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December 19, 2019

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 19B42**  
Certain 2020 Model Year Transit Vehicles With All Wheel Drive and Rear Climate Control  
Rear Heater Coolant Lines Inspection and Repair

### **PROGRAM TERMS**

This program will be in effect through December 19, 2020. There is no mileage limit for this program.

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Transit	2020	Kansas City	October 23, 2019 through November 25, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS PROGRAM**

In some of the affected vehicles, the incorrect rear climate control heater lines may be installed allowing contact between the heater lines and the drive shaft. This contact may cause an underbody noise concern, and if left uncorrected, may lead to loss of engine coolant.

### **SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this program, dealers are to inspect the rear climate control heater lines for the correct routing under the driveshaft and replace the lines if incorrect parts are identified. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Parts are not yet available to repair vehicles that do not pass the inspection. Parts are expected to be available by the end of February, 2020. Less than 15% of the affected vehicles are expected to require repairs.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of February 24, 2020. Dealers should inspect any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

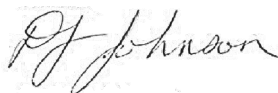
### **ATTACHMENTS**

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". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on December 19, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 19, 2019. Owner names and addresses will be available by March 13, 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 program 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 service action.

**SOLD VEHICLES**

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

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**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
- 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 (19B42) 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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NOTE: Inspection Passes and Inspection Failed labor allowance table has been split to differentiate the labor operations. Please ensure the correct labor operations are used.

**INSPECTION PASSES LABOR ALLOWANCES (Closes program)**

Description	Labor Operation	Labor Time
Inspect Rear Heater Coolant Lines For Proper Routing	19B42A	0.3 Hours

**INSPECTION FAILED LABOR ALLOWANCES (Program stays open, an unsold vehicle cannot be delivered until repairs are performed)**

Description	Labor Operation	Labor Time
Inspect Rear Heater Coolant Lines For Proper Routing	19B42BB	0.3 Hours

NOTE: Parts are not yet available to repair vehicles that do not pass the inspection. Parts are expected to be available by the end of February, 2020. Less than 15% of the affected vehicles are expected to require repairs.

## CERTAIN 2020 MODEL YEAR TRANSIT VEHICLES WITH ALL WHEEL DRIVE AND REAR CLIMATE CONTROL — REAR HEATER COOLANT LINES INSPECTION AND REPAIR

### SERVICE PROCEDURE

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Locate the rear heater coolant lines at the rear of the transmission. See Figure 1.

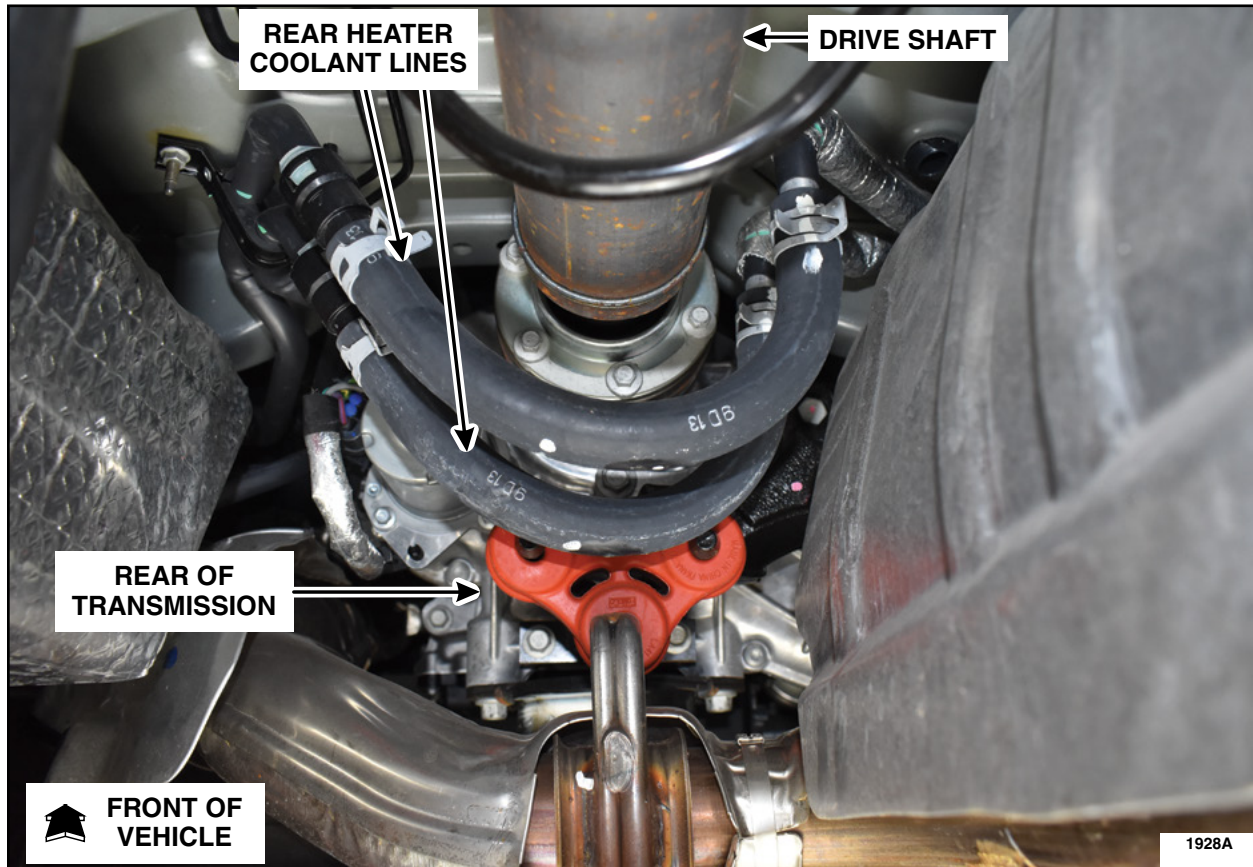


FIGURE 1



3. Inspect the rear heater coolant lines. See Figure 2.

- Are the rear heater coolant lines routed above or below the drive shaft?

Above - **Fails inspection.** A repair is required but not yet available. Parts are expected to be available by the end of February, 2020. **(Program remains open)**

Below - **Passes inspection.** No further action is required. **(Closes program)**

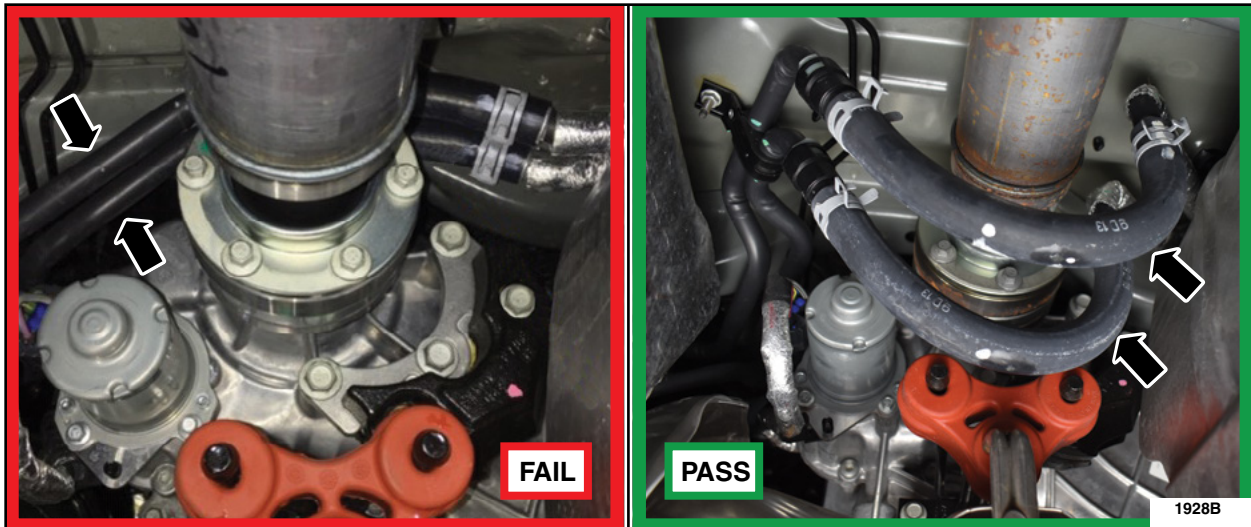


FIGURE 2

