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Ford Motor Company
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September 10, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 20S49**

Certain 2019-2020 Model Year Multiple Vehicle Lines, with an Eight Speed Automatic Transmission
Start-Stop Accumulator Replacement

AFFECTED VEHICLES – North America

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2019-2020	Valencia	June 29, 2018 through June 22, 2020
Edge	2019-2020	Oakville	November 16, 2018 through June 18, 2020
Nautilus	2019-2020	Oakville	June 12, 2019 through June 17, 2020
Escape	2020	Louisville	August 29, 2019 through July 09, 2020
Corsair	2020	Louisville	October 08, 2019 through June 22, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, the transmission start-stop accumulator end cap may have missing or loose bolts. Missing or loose bolts on the accumulator end cap may result in a transmission fluid leak, loss of start-stop function, diagnostic trouble code (DTC) P0868 accompanied by illumination of the wrench light and may progress to loss of transmission function. A transmission fluid leak in the proximity of the catalytic converter may increase the risk of fire.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to remove and replace the start-stop accumulator and check the transmission fluid level. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 21, 2020. 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.

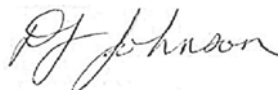
ATTACHMENTS

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

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 cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on September 10, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> September 10, 2020. Owner names and addresses will be available by October 5, 2020.

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 unless they notice transmission fluid under their vehicle or transmission warning messages in the instrument cluster. In these situations, they are to park the vehicle in a safe location, turn the engine off and contact their Dealer immediately for further instruction.

Note: If a customer indicates that their vehicle meets one or more of these criteria, please contact the Special Service Support Center for additional information.

- 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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

Rental vehicles are not approved for this program.

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Start-Stop Accumulator Replacement

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07715, 2020 Lincoln Pickup & Delivery Updates.

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 powertrain 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 – 5 years or 60,000 miles
 - Lincoln vehicles – 6 years or 70,000 miles

For vehicles outside new vehicle powertrain 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 (20S49) 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
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Certain 2019-2020 Model Year Multiple Vehicle Lines, with an Eight Speed Automatic Transmission
Start-Stop Fluid Accumulator Replacement

LABOR ALLOWANCES – North America

Description	Labor Operation	Labor Time
Replace the Automatic Start-Stop Transmission Fluid Accumulator and Check Trans Fluid Level on Escape, Corsair, Edge, and Nautilus	MT20S49B	Up to 1.4 Hours
Replace the Automatic Start-Stop Transmission Fluid Accumulator and Check Trans Fluid Level on Transit Connect	MT20S49C	Up to 1.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
JM5Z-7P184-*	Auto-Start-Stop Accumulator Assembly (Pre-Assembled with O-Rings and Solenoid)	1	1
XT-12-QULV	Transmission Fluid (Accumulator holds 0.1 Quart or 100CC)	As Needed Up to 1 quart	

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.

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 2019-2020 MODEL YEAR MULTIPLE VEHICLE LINES — EIGHT SPEED AUTOMATIC TRANSMISSION START-STOP ACCUMULATOR REPLACEMENT

SERVICE PROCEDURE

⚠ NOTICE: The turbocharger compressor vanes can be damaged by even the smallest particles. When removing any turbocharger or engine air intake system component, ensure that no debris enters the system. Failure to do so may result in damage to the turbocharger.

1. Replace the Auto-Start-Stop Accumulator. Please follow the Workshop Manual (WSM) procedures in Section 307-01.

NOTE: The Auto-Start-Stop Accumulator holds 0.1 qt (94 ML) of transmission fluid.

