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November 3, 2023

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Advance Notice**  
**\*DO NOT DRIVE VEHICLES\***

**Safety Recall 23S59**

Certain 2022-2023 Model Year F250-F600 Super Duty Vehicles with Wheel Hub Extensions  
 Wheel Hub Extension Torque Verification

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2022	Ohio	December 8, 2022
F250 – F600	2023	Ohio	March 22, 2023 through July 19, 2023
F250 – F600	2023	Kentucky Truck	February 22, 2023 through August 31, 2023

**US population of affected vehicles:13.** Affected vehicles are identified in OASIS and FSA VIN Lists.

**THE VEHICLES IN THIS PROGRAM ARE NOT TO BE DRIVEN UNTIL THIS INSPECTION HAS BEEN PERFORMED**

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the front wheel hub extension nuts may not be tightened to specification. Insufficiently tightened front wheel hub extension nuts may cause vibration and noise while driving and may result in front wheel and wheel hub extension detachment from the vehicle, increasing the risk of an injury or crash.

**SERVICE ACTION**

**DO NOT DRIVE, DEMONSTRATE OR DELIVER** any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers the week of November 6, 2023 with additional claiming and customer handling information to support this safety recall.

Owners are advised not to drive the affected vehicles (see VIN list) until this repair has been completed. To assist vehicle owners to have this repair completed dealers are to:

- Proactively contact owners to instruct them to stop driving their vehicle.
- Arrange to tow the owner’s vehicle to the dealership for inspection (rentals are authorized – see Rental Vehicles)
- Re-deliver the owner’s vehicle after the Recall has been completed.

Refer to the **Vehicle Special Handling** section for further details.

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

## **RENTAL VEHICLES**

Dealers are pre-approved for up to 7 days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 7 rental days is required from the Special Service Support Center (SSSC). Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

## **VEHICLE SPECIAL HANDLING**

Dealers are authorized to claim up to a maximum combined value of \$400 to provide unique services for completing this program, including:

- **Vehicle towing to dealership (mandatory)**
- Vehicle re-delivery to the owner's location after repairs have been completed.

## **CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

Dealers are to proactively contact owners to instruct them to stop driving their vehicle.

## **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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

## **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.

## **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,



Stacy L. Balzer