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October 14, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 20S41 – Supplement #1
Certain 2020 Model Year Corsair
Rear Coil Spring Inspection

New! REASON FOR THIS SUPPLEMENT

- *Parts are now available to perform repairs*
- *Technical instructions updated for inspection of coil spring*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
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.

New! 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. **Parts are now available to repair vehicles. Part W720473-S439 may have limited availability, refer to Technical Instructions on reuse of bolt until part quantity is sufficient.**

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners were mailed week of September 25th, 2020 advising of no parts available. Owners are expected to be mailed when part W720473-S439 is at full quantity advising parts are available for repair. 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 black ink, appearing to read "D. Johnson".

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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OASIS ACTIVATION

OASIS was 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.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07715, 2020 Lincoln Pickup & Delivery Updates.

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Safety Recall 20S41 - *Supplement #1*
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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

New! 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.

- **Provision for PM-13A Motorcraft Anti Corrosion Sealer and/or Blue Loctite®:**
 - PM-13A Motorcraft Anti Corrosion Sealer or equivalent
 - Program Code: 20S41
 - Misc. Expense: OTHER
 - Amount: Up to \$2.00 per vehicle

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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 Certain 2020 Model Year Corsair
 Rear Coil Spring Inspection

INSPECTION PASS LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Rear Coil Spring Clearance – both sides PASS (FSA will close)	20S41A	0.3 Hours

New! INSPECTION FAILS LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Rear Coil Spring Clearance (FSA will remain open to order required parts)	20S41AA	0.3 Hours
Replace Coil Spring FWD: <u>One Side Only</u> <ul style="list-style-type: none"> Includes time to R+I coil spring, trim toe link bracket 	20S41B	1.6 Hours
Replace Coil Spring FWD: <u>Both Sides</u> <ul style="list-style-type: none"> Includes time to R+I coil spring, trim both toe link brackets 	20S41C	2.9 Hours
Replace Coil Spring AWD: <u>One Side Only</u> <ul style="list-style-type: none"> Includes time to R+I coil spring, trim toe link bracket 	20S41D	1.8 Hours
Replace Coil Spring AWD: <u>Both Sides</u> <ul style="list-style-type: none"> Includes time to R+I coil spring, trim both toe link brackets 	20S41E	3.2 Hours
Rear alignment check W/O Lane Departure Warning, adjust rear toe one side only <ul style="list-style-type: none"> Can be used with labor ops 20S41B and D 	20S41F	0.5 Hours
Rear alignment check W/O Lane Departure Warning, adjust rear toe both sides <ul style="list-style-type: none"> Can be used with labor ops 20S41C and E 	20S41G	0.6 Hours
Rear alignment check With Lane Departure Warning, adjust rear toe one side only <ul style="list-style-type: none"> Can be used with labor ops 20S41 B and D 	20S41H	0.8 Hours
Rear alignment check With Lane Departure Warning, adjust rear toe both sides <ul style="list-style-type: none"> Can be used with labor ops 20S41C and E 	20S41J	0.9 Hours

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New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Vehicle can have spring replacement on just one or both sides.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
LX6Z-5A581-A	Coil Spring Service Kit – FWD (1 required per side, 1 spring in pkg)	1 per side	Up to 2
LX6Z-5A581-B	Coil Spring Service Kit – AWD (1 required per side, 1 spring in pkg)	1 per side	Up to 2
CCPZ-3B477-B	Spindle Nut AWD only – (1 required per side, 1 in pkg)	1 per side	Up to 2
W720678-S439	Wheel bearing hub bolts, (4 required per side, 4 in pkg)	4 per side	Up to 8
W720118-S439	Inboard Toe Link Bracket Bolt (1 required per side, 4 in pkg)	1 per side	Up to 2
W716883-S440	Nut, Toe Link Bracket (1 required per side, 1 in pkg)	1 per side	Up to 2
W720036-S439	Outboard Toe Link Bracket Bolt (1 required per side, 4 in pkg)	1 per side	Up to 2
W720607-S439	Lower Knuckle Bolt (1 required per side, 4 in pkg)	1 per side	Up to 2
W717705-S439	Upper Knuckle Bolt (1 required per side, 1 in pkg)	1 per side	Up to 2
W720473-S439	Rear Caliper Bracket Bolts (2 required per side, 4 in pkg) – can be reused with Blue Loctite® or equivalent if new bolts are not available, see tech instructions	2 per side	Up to 4
PM-13A	Motorcraft Anti Corrosion Sealer	Misc.	Misc.

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, & 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 2020 MODEL YEAR CORSAIR VEHICLE— REAR COIL SPRING INSPECTION

SERVICE 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.

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Inspect both rear coil springs on side of toe link bracket for any signs of contact with the toe link bracket. See Figure 1.

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

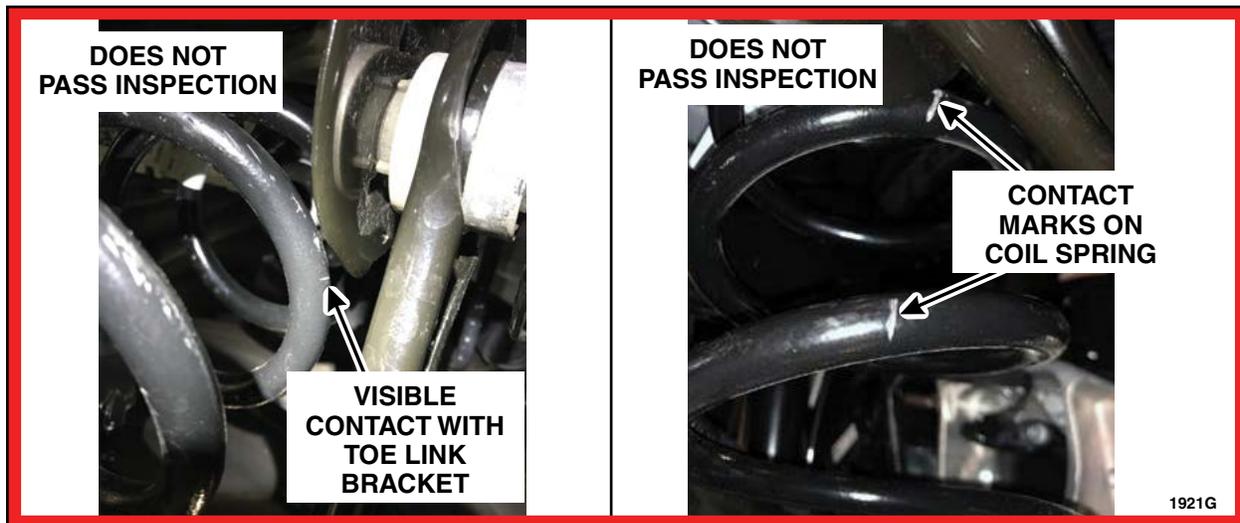


FIGURE 1

3. Are there any signs of contact on rear coil spring?

Yes - Does Not Pass inspection, proceed to Step 6.

No - Additional inspection required, proceed to Step 4.

4. Measure the gap between the rear coil spring and toe link bracket, to aid in getting a flat surface you can use electrical tape stretched across the coils. See Figure 2.



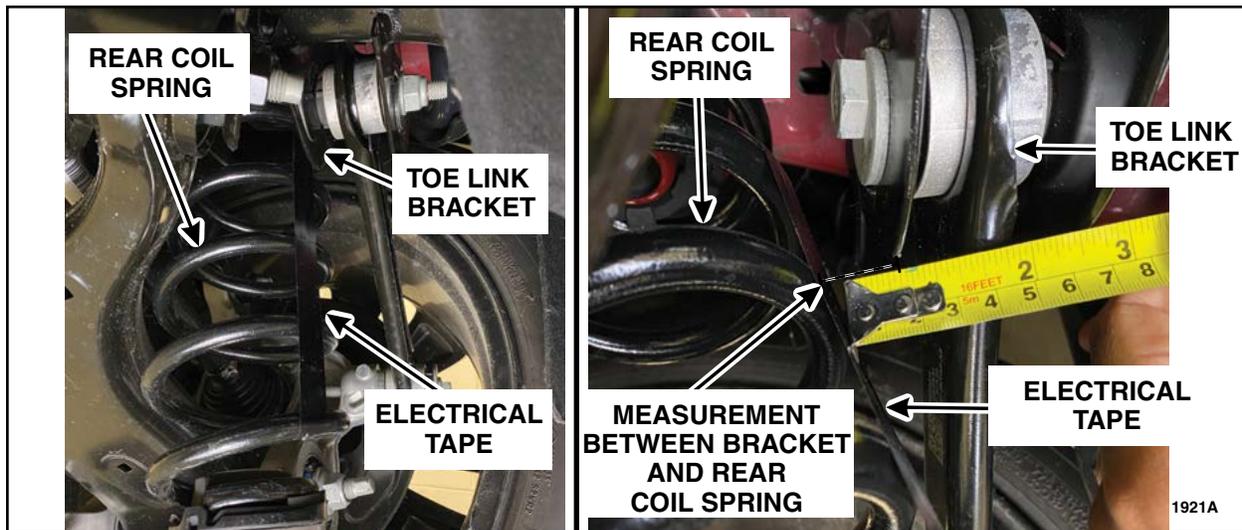


FIGURE 2

5. 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 - Does Not Pass inspection, proceed to step 6.

NOTE: If gap is less than 6mm (1/4" inch) there may or may not be signs of toe link bracket contacting spring. Regardless of signs of damage if gap is below specification a new spring along with cutting of toe link bracket needs to be performed following technical instructions. This procedure only needs to be done on the side with gap under specification. In some cases that is just one side, in others can be both driver and passenger sides.

6. Remove the rear coil spring(s) that failed toe link bracket gap inspection. Please follow WSM procedures in Section 204-02.

7. Place the appropriate side cut template sticker over rear toe link bolt hole aligning the cut template sticker to the inboard edge of the rear toe link bolt hole and along raised tab of toe link bracket. See Figures 3 and 4.



NOTE: Right hand (RH) shown left hand (LH) similar.

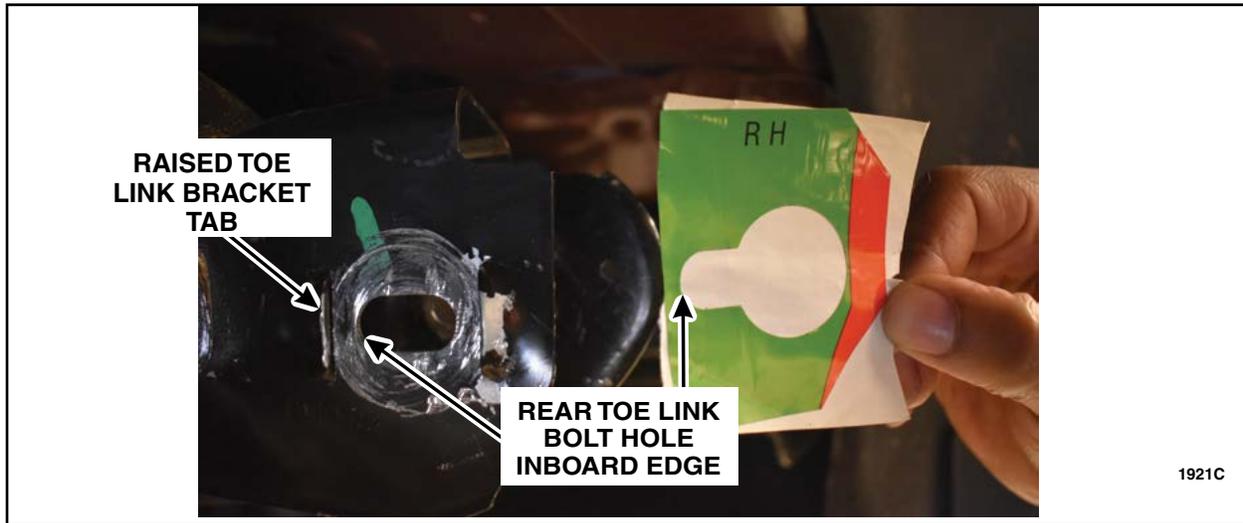


FIGURE 3

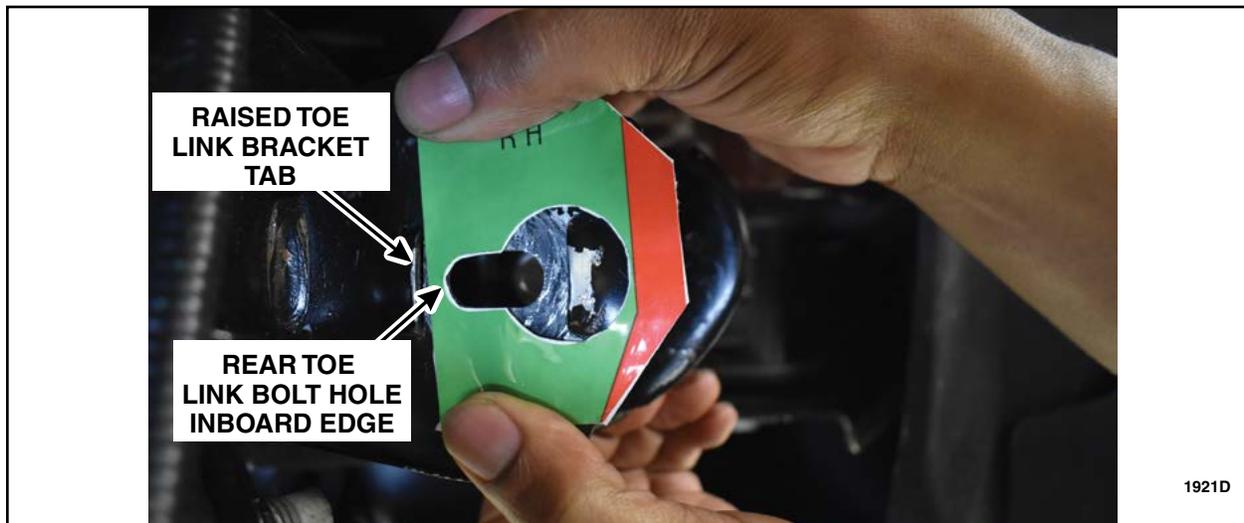


FIGURE 4



8. Using a suitable cut off wheel, remove the portion of the tow link bracket in the red area of the cut template sticker. See Figures 5 and 6.

NOTE: Right hand (RH) shown left hand (LH) similar.

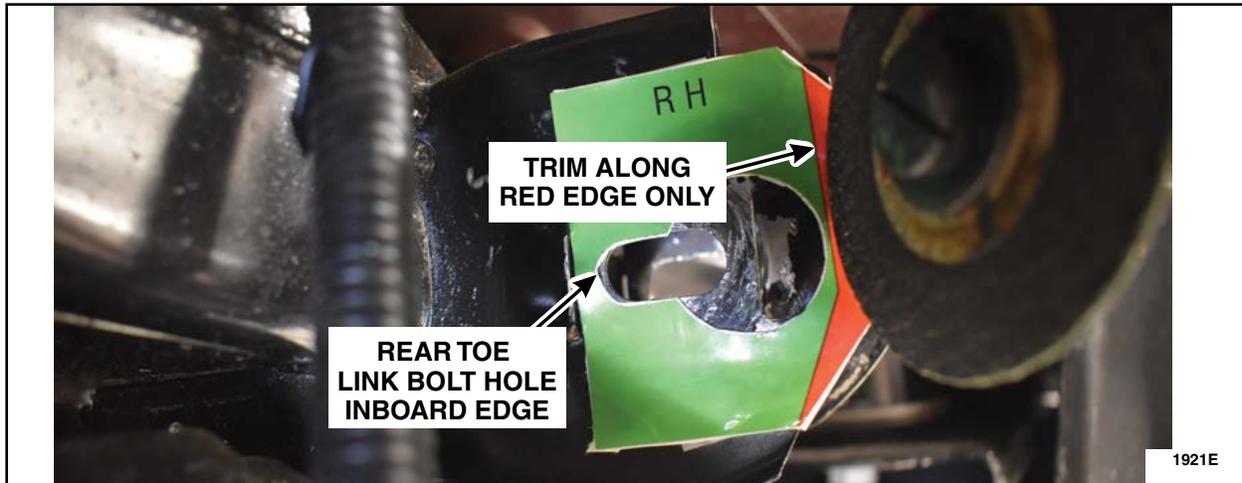


FIGURE 5

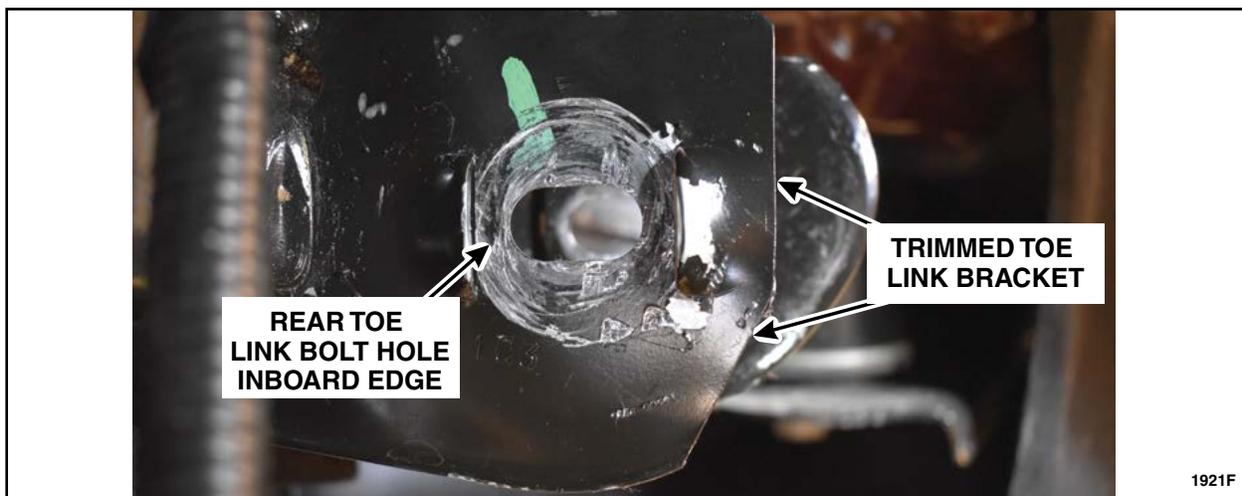


FIGURE 6

9. Apply Motorcraft PM-13A to the toe link bracket edge.

10. Replace the affected rear coil spring(s). Please follow WSM procedures in Section 204-02.

NOTE: Rear Caliper Bracket Bolt W720473-S439 is currently on backorder. Per the WSM this is a one-time use bolt due to the adhesive patch applied to the bolt. Due to this backorder, Dealers may re-use this bolt by cleaning the threads and removing all residual adhesive. Apply Loctite Blue or similar to the bolt in original location of residual adhesive.

- When W720473-S39 becomes available Dealers must install a new bolt per WSM.

11. Perform vehicle alignment. Please follow WSM specifications and procedures in Section 204-00.

