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April 9, 2021

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
 Safety Recall 21S10**

Certain 2019 Model Year Escape, 2018 Model Year F-150 and 2018-2020 Model Year F-250/F-350 Super Duty Vehicles - Continental Produced Tires (Continental/General) Inspection / Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2019	Louisville	March 19, 2019 through March 22, 2019
F-150	2018	Dearborn	April 12, 2018 through August 26, 2018
		Kansas	April 13, 2018 through September 4, 2018
F-250/F-350	2018-2020	Kentucky	May 26, 2018 through August 9, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**AFFECTED TIRES**

Affected tires are certain:

- Escape road tire - Continental ContiProContact 235/55R17.
- F-250/F-350 Single Rear Wheel (SRW) road and spare tire - Continental ContiTrac 275/65R18.
- F-150 spare tire - General AmeriTrac TR 265/70R17.

Refer to Attachment III for details on how to identify affected tires.

**REASON FOR THIS SAFETY RECALL**

Continental Tires the Americas (CTA) has initiated a safety recall for tires that may have an overcure condition. According to CTA, an overcured tire could experience a rupture in the sidewall resulting in rapid air loss or could develop a belt edge separation which may lead to a partial or full belt loss. These conditions may increase the risk of a crash.

**NOTE:** Safety recall 21S10 only addresses Continental/General tires installed as Original Equipment (OE).

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to:

- Inspect the last four of the twelve character tire Department of Transportation (DOT) code **and** the six digit mold number following the Attachment III - Technical Information.
- Record the complete twelve character DOT code and the six digit mold number of **all** four/five inspected tires on the repair order regardless of tire brand or size.

**Service Action Continued on the Next Page**

## **SERVICE ACTION (Continued)**

- Replace any affected tire(s) identified using the inspection procedure in Attachment III.
- Inflate replaced tire(s) to the pressure specified on the vehicle's certification label.
- Record the complete twelve character DOT code of the NEW replacement tire(s) on the repair order.
- Record complete twelve character DOT code from both inspected and NEW replacement tires in OWS per "Claims Preparation and Submission" in Attachment I.
- **Record the last four characters of the twelve character tire DOT code and the corresponding six digit mold number of the suspect tire(s) in the dealer comments section in OWS per "Claims Preparation and Submission" in Attachment I.**
- Near, but not over the DOT code or mold number, render **all** removed tire(s) unserviceable by cutting one sidewall circumferentially a minimum of 6 inches in length, cutting the bead with bolt cutters or drilling a one-inch diameter hole through the sidewall. **The DOT code must be readable after disabling the tire.**
- Submit clear photo(s) evidence of **all** disabled tire(s) via Concern Reports using the "Report a Vehicle Concern" process. Refer to Attachment III (Tire Disabling, Tire Return and Photo Submission Requirement).
- Return **all** removed and disabled tire(s) following the instructions outlined in Attachment II (excluding Alaska and Hawaii dealers).
- Re-torque the wheel nuts when customers return within 100 miles (160 Km) after service.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** The original factory installed Continental/General tires are required to perform the complete inspection/repair but do not need to be installed on the vehicle.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of April 26, 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,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 21S10**

Certain 2019 Model Year Escape, 2018 Model Year F-150 and 2018-2020 Model Year F-250/F-350 Super Duty Vehicles - Continental Produced Tires (Continental/General) Inspection / Replacement

**OASIS ACTIVATION**

OASIS will be activated on April 9, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 9, 2021. Owner names and addresses will be available by May 11, 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 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**

- Dealers must inspect all affected stock units prior to delivery.
- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**TIRE REPLACEMENT GUIDELINES**

- Road and spare tires identified with affected DOT date code and mold number must be replaced regardless of condition, mileage, or the remaining tread on the tire.
- Ford Motor Company will only pay claims for replacement tires purchased through the Ford Tire Program.
- Use only the approved tire part numbers listed in Attachment II.
- For a new in stock vehicle, only the affected tire(s) must be replaced.
- For customer owned vehicles:
  - Road tires must always be replaced as a set of two.
  - If only one affected road tire is identified, the affected road tire must be replaced along with a non-affected road tire.
  - The new tires must be installed at the rear of the vehicle.
  - If three affected road tires are identified, all four tires must be replaced.

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**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.

**RELATED DAMAGE**

Any vehicle damage resulting from the failure of an affected tire is not reimbursable by Ford Motor Company. Customers seeking reimbursement for these damages should be referred to CTA Customer Relations at 1-888-799-2168.

Related damage associated with the tire replacement, such as damaged wheel studs, requires prior approval from the Special Service Support Center.

**Exception:** Dealers are to use the related damage flag to process post-repair wheel nut retightening claims. Prior approval is not required for labor operation 21S10N. This labor operation can only be claimed one time, and not on the same repair order as tire replacement. See "Post-Repair Wheel Nut Retightening" in Attachment II for details.

**OWNER REFUNDS**

The tire inspection, including the spare tire (Except Escape vehicles), must still be performed even if the owner has paid for previous tire replacement. Ford dealers, including Around the Wheel (ATW)/Ford tire dealers, will not process refunds for this program. Customers inquiring about a refund should visit [www.continentaltire.com](http://www.continentaltire.com) or call the CTA Customer Relations toll-free number 1-888-799-2168 for assistance.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**DEALER AWARENESS OF LEGAL REQUIREMENTS**

- Pursuant to 49 Code of Federal Regulation (CFR) 573.11 and 573.12 you are prohibited from selling any new or used affected tires that are subject to this recall campaign described in this notice.
- Pursuant to 49 CFR 573.10 you are further required to notify NHTSA of the sale of any new or used noncompliant tires subject to this recall campaign described in this notice.

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Certain 2019 Model Year Escape, 2018 Model Year F-150 and 2018-2020 Model Year F-250/F-350 Super Duty Vehicles - Continental Produced Tires (Continental/General) Inspection / Replacement

**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 related damage claims, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair. Approved related damage must be submitted on a separate repair line with the "Related Damage" radio button checked.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, contact the Special Service Support Center.

**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 (21S10) 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 claims for the post-repair wheel nut retightening procedure do not require prior approval.
  - If utilized, sublet repairs should be claimed by entering the appropriate labor operation provided in Attachment II, do not submit as Out Side Labor (OSL). Sublet documentation must be retained in the customer's service file. The dealer is responsible for the DOT code and mold number inspection and must record both the DOT code and mold number of all inspected tires, as well as any new replacement tires as noted above.
  - United States dealers (excluding Alaska and Hawaii): Return of all removed tires (via the FCS 700 tag) is required. Since tires will be returned, tire disposal and applicable local waste tax will not be reimbursed. Refer to Attachment II for instructions.
  - Alaska and Hawaii dealers: Photo evidence submission is required in lieu of tire return. Refer to Attachment III for instructions.
  - Federal Excise Tax (F.E.T.) may be claimed for each tire. Enter miscellaneous expense code "FET" on the claim with the total amount (\$1.32 for each tire replaced).
  - Freight for ordered tires is not reimbursable under 21S10. Tires ordered through ATW will be shipped at no charge to the dealer.

**Claim Preparation and Submission Continued on the Next Page**

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Certain 2019 Model Year Escape, 2018 Model Year F-150 and 2018-2020 Model Year F-250/F-350 Super Duty Vehicles - Continental Produced Tires (Continental/General)  
Inspection / Replacement

**CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **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. Related damage associated with the tire replacement, such as damaged wheel studs, requires prior approval from the Special Service Support Center. **Exception:** Dealers are to use the related damage flag to process post-repair wheel nut retightening claims (Labor Operation 21S10N). Prior approval is not required for this labor operation. Also, it can only be claimed one time and not on the same repair order as tire replacement. See "Post-Repair Wheel Nut Retightening" in Attachment II for details.  
**IMPORTANT:** Click the Related Damage Indicator radio button.
- Any vehicle damage resulting from the failure of an affected tire is not reimbursable by Ford Motor Company. Customers seeking reimbursement for these damages should work directly with the CTA Customer Relations at 1-888-799-2168.

**TIRE DOT CODE AND MOLD NUMBER DOCUMENTING AND SUBMISSION**

- The complete 12 character DOT code(s) from the NEW (replacement) tire(s) should be entered in the Test Results section and Type "Replacement Tire DOT Code" fields.
  - The complete 12 character DOT code(s) from the OLD (replaced) tire(s) should be entered in the Test Results section and type "Replaced Tire DOT Code" fields.
  - The last 4 characters of the 12 character tire DOT code and the corresponding 6 digit mold number of all **inspected** tire(s) must be entered in the dealer comments section.
  - Record the complete 12 character DOT code and the 6 digits mold number for the inspected tire(s) on the repair order.
  - Record the complete 12 character DOT code(s) of the NEW replacement tire(s) on the repair order.
- **Provision for Locally Obtained Supplies:** Includes XL-2, SAE 5W-20 (F-250/F-350 Super Duty Only) and suitable fast-drying, corrosion-inhibiting tire bead lubricant or similar.  
**NOTE:** The listed chemicals and locally obtained supplies can be used on multiple vehicles.
    - Program Code: **21S10**
    - Misc Expense: OTHER
    - Amount: Actual cost up to \$1.00

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 21S10**

Certain 2019 Model Year Escape, 2018 Model Year F-150 and 2018-2020 Model Year F-250/F-350 Super Duty Vehicles - Continental Produced Tires (Continental/General) Inspection / Replacement

**LABOR ALLOWANCES - INSPECTION PASSES (Safety Recall Complete)**

Description	Vehicle	Labor Operation	Labor Time
Inspect DOT Date Code and Mold Number on Four Tires (Road tires only) Tire replacement is NOT required. <b>- All Tires Pass, Closes Program</b>	Escape	21S10A	0.2 Hours
Inspect DOT Date Code and Mold Number on Five Tires (Road Tire and Spare Tire) Tire replacement is NOT required. <b>- All Tires Pass, Closes Program</b>	F150	21S10B	0.3 Hours
Inspect DOT Date Code and Mold Number on Five Tires (Road Tire and Spare Tire) Tire replacement is NOT required. <b>- All Tires Pass, Closes Program</b>	F250/F350	21S10C	0.3 Hours

**NOTE:** These Labor Operations include tire inspection and the recording of the 12 character DOT code and the 6 digits mold number on the repair order.

**LABOR ALLOWANCES - INSPECTION DOES NOT PASS**

**NOTE:** At the completion of this repair, dealership technicians are to disable **all** removed tire(s) following the dealer bulletin Technical Information and then submit clear photo(s) evidence of the disabled tire(s). The photo(s) must clearly demonstrate the disablement near the DOT code and mold numbers in the same photo. A separate close-up photo of the bar code label should be included if present. Dealers must submit their photo(s) via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Refer to Attachment III (Tire Disabling, Tire Return and Photo Submission Requirement) for additional information.

**NOTE:** United States dealers (excluding Alaska and Hawaii) are to return **all** disabled tires via FCS-700 tag. Please see instructions outlined under Parts Retention & Return.

Description	Vehicle	Labor Operation	Labor Time
Replace One Road Tire - New, In Stock Vehicle Only	Escape	21S10D	0.7 Hours
Replace Two Road Tires - Customer Owned Vehicle Only		21S10E	1.1 Hours

**Labor Allowances Continued on the Next Page**

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Certain 2019 Model Year Escape, 2018 Model Year F-150 and 2018-2020 Model Year F-250/F-350 Super Duty Vehicles - Continental Produced Tires (Continental/General)  
Inspection / Replacement

**LABOR ALLOWANCES - INSPECTION DOES NOT PASS (Continued)**

Description	Vehicle	Labor Operation	Labor Time
Inspect and Replace One Road Tire - New, In Stock Vehicle Only	F150	21S10F	0.8 Hours
Inspect and Replace Spare Tire - New, In Stock Vehicle/Customer Owned Vehicle NOTE: Balancing Is Not Required		21S10G	0.8 Hours
Inspect and Replace Two Road Tires - Customer Owned Vehicle Only		21S10H	1.2 Hours
Inspect and Replace One Road Tire - New, In Stock Vehicle Only	F250/F350	21S10J	0.8 Hours
Inspect and Replace Spare Tire - New, In Stock Vehicle/Customer Owned Vehicle NOTE: Spare Tire Balancing Is Not Required		21S10K	0.8 Hours
Inspect and Replace Two Road Tires - Customer Owned Vehicle Only		21S10L	1.2 Hours
TPMS Sensor Training for Wheels that Require Relocation <b>Can be claimed with labor operations 21S10E, 21S10H and 21S10L only</b>	All Vehicles	21S10M	0.1 Hours

**NOTE:** The Inspection Does Not Pass Labor Operations (except 21S10M) include:

- Tire inspection.
- Recording the twelve-character DOT codes of both the old and new tires.
- Recording the six-digit mold numbers.
- Tire/wheel assembly removal, installation, mounting, balancing (except spare tire) and valve stem installation.
- Disabling the suspect tire(s).
- Submitting photo(s) of disabled tire(s).
- Returning of all removed and disabled tires via FCS-700 tag.
- When applicable, relocate two new road tires to rear locations.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD****Safety Recall 21S10**

Certain 2019 Model Year Escape, 2018 Model Year F-150 and 2018-2020 Model Year F-250/F-350 Super Duty Vehicles - Continental Produced Tires (Continental/General) Inspection / Replacement

**POST-REPAIR WHEEL NUT RETIGHTENING**

Each road wheel that is removed and reinstalled must have the wheel nuts retightened, as stated in the Owner Guide and Workshop Manual within 100 miles (160 km) after service.

Prior approval is not required for this labor operation. This labor operation must be claimed on a separate repair order as related damage, when the vehicle returns for this procedure, and can only be claimed one time.

<b>POST-REPAIR RETIGHTENING LABOR OPERATION</b>		
Must be claimed on a separate repair order as related damage.		
<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Re-torque All Road Wheel Nuts Within 100 Miles (160 km) After Wheel Reinstallation. (Except Spare Wheel Assembly)	21S10N	0.2 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION - APPROVED REPLACEMENT TIRE**

These tires can be ordered through the ATW tire program. Questions regarding tires should be directed to the Tire Program Headquarters at 1-888-353-3251.

<b>Part Number</b>	<b>Description</b>	<b>Vehicle</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
90O2 15484790000	Continental ContiProContact Tire 235/55R17	Escape	As Required	
90O2 04320230000	Continental ContiTrac Tire 275/65R18	F-250/F-350	As Required	
90O2 15482850000	General AmeriTrac TR Tire 265/70R17	F-150	As Required	

**PARTS REQUIREMENTS / ORDERING INFORMATION**

<b>Part Number</b>	<b>Vehicle</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
9L3Z-1700-A	Escape	Valve Stem Kit	Based on Number of Tires Replaced	
F2GZ-1700-C or F2GZ-1700-D	F-150 Road Tire (refer to parts catalog)			
F42Z-1700-A	F-150 Spare Tire			
F2GZ-1700-D	F-250/F-350 Road Tire			
6C3Z-1700-A	F-250/F-350 Spare Tire			

**Parts Requirements / Ordering Information Continued on the Next Page**

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Safety Recall 21S10**

Certain 2019 Model Year Escape, 2018 Model Year F-150 and 2018-2020 Model Year F-250/F-350 Super Duty Vehicles - Continental Produced Tires (Continental/General) Inspection / Replacement

**PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

Part Number	Vehicle	Description	Order Quantity	Claim Quantity
XL-2	All	Motorcraft® High Temperature Nickel Anti-Seize Lubricant*	MISC. OTHER	
XO-5W20-QFS	F-250/F-350	Motorcraft® SAE 5W-20 Full Synthetic Motor Oil*		
Obtain Locally	All	Suitable Fast-Drying, Corrosion-Inhibiting Tire Bead Lubricant or Similar*		

\* The listed chemicals and locally obtained supplies can be used on multiple vehicles.

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

**TIRE ORDERING INFORMATION**

To order the approved replacement tire, contact your local ATW program distributor.

If you need assistance ordering tires, please contact Tire Program Headquarters at 1-888-353-3251 or [tirehelp@automed5.com](mailto:tirehelp@automed5.com).

**TIRE PRICES**

For the latest prices on these replacement tires refer to the Tire Sales Tool accessible from the Tires Home Page (FMCDealer.com/Parts & Service/Parts Product Line Information/Tires/Tire Sales Tool).

**DEALER PRICE**

For latest prices, refer to DOES II. (Do not use DOES II for tire pricing)

**PARTS RETENTION & RETURN**

An FCS-700 Return Document will be generated for each replacement tire claimed. All tires replaced under this program must be disabled immediately after they have been removed from the wheel and labeled with the FCS-700 return document. In addition, photo documentation of disabled tires is required for this program. Photos must be submitted prior to tire return.

**NOTE:** To avoid claim chargeback for non-returned parts, your Regional Core Recovery Center (RCRC) driver must confirm tire shipment and scan the FCS-700 tags within 35 days of claim submission.

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**EXCESS STOCK RETURN**

Tires ordered for this program through the Ford Tire Program Headquarters, **will not** be eligible for return. Manage your orders to meet your anticipated demand.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

## CERTAIN 2019 MODEL YEAR ESCAPE, 2018 MODEL YEAR F-150 AND 2018-2020 MODEL YEAR F-250/F-350 SUPER DUTY VEHICLES — CONTINENTAL PRODUCED TIRES (CONTINENTAL/GENERAL) INSPECTION / REPLACEMENT

### SERVICE PROCEDURE

**NOTE:** The original factory installed Continental/General tires are required to perform the complete inspection/repair but do not need to be installed on the vehicle.

This program involves inspecting the last four characters of the 12 character Department of Transportation (DOT) code and the 6 digit mold number on certain Continental tires installed as original equipment on the affected vehicles. Tires found to have a DOT date code and mold number combination matching those listed in the Affected Tire Identification Chart must be replaced and disabled along with a non-affected tire when applicable.

**NOTE:** A clear photo evidence of **ALL** disabled tires must be submitted via Concern Reports using the “Report a Vehicle Concern” process outlined in the TIRE DISABLING, TIRE RETURN AND PHOTO SUBMISSION REQUIREMENT section below.

### AFFECTED TIRES

Affected tires are certain:

- Escape road tire - Continental ContiProContact 235/55R17
- F-250/F-350 Single Rear Wheel (SRW) road and spare tire - Continental ContiTrac 275/65R18
- F-150 spare tire - General AmeriTrac TR 265/70R17

Refer to Attachment III for details on how to identify affected tires.

**NOTE:** Super Duty vehicle wheel shown, other vehicles similar.

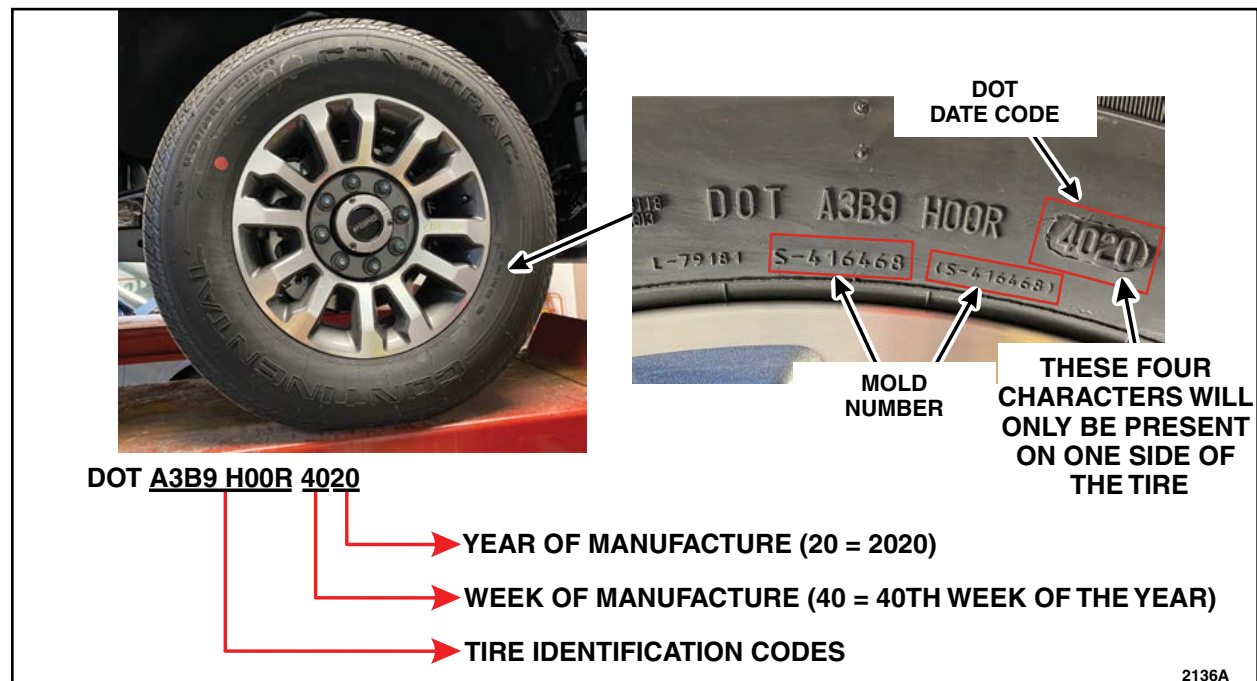


FIGURE 1



## AFFECTED TIRE IDENTIFICATION CHART

**NOTE:** Only the tires that have an affected DOT date code **with** the corresponding mold number should be replaced.

The affected tires can be identified by referring to the Affected Tire Identification Chart below.

<b>Affected Tire Identification Chart</b>		
<b>Vehicle</b>	<b>Tire Name, dimension &amp; Location</b>	<b>DOT Date Code (Last four characters of the DOT code) <i>along with</i> Mold Number</b>
<b>2019 Escape</b>	<b>Continental ContiProContact 235/55R17 (Road Tires Only)</b>	0819 <b>with</b> 407235
<b>2018 F-150</b>	<b>General AmeriTrac TR 265/70R17 (Road and Spare Tires)</b>	1318 <b>with</b> 071020 <b>or</b> 073094
		2318 <b>with</b> 071017 <b>or</b> 407309
		3018 <b>with</b> 073093 <b>or</b> 407309
<b>2018-2020 F-250/F-350</b>	<b>Continental ContiTrac 275/65R18 (Road and Spare Tires)</b>	0219 <b>with</b> 419157
		0718 <b>with</b> 075197
		0819 <b>with</b> 416469
		2118 <b>with</b> 060213
		2120 <b>with</b> 075198
		2620 <b>with</b> 075198 <b>or</b> 419159
		3018 <b>with</b> 419156
		4219 <b>with</b> 419156
		4318 <b>with</b> 075199 <b>or</b> 416468
4419 <b>with</b> 416469		

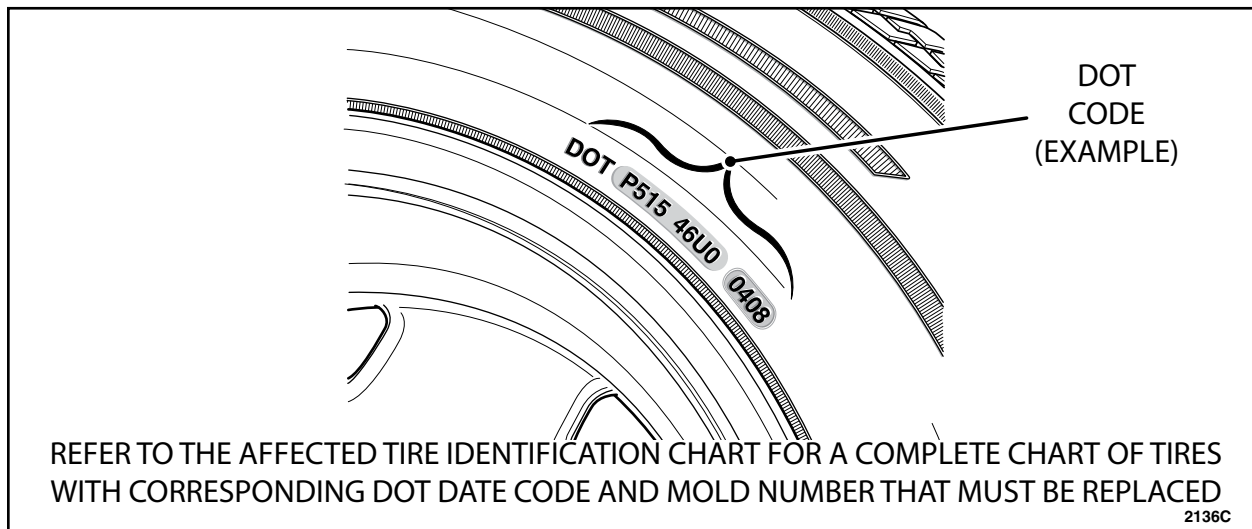


## TIRE INSPECTION

**⚠ WARNING:** If inspecting the tires with the vehicle on the ground ensure the engine is OFF and the transmission is in PARK, with the Parking Brake applied.

**NOTE:** The complete 12 character DOT code and the 6 digit mold number of **all** inspected tires (Escape road tires only, F-150 and F-250/F-350 road tires and spare tire) must be recorded, regardless of the tire brand or size. These DOT codes and mold numbers must be entered into OWS at claim submission. Claims without the complete DOT code and mold numbers of all inspected tires may be rejected or charged back.

1. Locate the 12 character DOT code and the 6 digit mold number on the four road tires. The original factory installed tires are mounted with the 12 character DOT code on the outboard sidewall (only the first eight characters will be present on the opposite sidewall). If the last four characters are not on the outboard side, they will be present on the inboard side. See Figures 1 and 2.



**FIGURE 2**

2. Record each road tire 12 character DOT code and 6 digit mold number and its vehicle location on the repair order.

- For Escape vehicles, proceed to Step 5.
- For F-150 and F-250/F-350 vehicles, proceed to Step 3.

3. The original factory installed spare tires were mounted with the 12 character DOT code facing up. Retrieve the jack handle and lug wrench from their stowage location and lower the spare tire to view the DOT date code and mold number. See the following chart to locate the tools.

<b>JACK HANDLE AND LUG WRENCH LOCATION</b>	
<b>F-150, F-250, F-350</b>	
Regular Cab	Fastened to floor behind front seat
Super Cab	Fastened to floor under rear seat
Crew Cab	Fastened to floor behind rear seat
Key, Spare Tire Lock	Ignition Key



4. Locate the 12 character DOT code and the 6 digit mold number on the spare tire. Record the spare tire DOT code and mold number on the repair order. Identify this DOT code and mold number as belonging to the spare tire.
5. Compare the list of DOT date codes and corresponding mold numbers from the vehicle tires against those specified in the Affected Tire Identification Chart on page 2.

Tires that have corresponding DOT date code **and** mold number specified in the Affected Tire Identification Chart must be replaced.

## TIRE REPLACEMENT

Refer to the original repair order to help quickly identify which tire(s) on the vehicle need replacement. Verify the tire(s) that are being replaced have corresponding DOT date code **and** mold number matching those specified in the Affected Tires Identification Chart.

### ROAD TIRES (All Vehicles)

**NOTICE: Failure to follow Workshop Manual Section 204-04: Wheels and Tires may result in damage to a TPMS sensor.**

**NOTE:** Tire Pressure Monitoring System (TPMS) sensor training will not be required if each wheel is reinstalled to its original vehicle location.

### REQUIREMENTS

**NOTE:** For a new in stock vehicle, only the affected tire(s) must be replaced.

**NOTE:** For customer owned vehicles:

- The road tires must always be replaced as a set of two.
- If only one affected tire is identified, the affected tire must be replaced along with a non-affected tire.
- The two *new* tires must be installed at the rear of the vehicle.
- If three affected road tires are present, all four tires must be replaced.

1. Position the ignition key in the off position and mark the location of each wheel.
2. Mount and balance the *new* tire(s) on the original wheel(s). Please follow the Workshop Manual (WSM) procedures in Section 204-04: Wheels and Tires - Disassembly and Assembly.
3. Record the DOT codes of the *new* tires on the repair order for entry later into OWS at claim submission.

### SPARE TIRES (Except Escape Vehicles)

**NOTE:** It is not necessary to balance the spare wheel assembly.

1. If equipped, unlock and remove the spare wheel assembly lock.
2. Mount the *new* spare tire onto the wheel. Please follow the WSM procedures in Section 204-04.



3. Record the DOT code of the *new* spare tire on the repair order for entry later into OWS at claim submission.

**NOTICE: Failure to properly stow the spare tire may result in failure of the cable or loss of the spare tire.**

4. Raise the spare tire back up into the stowed position. The effort to turn the jack handle increases significantly and the spare tire carrier ratchets or slips when the tire is raised to the maximum tightness.
5. If equipped, re-install the spare wheel assembly lock.
6. Return the jack handle and lug wrench to their stowage location.

### **TIRE DISABLING, TIRE RETURN AND PHOTO SUBMISSION REQUIREMENT**

**NOTE:** The tire disablement must take place near the DOT and mold numbers so it can be captured in the photo evidence. The DOT code and mold number must be readable after disabling the tire.

1. **ALL** tires removed from vehicles, including the non-affected paired tire(s) where applicable, must immediately be made unusable by one of the following methods: cutting one sidewall circumferentially at a minimum of 6 inches in length, cutting the bead with bolt cutters or drilling a one-inch diameter hole through the sidewall. **DO NOT CUT THROUGH OR DRILL THE DOT CODE OR THROUGH THE MOLD NUMBER.**

#### **Special Tire Handling Information**

- Rendering the DOT code and/or mold number unreadable will subject that tire to be charged back to the dealer.
  - DO NOT dispose of tires replaced under this program (except Alaska and Hawaii dealers).
  - Return of **ALL** removed tires (via the FCS 700 tag) is required. Refer to Attachment II for instructions.
  - Alaska and Hawaii dealers only: the photo submission will be used in lieu of tire return process.
  - Store these tires separately from those not involved in this program to eliminate the possibility of mixing the tires.
  - Tires returned that do not meet the criteria for replacement will be charged back to the dealer.
2. Submit clear photo(s) of **ALL** the disabled tire(s) (including the non-affected paired tire(s) where applicable).
    - The photo(s) must clearly demonstrate the disablement near the DOT code and mold numbers in the same photo. Also include a separate close-up photo of the bar code label if present. See Figure 3 on page 7.
    - Dealers must submit their photo(s) via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones).

**Tire Disabling, Tire Return and Photo Submission Requirement Continued on the Next Page**





### Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on your PC you’re using.

### Using Mobile PTS “Report a Vehicle Concern”

**IMPORTANT** - If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile **prior** to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, **PRIOR** to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.





FIGURE 3

### POST REPAIR RE-TIGHTEN (Except Spare Wheel Assembly)

**⚠ WARNING: FAILURE TO RE-TIGHTEN THE WHEEL NUTS AT THE MILEAGE SPECIFIED COULD ALLOW THE WHEELS TO COME OFF WHILE THE VEHICLE IS IN MOTION, POSSIBLY CAUSING LOSS OF VEHICLE CONTROL.**

**NOTE:** This step is only required if one or more road tire(s) require replacement.

The workshop manual and owner guide specifies that each wheel removed and reinstalled must have the wheel nuts re-tightened within 100 miles (160 km) after service.

**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.

