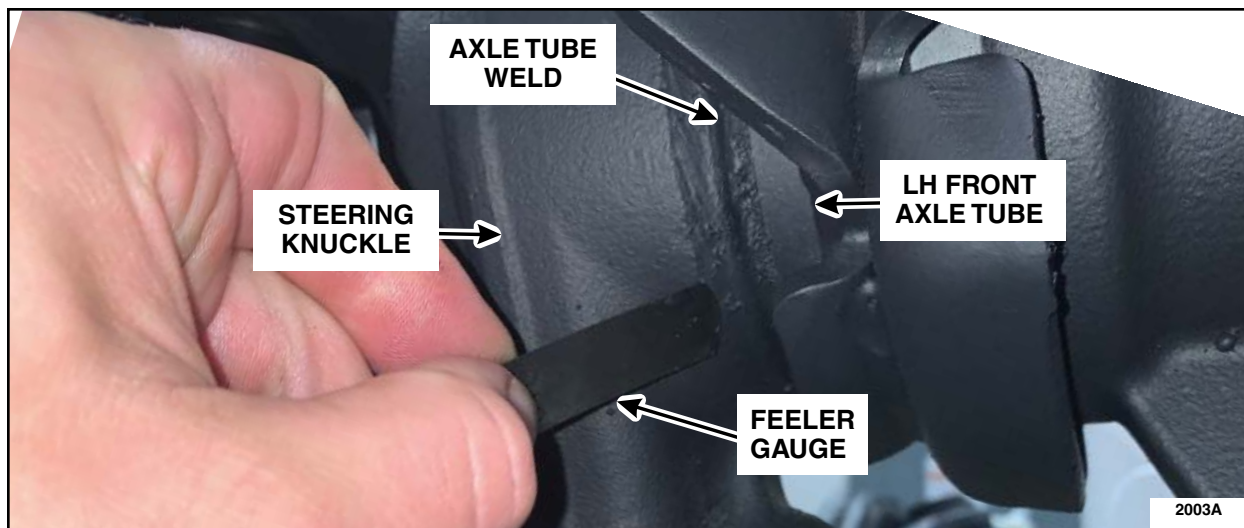


FIGURE 1



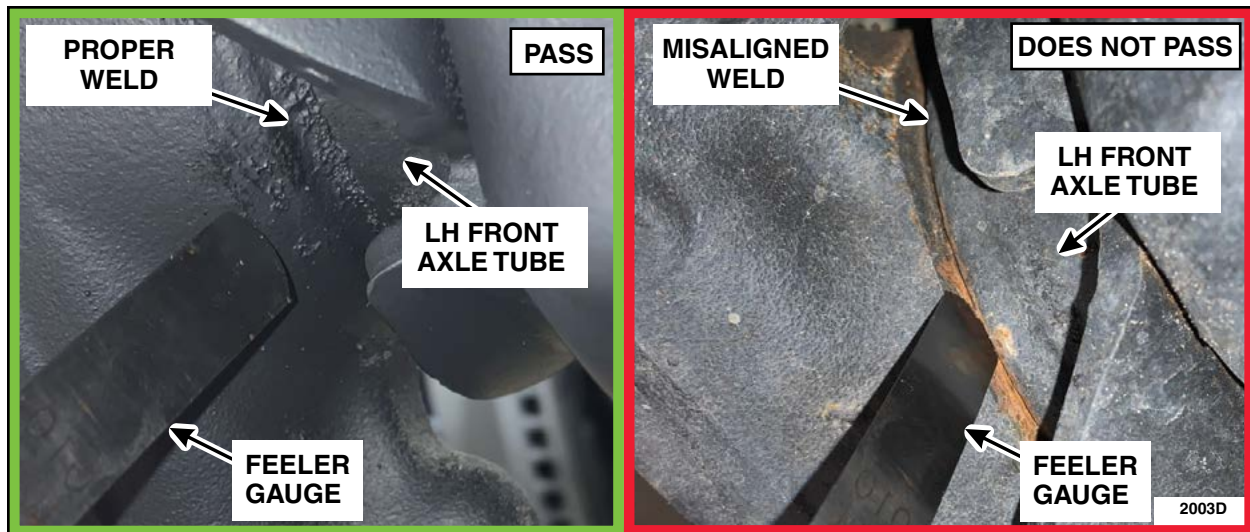


FIGURE 2

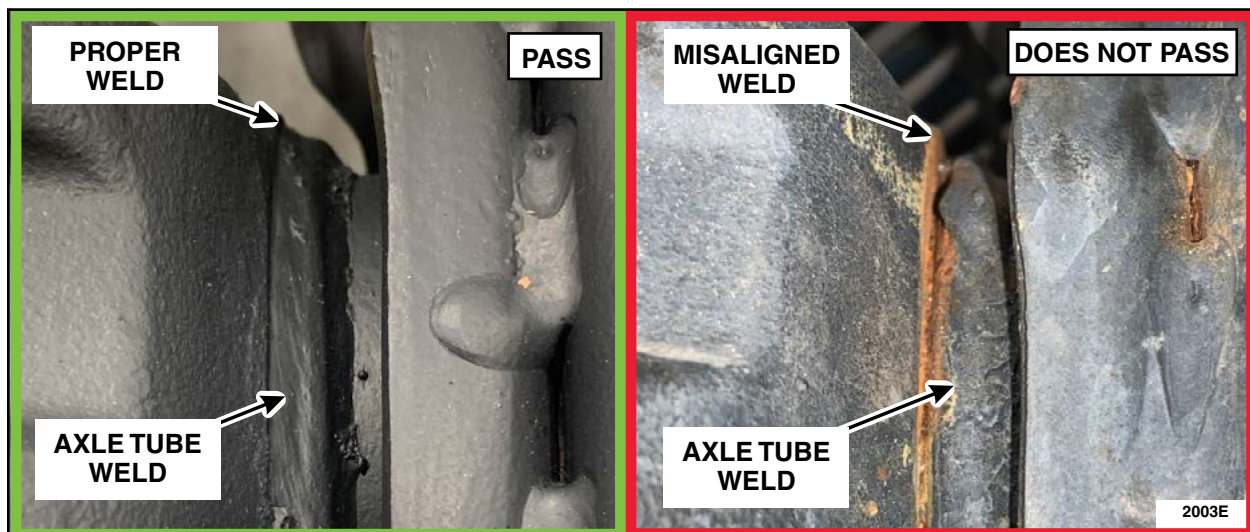


FIGURE 3

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.

