



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

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

April 23, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 20B15
Certain 2020 Model Year F-250 through F-550 and 2021 Model Year E-Series
Vehicles Equipped with 7.3L Gas Engine
Engine Replacement

PROGRAM TERMS

This program will be in effect through April 30, 2021. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-250 - F-550	2020	Kentucky	November 21, 2019 through January 30, 2020
		Ohio	December 18, 2019 through December 18, 2019
E-Series	2021		January 21, 2020 through February 4, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

NOTE: Affected vehicles are identified in Attachment IV.

In some of the affected vehicles, a piston oil cooler bracket may have been damaged during engine assembly. A damaged piston oil cooler bracket may allow the piston oil cooler to detach. This can lead to low engine oil pressure and may result in intermittent engine noise s and/or illumination of the check engine light due to diagnostic trouble code(s).

SERVICE ACTION

Dealers are to replace the engine assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Ford Technical Assistance Center prior approval is not required for engine assembly replacement under this program.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of May 4, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

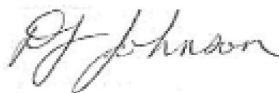
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Affected Vehicles VIN List
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 cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on April 23, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 23, 2020. Owner names and addresses will be available by April 23, 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

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

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact 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 20B15 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.
- **Additional parts not listed in the parts section:** Additional parts such as gaskets, fasteners, seals, fluids, etc. may be submitted on the same repair line on which the FSA is claimed.
- **Parts Handling Allowance:** A parts handling allowance is being provided in lieu of part mark-up. To claim the allowance, enter \$600.00 as HANDLG in the Misc. Expense area of the claim form.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace 7.3L Engine Assembly (Includes time to transfer parts to new engine)	MT20B15	Up to 12.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for a 7.3L engine assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. All parts may not be immediately available. Parts will ship when they become available.

Part Number	Description	Order Quantity	Claim Quantity
-6007-	7.3L Engine Assembly (See part catalog with vehicle VIN)	1	1

NOTE: For additional required parts such as gaskets, fasteners, seals, fluids, etc. refer to the Workshop Manual (WSM) procedures.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$600.00 per repair 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.



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

May 2020

Customer Satisfaction Program 20B15

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, it may be possible a piston oil cooler bracket may have been damaged during engine assembly.
- What is the effect?** This may lead to low engine oil pressure and may result in intermittent engine noises and/or illumination of the check engine light due to diagnostic trouble code(s).
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the engine assembly free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until April 30, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than two days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B15. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

**What should you do?
(continued)**

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Ford Customer Service Division

**CERTAIN 2020 MODEL YEAR F-250 THROUGH F-550 AND 2021 MODEL YEAR
E-SERIES VEHICLES EQUIPPED WITH 7.3L GAS ENGINE —
ENGINE REPLACEMENT**

SERVICE PROCEDURE

NOTICE: During engine repair procedures, cleanliness is extremely important. Any foreign material, including any material created while cleaning gasket surfaces, that enters the oil passages, coolant passages or the oil pan, can cause engine failure.

1. Replace the 7.3L engine assembly. Please follow the Workshop Manual (WSM) procedures in Section 303-01.

NOTE: Transfer components as necessary. Refer to the WSM for the individual component procedures.



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AFFECTED VEHICLES

The following table contains a list of VINs for vehicles that were delivered to 8 dealerships in the US and Canada.

1FDUF4GN1LEC32246
1FDUF5GN7LEC14632
1FDUF5HN2LDA00605
1FT7W2BN2LEC26971
1FT7W2BN4LEC53587
1FT7W2BN4LEC62810
1FDWE3FN6MDC03923
1FDXE4FN5MDC02367
1FT8W3CN6LED00904