



Dan Wilyard
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 Service Engineering Operations
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Ford Motor Company
 PO Box 1904
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March 26, 2024

TO: All U.S. Ford and Lincoln Dealers

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

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2023-2024	Kansas City	December 13, 2023 through March 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 when parts ordering information and repair instructions 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 exhibiting the concern identified for this Program, and no longer have applicable warranty coverage, contact the SSSC for further direction.

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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

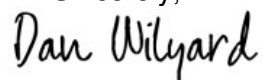
DEALER-OPERATED RENTAL VEHICLES

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.

Sincerely,

A handwritten signature in black ink that reads "Dan Wilyard". The signature is written in a cursive, slightly slanted style.

Dan Wilyard