



# RECALLS

Ford Motor Company of Canada, Limited  
The Canadian Road  
Oakville, Ontario L6K 0C8

## ACTION REQUIRED

February 27, 2020  
(Adv.) February 24, 2020

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Sales Manager  
Service Manager  
Parts Manager  
Warranty Administrator

**SUBJECT: DEMONSTRATION / DELIVERY HOLD-  
Safety Recall 20S09:**

Certain 2020 Model Year Super Duty and 2021 Model Year E-Series  
-Rear Differential Fluid Fill Level

REF: DEMONSTRATION / DELIVERY HOLD-Safety Recall 20S09, Advance Bulletin,  
dated February 24, 2020

### AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2020	Kentucky Truck Plant	January 12, 2020 through January 14, 2020
E-Series	2021	Ohio Assembly Plant	January 2, 2020 through January 16, 2020

Affected vehicles are identified in OASIS. There are 7 affected vehicles identified in Canada.

In addition, for a list of known vehicles assigned to your dealer, you can access the On-line VIN Listing through the F.S.A web page on INFORD.

### REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible that the rear differential fluid is below the minimum fill level which could cause premature axle failure.

### SERVICE ACTION

Before demonstrating or delivering any in-stock vehicles involved in this recall, dealers are to inspect rear axles for the minimum differential fluid fill level. If a rear axle is below the minimum differential fluid fill level, dealers are to contact the Special Service Support Centre (SSSC) for further instructions to complete the repair. This inspection 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 by late March, 2020. Dealers should inspect all affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

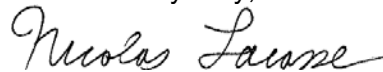
- Attachment I: Administrative Information
- Attachment II: Labour Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Owner Letter (when available)

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Centre (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.

- Dealer Warranty Support.....1-800-667-0088 (For Dealer claiming questions)
- Customer Relationship Centre.....1-888-222-7814 (For 20S09 Owner concerns)

Yours very truly,



Nicolas Lacasse

National Service Operations Manager  
FORD MOTOR COMPANY OF CANADA, Limited

Attachment/20S09

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 20S09**  
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**OASIS ACTIVATION**

OASIS was activated on February 24, 2020.

**NOTE: Effective October 16, 2017, the dealer listings no longer contains customer name and address information.**

**SOLD VEHICLES**

- Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable.
- 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.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**ADDITIONAL REPAIR (LABOUR 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 7 – Related Mechanical Failure and Access Time.
- For vehicles within new vehicle basic 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 60,000 kilometres
- For vehicles outside new vehicle basic warranty coverage, 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 (20S09) 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 labour 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.

- **Additional parts not listed in the parts section:** Additional parts such as rear axle differential fluid may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$27 requires prior approval from the SSSC.

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NOTE: Inspection Passes and Inspection Failed labour allowance table has been split to differentiate the labour operations. Please ensure the correct labour operations are used.

**INSPECTION PASSES LABOUR ALLOWANCES (Closes program)**

Description	Labour Operation	Labour Time
Inspect Rear Differential Fluid Level - Passes	20S09A	0.3 Hours

**INSPECTION DOES NOT PASS LABOUR ALLOWANCES (Program stays open, an unsold vehicle cannot be delivered until repairs are performed)**

Description	Labour Operation	Labour Time
Inspect Rear Differential Fluid Level – Does Not Pass	Contact SSSC	

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**SSSC Web Contact Site:**

Please use the SSSC Web Contact Site to order parts. Less than 3% of the affected vehicle population is expected to require a rear axle assembly replacement.

**PARTS RETENTION AND RETURN**

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