



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

Ford Motor Company
P. O. Box 1904
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November 12, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 20S65
Certain 2020 Model Year Explorer/Aviator Vehicles
Driveshaft Weld Seam

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago Assembly Plant	August 24, 2019 through September 30, 2019
Aviator	2020	Chicago Assembly Plant	August 24, 2019 through September 30, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the rear driveshaft may have an inadequate weld. An inadequate weld may lead to a fracture in the driveshaft which could allow it to deform and separate from the driveline and potentially contact the fuel tank, increasing the risk of fuel leaks and/or fire. Inadequately welded drive shafts may also lose the mechanical connection between the transfer case and rear axle which may result in unintended vehicle movement and/or loss of motive power.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the driveshaft serial number, and provide any suspect serial codes to the Special Service Support Center (SSSC) for verification. 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 November 30, 2020. Dealers should inspect 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.

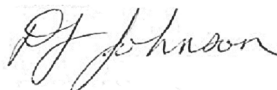
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Driveshaft Serial Number List
Ford and Lincoln 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 November 12, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 12, 2020. Owner names and addresses will be available by December 14, 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

Dealers are pre-approved for up to 3 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 rental days is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07715, 2020 Lincoln Pickup & Delivery Updates.

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
 - 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.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 20S65 is the sub code.
 - 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.
- **Provision for locally obtained Motorcraft® Premium Long Life Grease (or equivalent):** Submit on the same line as the repair.
 - Program Code: 20S65
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$4.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect driveshaft serial number – PASS	20S65A	0.3 Hours
Inspect driveshaft serial number – DOES NOT PASS Replace driveshaft	20S65B	1.2 Hours

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
-4R602-	Driveshaft Assembly	1	1
-3B498-	Rear Axle Pinion Stem Circlip	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W719511-S439	Transmission Flange Bolts	1	3
W717822-S439	Bearing Bracket Bolts	1	2

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. 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.

CERTAIN 2020 MODEL YEAR AVIATOR AND EXPLORER VEHICLES EQUIPPED WITH A 3.0L OR 3.3L ENGINE — REAR DRIVESHAFT WELD SEAM

SERVICE PROCEDURE

NOTE: A serial number will be obtained and recorded during this inspection. If the vehicle's drive shaft serial number matches one of the serial numbers listed in the serial number list, please contact the SSSC for further instruction. If the serial number does not match one of the serial numbers listed then the driveshaft passes the inspection and closes this FSA.

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Disconnect the transmission park manual release cable by pulling the cable end off of the transmission manual release lever. See Figure 1.

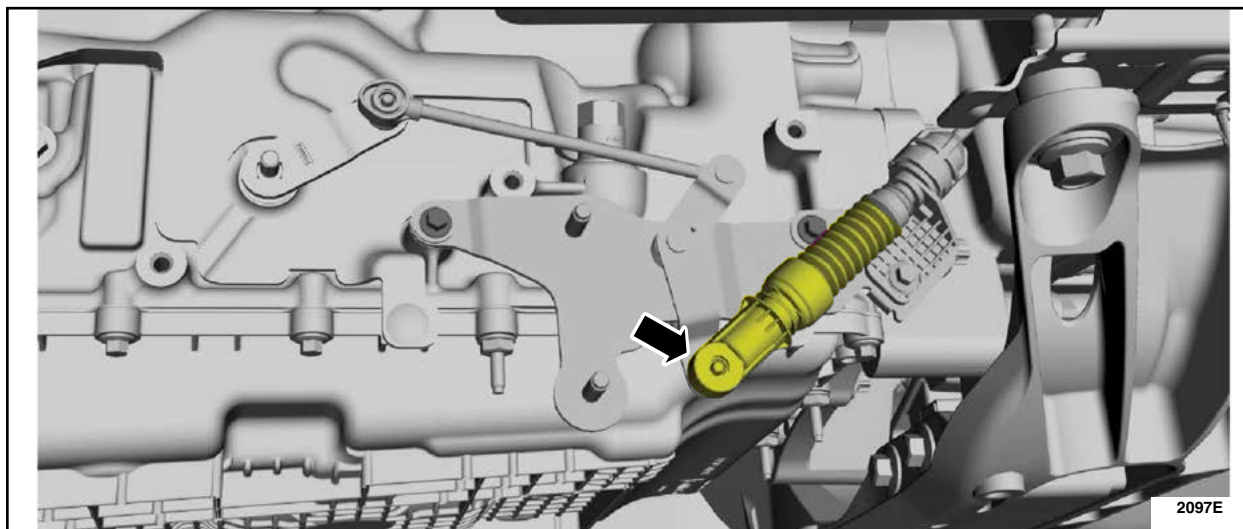


FIGURE 1



3. From the axle end of the rear driveshaft, rotate the driveshaft as needed and locate the factory driveshaft label. Then, using a flash light and a mirror record the serial number located on the lower portion of the label as shown in Figures 2 and 3.

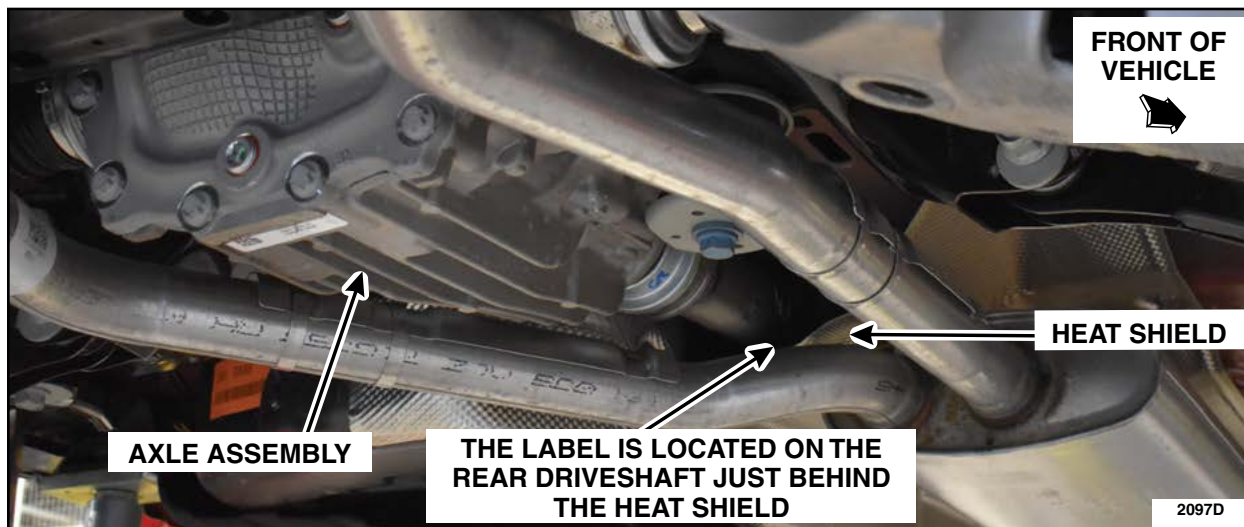


FIGURE 2



FIGURE 3



4. Is the serial number on the driveshaft label listed in the affected serial number list?

Yes - Replace the rear driveshaft assembly. Please follow the Workshop Manual (WSM) procedures in Section 205-01. Then, proceed to Step 5.

No - No repairs necessary. Proceed to Step 5.

5. Attach the transmission park manual release cable to the manual release transmission lever.

See Figure 1.

6. Recall Complete.

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.



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The following table contains a list of Driveshaft Serial Numbers for vehicles that were delivered in the US and Canada. These vehicles will require repairs before delivery to customers.

4020557523690009F	4020557523290489F	4020557523290472F
4020557523290041F	4020557523290474F	4020557523690327F
4020557523390057F	4020557523290045F	4020557523590195F
4020557523290633F	4020557523690008F	4020557523690791F
4020557523690012F	4020557523290537F	4020557523690001F
4020557523690324F	4020557522090324F	4020557523590259F
4020557523690325F	4020557523290530F	4020557523590300F
4020557523690322F	4020557523690277F	4020557523290677F
4020557523290475F	4020557523690010F	4020557523590234F
4020557523690326F	4020557523290477F	4020557523590278F
4020557523690273F	4020557523690824F	4020557523690007F
4020557523690320F	4020557523690363F	4020557523590276F
4020557523290479F	4020557523290631F	4020557523690487F
4020557523290478F	4020557523290494F	4020557523590218F
4020557522090322F	4020557523690822F	4020557523290473F
4020557523690321F	4020557523590296F	4020557523690004F
4020557523690315F	4020557523290043F	4020557523690829F
4020557522090323F	4020557523390045F	4020557523690818F
4020557523690275F	4020557523390037F	4020557523690261F
4020557523690274F	4020557523690246F	4020557523590250F
4020557523690323F	4020557523390008F	4020557523590249F
4020557523690256F	4020557523690319F	4020557523290471F
4020557523590257F	4020557523290476F	4020557523590256F
4020557523290632F	4020557523690011F	4020557523690828F
4020557523690370F	4020557523590233F	4020557523590247F
4020557523390035F	4020557523390007F	4020557523690259F
4020557523690401F	4020557523690250F	4020557523690260F
4020557523690276F	4020557523690388F	4020557523590285F
4020557523690270F	4020557523390038F	4020557523290469F
4020557523690796F	4020557523590283F	4020557523690006F
4020557523690003F	4020557523590258F	4020557523290488F
4020557523290646F	4020557523690255F	4020557523590251F
4020557523590281F	4020557523590193F	4020557523690229F

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