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June 24, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 20S33**
Certain 2020 Model Year Super Duty Vehicles
10R140 Transmission Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2020	Kentucky Truck	January 13, 2020 through February 19, 2020
Super Duty	2020	Ohio Assembly	January 29, 2020

Affected vehicles are identified in OASIS, FSA VIN Lists, and Attachment IV.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the torque converter may break internally potentially causing the engine to stall and require increased brake pedal pressure while coming to a stop (similar to coming to a stop in a manual transmission without depressing the clutch). If the driver shifts to neutral or park the engine can be restarted and mobility may be regained but with an unexpected, aggressive reengagement upon selection of drive or reverse and the potential for re-stalling. This condition can increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the transmission. 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 July 6, 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.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: VIN List
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". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on June 23, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 24, 2020. Owner names and addresses will be available by July 24, 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.

OWNER REFUNDS

Refunds are not approved for this program.

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RENTAL VEHICLES

Dealers are pre-approved for up to 2 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 2 rental day(s) is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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, dealers are pre-approved to claim up to \$300 in related damage.
 - For claims exceeding the pre-approved amount, 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 20S33 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Additional parts not listed in the parts section:** Additional parts such as nuts, bolts, and u-joint straps may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$300 requires prior approval from the SSSC.
- **Parts Handling Allowance:** A parts handling allowance is being provided in lieu of part mark-up. To claim the allowance, enter \$330 as HANDLG in the Misc. Expense area of the claim form.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
10R140 Transmission Replacement F250/F350	MT20S33B	Up to 8.3 Hours
10R140 Transmission Replacement F450/F550 2WD	MT20S33C	Up to 7.2 Hours
10R140 Transmission Replacement F450/F550 4WD	MT20S33D	Up to 8.4 Hours
Additional time to reposition PTO equipment for transmission replacement	MT20S33E	Up to 0.5 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order for a 10R140 transmission assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. All parts may not be immediately available. Parts will ship when they become available.

Part Number	Description	Order Quantity	Claim Quantity
-7000-	10R140 Transmission Assembly	1	1
-W714824-S442	Shifter Selector Lever Bracket Retainer	1	1
-N605804-S439	Transfer Case Bolts	3	3

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
XT-10-QLVC	Automatic Transmission Fluid	As Required	

Note: For additional required parts such as fasteners, fluids, etc. refer to the Workshop Manual (WSM) procedures.

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

DEALER PRICE

For latest prices, refer to DOES II.

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PARTS RETENTION AND RETURN

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

CERTAIN 2020 MODEL YEAR SUPER DUTY VEHICLES

SERVICE PROCEDURE

1. Refer to Attachment IV - Vehicle Identification Number (VIN) List to determine the correct action and parts necessary. To search for a VIN, click the search icon in the upper left corner of the Attachment IV, then type the VIN into the search field. See Figure 1.

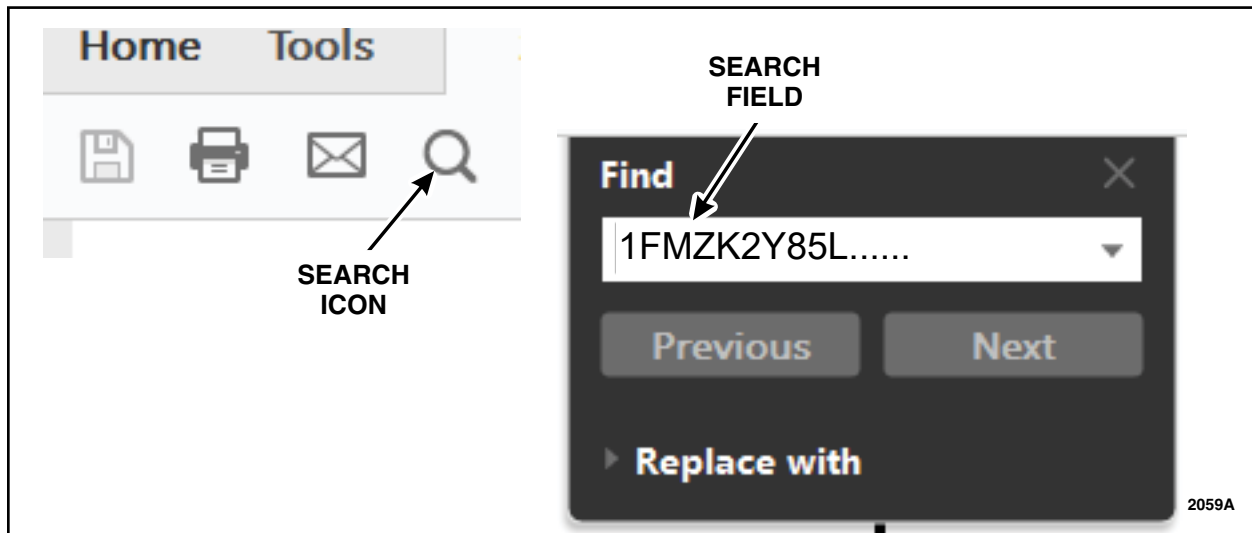


FIGURE 1

2. Is the VIN listed?

- No - This program does not apply to this vehicle.
- Yes - Proceed to Step 3.

3. Replace the Transmission following Workshop Manual (WSM) procedure 307-01B.

NOTE: The transmission cooling system (cooler and lines) **MUST** be flushed every time the transmission is overhauled or replaced in order to minimize the likelihood of repeat repairs. It is mandatory that proper equipment and procedures be followed when flushing coolers/lines.

4. Perform a flush of the transmission cooling system following WSM procedure 307-02B.



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The following table contains a list of VINs for vehicles that were delivered to 15 dealerships in the US and Canada.

To search for a VIN:

- Press the Ctrl key and the F key simultaneously, insert the VIN, and then press ENTER.
- Or use the Search Function (magnifier icon) in the Menu bar above.

VIN	Vehicle
1FDUF5HT1LEC32928	F550
1FD0W5HT5LEC46166	F550
1FDUF5HT9LEC43305	F550
1FD0W5HTXLEC56997	F550
1FD8W3HTXLEC56926	F350
1FT8W2BT6LEC70720	F250
1FT7X2BT7LEC90760	F250
1FT8W3BT9LEC83967	F350
1FD8X3FT3LEC50708	F350
1FD0W5HT6LEC56737	F550
1FT7W2BT2LEC91334	F250
1FD0X5HT9LEC50976	F550
1FDUF5GT9LDA01685	F550
1FD8W3HT2LEC53051	F350
1FT7W2BTXLED04847	F250