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Ford Motor Company  
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June 11, 2019

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -  
Safety Recall 19S20**

Certain 2009-2016 Econoline Ambulance and School Bus Vehicles - Equipped with a  
5.4L Engine and 5R110W Transmission  
Coast Clutch Cylinder and One-Way Clutch Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Econoline	2009-2016	Ohio	May 11, 2009 through December 10, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

This program affects vehicles sold with ambulance or school bus prep-packages or vehicles currently in service as an ambulance or school bus.

**NOTE:** To request adding an ambulance or school bus that meets the model year, engine and transmission criteria to this program, please submit a Non-Involved contact type to the SSSC via the SSSC Web Contact Site and be prepared to provide pictures that clearly demonstrate vehicle usage and the vehicle's VIN label.

**REASON FOR THIS SAFETY RECALL**

In all of the affected vehicles, a coast clutch cylinder weld may fail. If this weld fails, the transmission is no longer able to transmit torque in drive or reverse, resulting in a loss of motive power. The majority of weld failures occur when the driver attempts to accelerate from a stop. If the weld failure occurs while the vehicle is moving, the vehicle will coast to a stop with all normal engine, braking and steering functionality, as if the transmission was shifted into neutral. School bus and ambulance applications present unique vulnerabilities if a loss of motive power concern occurs.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers by the end of the third quarter 2019, when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

**OWNER NOTIFICATION MAILING SCHEDULE**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**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.**

**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 that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson