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August 26, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Safety Recall 20S41  
Certain 2020 Model Year Corsair  
Rear Coil Spring Inspection**

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Corsair	2020	Louisville	January 7, 2019 through October 21, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the rear coil spring may not have enough clearance with the toe link bracket. Under certain driving conditions the spring may contact the toe link bracket causing wear to the protective coating of the spring. This can reduce the full life of spring, causing possible spring fracture. If the spring fractures it may separate from the vehicle and cause a potential road hazard, increasing the risk of a crash for other vehicles.

### **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the clearance between rear coil spring and toe link bracket per technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Approximately 30% of vehicles will pass inspection. If vehicle fails inspection, a rear coil spring replacement along with trimming of toe link bracket is required. At this time, parts are not available to repair vehicles. Dealers will be notified when parts are available to complete the repairs.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed end of September with latest status. Dealers should inspect / 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 cursive script that reads "D. Johnson".

David J. Johnson

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**OASIS ACTIVATION**

OASIS was activated on will be activated on August 11, 2020

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists was made available through <https://web.fsavinlists.dealerconnection.com> on August 11, 2020. Owner names and addresses will be available after owner mailing.

**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.

**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.

**RENTAL VEHICLES**

Rentals are not approved for this program, vehicles can be continued to be safely driving while waiting for repairs.

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**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.
  - Lincoln vehicles – 4 years or 50,000 miles

**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 20S41 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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Rear Coil Spring Inspection

**INSPECTION PASS LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect Rear Coil Spring Clearance (FSA will close)	20S41A	0.3 Hours

**INSPECTION FAILS LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Inspect Rear Coil Spring Clearance (FSA will remain open, will need to wait for repair and parts ordering information)	20S41AA	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

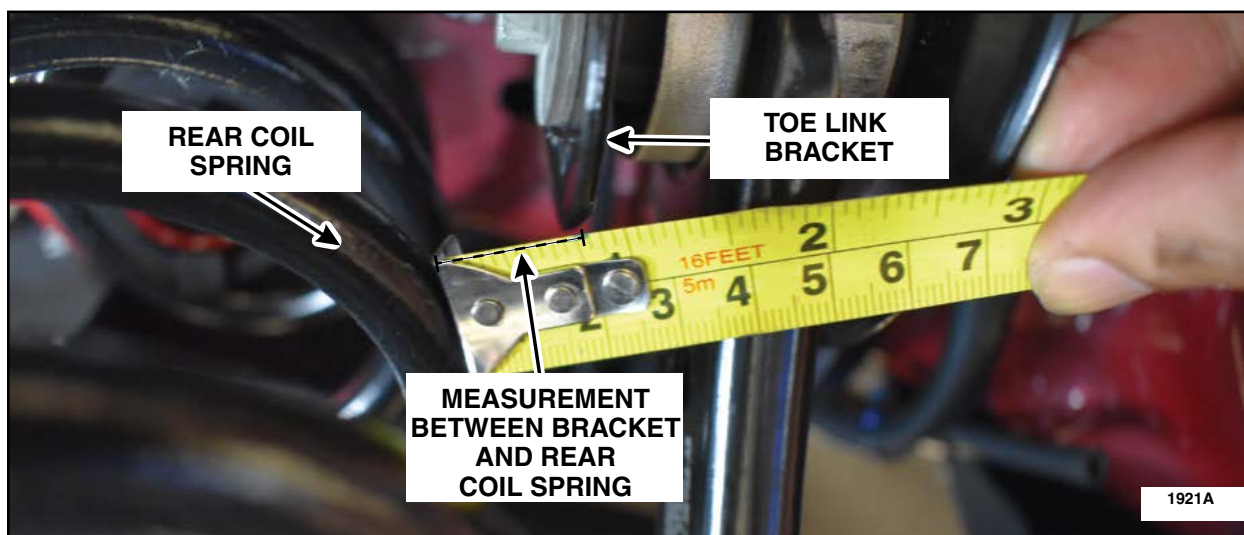
Parts are not currently available in sufficient quantity, monitor OASIS for updates.

## CERTAIN 2020 MODEL YEAR CORSAIR VEHICLE— REAR COIL SPRING INSPECTION

### SERVICE PROCEDURE

1. Raise vehicle on a two post hoist to let wheels fully extend, use a measuring tape or ruler, measure the gap between the rear coil spring and the toe link bracket. See Figure 1.

**NOTE:** This procedure is to be preformed on both rear coil springs and toe link brackets.



**FIGURE 1**

2. Was the measurement of the gap between the rear coil spring and toe link bracket 6 mm (1/4" inch) or greater?

Yes - Passes inspection, gap is greater than 6mm (1/4" inch) between coil spring and toe link bracket. Procedure is complete.

No - Fails inspection, Wait for update bulletin which will provide repair recommendations and parts needed.

