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February 16, 2021

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 20S57 – Supplement 1**

Certain 2020 Model Year F-350 Chassis Cab Vehicles built with 7.3L Gas Engine  
and Ambulance Package  
Wide Track Rear Axle Update

**New! REASON FOR THIS SUPPLEMENT**

- *New parts ordering information*

**AFFECTED VEHICLES**

| Vehicle | Model Year | Assembly Plant | Build Dates                                  |
|---------|------------|----------------|--|
| F-350   | 2020       | Kentucky       | December 16, 2019 through September 16, 2020 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

The affected vehicles were ordered with Ambulance Package and “Wide Track” Rear Axle, however, were built with a Standard Rear Axle. Depending on the body installed by the body builder, clearance to the inner Dual Rear Wheel tire may be below the minimum clearance required. This could cause tire contact with the second unit body. The subsequent tire damage could result in tire blowout which may increase loss of vehicle control on these emergency vehicle applications.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update vehicle with “Wide Track” Rear Axle per technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of January 11, 2021. 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.**

**New! 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". 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 was activated on October 1, 2020

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on October 1, 2020. Owner names and addresses were available by week of January 25, 2021.

**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.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

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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.
  - Ford vehicles – 3 years or 36,000 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 20S57 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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**LABOR ALLOWANCES**

| Description   | Labor Operation | Labor Time             |
|---|-----------------|------------------------|
| Remove and Install Rear Axle, Build Axle / Check Set Clearances | MT20S57B        | M Time up to 7.5 Hours |

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

*To place an order for pinion shims, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.*

| Part Number     | Description                              | Order Quantity | Claim Quantity |
|-----------------|--|----------------|----------------|
| <i>20071797</i> | <i>Pinion Shims (Supplied from Dana)</i> | <i>1</i>       | <i>0</i>       |

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

| Part Number   | Description                                     | Order Quantity | Claim Quantity |
|---------------|---|----------------|----------------|
| HC3Z-4010-N   | Axle Housing                                    | 1              | 1              |
| HC3Z-4234-G   | Left Axle Shaft                                 | 1              | 1              |
| HC3Z-4234-J   | Right Axle Shaft                                | 1              | 1              |
| F81Z-1001-AA  | Axle Shaft O-rings (1 per pkg, 2 req)           | 2              | 2              |
| HC3Z-00813-A  | Axle bolts (1 per pkg, 16 req)                  | 16             | 16             |
| HC3Z-1S175-B  | Hub Seals (1 per pkg, 2 req)                    | 2              | 2              |
| HC3Z-4676-A   | Pinion Seal (1 per pkg, 1 req)                  | 1              | 1              |
| HC3Z-00810-A  | Thrust Washer – Tail Bearing (1 per pkg, 1 req) | 1              | 1              |
| HC3Z-383609-A | Pinion Nut Washer (1 per pkg, 1 req)            | 1              | 1              |
| HC3Z-00811-A  | Pinion Nut (1 per pkg, 1 req)                   | 1              | 1              |
| HC3Z-4662-B   | Spacer – Collapsible (1 per pkg, 1 req)         | 1              | 1              |
| HC3Z-4630-B   | Bearing Cone – Pinion Head (1 per pkg, 1 req)   | 1              | 1              |
| HC3Z-4628-B   | Bearing Cup – Pinion Head (1 per pkg, 1 req)    | 1              | 1              |
| HC3Z-4561-C   | Bearing Cone – Pinion Tail (1 per pkg, 1 req)   | 1              | 1              |
| HC3Z-4616-B   | Bearing Cup – Pinion Tail (1 per pkg, 1 req)    | 1              | 1              |
| XY-80W90-QL   | Axle Fluid (3.37l needed)                       | 4              | 4              |
| XL-3          | Friction Modifier                               | 1              | 1              |
| E4HZ-4A254-A  | U-Joint Straps (1 per pkg, 2 req)               | 2              | 2              |

(continued on page 2)

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|                    |   |   |   |
|--------------------|---|---|---|
| F1HZ-4N272-A       | U-Joint Bolts (1 per pkg, 4 req)              | 4 | 4 |
| HC3Z-00812-B       | Rear Caliper Bracket Bolts (4 per pkg, 8 req) | 2 | 8 |
| W500764-S439       | Shock Absorber Nuts (4 per pkg, 2 req)        | 1 | 2 |
| W520115-S440       | Shock Absorber Bolts (4 per pkg, 2 req)       | 1 | 2 |
| HC3Z-5705-H        | U-Bolts (1 per pkg, 4 req) <i>4X2 vehicle</i> | 4 | 4 |
| <i>HC3Z-5705-G</i> | <i>U-Bolts (1per pkg, 4 req) 4X4 vehicle</i>  |   |   |
| W711310-S441       | U-Bolt Nuts (4 per pkg, 8 req)                | 2 | 8 |

Order your parts through normal order processing channels. 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 F-350 CHASSIS CAB VEHICLES BUILT WITH 7.3L GAS ENGINE AND AMBULANCE PREP PACKAGE — WIDE TRACK REAR AXLE UPDATE

### SERVICE PROCEDURE

**NOTE:** Order parts per dealer bulletin, only the ring, pinion and carrier will be reused in new housing.

1. Remove the axle assembly from the vehicle. Please follow the Workshop Manual (WSM) procedures in Section 205-02B.
2. Remove the differential carrier assembly and axle shafts from the axle assembly. Please follow the WSM procedures in Section 205-02B.
3. Install the differential carrier assembly and *new* axle shafts onto the *new* axle assembly. Please follow the WSM procedures in Section 205-02B.
4. Install the new Axle Assembly to the vehicle. Please follow the WSM procedures in Section 205-02B.

**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.

