



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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December 18, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
Safety Recall 23S63**
Certain 2023 Model Year F-150 and Super Duty Vehicles
Clock spring Inspection and Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2023	Dearborn	March 13, 2023 through June 15, 2023
		Kansas City	January 3, 2023 through June 8, 2023
F-150 Lightning	2023	Rouge Electrical	March 31, 2023 through May 2, 2023
Super Duty	2023	Kentucky	January 6, 2023 through August 2, 2023
		Ohio	March 27, 2023 through June 21, 2023

US population of affected vehicles: 17,969. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the steering wheel clock spring assembly may have an insufficient weld between the bus bar and the ribbon cable which can lead to a loss of electrical connection to the driver front airbag. This will result in the illumination of the airbag warning lamp. The customer may also notice loss of illumination and function of switches on the steering wheel (e.g. radio controls) or an inoperative horn. A driver airbag that does not deploy when intended increases the risk of injury in a crash.

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 second quarter, 2024 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 prior to 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 style with a large, looped 'S' at the beginning.

Stacy L. Balzer