



David J. Johnson
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Ford Motor Company
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November 15, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION/DELIVERY HOLD - Safety Recall 18S36
Certain 2019 Model Year Super Duty equipped with 6R140 Transmission
Transmission Case Build Date Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2019	Kentucky	August 21,2018 through August 23, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: Only four vehicles are affected by this recall.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the transmission case may have a casting defect in the park pawl support area. The defect may lead to a fatigue failure of the transmission case resulting in a loss of drive and/or park. This could result in unintended vehicle movement, increasing the risk of injury or crash.

SERVICE ACTION

Dealers are to inspect the Julian build date (i.e. 227 or 228) on the transmission case and if within the range specified in technical instructions the transmission assembly will need to be replaced. This service must be performed on all affected vehicles at no charge to the vehicle owner.

When operating affected vehicles prior to repair, make sure the parking brake is applied whenever the vehicle is parked.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of December 3, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter

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 Society (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, appearing to read "D. Johnson", with a stylized flourish at the end.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on November 15, 2018

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 15, 2018. Owner names and addresses will be available by December 17, 2018.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they follow all instructions and warnings contained in the recall notice.
- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

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.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to two days for a comparable rental vehicle. The rental rate allowed will be \$80.00 per day. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than two rental day(s) is required from the SSSC via the SSSC Web Contact Site.

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ADDITIONAL REPAIR (LABOR 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 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper 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 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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 18S36 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 labor 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.
- **Rentals:** For rental vehicle claiming, the rental rate is \$80.00 per day. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Parts Handling Allowance:** A parts handling allowance is being provided in lieu of part mark-up for transmission assembly. To claim the allowance, enter \$330.00 as HANDLG in the Misc. Expense area of the claim form.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Transmission Case Build Date	18S36A	0.3 Hours
Replace transmission F-250 through F-350	18S36B	7.0 Hours
Replace transmission F-450	18S36C	7.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
HC3Z-7000-E	Automatic Transmission	1	1
BC3Z-6731-B	Oil Filter	1	1
BC3Z-6840-A	Oil Filter Adaptor Gasket	1	1
W715618-S437	Torque Converter Nuts	2	6
W7111336-S441	Engine Support Insulator Nuts	2	6
F81Z-4N272-AA	Front Driveshaft U-Joint Bolts	1	4
E4HZ-4A254-B	Front Driveshaft U-Joint Straps	2	2
N811880-S100	Front Driveshaft to Transfer Case Flange Bolts	1	4
F1HZ-4N272-A	Rear Driveshaft U-Joint Bolts	4	4
E4HZ-4A254-A	Rear Driveshaft U-Joint Straps	2	2
391308-S102	Transmission Fluid Fill Tube O-Ring	1	1
XO-10W30-QSD	Diesel Engine Oil 10W30	1qt.	1qt.
XT-10-QLVC	Mercon LV Automatic Transmission Fluid	1qt.	1qt.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330.00 for transmission assembly is being provided in lieu of part mark-up.

PARTS RETENTION AND RETURN

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

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2019 SUPERDUTY VEHICLES EQUIPPED WITH A 6R140 TRANSMISSION — TRANSMISSION CASE BUILD DATE INSPECTION

OVERVIEW

In some of the affected vehicles, the transmission case may have a casting defect in the park pawl support area. The defect may lead to a fatigue failure of the transmission case resulting in a loss of drive and/or park. This could result in unintended vehicle movement, increasing the risk of injury or crash.

SERVICE PROCEDURE

1. Inspect the transmission case Julian Date, is the Julian Date 227 or 228? See Figure 1.

Yes – Replace the transmission. Please follow Workshop Manual (WSM) procedures in section 307-01B.

NOTE: Replacement of auxiliary transmission fluid cooler is not required for this repair.

No – This program does not apply.



FIGURE 1

1865A

