



David J. Johnson
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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October 1, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S31
Certain 2019 Model Year F-Super Duty Vehicles
Passenger Side Rear Axle Shaft Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2019	Kentucky	May 21, 2019 through July 26, 2019
		Ohio	

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the passenger side rear axle shaft is made of an incorrect material composition that does not meet Ford's torsional strength and hardness specifications. An axle shaft that does not meet Ford's specifications may fracture. This can subsequently result in a loss of motive power and the inability to hold the park function. If the parking brake is not applied, this could result in unintended vehicle movement, increasing the risk of injury or crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the passenger side rear axle shaft flange Batch Code. Axle shafts with a batch code AX971 will be replaced following the dealer bulletin technical instructions. 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 October 21, 2019. 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.

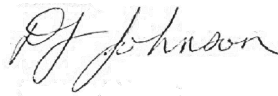
ATTACHMENTS

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 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, appearing to read "D. Johnson", written over a light gray rectangular background.

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S31

Certain 2019 Model Year F-Super Duty Vehicles

Passenger Side Rear Axle Shaft Inspection

OASIS ACTIVATION

OASIS will be activated on October 1, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 1, 2019. Owner names and addresses will be available by November 01, 2019.

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, if they always set the parking brake fully whenever the vehicle is parked.
- 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.

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Passenger Side Rear Axle Shaft Inspection

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 (19S31) 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.

- Provision for Motorcraft® Rear Axle Lubricant (XY-75W140-QL).

NOTE: One quart of Motorcraft® Rear Axle Lubricant can be used on multiple vehicles.

- Program Code: **19S31**
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$32.00
- Time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. Claims submitted without recording technician time will be accepted.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S31

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Passenger Side Rear Axle Shaft Inspection

LABOR ALLOWANCES

NOTE: Time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. Claims submitted without recording technician time will be accepted.

Description	Labor Operation	Labor Time
Inspect Passenger Side Rear Axle Shaft - PASS	19S31A	0.2 Hours
Replace Passenger Side Rear Axle Shaft - Includes Inspection	19S31B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for a passenger side rear axle shaft kit, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Due to limited part availability, open part ordering for part number HC3Z-4234-A is expected to begin early November 2019.

Part Number	Description	Order Quantity	Claim Quantity
HC3Z-4234-A	Passenger Side Rear Axle Shaft Kit (includes axle shaft bolts and O-ring)	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Part Number	Description	Order Quantity	Claim Quantity
*XY-75W140-QL	Motorcraft® Rear Axle Lubricant (12 quarts per case)	MISC. OTHER	

* One quart of Motorcraft® Rear Axle Lubricant can be used on multiple vehicles. Use Motorcraft® Rear Axle Lubricant as required (up to one quart per vehicle).

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2019 MODEL YEAR F-SUPER DUTY VEHICLES — PASSENGER SIDE REAR AXLE SHAFT INSPECTION

OVERVIEW

In some of the affected vehicles, the passenger side rear axle shaft is made of an incorrect material composition that does not meet Ford's torsional strength and hardness specifications. An axle shaft that does not meet Ford's specifications may fracture. This can subsequently result in a loss of motive power and the inability to hold the park function. If the parking brake is not applied, this could result in unintended vehicle movement, increasing the risk of injury or crash. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the passenger side rear axle shaft flange Batch Code. Axle shafts with a batch code AX 971 will be replaced following the dealer bulletin technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

NOTE: It is not necessary to position the vehicle on a hoist to complete the inspection procedure.

1. Remove the passenger side rear wheel center cap (if equipped).
2. Inspect the batch code stamp located on the passenger side rear axle shaft flange.
See Figure 1.

- Is the batch code stamp AX 971?

Yes - The passenger side rear axle shaft requires replacement. Proceed to Step 3.

No - No further action is required, the safety recall is complete.

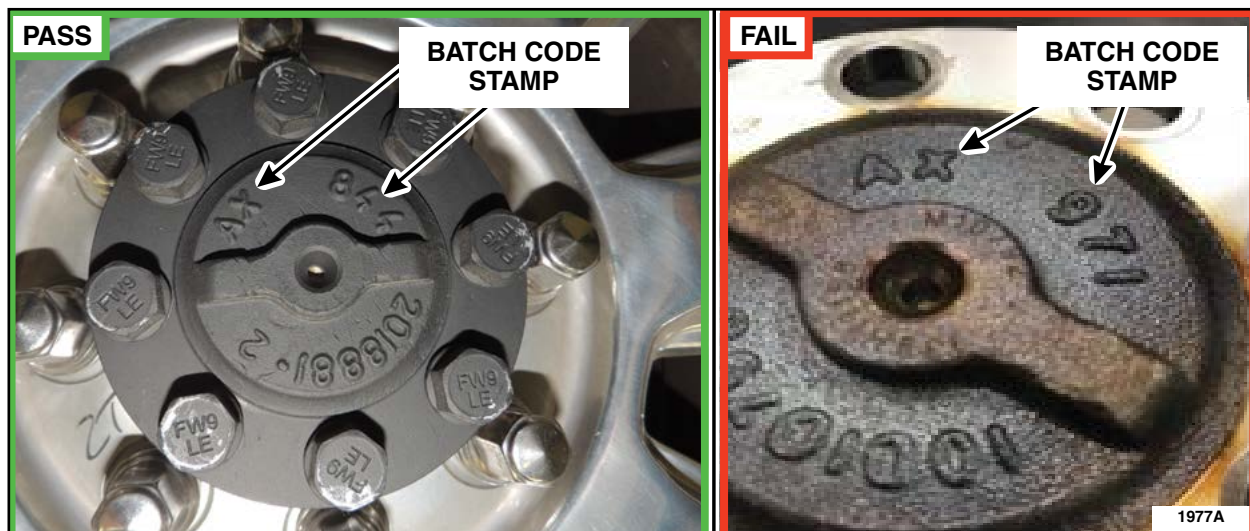


FIGURE 1



3. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.

NOTE: The wheel and tire assemblies do not have to be removed in order to replace the passenger side rear axle shaft.

4. Remove and discard the passenger side rear axle shaft bolts. See Figure 2.

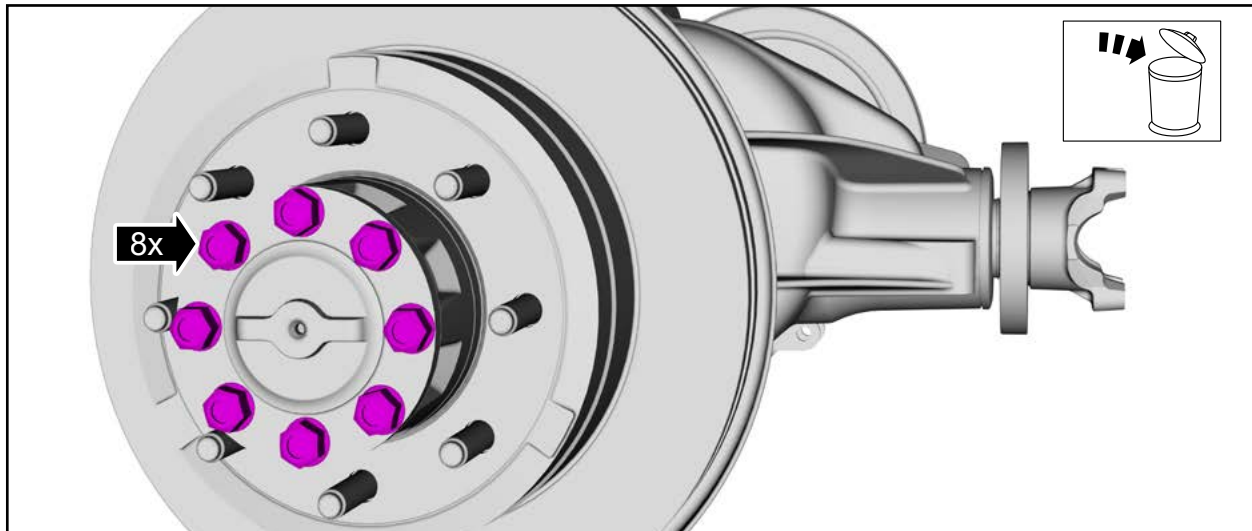


FIGURE 2

NOTE: Use a shop towel and/or a drain pan to catch any residual differential fluid.

5. Remove and discard the passenger side rear axle shaft and axle shaft O-ring. See Figure 3.

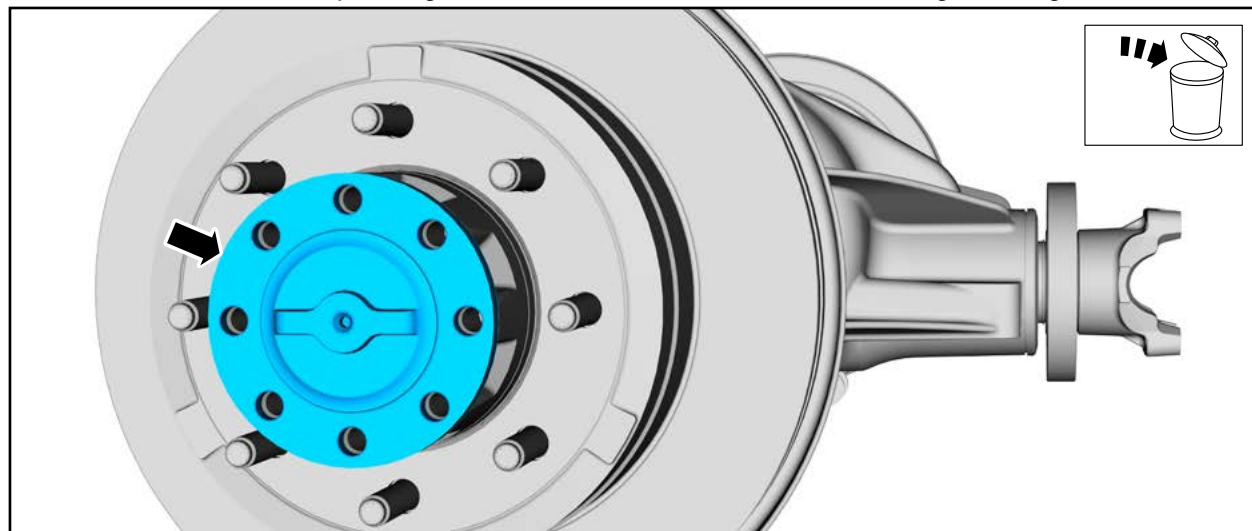


FIGURE 3



6. Clean and inspect the hub-to-axle shaft mating surface. See Figure 4.

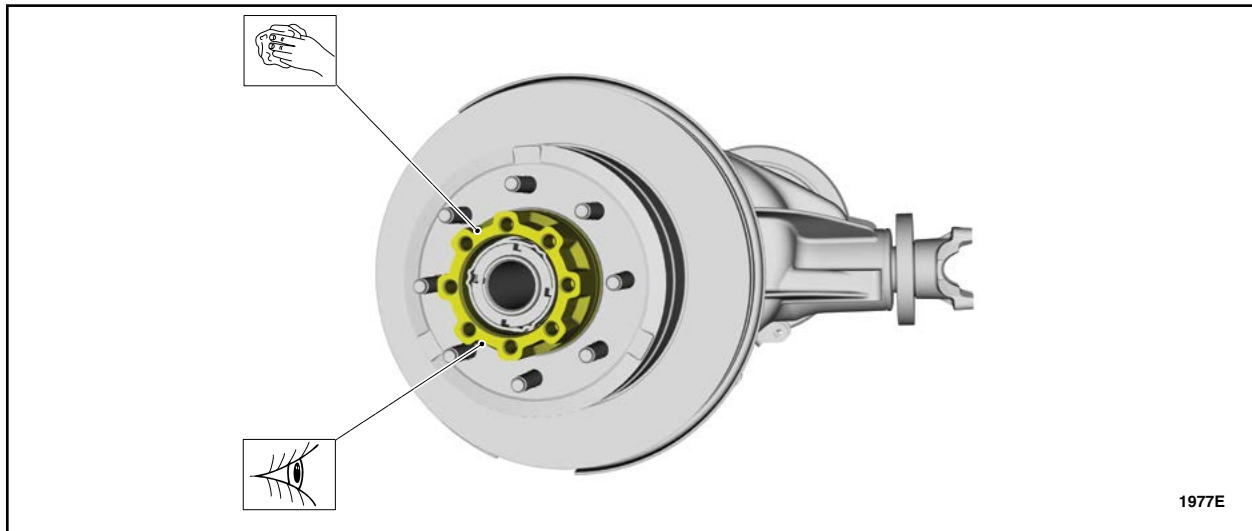


FIGURE 4

7. Install a *new* O-ring on the *new* axle shaft. See Figure 5.

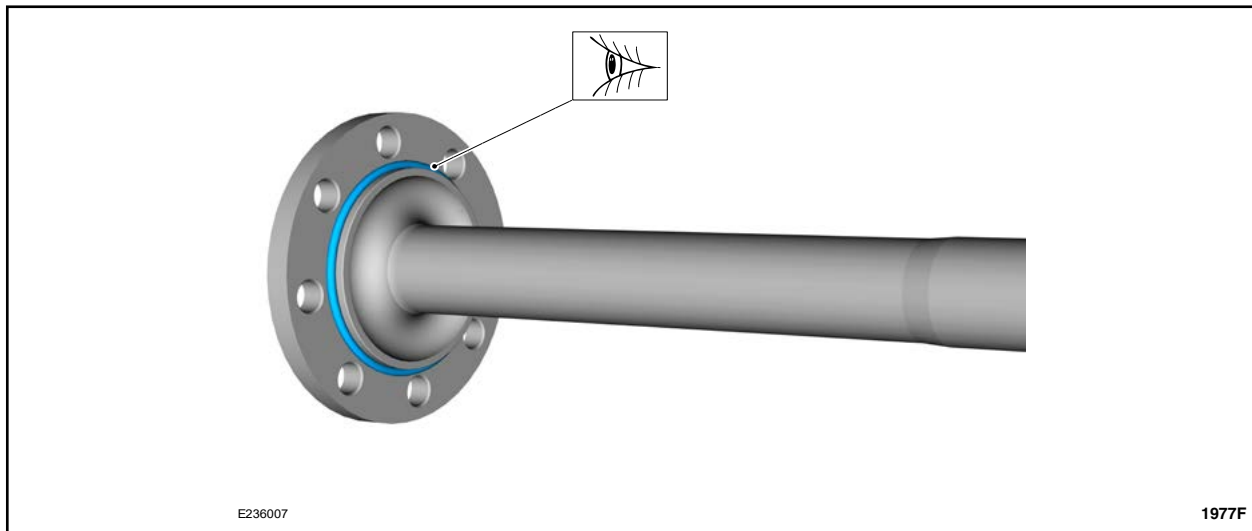


FIGURE 5



8. Install the *new* axle shaft into the passenger side rear axle housing. See Figure 3.
9. Install the *new* axle shaft bolts finger tight. See Figure 2.
10. Lower vehicle from the hoist and set the parking brake or chock the wheels.
11. Torque the passenger side rear axle shaft bolts in a cross pattern.
 - Torque 188 lb.ft (255 Nm)
12. Release the parking brake / remove the wheel chocks.
13. Check and top off the differential fluid. Please follow the WSM procedures in Section 205-02A.
14. Reinstall the passenger side rear wheel center cap (if equipped).

