David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

February 11, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD** *– Supplement #1*
Safety Recall 20S73
Certain 2021 Model Year Econoline Equipped with 7.3L Engine
Engine Cover Thermal Management

New! *REASON FOR THIS SUPPLEMENT*

- *Parts are now available to complete repairs for Cutaway Chassis vehicles*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Econoline	2021	Ohio	May 11, 2019 through November 13, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may require an updated calibration for heat management and/or may contain an engine cover with insulation on the underside of the engine cover that does not fully extend to the perimeter of the engine cover as intended. As a result, heat from the engine compartment can cause elevated temperatures on the passenger compartment surface of the engine cover. Direct and continuous contact with certain areas of the passenger compartment surface of the engine cover may cause burns to the skin of the driver or front seat passenger.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 120.02 or higher on *all vehicles. For Cutaway Vehicles only, dealers are to inspect the engine cover and if necessary, install thermal patches per technical instructions. Stripped Chassis only requires the PCM update. This service must be performed on vehicles at no charge to the vehicle owner.*

NOTE: Vehicles can be identified by the first three VIN positions
Stripped Chassis vehicle - 1FC
Cutaway Chassis vehicle - 1FD

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed week of February 15, 2021. Dealers should repair 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,

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on December 18, 2020

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through https://web.fsavinlists.dealerconnection.com on December 18, 2020. Owner names and addresses will be available by week of February 22, 2021.

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.
- 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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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

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 20S73 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.

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New! **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Update Powertrain Control Module using IDS 120.02 or higher. **NOTE: Strip Chassis Vehicle only**	20S73B	0.3 Hours
Update Powertrain Control Module using IDS 120.02 or higher and <u>*Inspect Engine Cover*</u> ***NOTE: Cutaway Chassis Vehicle only***	*20S73C*	*0.4 Hours*
Update Powertrain Control Module using IDS 120.02 or higher, <u>*Inspect Engine Cover and Install Thermal Patches*</u> ***NOTE: Cutaway Chassis Vehicle only***	*20S73D*	*0.6 Hours*
Remove Customer Equipment to access Engine Cover *Example: Ambulance or Shuttle Van*	*MT20S73*	*Actual Time up to 1.5 hours*

NOTE: Vehicles can be identified by the first three VIN positions
Stripped Chassis vehicle - 1FC
Cutaway Chassis vehicle - 1FD

New! **PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
MC2Z-1510312-A	*Driver Side Thermal Patch*	*1*	*1*
MC2Z-1510312-B	*Passenger Side Thermal Patch*	*1*	*1*

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, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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 2021 MODEL YEAR ECONOLINE VEHICLES EQUIPPED WITH A 7.3L ENGINE — ENGINE COVER THERMAL MANAGEMENT

SERVICE PROCEDURE

NOTE: Stripped Chassis only requires reprogram of Powertrain Control Module (PCM), Cutaway Chassis will require reprogram of PCM and installation of thermal patches if necessary.

NOTE: Vehicles can be identified by the first three VIN positions:

- *Stripped Chassis vehicle - 1FC*
- *Cutaway Chassis vehicle - 1FD*

1. Reprogram the Powertrain Control Module (PCM) with the latest calibration. *Please follow the Module Reprogramming on Page 5. Then, proceed to Step 2, if a Cutaway Chassis.*

2. *Remove the engine cover. Please follow the Workshop Manual (WSM) procedures in Section 501-05.*

3. *Inspect the thermal cover positioning on the interior of the engine cover, on the right and left side lower corners, as shown in Figure 1.*

2040A

FIGURE 1

4. Are there any gaps present between the thermal shield and the engine covers weatherstrip on either side of the engine cover as shown in Figure 2?

　　　　YES - Proceed to the Thermal Patch Kit Installation Procedure.
　　　　 NO - No further action is required.

FIGURE 2

Thermal Patch Kit Installation Procedure

NOTE: The shorter thermal patch is installed on the driver side of the engine cover and the larger thermal patch is installed on the passenger side of the engine cover. The patches will match what is currently in place on the engine cover but will be placed on top to cover gaps present.

1. Clean the inside surface of the weatherstrip and the existing thermal shield with isopropyl alcohol and a clean shop cloth. See Figure 3.
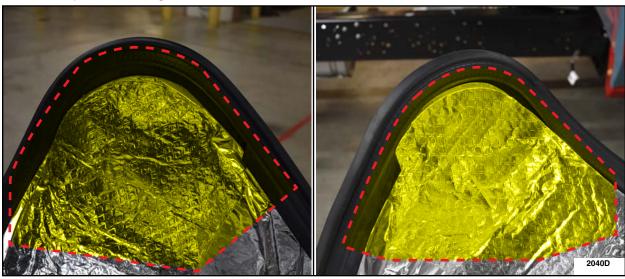

FIGURE 3

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02/2021

2. On both sides, without removing the sticky protective backing, position the thermal patch over the area to be covered and find the best location that covers the gaps and overlaps the engine cover weatherstrip. See Figure 4.

THERE MAY BE A GAP PRESENT ON THE PASSENGER SIDE IN THE AREA SHOWN AND IS ACCEPTABLE FOR THIS REPAIR

2040G

FIGURE 4

3. Remove the sticky protective backing from the backside of the patch and install the patch in place.

4. Figure 5 shows the engine cover thermal patches fully installed.

**THERMAL PATCHES
FULLY INSTALLED**

2040H

FIGURE 5

5. Reinstall the engine cover. Please follow the Workshop Manual (WSM) procedures in Section 501-05

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: Make sure the IDS computer does not enter sleep mode during programming.

2. Reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 120.02 or higher. Make sure you are connected to the Internet prior to reprogramming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

• Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
• Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
• A hardwired connection is strongly recommended.
• Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
• Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
• Follow all scan tool on-screen instructions carefully.
• Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
• Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: <u>NEVER DELETE THE ORIGINAL SESSION!</u>

a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).

b. Disconnect the VCM from the data link connector (DLC) and the IDS.

c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.

d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

e. Once the session is loaded, the failed process should resume automatically.

f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.

g. Follow all on-screen prompts/instructions.

h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.