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March 04, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DELIVERY HOLD -
 Safety Recall 21S06**

Certain 2020 Model Year F350 Super Duty Diesel Vehicles Equipped with SRW 4x4
 C/C Long Box 12k & 12.4k GVWR - Replacement of Safety Labels

**REF: NEW VEHICLE DELIVERY HOLD - Advance Notice -
 Safety Recall 21S06**

Dated: February 19, 2021

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F350 Super Duty	2020	Kentucky Truck	May 13, 2019 through September 19, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Affected vehicles display overstated payload capacity values on the Tire and Loading Information (TREAD) labels, overstated Accessory Reserve Capacity (ARC) values on the Safety Certification labels, and overstated weight values on the Truck Camper Loading documentation sheet (if equipped). If the vehicle is loaded to the payload stated on the TREAD label, the vehicle may exceed its Gross Vehicle Weight Rating (GVWR) or Gross Axle Weight Ratings (GAWR). This may result in tire loading beyond rated capacity, suspension overload and increased stopping distance.

SERVICE ACTION

Before delivering any new in-stock vehicles or scheduling any customer vehicles involved in this recall, dealers are to order a new set of Labels per VIN from the Special Service Support Center (SSSC). With confirmed labels available, dealers are to remove the incorrect labels and install the new labels (including the Truck Camper Loading sheet if applicable) per Attachment III – Technical Information. This service 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 15, 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
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 System (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 cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on February 18, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 18, 2021. Owner names and addresses will be available by April 02, 2021.

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 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 by adhering to the Gross Vehicle Weight Rating (GVWR) and the Gross Axle Limit Ratings (GAWR) printed on the Safety Certification Label in the driver's doorjamb.
- 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.

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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
- 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 (21S06) 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
After Labels Have Arrived: <ul style="list-style-type: none">• Verify VIN to new labels.• Remove and Install Two B-Pillar Cert Labels.• Add Camper Loading Sheet to Glove Box as needed.	21S06B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Dealers are to order a new set of labels per Vehicle Identification Number (VIN), from the SSSC
BEFORE scheduling a vehicle for service.

CERTAIN 2020 MODEL YEAR F350 SUPER DUTY DIESEL VEHICLES EQUIPPED WITH SRW 4X4 C/C LONG BOX 12K & 12.4K GVWR — REPLACEMENT OF SAFETY LABELS

SERVICE PROCEDURE

1. Dealers are to order a new set of labels per Vehicle Identification Number (VIN), from the Special Service Support Center (SSSC) **BEFORE** scheduling a vehicle for service.

NOTE: It may take several days for labels to arrive. **Do NOT** schedule vehicle repair until labels arrive and VIN is verified.

NOTE: Labels and Truck Camper Loading sheet are VIN specific.

- All vehicles are to have Tire and Loading Information (TREAD), and Safety Certification labels replaced.
- The Truck Camper Loading sheet will only be provided if it is applicable.

2. Confirm that the VIN on the respective *new* labels and Truck Camper Loading sheet match the VIN on the vehicle. See Figures 1 and 2.

- If the VIN does not match, contact the SSSC before proceeding with this program.

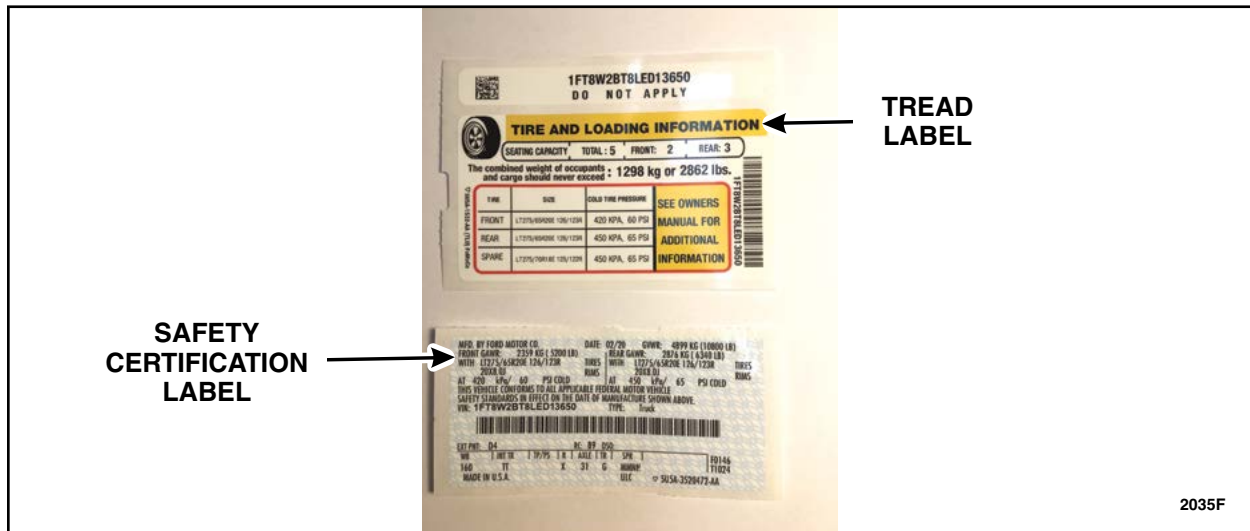


FIGURE 1



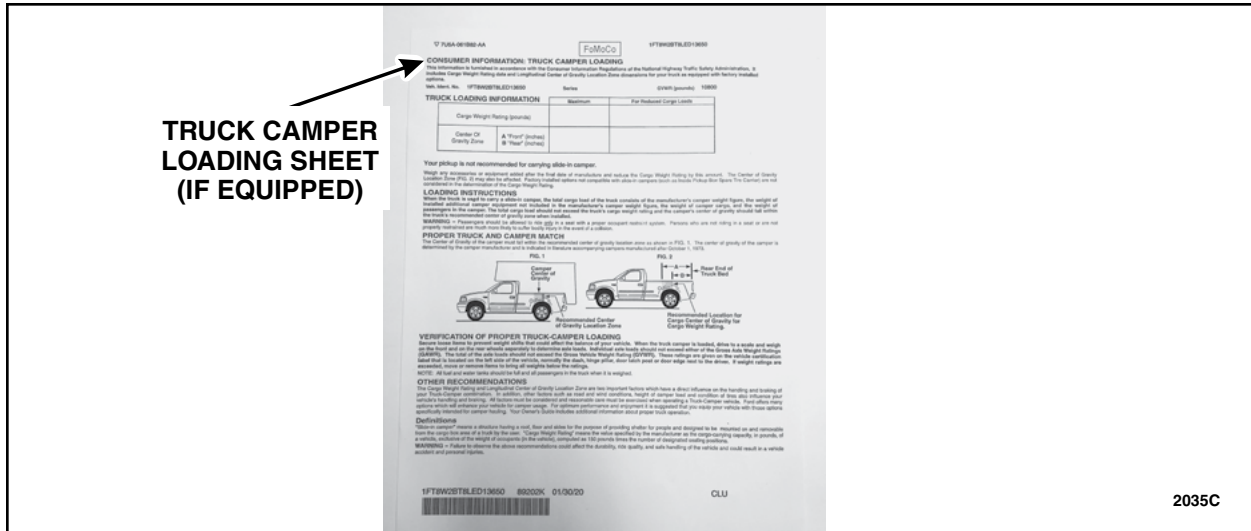


FIGURE 2

NOTE: Federal Motor Vehicle Safety Standard (FMVSS) No. 567.4 requires the label be permanently affixed in such a manner that it cannot be removed without destroying or defacing it. Placing one label over another without removing the first would violate this FMVSS standard.

NOTE: Laws may vary by state and region. Concealing or misrepresenting the identity of motor vehicle could be a violation of code resulting in a misdemeanor or felony punishable by imprisonment and/or fines.

3. Note orientation of the labels.



4. Remove with an suitable plastic razor blade scraper that will not damage the paint or clear coat of the vehicle. See Figure 3.

NOTICE: Do NOT use a metal scraper tool, this could cause paint damage.



FIGURE 3

5. Using mineral spirits and a suitable clean cloth rag remove excess residue from the labels. See Figure 4.



FIGURE 4



- Using a clean cloth and isopropyl alcohol remove any remaining residue left from the mineral spirits.
- Install both *new* labels in the same location and orientation in which they were removed on the B-Pillar. See Figures 5 and 6.



FIGURE 5



FIGURE 6

- Place the Truck Camper Loading sheet (if equipped) into glove box.

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.

