



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

May 5, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S48 - Supplement #1**
Certain 2017-2019 Model Year F-250-F-450 Vehicles
Unintended Tailgate Opening

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S48**
Dated December 12, 2019

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 19S48**

New! REASON FOR THIS SUPPLEMENT

Updated with a Customer Information Sheet attachment to be provided to customers and a clarifying note indicating the tailgate is required to perform the complete repair but does not need to be installed on the vehicle.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-250-F-450	2017-2019	Kentucky	October 8, 2015 through November 3, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, water entry into the electrical system could cause the tailgate to unlatch and possibly open while the vehicle is being driven or is stationary. When the unintended tailgate opening occurs, there is a risk of damage to the tailgate and/or loss of cargo, with a resultant risk to traffic.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to modify the tailgate/frame wiring harnesses by adding jumper pigtailed to isolate the tailgate release control circuits and install a new tailgate handle release switch. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: *The tailgate is required to perform the complete repair but does not need to be installed on the vehicle.*

Customer Information Sheet: *At the completion of this repair, dealership service management is to provide a copy of the "Customer Information Sheet" that is posted with this bulletin to the vehicle owner.*

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of January 20, 2020. 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.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

Customer Information Sheet

Owner Notification Letters

Recall Reimbursement Plan

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,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
Safety Recall 19S48 - *Supplement #1*
Certain 2017-2019 Model Year F-250-F-450 Vehicles
Unintended Tailgate Opening**

OASIS ACTIVATION

OASIS was activated on December 5, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on December 5, 2019. Owner names and addresses will be available by January 20, 2020.

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

- 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
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Unintended Tailgate Opening**

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with unintended tailgate opening issues.

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.

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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 19S48 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.
- **Provision for Motorcraft® XG-12 Electrical Grease:** One 3 oz. tube of Motorcraft® XG-12 should service approximately 15 vehicles. This provision is for the amount of grease used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.
 - Program Code: **19S48**
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$1.00
- **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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19S48
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
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Certain 2017-2019 Model Year F-250-F-450 Vehicles
Unintended Tailgate Opening

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p><i>Modify tailgate/frame wiring harnesses by adding jumper pigtails, replace tailgate handle release switch and print the Customer Information Sheet*</i></p> <p>(Camera alignment is not required)</p> <p><i>NOTE: The tailgate is required to perform the complete repair but does not need to be installed on the vehicle.</i></p>	19S48B	1.3 Hours

**** Customer Information Sheet:*** *At the completion of this repair, dealership service management is to provide a copy of the “Customer Information Sheet” that is posted with this bulletin to the vehicle owner.*

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
KC3Z-14A411-C	Tailgate Jumper Harness Kit	1	1
GB5Z-9C888-A	Tailgate Handle Release Switch	1	1
XG-12	Motorcraft® Electrical Grease (One 3 oz. tube will service approximately 15 vehicles)	1	Claim as Misc. OTHER

The DOR/COR number for this recall is 51155.

All parts are available for open ordering.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

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 2017-2019 MODEL YEAR F-250-F450 VEHICLES — UNINTENDED TAILGATE OPENING

NEW! OVERVIEW

In all of the affected vehicles, water entry into the electrical system could cause the tailgate to unlatch and possibly open while the vehicle is being driven or is stationary. When the unintended tailgate opening occurs, there is a risk of damage to the tailgate and/or loss of cargo, with a resultant risk to traffic. Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to modify the tailgate/frame wiring harnesses by adding jumper pigtails to isolate the tailgate release control circuits and install a new tailgate handle release switch. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: *The tailgate is required to perform the complete repair but does not need to be installed on the vehicle.*

Customer Information Sheet: *At the completion of this repair, dealership service management is to provide a copy of the "Customer Information Sheet" that is posted with this bulletin to the vehicle owner.*

SERVICE PROCEDURE

1. Disconnect the negative battery cable(s) and position aside. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
2. Using the vehicle spare tire rod, lower the spare tire and secure it out of the way using a ratchet strap or other similar device.
3. Position the vehicle on a hoist. Please follow the WSM procedures in Section 100-02.
4. Detach the wire harness push pin retainers located on the left hand (LH) side of the trailer hitch frame. Disconnect inline connector C4003 and the rear parking aid camera connector (digital camera system connector shown, analog camera system connector similar). See Figure 1.

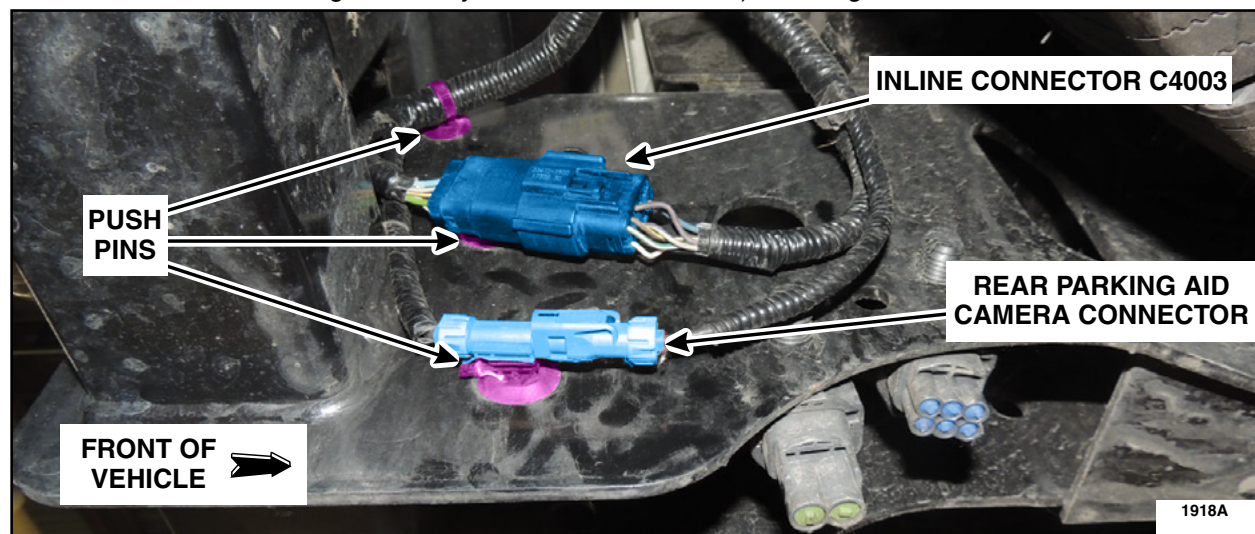


FIGURE 1



5. Blow dry both halves of C4003 with compressed air.

Complete Tailgate Jumper Harness Part Kit

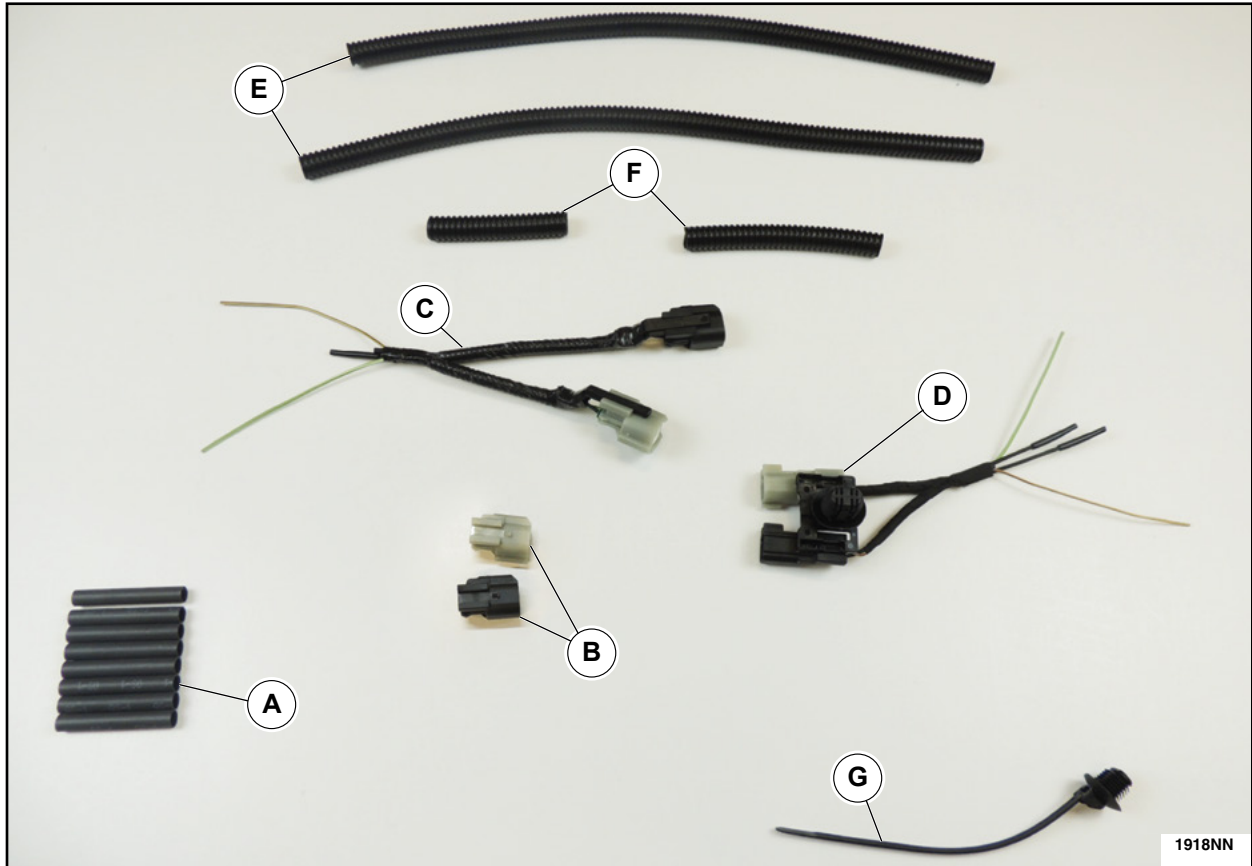


FIGURE 2

ITEM	DESCRIPTION	QUANTITY
A	Dual Wall Heat Shrink Tubing	8
B	Delete Caps	2
C	Female end of <i>New Jumper Pigtail</i>	1
D	Male end of <i>New Jumper Pigtail</i>	1
E	Convolute (Long)	2
F	Convolute (Short)	2
G	Push Pin Tie Strap	1



6. Measure 140 mm (5.5 in) from the back of the female end of C4003. See Figure 3.

NOTE: If a service pigtail was installed, it is possible that the wire colors will not match the figures below.

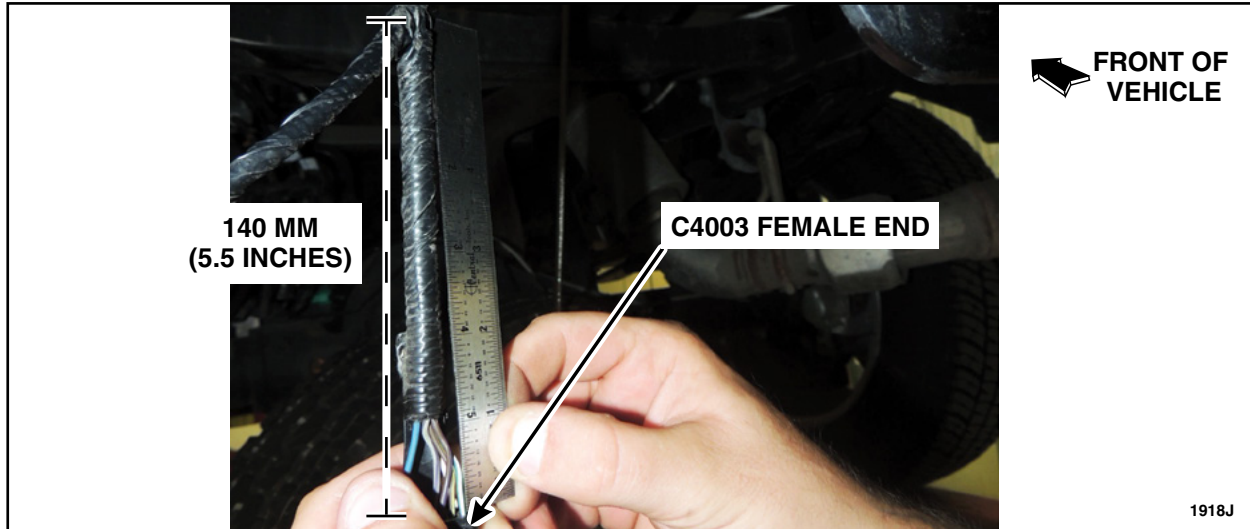


FIGURE 3

7. Remove the tape and convolute back 140 mm (5.5 in) from the back of the female end of C4003. See Figure 4.

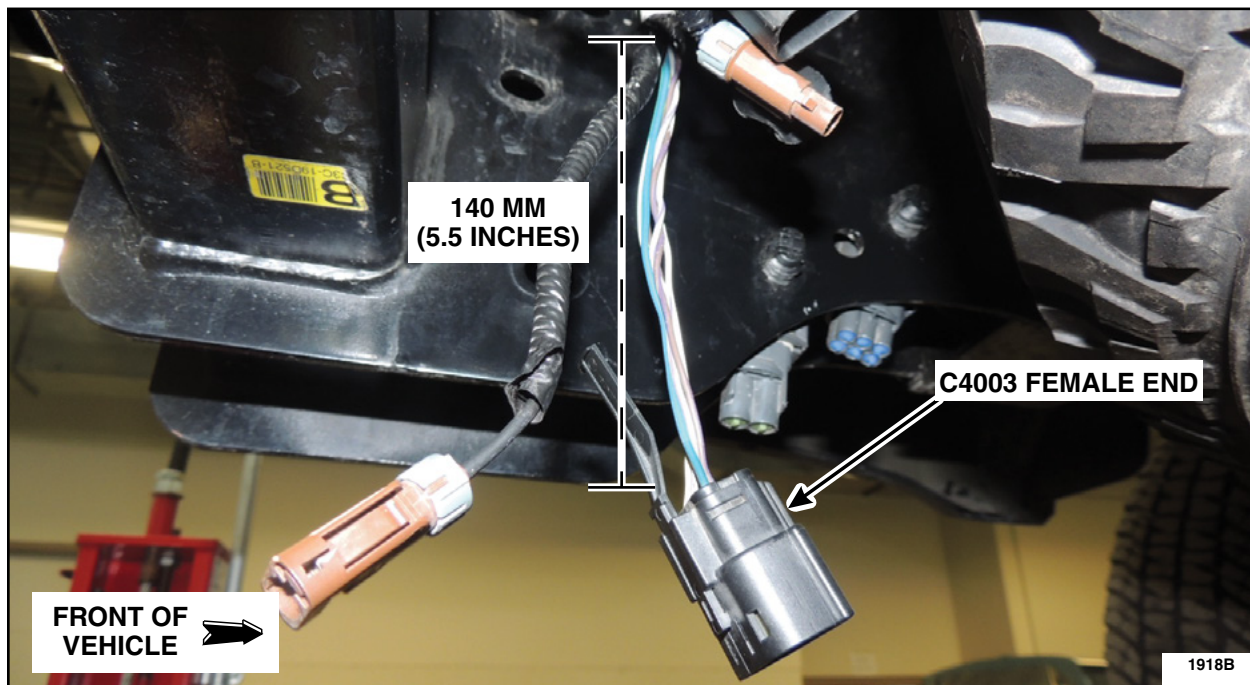


FIGURE 4



NOTE: If a service pigtail was installed, it is possible that the wire colors will not match the figures below. The wires in cavity's 1 and 2 will remain the affected wires.

8. Cut the Green-White (GN-WH) wire (cavity 1) 50 mm (1.9 in) from the back side of the C4003 female end. See Figure 5.

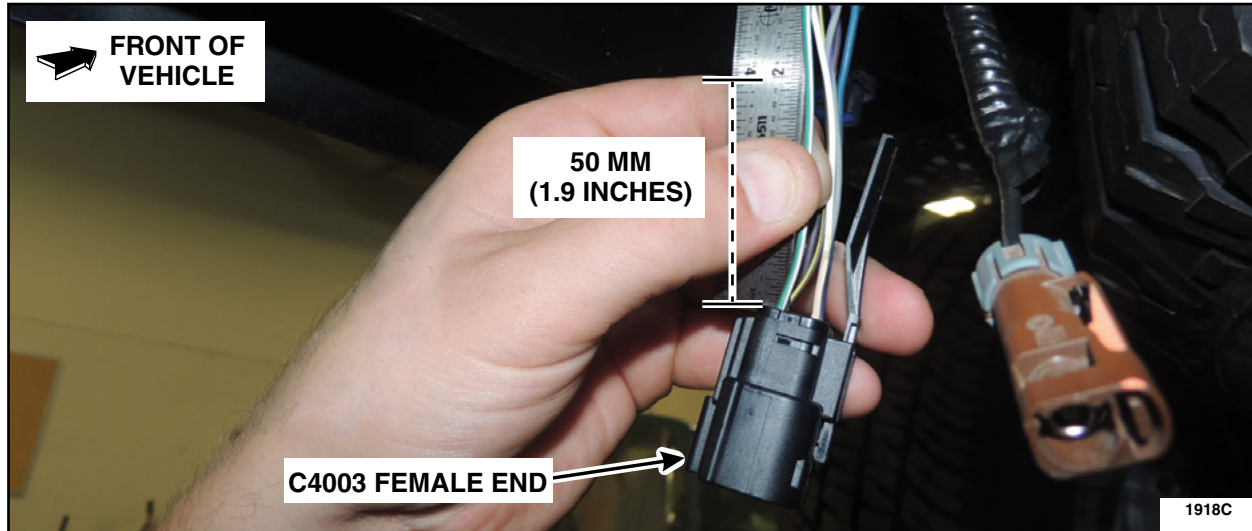


FIGURE 5

9. Cut the Brown-Yellow (BN-YE) wire (cavity 2) 50 mm (1.9 in) from the back side of the C4003 female end. See Figure 6.

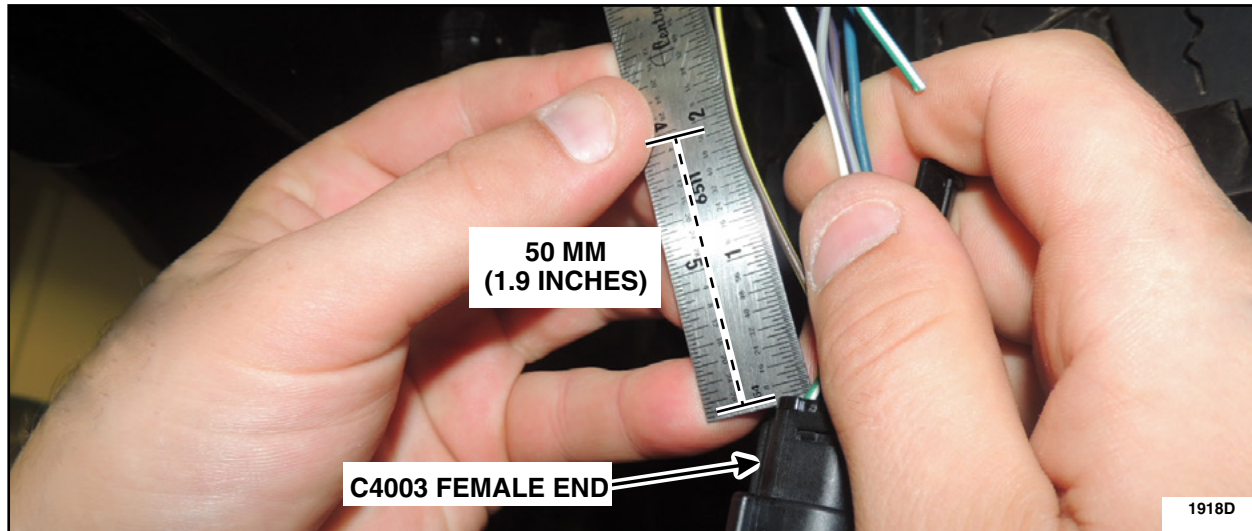


FIGURE 6



10. Install a piece of dual wall heat shrink tube on the GN-WH and BN-YE wires making sure the end of the wire is located in the middle of the tube. Evenly heat up the heat shrink tube until the heat shrink tube sealant bubbles out of both ends. See Figure 7.

NOTE: Make sure the heat shrink sealant is bubbled out of both ends or the circuit is not sealed.

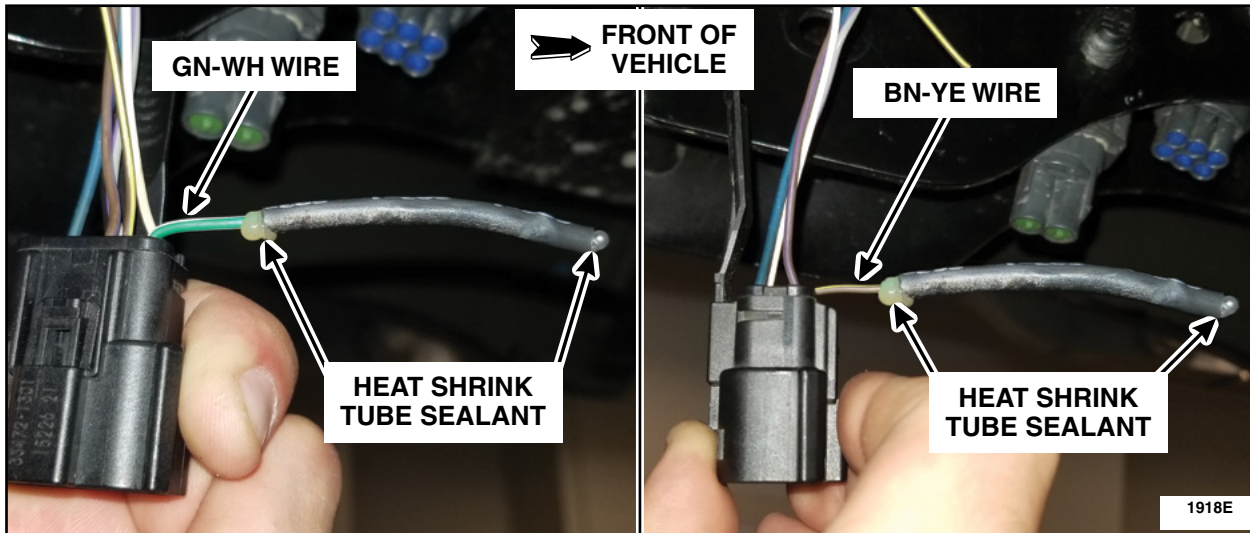


FIGURE 7

11. Strip 9.5 mm (3/8 in) of the GN-WH and BN-YE wire insulation on the female connector harness side. See Figure 8.

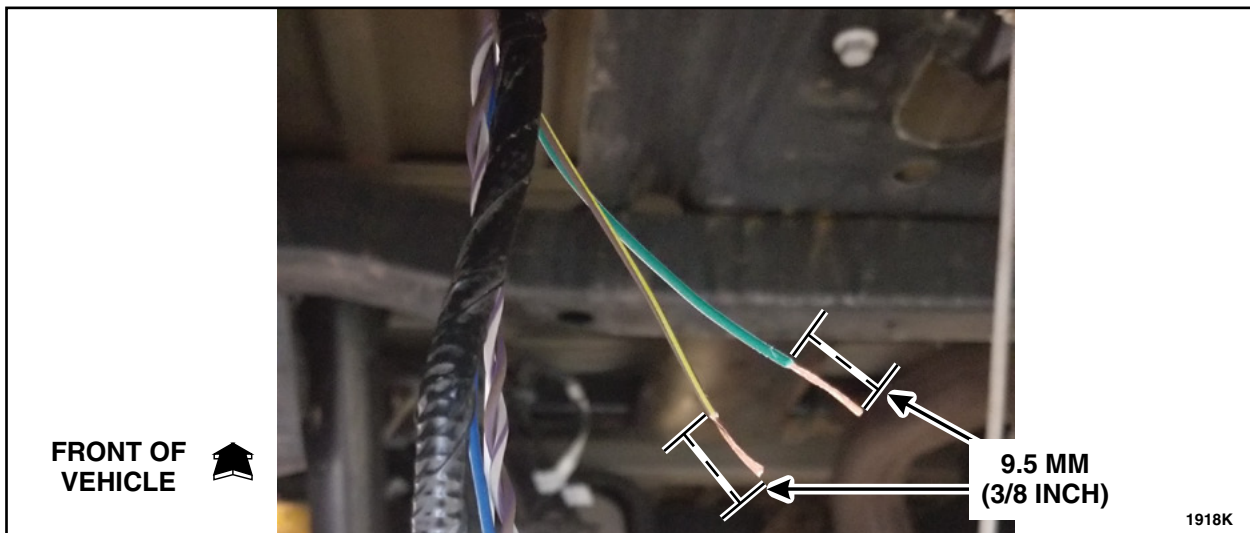


FIGURE 8



12. Strip 9.5 mm (3/8 in) of insulation from the GN-WH and BN-YE wires on the *new* jumper pigtail female connector end. See Figure 9.

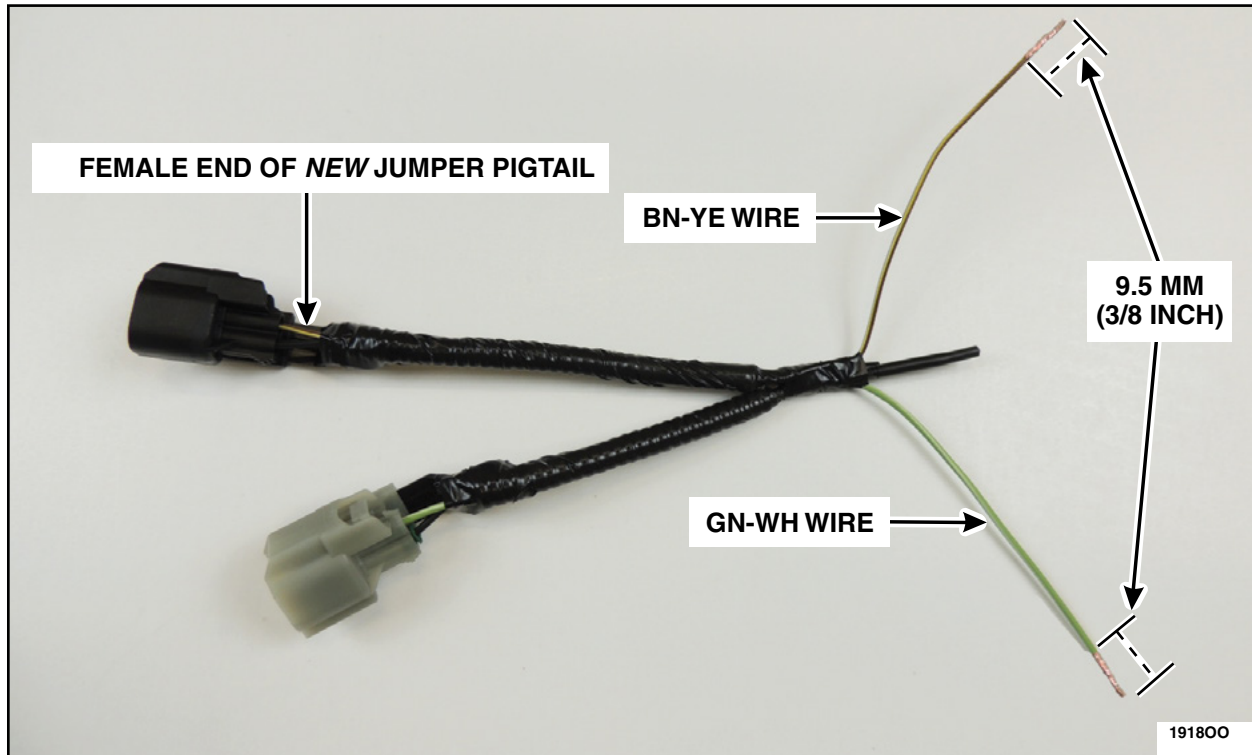


FIGURE 9

13. Place a piece of dual wall heat shrink tube onto each GN-WH and BN-YE wires. Making a bend in the wires will prevent the heat shrink tubes from falling off. See Figure 10.

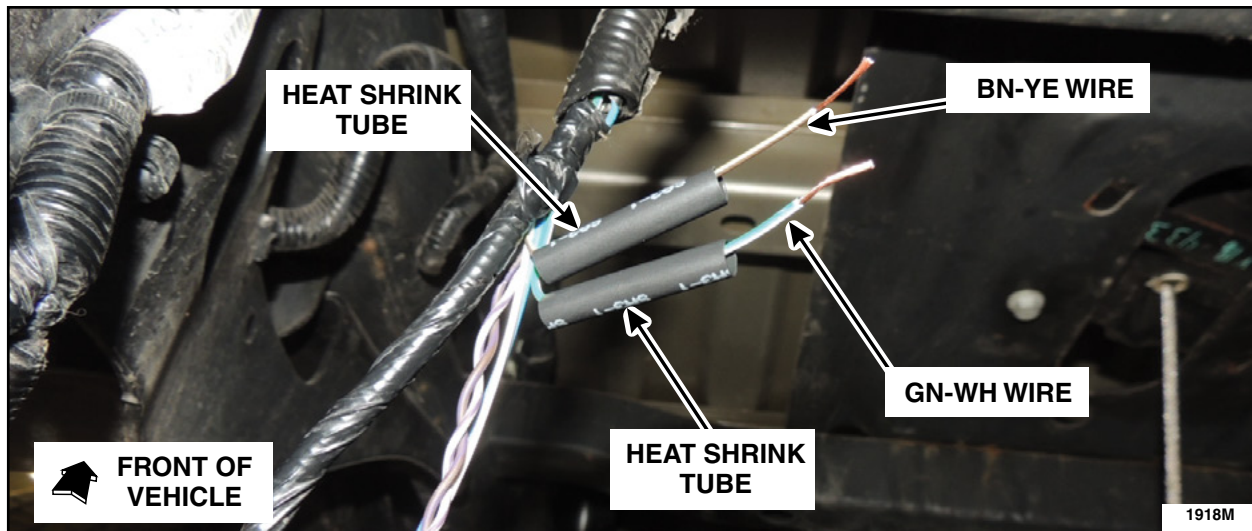


FIGURE 10



NOTE: Do not leave any stray strands of wire poking outwards as this may puncture the heat shrink tube when heated.

14. Install the female end of the *new* jumper pigtail to the corresponding wire colors of the female end of the vehicle harness by twisting the exposed wires together. See Figure 11.

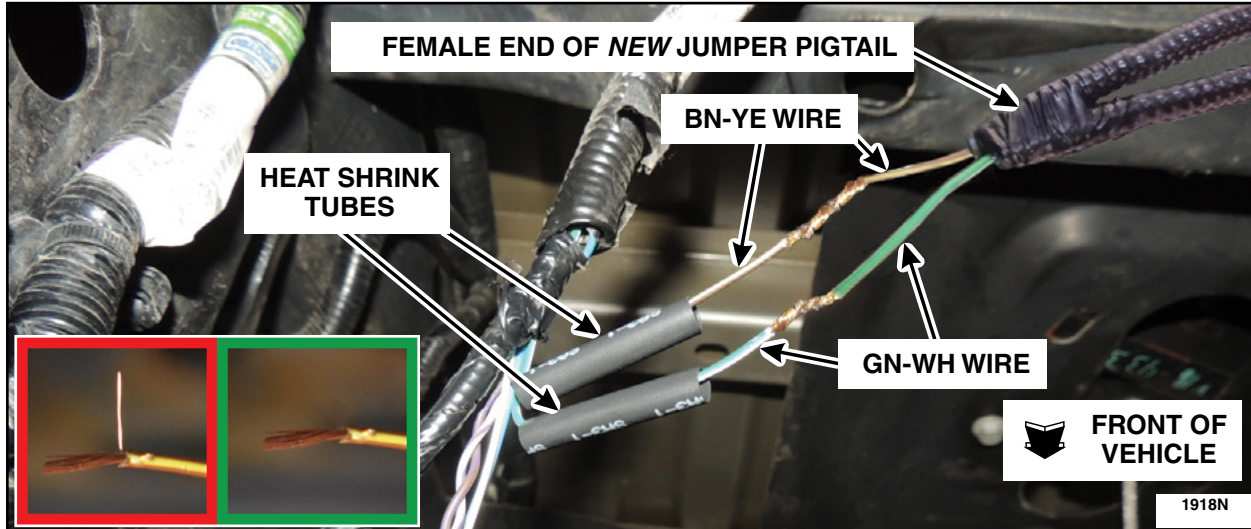


FIGURE 11

15. Solder the twisted wires of the female connector. See Figure 12.

NOTE: Keep the heat shrink tubes away from the soldering iron.

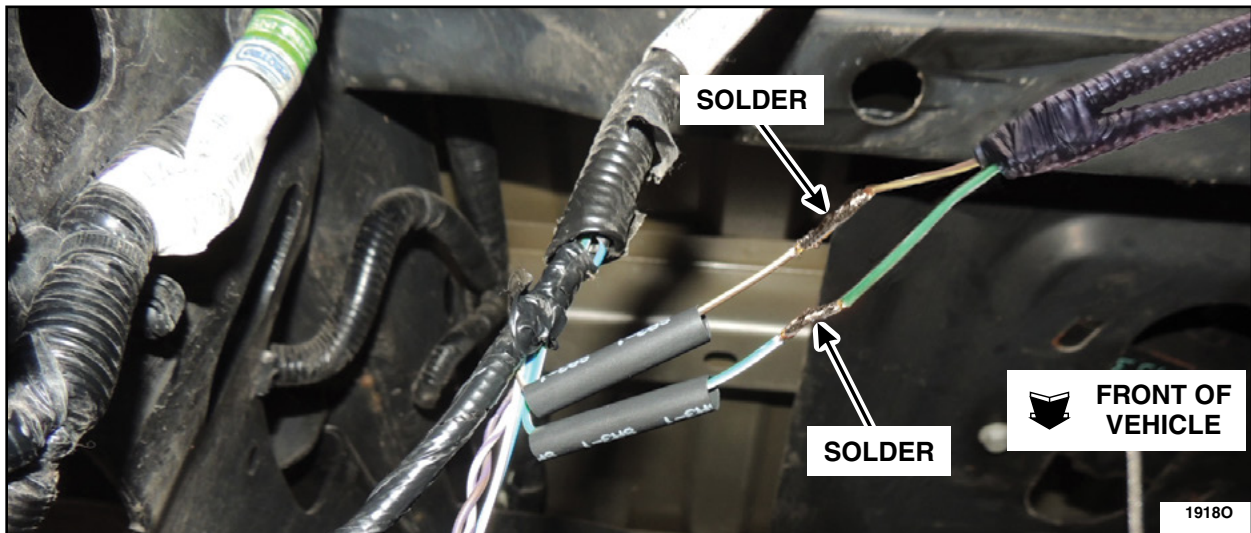


FIGURE 12



16. Measure 140 mm (5.5 in) from the back of the male end of C4003. See Figure 13.

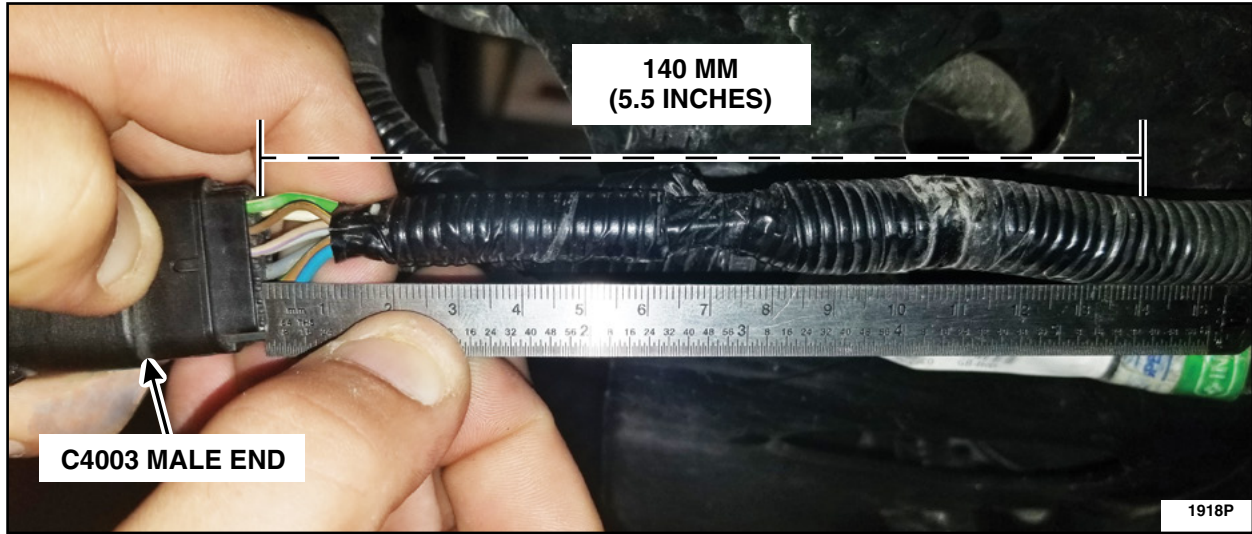


FIGURE 13

17. Remove and discard the wire harness push pin tie strap and remove the tape and convolute back 140 mm (5.5 in) from the back of the male end of C4003. See Figure 14.

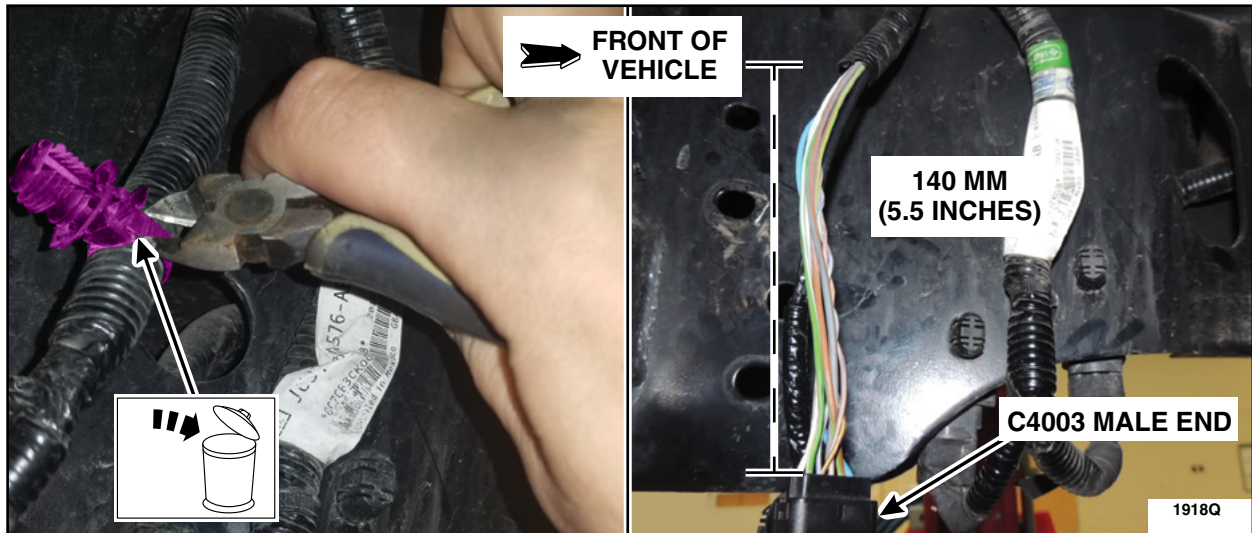


FIGURE 14



18. Cut the GN-WH wire (cavity 1) 50 mm (1.9 in) from the back side of the C4003 male end.
See Figure 15.

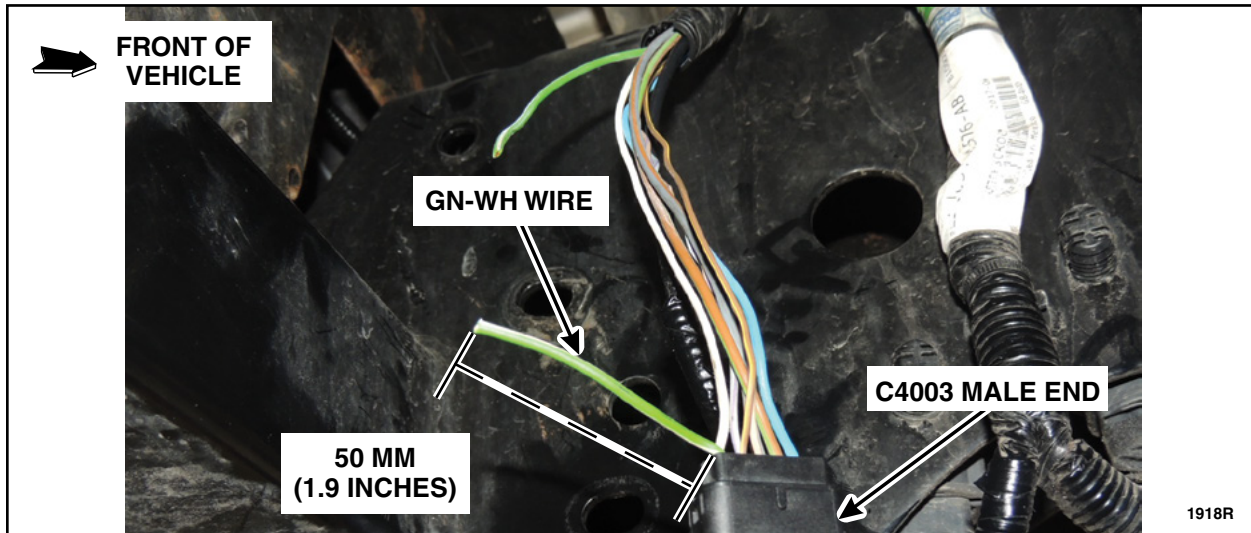


FIGURE 15

19. Cut the BN-YE wire (cavity 2) 50 mm (1.9 in) from the back side of the C4003 male end.
See Figure 16.

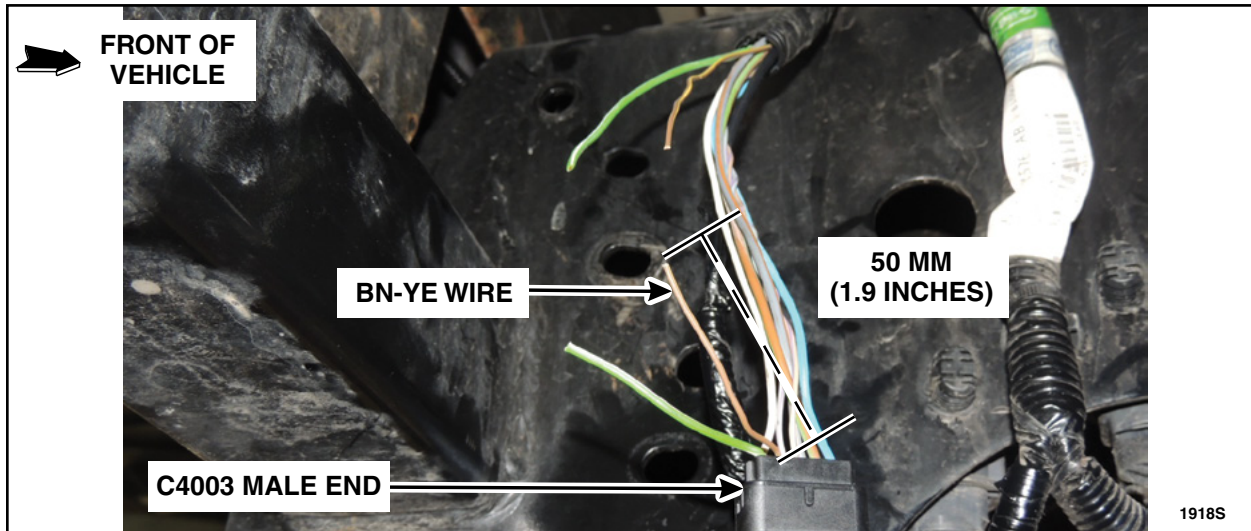


FIGURE 16



20. Install a piece of dual wall heat shrink tube on the GN-WH and BN-YE wires making sure the end of the wire is located in the middle of the tube. Evenly heat up the heat shrink tube until the heat shrink tube sealant bubbles out of both ends. See Figure 17.

NOTE: Make sure the heat shrink sealant is bubbled out of both ends or the circuit is not sealed.

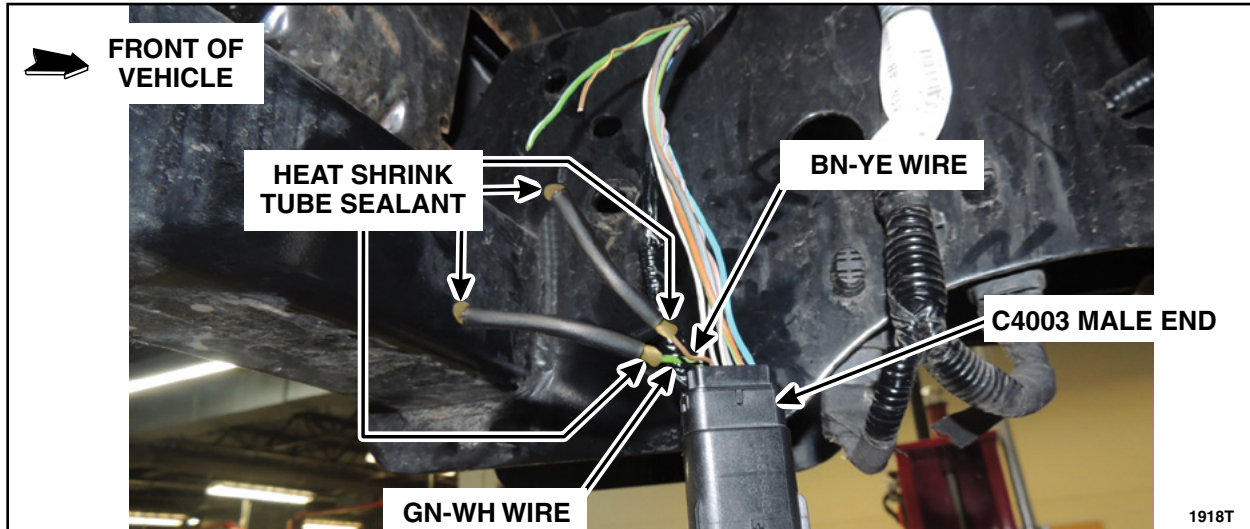


FIGURE 17

21. Strip 9.5 mm (3/8 in) of the GN-WH and BN-YE wire insulation on the male connector harness side. See Figure 18.

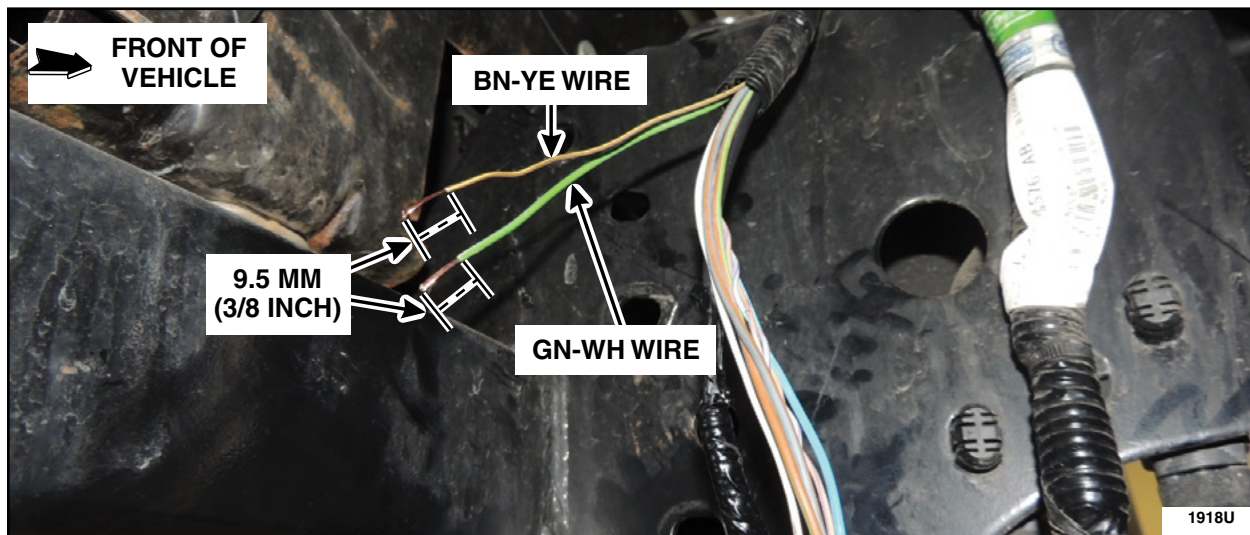


FIGURE 18



22. Strip 9.5 mm (3/8 in) of insulation from the GN-WH and BN-YE wires on the *new* jumper pigtail male connector end. See Figure 19.

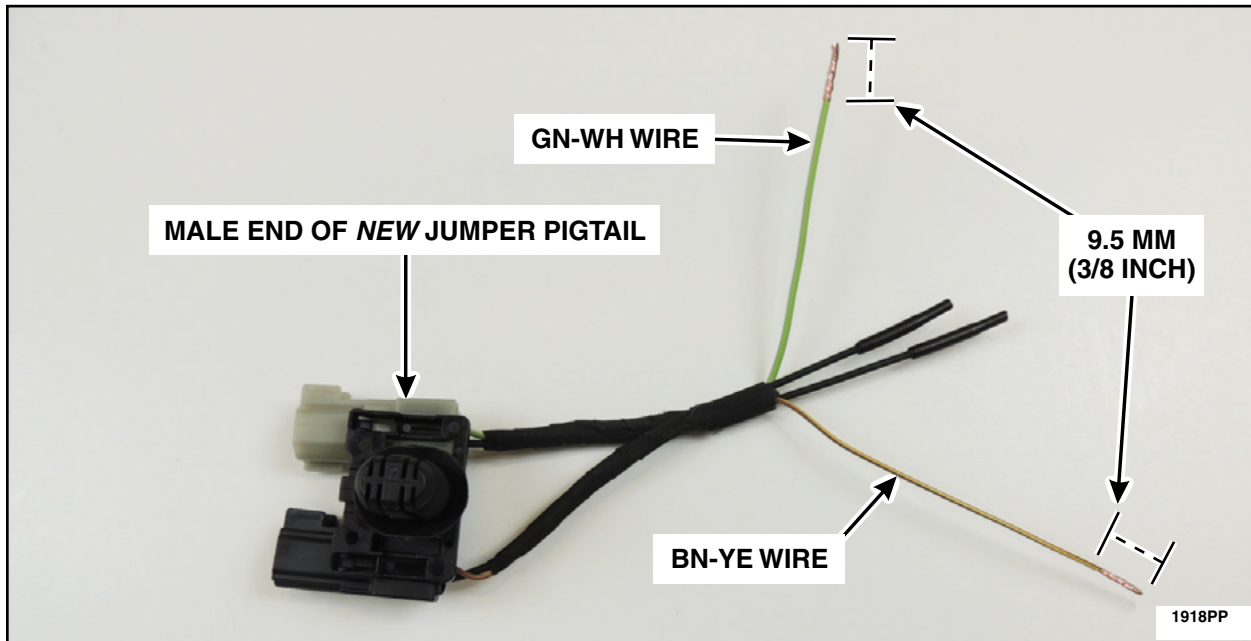


FIGURE 19

23. Place a piece of dual wall heat shrink tube onto each GN-WH and BN-YE wires. Making a bend in the wires will prevent the heat shrink tube from falling off. See Figure 20.

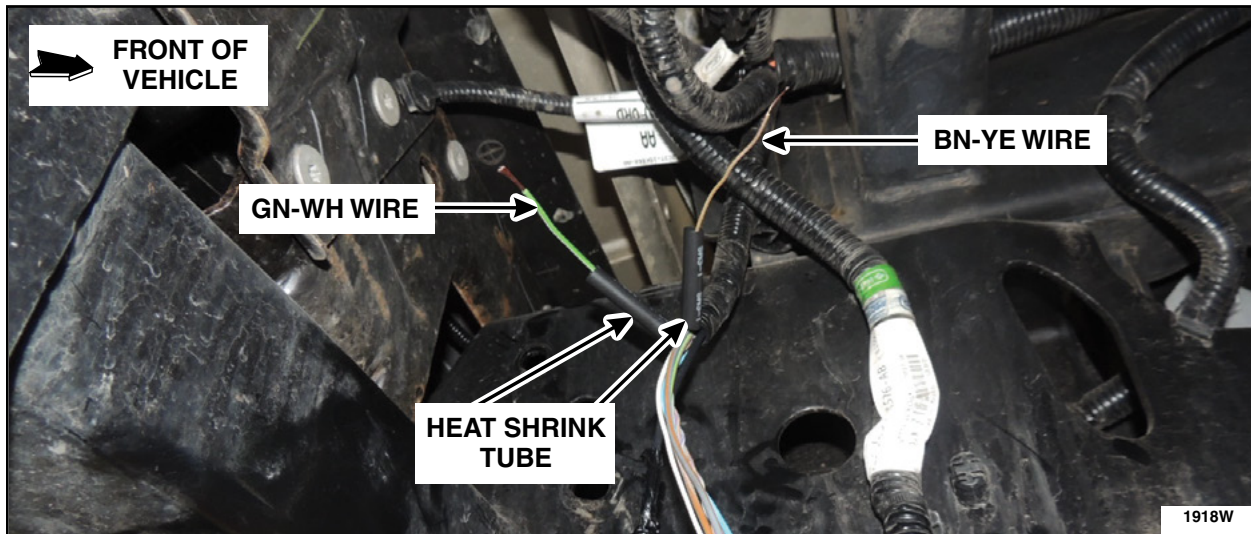


FIGURE 20



NOTE: Do not leave any stray strands of wire poking outwards as this may puncture the heat shrink tube when heated.

24. Install the male end of the *new* jumper pigtail to the corresponding wire colors of the male end of the vehicle harness by twisting the exposed wires together. See Figure 21.

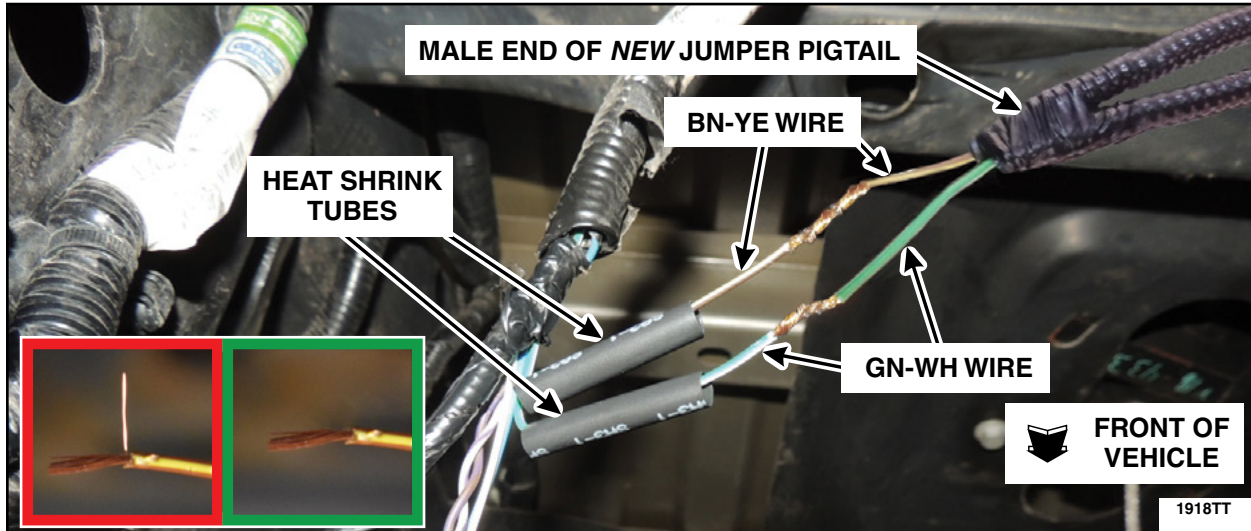


FIGURE 21

25. Solder the twisted wires of the male connector. See Figure 22.

NOTE: Keep the heat shrink tubes away from the soldering iron.

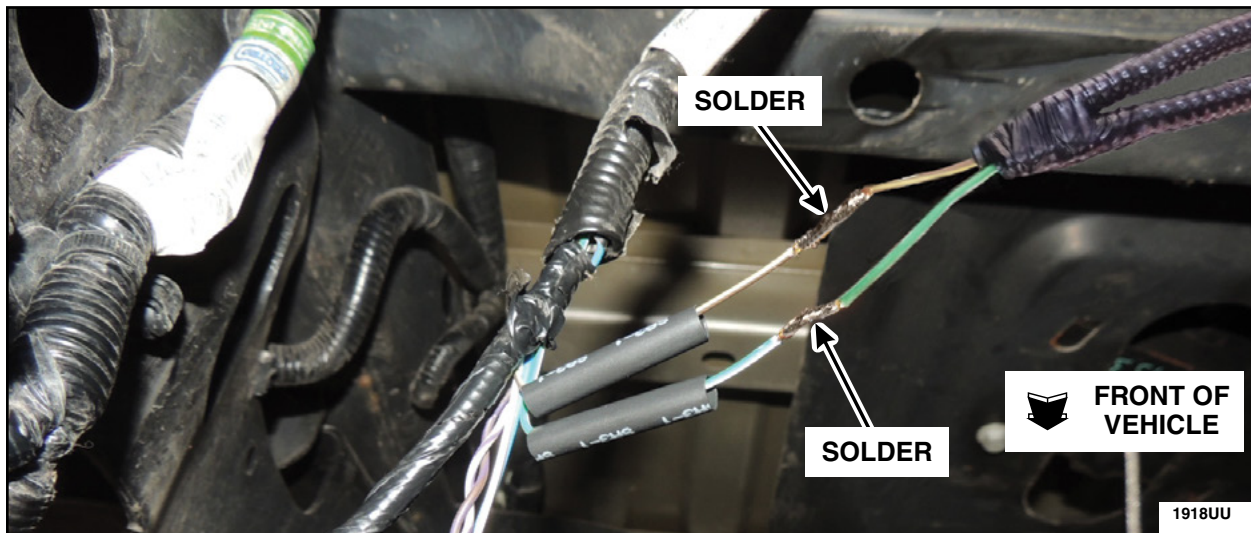


FIGURE 22



26. Position the dual wall heat shrink tubes over the solder joints making sure the joints are located in the middle of the tubes. Evenly heat up the heat shrink tubes until the heat shrink tube sealant bubbles out of both ends. See Figure 23.

NOTE: Make sure the heat shrink sealant is bubbled out of both ends or the circuit is not sealed.

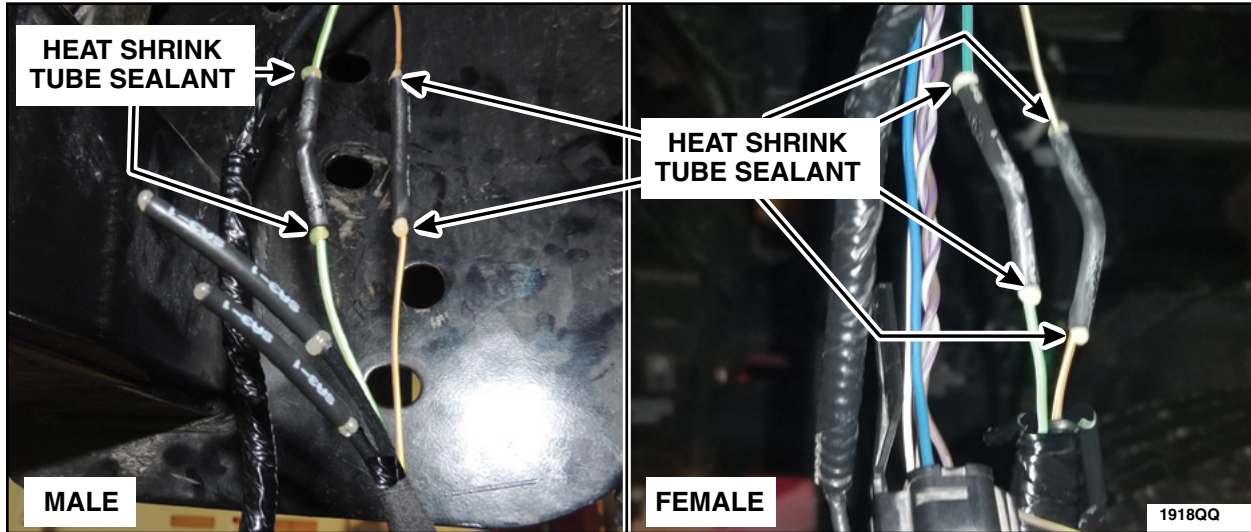


FIGURE 23

27. Cut to fit the *new* convolute and properly recover the wiring and secure using electrical tape. See Figure 24.



FIGURE 24



28. Apply some Motorcraft ® electrical grease (XG-12) to the male side of C4003. Inject the grease straight from the tube filling the connector cavity halfway being careful not to bend or damage any terminals.
29. Reconnect all previously disconnected connectors.
30. Attach the rear parking aid camera connector, the inline C4003 and the *new* jumper pigtail assembly push pin retainers into the vehicle frame in the specified locations. Install the *new* push pin tie strap into the frame. Position the male side of the C4003 harness over the tie strap. Secure the tie strap around the harness and trim any excess length of the tie strap. See Figures 25 and 26.

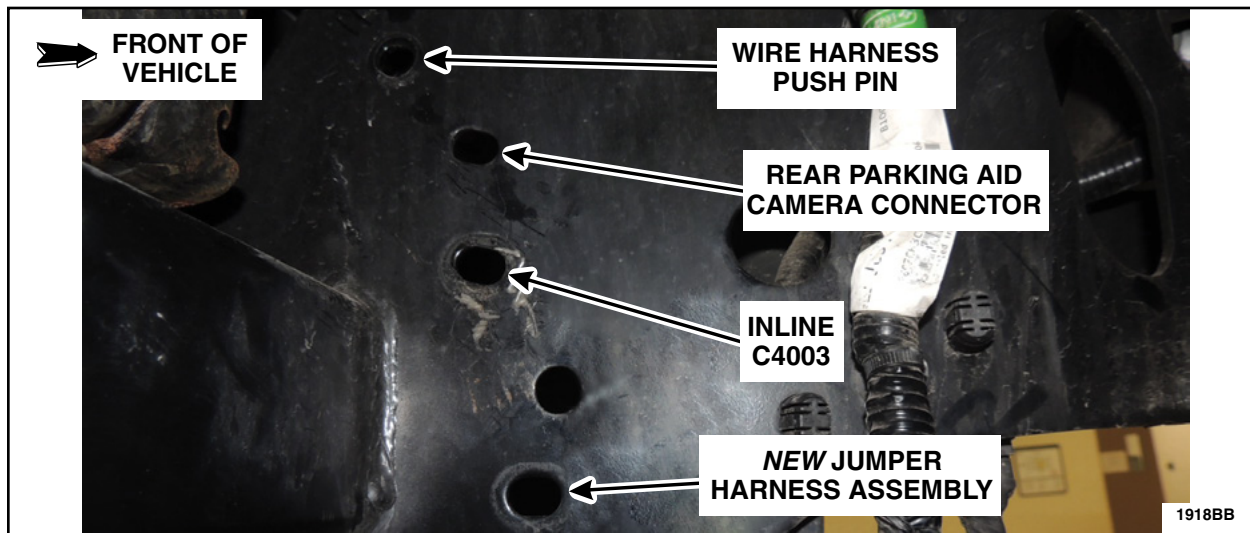


FIGURE 25



Completed Wiring Harness Modification

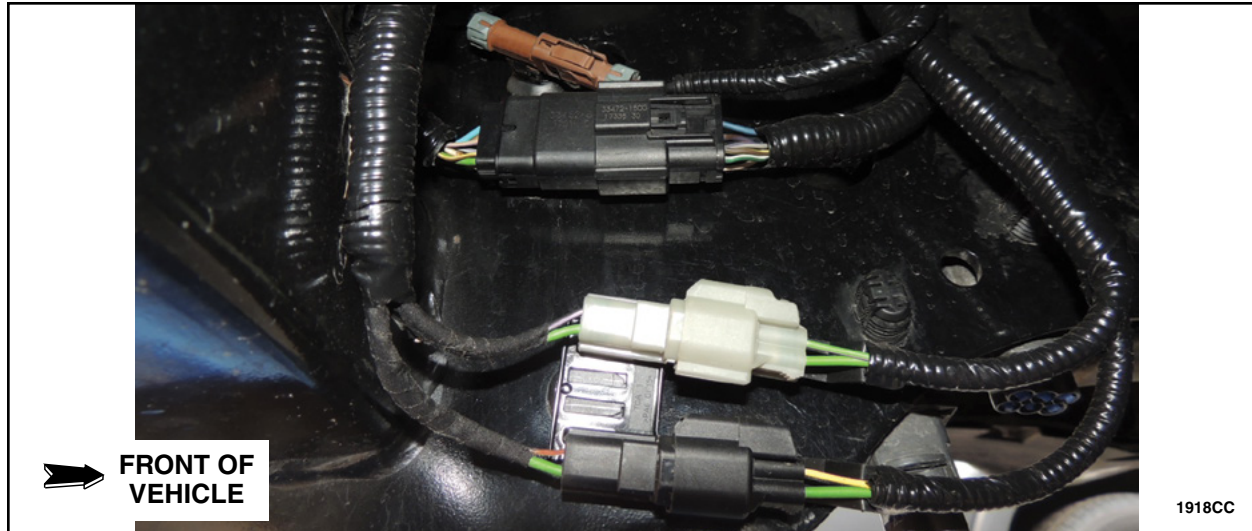


FIGURE 26

31. Remove the ratchet strap or similar device, raise the spare tire, and replace the spare tire rod inside the vehicle in the proper location.

NOTE: Place the *new* delete caps included with the tailgate jumper harness part kit into the glove box. If the original delete cap/kit sealable bag is present in the glove box, place the *new* delete caps inside of it.

32. Connect the negative battery cable(s). Please follow the Workshop Manual (WSM) procedures in Section 414-01.

NOTE: Camera alignment is not required.

33. Replace the tailgate release switch. Please follow the WSM procedures in section 501-14. This completes the repair.





**Safety Recall 19S48 Unintended Tailgate Opening
2017-2019 Model Year F-250-F450 Vehicles
Customer Information Sheet**

Thank you for having Safety Recall 19S48 completed on your vehicle.

Improvements have been made to your vehicle's electronic tailgate system to prevent unintended tailgate opening caused by the tailgate handle release switch or tailgate wiring harness. These improvements are designed to prevent unintended tailgate openings. However, there are other factors that can cause your tailgate to appear to be closed, but not fully latched, leading to the tailgate opening. Below is a list of some additional scenarios that could lead to the tailgate opening. These could include:

- the inadvertent activation of the remote-control tailgate release button on your key fob;
- the inadvertent activation of the interior console mounted tailgate release button;
- the inadvertent activation of the tailgate release by pressing the 5/6 button on the driver door keypad an extra time at the end of a key code entry (if equipped);
- the use of a tonneau cover or other aftermarket accessories may stop your tailgate from fully latching;
- the improper alignment of the tailgate

Please remember to check that your tailgate is closed prior to driving. For further information regarding electronic tailgate operation, please refer to your vehicle Owner Manual.

Please keep this letter with your vehicle's Owner Manual for future reference.

Sincerely,

Ford Motor Company
Ford Customer Service Division

Ford Motor Company
Recall Reimbursement Plan for 19S48 - *Supplement #1*

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 19S48, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to February 7, 2020. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2019. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.