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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 20S36
 Certain 2021 Model Year Medium Duty Trucks equipped with 7.3L Engine Cabin Floor and Seat Mount Thermal Management Repairs

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|-------------|------------|----------------|-------------------------------------|
| Medium Duty | 2021 | Ohio | March 13, 2019 through June 8, 2020 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

The affected vehicles may have a missing under body heat shield, thermal insulator patch under the floor mat, or covers for the seat bolts and the seat pedestal. This may cause elevated temperatures on the interior cabin floor or seat attachments during certain high load and high ambient temperature driving conditions. Contact with exposed skin at these locations could cause skin irritation and/or a minor burn.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers late 3rd quarter when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail week of August 3, 2020 indicating that parts are not yet available to repair vehicles.

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 prior to delivery.

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