



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

September 4, 2012

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S38**  
Certain 2013 F-53 Stripped Chassis Vehicles  
Steering Gear Bracket Fastener Replacement

**AFFECTED VEHICLES**

Certain 2013 model year Ford F-53 Motorhome vehicles built at the Detroit Chassis Plant from July 10, 2012 through July 13, 2012. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was available on August 24, 2012.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, the steering gear bracket may have been secured with nuts that may damage the bolts due to an incompatibility between the installation torque and the nut finish. This condition could result in fatigue fracture of the bolt and increase the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to contact the Special Service Support Center (800-325-5621).

**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 \$6,000 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

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,

Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S38**  
Certain 2013 F-53 Stripped Chassis Vehicles  
Steering Gear Bracket Fastener Replacement

**OASIS ACTIVATED?**

Yes, OASIS was activated on August 24, 2012.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list is available through <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses will be available by September 7, 2012.

**NOTE:** Your FSA VIN list 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.

**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.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S38**  
Certain 2013 F-53 Stripped Chassis Vehicles  
Steering Gear Bracket Fastener Replacement

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Repairs for 12S38 must use actual time (MT). It is not necessary to contact the Special Service Support Center for prior approval of actual time.
- The use of actual time (MT) must comply with warranty and policy guidelines as outlined in the Warranty and Policy Manual. "Actual Time" repairs require technician time stamps on the Repair Order. (See "Time Recording Procedure" in Section 1 in the Warranty and Policy Manual.)
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S38**

Certain 2013 F-53 Stripped Chassis Vehicles

Steering Gear Bracket Fastener Replacement

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Replace Steering Gear Bracket-to-Frame Attaching Bolts and Nuts, and Steering Gear Attachment Bolts	MT12S38B	Actual Time

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Contact the Special Service Support Center (1-800-325-5621) if you have an affected vehicle.