



Stacy L. Balzer  
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 Ford Customer Service Division

Ford Motor Company  
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September 11, 2023

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Advance Notice  
 Safety Recall 23S54**

Certain 2024-2025 Model Year E-Series and F-650/F-750 Super Duty Vehicles  
 Equipped With 6R140 (Torqshift 6) Automatic Transmission  
 Main Control Valve Body Or Transmission Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
E-Series	2024	Ohio	December 6, 2022 through August 3, 2023
E-Series	2025	Ohio	June 20, 2023
F-650/F-750	2024	Ohio	December 12, 2022 through August 4, 2023
F-650/F-750	2025	Ohio	June 27, 2023 through June 29, 2023

U.S. population of affected vehicles: 5,766 . Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, a casting defect in the transmission upper valve body casting may cause the main control poppet valve to get stuck in the open position. A stuck poppet valve restricts the flow of lubricant to the rear extension housing bushing, resulting in excessive heat generation in the bushing and erosion of the rear seal. This condition leads to transmission fluid leakage, noise and vibration. The increased vibration may result in a loss of torque retention on the abutment plate bolts. Once the abutment plate bolt torque is compromised, the park actuator may be unable to engage the park pawl into the park gear.

**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 in December 2023, 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.**

**OWNER NOTIFICATION MAILING SCHEDULE**

Owners of record will be notified via first-class mail the week of October 30, 2023.

**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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **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.

### **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 System (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 that reads "Stacy L. Balzer". The signature is written in a cursive, flowing style.

Stacy L. Balzer