



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 6, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 24S21 – Supplement #1**
Certain 2023-2024 Model Year Transit equipped with the Trail Package
Tire Clearance Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 24S21**
Dated March 26, 2024

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicle Build Dates:** *The build date range for the affected vehicles was incorrectly listed as starting on December 13, 2023. The correct build date range starts on March 15, 2022. All affected vehicles were correctly identified in OASIS and FSA VIN lists.*
- **Service Action:** *The service action has been updated with timing for a complete dealer bulletin release and information on proactive parts ordering.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2023-2024	Kansas City	<i>March 15, 2022</i> through Mach 6, 2024

US population of affected vehicles: 1,902. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, when the vehicle is loaded at or near the Front Gross Axle Weight Rating (FGAWR) the front tire may contact the wheel arch liner during a braking event while turning. Repeated contact of a front tire with the wheel arch liner and body flange may lead to rapid air loss and tread-belt separation, which can result in a loss of vehicle control and increase the risk of 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 late March-April, 2025 when repair instructions and software become 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.

NOTE: For vehicles presented that are currently exhibiting the concern identified for this Program, and no longer have applicable warranty coverage, contact the SSSC for further direction.

NOTE: If you would like to proactively order parts for in-stock units to support this recall while waiting for the full bulletin to be released, please contact the SSSC to make the request. Do not begin repairing any units until the repair instructions have been released.

OWNER 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 \$27,168 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.

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