



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

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

October 1, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 20S57
Certain 2020 Model Year F350 7.3L Gas Engine built with Ambulance Package
Wide Track Rear Axle Update

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F350	2020	Kentucky	December 16, 2019 through September 16, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

The affected vehicles were ordered with Ambulance Package and “Wide Track” Rear Axle, however were built with a Standard Rear Axle. Depending on the body installed by the body builder, clearance to the inner Dual Rear Wheel tire may be below the minimum clearance required. This could cause tire contact with the second unit body. The subsequent tire damage could result in tire blowout which may increase loss of vehicle control on these emergency vehicle applications.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers by end of fourth quarter 2020 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening a RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail the week of October 19, 2020 advising of the safety recall. Owners of record will then be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 prior to delivery.

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 that reads "D.J. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson