



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

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

December 3, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Equipment Recall 20S55

Certain 2015-2020 Model Year Left Hand Drive Mustang Vehicles Equipped with an Automatic Transmission - Brake Pedal Bracket Fracture

AFFECTED VEHICLES

This program affects vehicles fitted with the following over-the-counter Ford part numbers only: FR3Z-2455-AA and FR3Z-2455-AB.

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2015-2020	Flat Rock	August 6, 2014 through September 10, 2020

Less than one hundred brake pedal and bracket assemblies have been sold as service parts through US Ford dealers.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may have been repaired using service replacement brake pedal and bracket assemblies (FR3Z-2455-AA/AB) that could fracture if rapid and forceful pressure is applied to the brake pedal, typically seen during track and competition driving. This may result in a loss of primary braking capability, increasing the risk of a crash. In the event of a loss of primary braking capability, the parking brake can be used to bring the vehicle to a stop.

According to Ford Motor Company records, your dealership either serviced an affected vehicle with, or sold over the counter, one of the suspect part numbers (FR3Z-2455-AA and FR3Z-2455-AB).

SERVICE ACTION

Dealers are to review their part sales records and contact any customers to whom a suspect brake pedal and bracket assembly was sold.

For any vehicle that is found to have a suspect brake pedal and bracket assembly installed, please contact the Special Service Support Center (SSSC) via the Web Contact Site to request adding the affected VIN to this equipment recall prior to performing this service action. Use a VIN specific Non-Involved Vehicle Request.

Dealers are to replace the brake pedal and bracket assembly following the dealer bulletin technical information. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program. Dealers should repair any affected vehicles that arrive at their dealerships.

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
- Equipment Recall Notice
- Dealer Principal Letter
- Parts Manager Letter

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

Equipment Recall 20S55

Certain 2020 Model Year Left Hand Drive Mustang Vehicles Equipped with an Automatic Transmission - Brake Pedal Bracket Fracture

OASIS ACTIVATION

OASIS will not be activated for this service action.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners can continue to safely drive their vehicles, however it is not recommended to use the vehicle for track and competition driving until the brake pedal and bracket assembly can be replaced. In the event of a loss of primary braking capability, the parking brake can be used to bring the vehicle to a stop.
- Immediately contact any customers who have purchased a brake pedal and bracket assembly through your dealership and schedule a service date.
- Correct other affected vehicles identified to have a suspect brake pedal and bracket assembly installed 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 and used vehicle inventories before 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.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program. However, if you have a unique owner circumstance which may require a refund, please contact the SSSC via the SSSC Web Contact Site.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Equipment Recall 20S55

Certain 2020 Model Year Left Hand Drive Mustang Vehicles Equipped with an Automatic Transmission - Brake Pedal Bracket Fracture

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 (20S55) 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.

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Certain 2020 Model Year Left Hand Drive Mustang Vehicles Equipped with an Automatic Transmission - Brake Pedal Bracket Fracture

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Brake Pedal and Bracket Assembly	20S55B	0.5 Hours

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

To place an order for a brake pedal and bracket assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
FR3Z-2455-AE	Brake Pedal and Bracket Assembly (Standard Pedal)	1	1
FR3Z-2455-AF	Brake Pedal and Bracket Assembly (Sport Pedal Package)		

NOTE: The brake pedal and bracket assemblies are currently not available in sufficient quantities to repair all vehicles. Due to limited part supply, it is possible not all parts requests can be filled. The part orders will be placed by the SSSC in the order received. Part orders can be requested through the Special Service Support Center (SSSC) using the SSSC link at the bottom of the OASIS VIN report screen once the affected VIN has been added to the program.

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:

Part Number	Description	Order Quantity	Claim Quantity
3M5Z-2L523-AA	Brake Booster Push Rod Clevis-Locking Pin	1	1
W520212-S440	Brake Pedal and Bracket Assembly Nuts (4 nuts required/4 nuts per package)	1	4

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

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN AND SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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 2015-2020 MODEL YEAR LEFT HAND DRIVE MUSTANG VEHICLES EQUIPPED WITH AN AUTOMATIC TRANSMISSION — BRAKE PEDAL BRACKET FRACTURE

SERVICE PROCEDURE

NOTE: This program affects vehicles fitted with the following over-the-counter Ford part numbers only:
FR3Z-2455-AA and FR3Z-2455-AB.

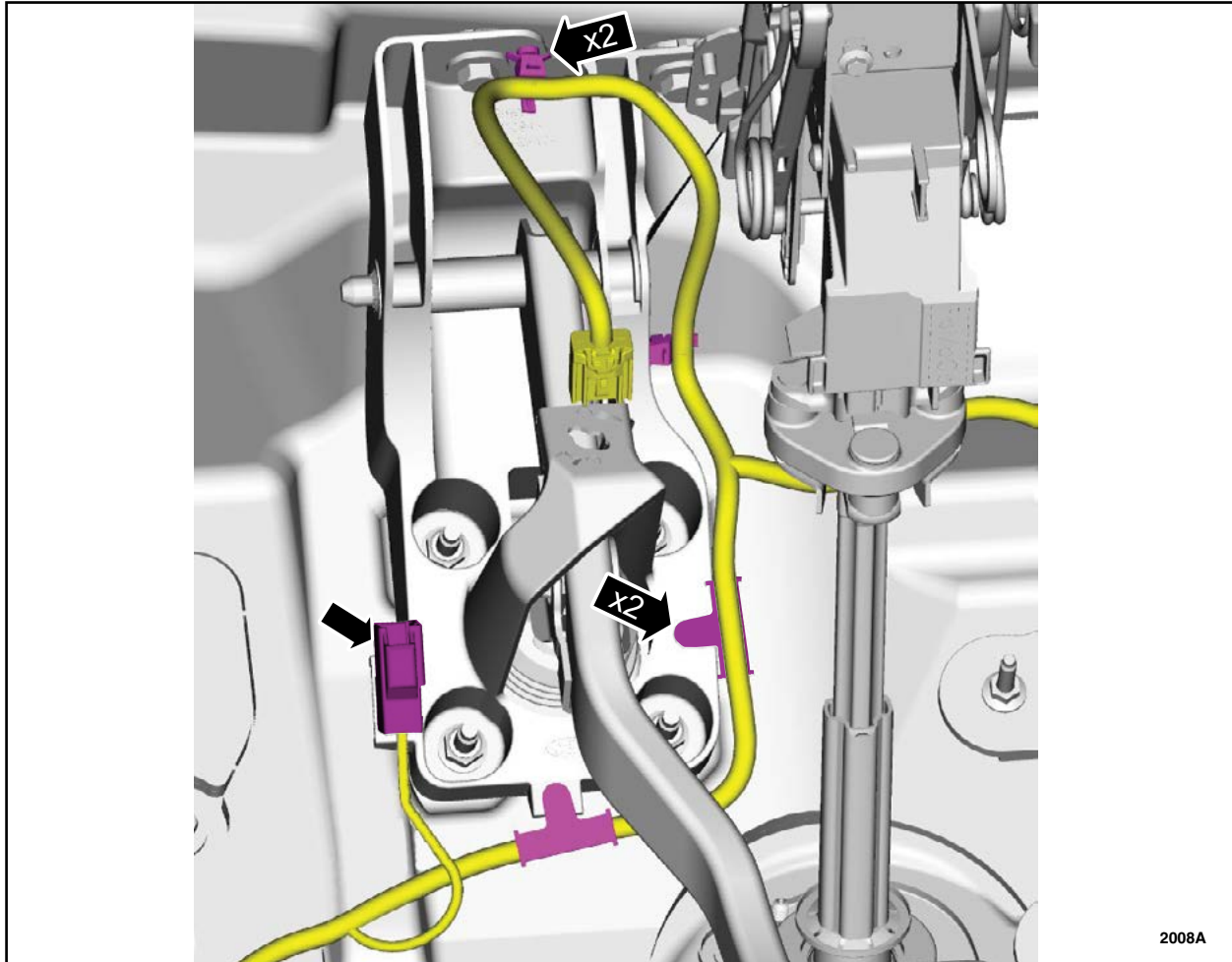
NOTICE: Do not service the brake pedal or brake booster without first removing the stoplamp switch. The switch must be removed with the brake pedal in the at-rest position. The switch plunger must be compressed for the switch to rotate in the bracket. Attempting to remove the switch when the plunger is extended (during pedal apply) will result in damage to the switch.

NOTE: The brake pedal retaining nuts are one-time use only nuts and must be replaced when removed.

1. Remove the Stop Lamp Switch. Please follow the Workshop Manual (WSM) procedures in Section 417-01.



2. Detach the wiring harness retainers. See Figure 1.



2008A

FIGURE 1



NOTE: The booster push rod clevis-locking pin is a one-time use only part. Any time the booster push rod clevis-locking pin is removed, a new booster push rod clevis-locking pin should be used.

NOTE: Be sure that the push rod is aligned with the clevis during installation.

3. Remove and discard the booster push rod clevis-locking pin and position aside the booster push rod. See Figure 2.

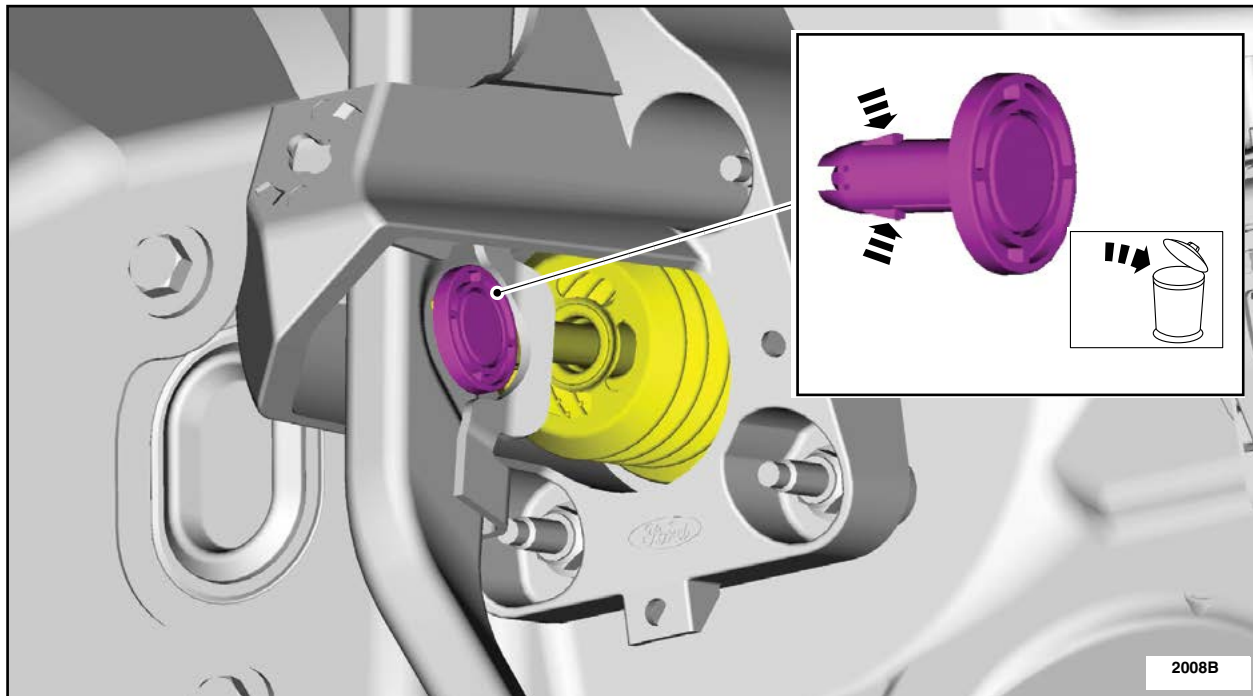


FIGURE 2



4. Remove the retainers, discard the 4 nuts and remove the brake pedal and bracket. See Figure 3.

- Torque: 17 lb.ft (22.5 Nm).

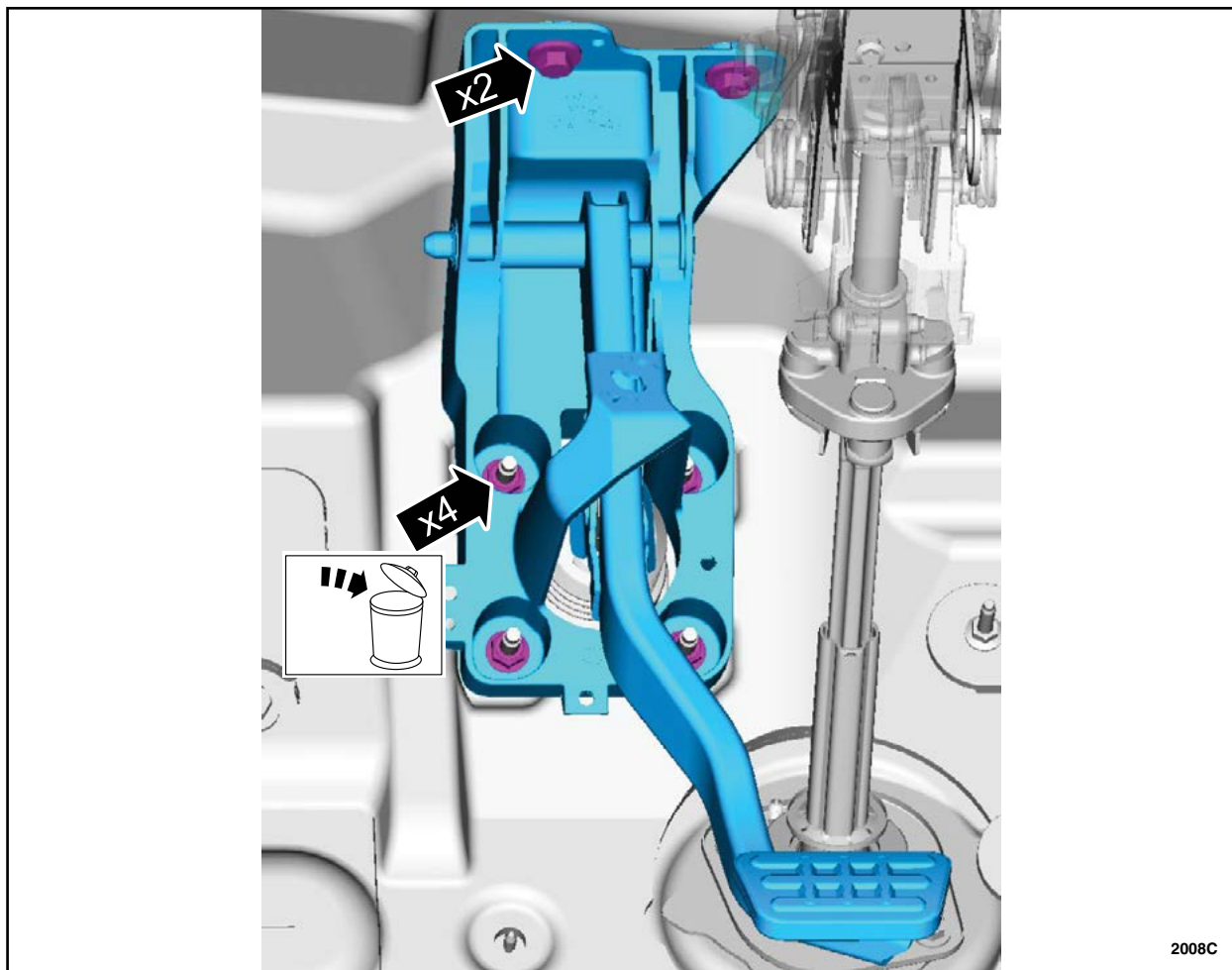


FIGURE 3

NOTICE: Do not press, pull or otherwise move the brake pedal while installing the stoplamp switch. The switch must be installed with the booster push rod attached to the brake pedal and with the brake pedal in the at-rest position. Installing the switch with the brake pedal in any other position will result in incorrect adjustment and may damage the switch.

NOTE: When installing the *new* brake pedal and bracket assembly ensure that the brake booster push rod clevis is aligned with the brake pedal attachment point before installing the retainers.

5. Install a *new* brake pedal and bracket by reversing the removal procedure.

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.





IMPORTANT SAFETY RECALL NOTICE

December 2020

Equipment Recall Notice 20S55 / NHTSA Recall 20E069

Ford Motor Company has decided that a defect which relates to motor vehicle safety may exist in certain replacement brake pedal and bracket assemblies that were sold as service replacement parts between October 2019 and August 2020.

What is the risk?

The suspect brake pedal and bracket assemblies could fracture if rapid and forceful pressure is applied to the brake pedal, typically seen during track and competition driving. This may result in a loss of primary braking capability, increasing the risk of a crash.

In the event of a loss of primary braking capability, the parking brake can be used to bring the vehicle to a stop.

Affected brake pedal and bracket assembly part numbers are **FR3Z-2455-AA** or **FR3Z-2455-AB**.

What should you do?

If you purchased an affected brake pedal and bracket assembly or believe that an affected brake pedal and bracket assembly may have been installed in your vehicle, please contact your local dealer without delay and request a service date for Equipment Recall 20S55.

Ford Motor Company has authorized your dealer to replace the brake pedal and bracket assembly if necessary, free of charge (parts and labor).

If you do not already have a servicing dealer, you can access www.owner.ford.com for dealer addresses, maps, and driving instructions.

The vehicle owner is responsible for making arrangements to have the work completed.

If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.owner.ford.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 20E069.

Thank you for your attention to this important matter.

Ford Motor Company
P. O. Box 1904
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Post until June 30, 2021



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Ford Customer Service Division
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December 2020

*** * * IMPORTANT SAFETY RECALL * * ***

Equipment Recall Notice 20S55 / NHTSA Recall 20E069

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

According to Ford Motor Company records, your dealership purchased one or more suspect replacement brake pedal and bracket assemblies.

What is the issue?

Certain suspect service replacement brake pedal and bracket assemblies may have been installed on U.S. based vehicles.
According to our records, your dealership purchased, and may have installed or sold over the counter, one of the suspect parts with service part numbers **FR3Z-2455-AA or FR3Z-2455-AB**.
There is no vehicle traceability for these suspect service parts, and as such you are the owner of record.

What is the risk?

The suspect brake pedal and bracket assemblies could fracture if rapid and forceful pressure is applied to the brake pedal, typically seen during track and competition driving. This may result in a loss of primary braking capability, increasing the risk of a crash.
In the event of a loss of primary braking capability, the parking brake can be used to bring the vehicle to a stop.

What should you do?

Please have your parts and service departments complete the following:

- Review your customer-pay invoices to determine if you have installed any of the affected brake pedal and bracket assemblies on U.S. based vehicles.
- Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) that purchased the suspect parts from you over the counter.
- Please contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request, to request adding a vehicle to this equipment recall prior to performing this service action.

**What should you do?
(Continued)**

- Post the customer flyer in your parts department where customers can view it. The flyer is included with this letter and available on PTS as an attachment to 20S55.
- Check to see if you have any suspect service parts in inventory and return them as needed following the normal part return process.

Thank you for your attention to this important matter.

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There is no vehicle traceability for these suspect service parts, and as such you are the owner of record. Ford has sent a separate letter notifying your dealership principal.

What is the risk?

The suspect brake pedal and bracket assemblies could fracture if rapid and forceful pressure is applied to the brake pedal, typically seen during track and competition driving. This may result in a loss of primary braking capability, increasing the risk of a crash.
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