



CUSTOMER SATISFACTION PROGRAM

Ford Motor Company of Canada, Limited
Ford du Canada Limitée
P.O Box 2000
Oakville, Ontario L6K 0C8

ACTION REQUIRED

ADVANCE NOTIFICATION – UPDATE PRIOR TO SALE

December 4, 2020

TO: ALL FORD OF CANADA DEALERS

RUSH TO SALES AND SERVICE MANAGER

ATTENTION: Dealer Principal Sales Manager Service Manager
 Parts Manager Warranty Administrator

SUBJECT: DEMONSTRATION / DELIVERY HOLD

Update Prior to Sale 20U25:

Certain 2021 Model Year F-150 Equipped with Power Running Boards
-Power Running Boards Incorrect Function

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021	Dearborn	*July 6, 2020 through December 1, 2020

***Note:** VINs are expected to be added over time which could affect the build date range and FSA VIN lists.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit the FSA VIN Listing site through INFORD .

REASON FOR THIS PROGRAM

In some of the affected vehicles, when the outside temperatures are below freezing the Power Running Boards (PRB) may not function correctly. Specifically, when PRB is requested, it may start to deploy, then reverse and go back to the stowed position.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any in-stock vehicles involved in this program. A complete Dealer Bulletin is expected to be provided to dealers by the end of the Fourth Quarter of 2020 when it is anticipated that repair instructions will be available to support this program.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening a RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Centre (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.

Field Service Actions Department