



David J. Johnson
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Ford Motor Company
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December 15, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 20S35
Certain 2020 Model Year Escape and Transit Vehicles
Curtain Air Bag Replacement**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2020	Kansas City	February 28, 2020 through May 18, 2020
Escape	2020	Louisville	March 18, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, a defect may exist in the curtain airbag assembly. Due to an improper crimp, the air bag diffuser may detach from the inflator during air bag deployment resulting in the air bag not inflating properly, increasing the risk of injury in a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the affected curtain air bag assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Part Available Owner letters are expected to be mailed the week of January 11, 2021. 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
Attachment IV: Repair Table
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.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

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OASIS ACTIVATION

OASIS has been activated since July 21, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since July 21, 2020. Owner names and addresses have been available since August 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. 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.

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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 20S35 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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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Right Side Curtain Air Bag - Escape	MT20S35B	Up to 2.2 Hrs.
Replace One (1) Side Curtain Air Bag - Transit	MT20S35C	Up to 3.0 Hrs.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
Escape			
LJ6Z-78042D94-A	RH Curtain Air Bag	1	1
Transit			
LK4Z-14042D95-C	Left Curtain Air Bag	VIN Specific	
CK4Z-14042D94-E	Right Curtain Air Bag	VIN Specific	
CK4Z-99237W10-AA	Outer Roof Console Trim Cap	As Required	
CK4Z-99237W10-BA	Inner Roof Console Trim Cap	As Required	
W718230-S300	Headliner Attachment Pins	As Required	
CK4Z-6124346-AD	RH Lower B-Pillar	1	1
CK4Z-6124347-AD	LH Lower B-Pillar	1	1

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Note: Each vehicle will only require the replacement of ONE side curtain air bag assembly. Please refer to Attachment IV Repair Table to determine the correct side curtain air bag assembly to replace.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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 TRANSIT AND ESCAPE VEHICLES — SIDE CURTAIN AIR BAG

SERVICE PROCEDURE

Escape Vehicles

1. Replace the right hand (RH) side curtain air bag. Please follow the Workshop Manual (WSM) procedures in Section 501-20B.

Transit Vehicles

1. Match the VIN of the vehicle to the VIN list found in Attachment IV to determine if the left hand (LH) or right hand (RH) side curtain airbag is to be replaced.
2. Replace the RH or LH side curtain airbag based off the VIN list for that vehicle. Please follow the WSM procedures in Section 501-20B.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



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The following table contains a list of VINs and the affected curtain air bag side for vehicles that were delivered in the US and Canada.

To search for a VIN:

- Press the Ctrl key and the F key simultaneously, insert the VIN, and then press ENTER.
- Or use the Search Function (magnifier icon) in the Menu bar above.

VIN	Model	Affected Curtain Air Bag (Right/ Left)
1FMCU9J94LUB45781	Escape	Right
1FMCU9G68LUB39947	Escape	Right
1FTBR1C86LKA59780	Transit	Right
1FTBR1C87LKA43068	Transit	Right
1FTBR3X89LKA42025	Transit	Right
1FTBR3X80LKA48246	Transit	Right
1FTBR3X86LKA53340	Transit	Right
1FTBR1C80LKA51030	Transit	Right
1FTBR1C82LKA51465	Transit	Right
1FTBW3X81LKA58552	Transit	Right
1FTBR3X81LKA53150	Transit	Right
1FTRS4X82LKA63467	Transit	Right
1FTBR1C87LKA67189	Transit	Right
1FTBR3X85LKA57038	Transit	Right
1FTBR1C86LKA67958	Transit	Right
1FTBR3X82LKA53352	Transit	Right
1FTBR3X89LKA57205	Transit	Right
1FTBR2C83LKA67552	Transit	Right
1FTBR1C88LKA60011	Transit	Right
1FTBR2CGXLKA55289	Transit	Right
1FTBF4U89LKA63461	Transit	Right
1FTBR3X81LKA53097	Transit	Right
1FTBW1X85LKA58400	Transit	Right
1FTBR1C81LKA59024	Transit	Right

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VIN	Model	Right/ Left
1FTBR1C86LKA67345	Transit	Right
1FTBR1C86LKA60010	Transit	Right
1FTBW9C84LKA66363	Transit	Right
1FTRS4XG6LKA68825	Transit	Right
1FTBR1C8XLKA62326	Transit	Right
1FTBR3X85LKA55841	Transit	Right
1FTBR1C85LKA62248	Transit	Right
1FTBR1C88LKA59392	Transit	Right
1FTBW9CG6LKA67828	Transit	Right
1FTBR3X88LKA56997	Transit	Right
1FTBR1C81LKA60108	Transit	Right
1FTBR1C89LKA60132	Transit	Right
1FTYE1C87LKA63570	Transit	Right
1FTBR1C81LKA60951	Transit	Right
1FTBW3X85LKA65150	Transit	Right
1FTRS4XG7LKA63780	Transit	Right
1FTBR1C81LKA61811	Transit	Right
1FTBW3X87LKA63268	Transit	Right
1FTYE2C86LKA63582	Transit	Right
1FTBR1C8XLKA63010	Transit	Right
1FTBR1C85LKA02244	Transit	Right
1FTBR1C81LKA62280	Transit	Right
1FTBR2C84LKA57418	Transit	Right
1FDBR1CG1LKA54568	Transit	Right
1FTBR3X88LKA55932	Transit	Right
1FTBR1C88LKA59327	Transit	Right
1FTBR2CG3LKA58843	Transit	Right
1FTBR1C83LKA58960	Transit	Right
1FTBR1C81LKA59251	Transit	Right
1FTBR1C80LKA59578	Transit	Left
1FTBR1C86LKA58953	Transit	Left
1FTBR3X84LKA53157	Transit	Left

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VIN	Model	Right/ Left
1FTBR1C86LKA66521	Transit	Left
1FTBR1C89LKA61670	Transit	Left
1FTBW9C89LKA65340	Transit	Left
1FTRS4XG4LKA63753	Transit	Left
1FTBR1X83LKA57088	Transit	Left
1FTBR1C82LKA60120	Transit	Left
1FTBW3X84LKA65768	Transit	Left
1FTBW3X8XLKA63488	Transit	Left
1FTBR3X80LKA55813	Transit	Left
1FTBW9C80LKA57675	Transit	Left
1FTBR3X87LKA55694	Transit	Left
1FTBW9C81LKA59435	Transit	Left
1FTBR1C87LKA62090	Transit	Left
1FTBR1C87LKA61747	Transit	Left
1FTBR1C82LKA61896	Transit	Left
1FTBR1C8XLKA62262	Transit	Left
1FTBR3X89LKA56023	Transit	Left
1FTBW9CG6LKA69238	Transit	Left
1FTBR1C82LKA57668	Transit	Left
1FTBR2C8XLKA57651	Transit	Left
1FTBR1X87LKA56753	Transit	Left
1FTBR1C88LKA56928	Transit	Left
1FTBW3X89LKA65801	Transit	Left
1FTBR1C85LKA56983	Transit	Left