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Ford Motor Company  
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December 19, 2019

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 19S55**  
Certain 2020 Model Year F-150 Vehicles  
Spare Tire Bead Damage

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2020	Dearborn	November 10, 2019 through November 21, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In all the affected vehicles, the spare tire may have been damaged along the tire bead area during the mounting process. This may result in rapid loss of air pressure in the spare tire and tire detachment from the wheel.

**NOTE:** Original factory installed tires other than the spare tire are unaffected.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the spare tire. 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 January 13, 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 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 "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

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**OASIS ACTIVATION**

OASIS will be activated on December 19, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 19, 2019. Owner names and addresses will be available by January 31, 2019.

**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.

**TIRE REPLACEMENT GUIDELINES**

- Spare must be replaced regardless of condition, mileage, or the remaining tread on the tire.
- Ford Motor Company will only pay claims for replacement tires ordered through the Ford Tire Program.
- Use only the approved tire part number listed in Attachment II.

**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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**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
- 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 (19S55) is the sub code.
  - Enter the complete tire part number (9001 748120572)
  - DOT codes from the NEW (replacement) tires should be entered in the Test Results section and Type "Replacement Tire DOT Code" fields.
  - DOT codes from the OLD (replaced) tires should be entered in the Test Results section and type "Replaced Tire DOT Code" fields
  - 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Spare Tire Replacement NOTE: Balancing is not required	19S55B	0.4 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
9001 748120572	LT245/70R17 119/116S Goodyear Wrangler A/T Adventure w/ Kevlar Tire	1	1

**TIRE ORDERING INFORMATION:**

To order the approved replacement tire, contact your local ATW program participating Goodyear Distributor.

- To find a local Goodyear Distributor to service your dealership, use the Supplier Locator on the Tire Account Activity Center Home Page (FMCDealer.com/Parts & Service Tab/Parts Product Line Information/Tires Home Page/Tire Account Activity Center).
- If you do not have a local Goodyear Distributor to service your area, contact the Goodyear Infolink to place a direct order at 1-800-755-2772.

If you need assistance ordering tires, please contact Tire Program Headquarters at 1-888-353-3251 or [tirehelp@automed5.com](mailto:tirehelp@automed5.com).

**TIRE PRICES**

For the latest prices on these replacement tires refer to the Tire Sales Tool accessible from the Tires Home Page (FMCDealer.com/Parts & Service/Parts Product Line Information/Tires/Tire Sales Tool).

**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 2020 MODEL YEAR F - 150 VEHICLES — SPARE TIRE BEAD DAMAGE

### SERVICE PROCEDURE

1. If equipped, unlock and remove the spare tire lock.
2. Lower and remove the spare tire from the vehicle.
3. Dismount and remove the spare tire from the wheel. Please follow the Workshop Manual (WSM) procedures in Section 204-04A.

**NOTE:** Clearly record the DOT codes of the original spare tire and the *new* spare tire on the repair order. Be sure the DOT codes are easily distinguishable, as this information will be used during claim submission.

4. Mount the *new* spare tire onto the wheel. Please follow the Workshop Manual (WSM) procedures in Section 204-04A.

**NOTE:** It is not necessary to balance the *new* spare tire.

5. Re-mount and secure the spare tire to the vehicle.

**NOTE:** When re-mounting the spare tire to the vehicle, tighten to the point where the spare tire carrier ratchets or slips. The spare tire carrier does not allow you to over-tighten.

6. If equipped, re-install the spare tire lock.

### TIRE DISABLING

Tires removed from vehicles must immediately be made unusable by one of the following methods: cutting one sidewall circumferentially at a minimum of 6 inches in length, cutting the bead with bolt cutters or drilling a one-inch diameter hole through the sidewall.

