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April 8, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 20S18**
 Certain 2020 Model Year Ranger, F-150 and Police Expedition Vehicles Equipped
 with a 10R80 Automatic Transmission
 Transmission Selector Lever Cable Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
 Safety Recall 20S18**
 Dated April 3, 2020

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2020	Michigan	February 28, 2020 through March 18, 2020
F-150		Dearborn	February 17, 2020 through March 18, 2020
		Kansas City	February 17, 2020 through March 22, 2020
Expedition*		Kentucky	March 3, 2020 through March 19, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

* Special Service Vehicles (SSV) equipped with Column Shifter.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the transmission selector lever cable adjuster locking clip may not be seated properly. This could allow the transmission to be in a gear state different than the gear shift position selected by the driver and may result in the vehicle moving in an unintended direction. This condition could also allow the driver to move the shift lever to Park and remove the ignition key with the transmission gear not in Park. Ranger vehicles that exhibit this condition may display an instrument panel warning message and a warning chime when the driver's door is opened indicating the vehicle is not secured in Park, while allowing the key to be removed. If the parking brake is not applied, these conditions could result in unintended vehicle movement, increasing the risk of accident or injury.

The parking brake should be applied whenever the vehicle is parked prior to the vehicle repair.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to visually inspect the selector lever cable and adjust if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Less than 1% of vehicles are expected to require cable adjustment.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 27, 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 Letter

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,



David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 20S18

Certain 2020 Model Year Ranger, F-150 and Police Expedition Vehicles Equipped with a 10R80 Automatic Transmission - Transmission Selector Lever Cable Inspection

OASIS ACTIVATION

OASIS was activated on April 3, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on April 3, 2020. Owner names and addresses will be available by May 12, 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

Rental vehicles are not approved for this program.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 20S18

Certain 2020 Model Year Ranger, F-150 and Police Expedition Vehicles Equipped with a 10R80 Automatic Transmission - Transmission Selector Lever Cable Inspection

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 20S18 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.

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 Automatic Transmission - Transmission Selector Lever Cable Inspection

LABOR ALLOWANCES**PASS**

Inspect transmission selector lever cable;

Description	Labor Operation	Labor Time
No adjustment needed	20S18A	0.3 Hours

DOES NOT PASS

NOTE: Less than 1% of vehicles are expected to require cable adjustment.

Inspect and adjust transmission selector lever cable;

Description	Labor Operation	Labor Time
Inspect and adjust transmission selector lever cable (F-150 and Expedition)	20S18B	0.3 Hours
Inspect and adjust transmission selector lever cable (Ranger)	20S18C	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2020 MODEL YEAR RANGER, F-150 AND POLICE EXPEDITION VEHICLES EQUIPPED WITH A 10R80 AUTOMATIC TRANSMISSION — TRANSMISSION SELECTOR LEVER CABLE INSPECTION

SERVICE PROCEDURE

NOTE: Less than 1% of vehicles are expected to require cable adjustment.

F-150 and Expedition Vehicles (Ranger Vehicles Proceed to Page 3.)

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.

NOTE: Before raising the vehicle position the selector lever in the "D" (Drive) position to aid in selector lever cable adjustment if required later in this procedure.

2. Position the selector lever to the "D" position.
3. If equipped, remove the retainers and the splash shield. See Figure 1.

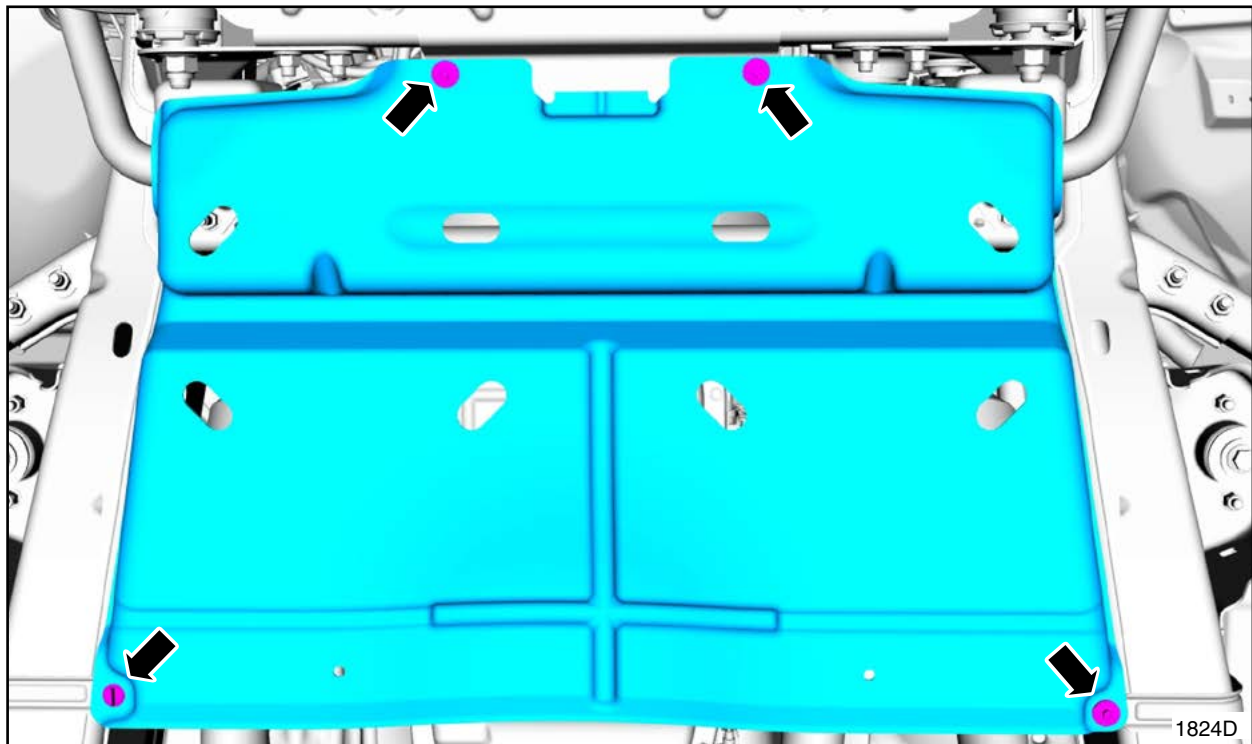


FIGURE 1



4. Inspect the selector lever cable adjuster locking clip to ensure it is fully seated. See Figures 2 and 3.
- If the cable adjuster locking clip is fully seated as shown in Figure 2, proceed to Step 10.
 - If the cable adjuster locking clip is not fully seated as shown in Figure 3, proceed to Step 11.

NOTE: F-150 shown, all others similar.

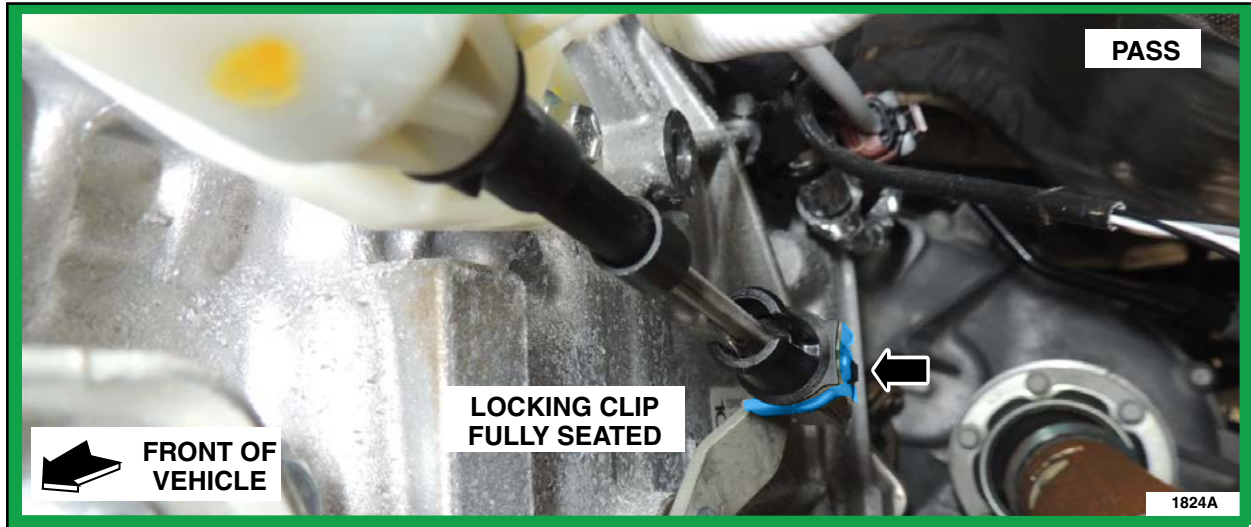


FIGURE 2

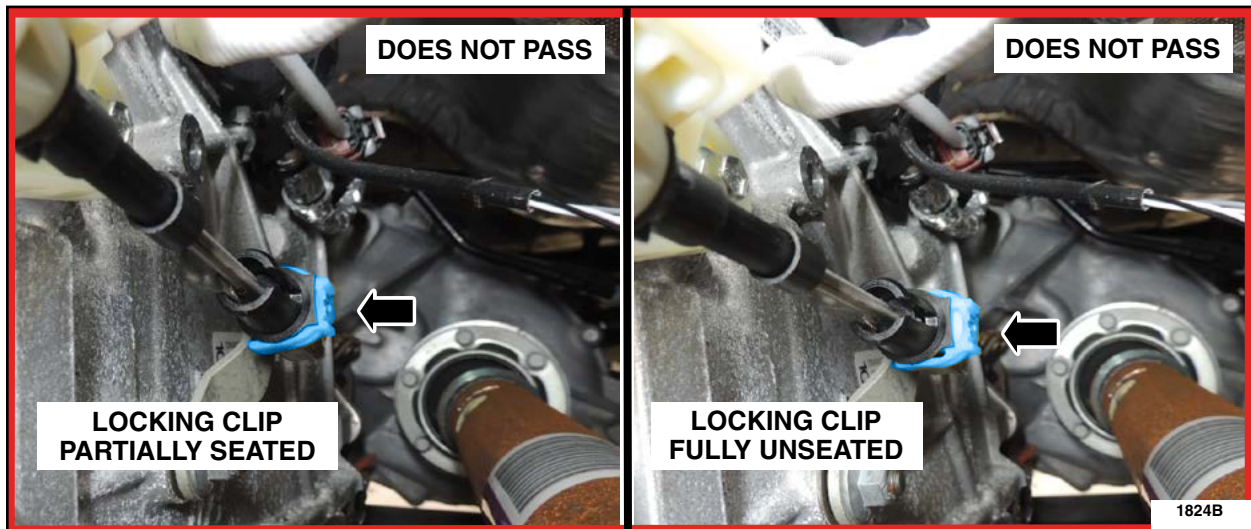


FIGURE 3



Ranger Vehicles Only

5. Using a plastic interior trim tool, release the retainers and remove the lower right hand (RH) center stack trim panel. See Figure 4.

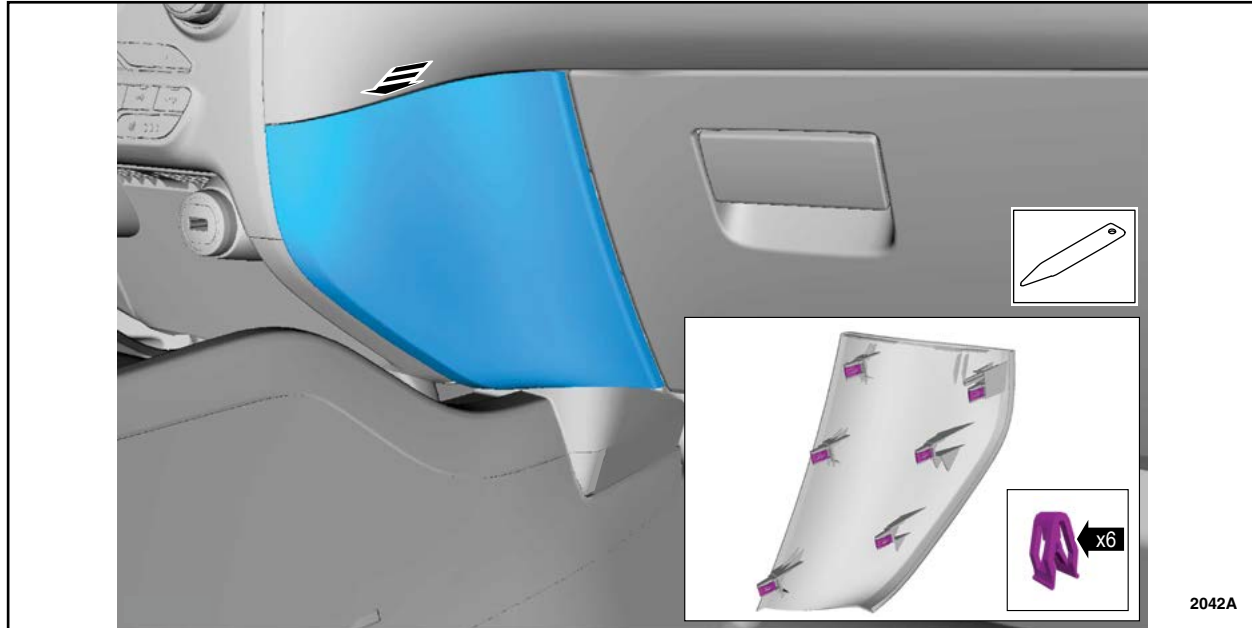


FIGURE 4

6. Position aside the lower steering column trim panel. Using a plastic interior trim tool, release the retainers and remove the lower left hand (LH) center stack trim panel. See Figure 5.

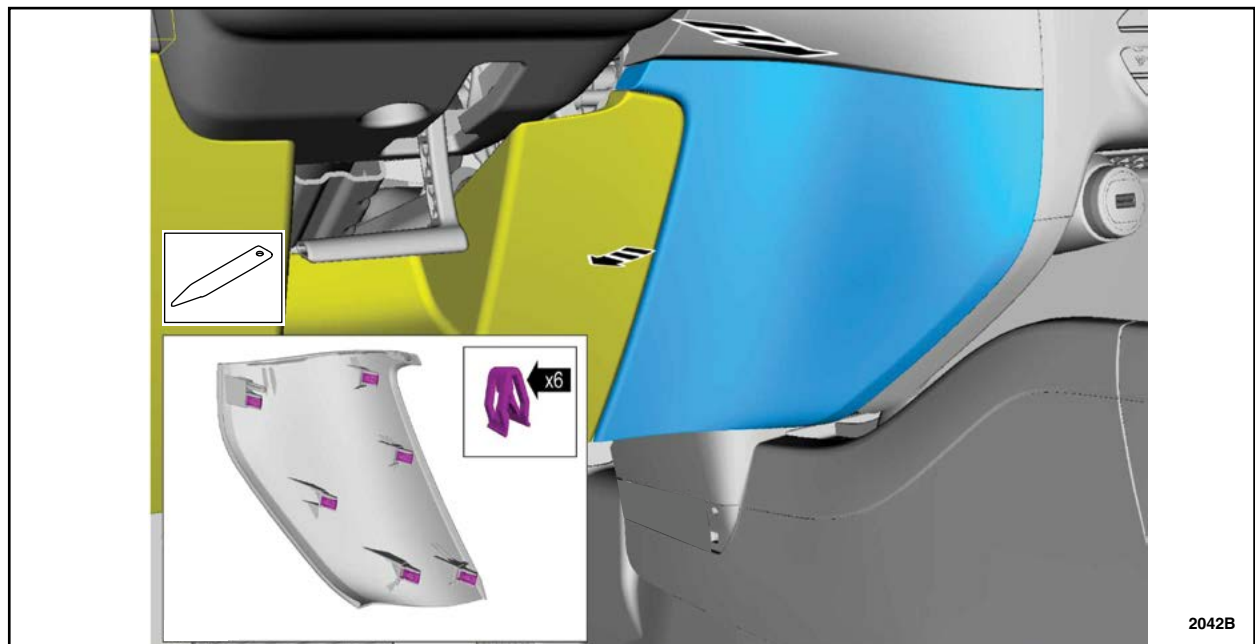


FIGURE 5



7. Remove the fasteners and the lower center stack trim panel. See Figure 6.

- Disconnect the electrical connectors.

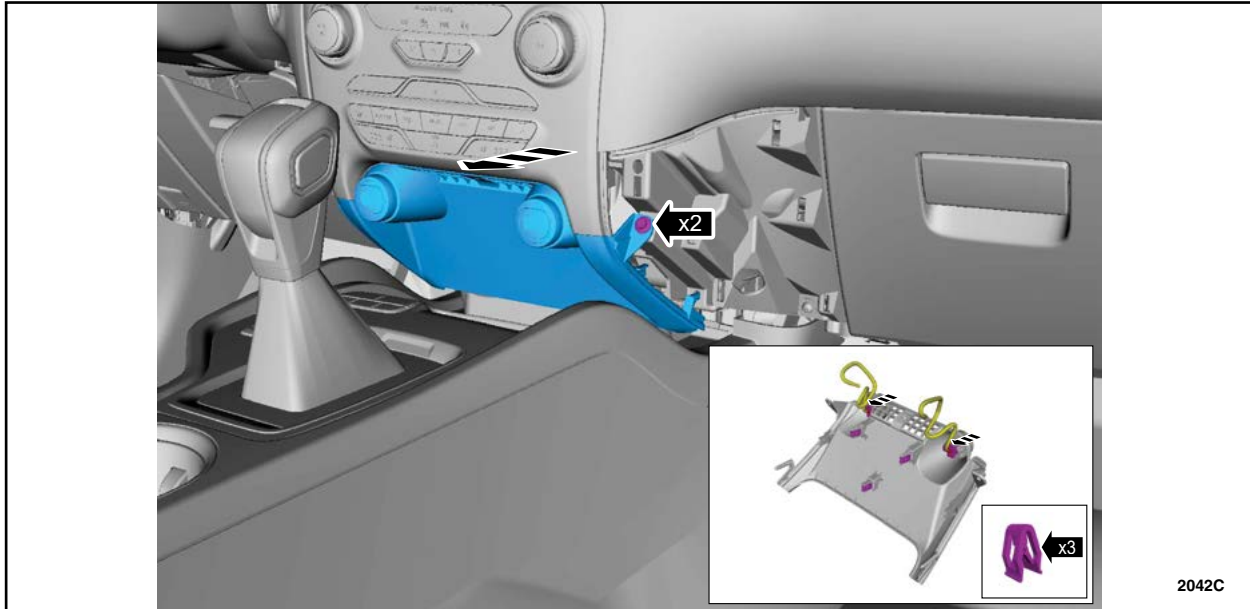


FIGURE 6

8. Remove the floor console upper trim panel. See Figure 7.

- Position the selector lever in the "D" (Drive) position.
- Release the retainers and position aside the trim panel.
- Disconnect the electrical connectors and remove the trim panel.

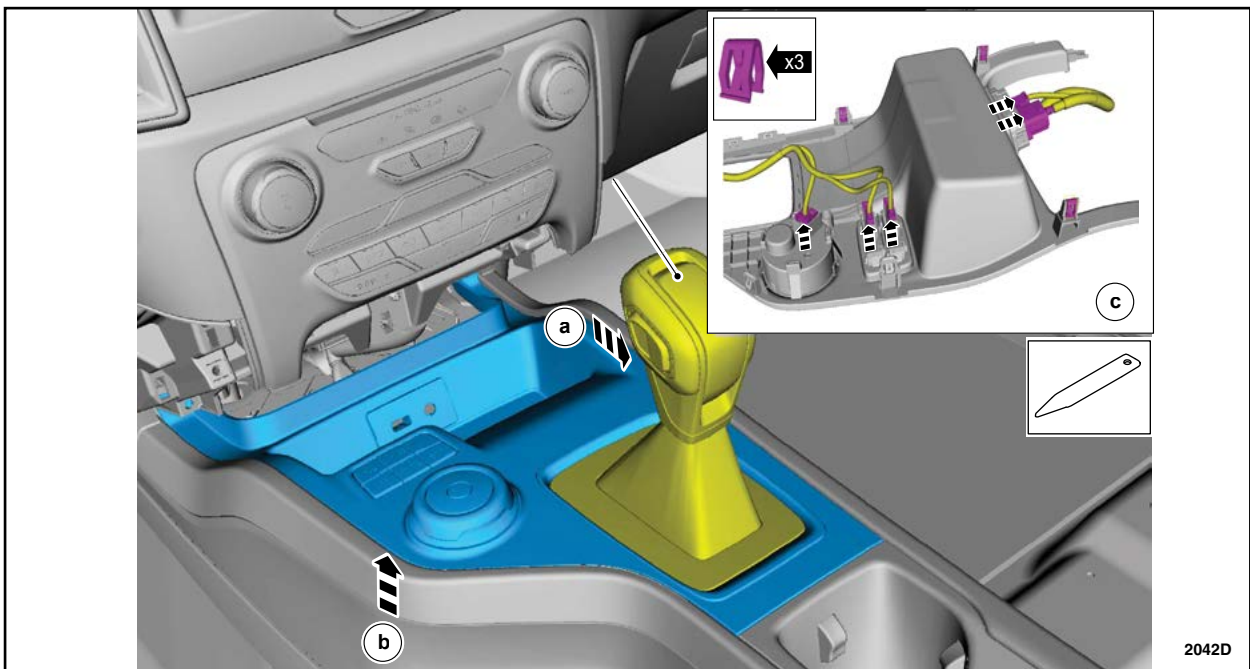


FIGURE 7



9. Inspect the selector lever cable adjuster locking clip to ensure it is fully seated. See Figures 8 and 9.
- If the cable adjuster locking clip is fully seated as shown in Figure 8, proceed to Step 10.
 - If the cable adjuster locking clip is not fully seated as shown in Figure 9, proceed to Step 11.

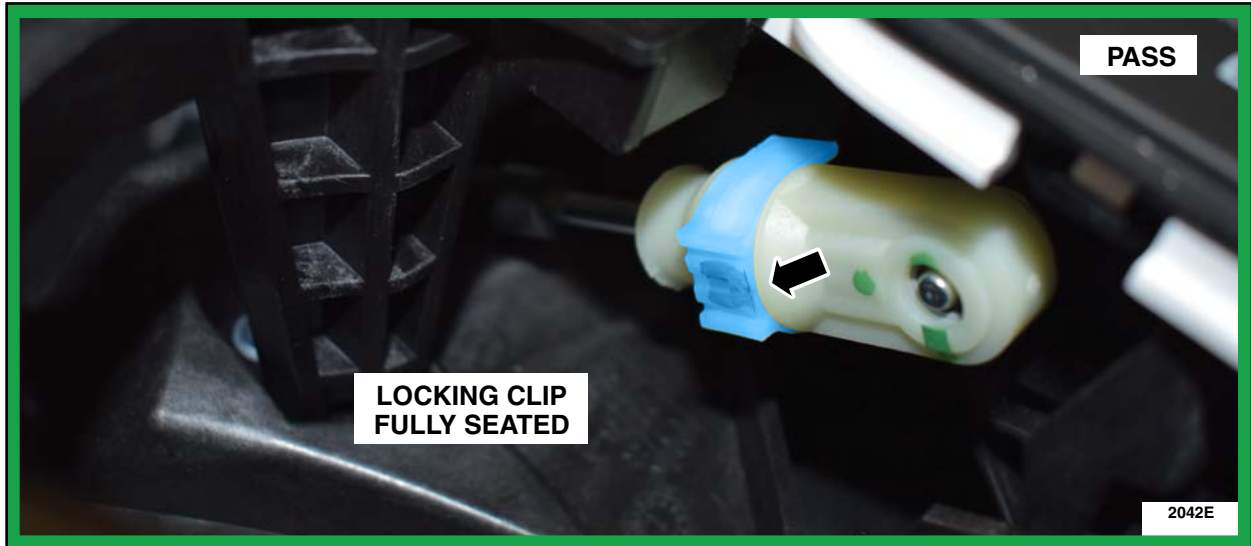


FIGURE 8

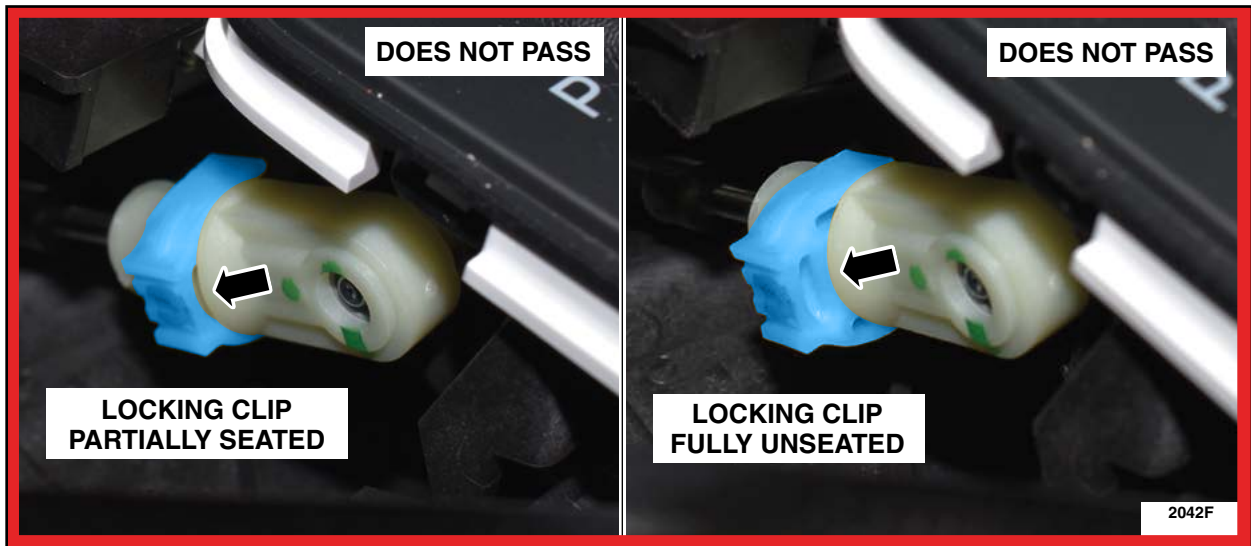


FIGURE 9



All Vehicles

10. Grip the selector lever cable adjuster locking clip as shown in Figure 10. Pull on the locking clip to ensure it is fully seated, being careful not to pull the cable end fitting off of the ballstud. See Figure 10.

- If the cable adjuster locking clip is fully seated, the inspection is complete. Reassemble the vehicle.

- For Ranger vehicles Proceed to Step 13.
- For F150 and Expedition vehicles Proceed to Step 17.

- If the cable adjuster locking clip becomes unlocked, proceed to Step 11.

NOTE: Selector lever adjuster locking clip at transmission shown for clarity, all adjuster locking clips similar.



FIGURE 10

11. Adjust the selector lever cable. Please follow the WSM procedures in Section 307-05 Automatic Transmission External Controls. Then, proceed to Step 12.

12. Grip the selector lever cable adjuster locking clip as shown above in Figure 10. Pull on the locking clip to ensure it is fully seated after the adjustment is completed. Reassemble the vehicle.

- For Ranger vehicles Proceed to Step 13.
- For F150 and Expedition vehicles Proceed to Step 17.



Ranger Vehicles

13. Install the floor console upper trim panel. See Figure 7.
14. Install the lower center stack trim panel and the fasteners. See Figure 6.
15. Install the lower LH center stack trim panel and position back the lower steering column trim panel. See Figure 5.
16. Install the lower RH center stack trim panel. See Figure 4.

F-150 and Expedition Vehicles

17. If equipped, install the splash shield. See Figure 1.
 - Torque to 71 lb.in (8 Nm).

All Vehicles

18. Place the transmission selector lever in the "P" (Park) position.
19. Verify the vehicle starts and confirm the indication in the instrument panel cluster says "P" and the selector lever is able to achieve all transmission ranges P-R-N-D-M (or L).

