



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

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

February 24, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 20S09**

Certain 2020 Model Year Super Duty and 2021 Model Year E-Series
Rear Differential Fluid Fill Level

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2020	Kentucky Truck Plant	January 12, 2020 through January 14, 2020
E-Series	2021	Ohio Assembly Plant	January 2, 2020 through January 16, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible that the rear differential fluid is below the minimum fill level which could cause premature axle failure.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect rear axles for the minimum differential fluid fill level. If a rear axle is below the minimum differential fluid fill level, dealers are to contact the Special Service Support Center (SSSC) for further instructions to complete the repair. This inspection 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 March 23, 2020. Dealers should inspect all 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,

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on February 24, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 24, 2020. Owner names and addresses will be available by April 21, 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.
- 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.

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

Rental vehicles are not approved for this program.

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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.
 - Ford vehicles – 3 years or 36,000 miles

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 20S09 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.
- **Additional parts not listed in the parts section:** Additional parts such as rear axle differential fluid may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$21 requires prior approval from the SSSC.

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NOTE: Inspection Passes and Inspection Failed labor allowance table has been split to differentiate the labor operations. Please ensure the correct labor operations are used.

INSPECTION PASSES LABOR ALLOWANCES (Closes program)

Description	Labor Operation	Labor Time
Inspect Rear Differential Fluid Level - Passes	20S09A	0.3 Hours

INSPECTION DOES NOT PASS LABOR ALLOWANCES (Program stays open, an unsold vehicle cannot be delivered until repairs are performed)

Description	Labor Operation	Labor Time
Inspect Rear Differential Fluid Level – Does Not Pass	Contact SSSC	

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

Please use the SSSC Web Contact Site to order parts. Less than 3% of the affected vehicle population is expected to require a rear axle assembly replacement.

DEALER PRICE

For latest prices, refer to DOES II.

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 SUPER DUTY AND 2021 E-SERIES VEHICLES — DANA REAR DIFFERENTIAL FLUID LEVEL

SERVICE PROCEDURE

1. Locally obtain a wire coat hanger. Fabricate a rear differential fluid level dip stick 15 mm (0.6 in) in length as seen below. See Figure 1.

NOTE: Be sure to have two 90° bends or you may have a false negative reading.

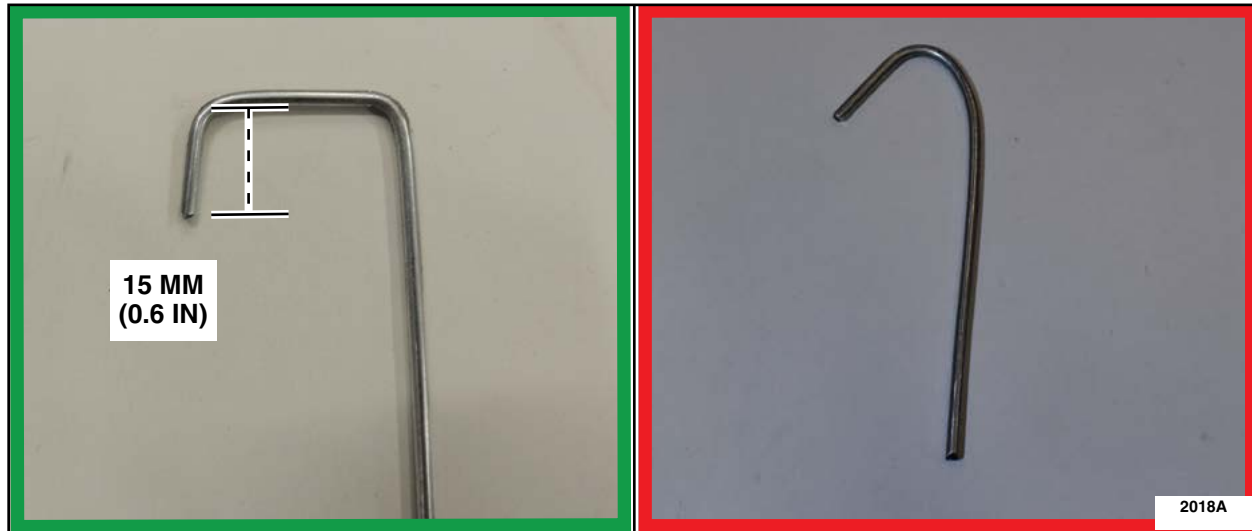


FIGURE 1

2. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
3. Clean any dirt, debris and fluid from around the rear differential fill plug, then remove the rear differential fill plug. See Figure 2.

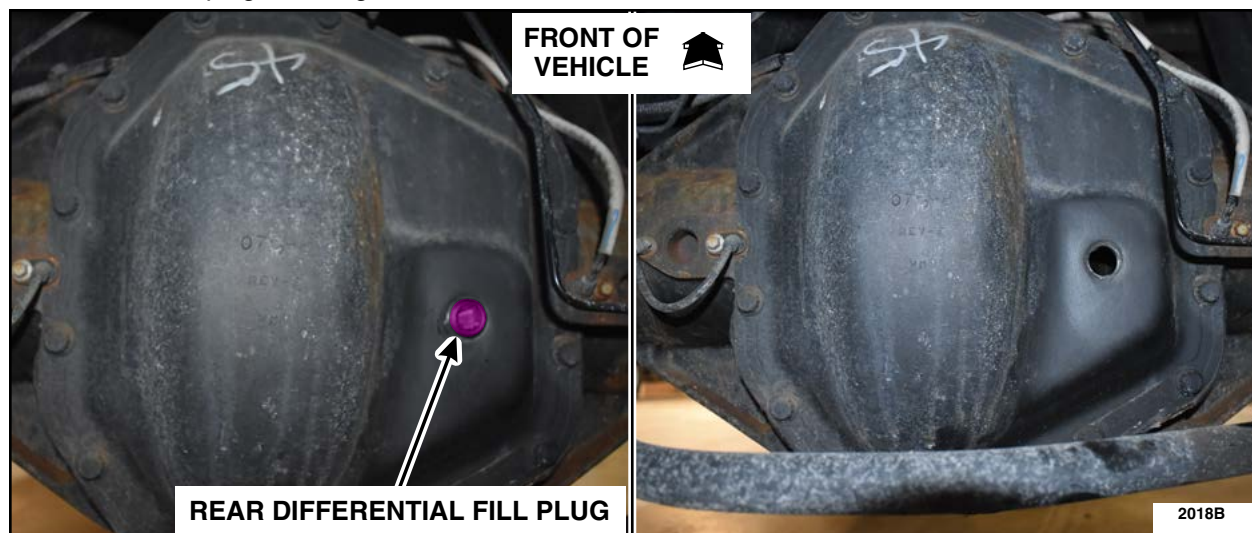


FIGURE 2



4. Wipe fill plug opening and surrounding area to insure it is free from residual fluid before proceeding. Insert the 15 mm length of the dip stick into the rear differential housing making sure that the dip stick is fully seated. Remove the dip stick and check for any visible differential fluid. See Figure 3. Was differential fluid visible on the 15 mm portion of the dip stick?

- If YES - Vehicle **PASSES** inspection. Proceed to Step 5.
- If NO - Vehicle **DOES NOT PASS** inspection. Please contact the Special Service Support Center (SSSC).

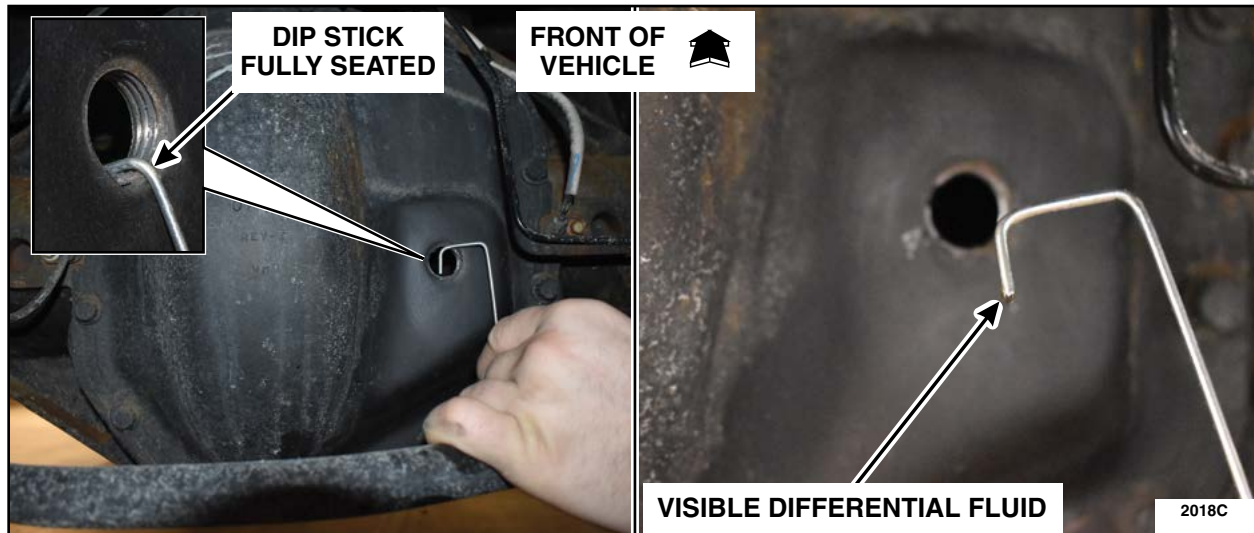


FIGURE 3

5. If necessary, top off the rear axle differential fluid following the specifications in the WSM Section 205-02.

6. Install the rear differential fill plug. See Figure 4. This closes the recall.

- *Torque:* 25 lb. ft (34 Nm)

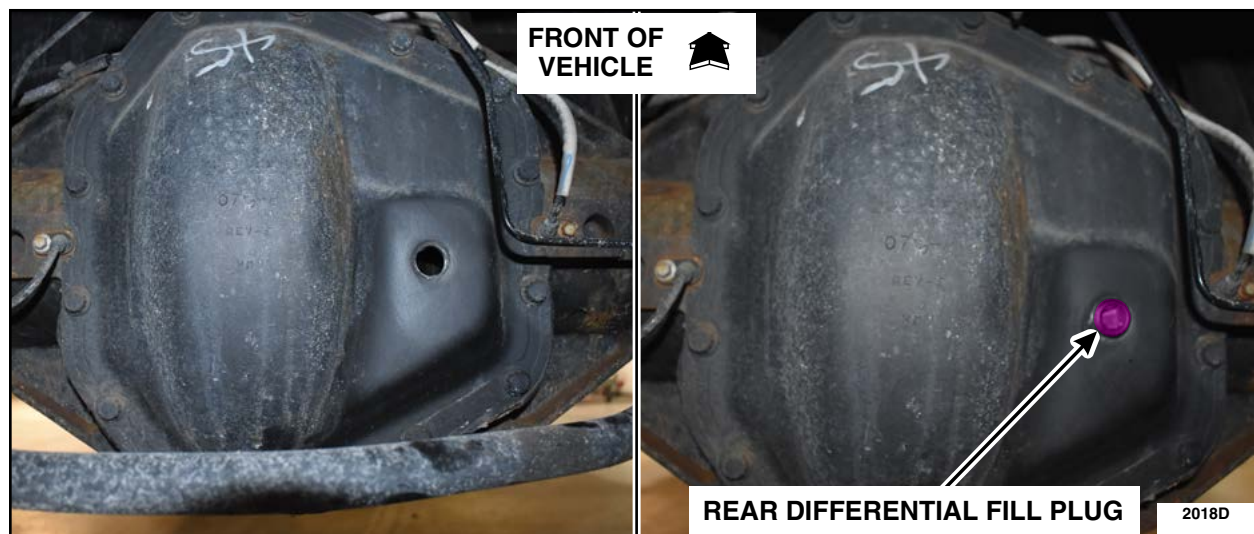


FIGURE 4

