



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 3, 2020

Mr. Adrian Diaz  
Assistant Engineering Director Automotive Safety Office  
Ford Motor Company  
330 Town Center Drive  
Suite 500/5024  
Dearborn, MI 48126

NEF-150DM  
20V-099

**Subject:** Driveshaft May Separate From Rear Axle

Dear Mr. Diaz:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/E-350/2021  
FORD/E-450/2021  
FORD/F-550/2020

**Mfr's Report Date:** February 21, 2020

**NHTSA Campaign Number:** 20V-099

**Components:**

POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT  
POWER TRAIN:DRIVELINE:DRIVESHAFT

**Potential Number of Units Affected:** 319

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2020 F-550 and 2021 E-350 and E-450 vehicles. The rear axle differential fluid may be below the minimum level, possibly resulting in a failure of the rear axle assembly and driveshaft separation.

**Consequence:**

If the driveshaft separates, there may be a loss of drive, increasing the risk of crash. Additionally, if the parking brake is not applied, unintended vehicle movement can occur and increase the risk of injury or crash.

**Remedy:**

Ford will notify owners, and dealers will inspect the rear axle differential fluid level and adjust it, or replace the rear axle as necessary, free of charge. The recall is expected to begin March 23, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S09.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Ford's proposed owner notification letter and approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement