



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

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

April 24, 2020

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Customer Satisfaction Program 20B21**

Certain 2020 Model Transit vehicles with 3.5L Engines and F150/ Police Interceptor Utility vehicles with 3.3L Engines  
 Cylinder Head Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2020	Kansas City	March 11, 2020 through March 19, 2020
F-150	2020	Kansas City	March 14, 2020 through March 19, 2020
F-150	2020	Dearborn	March 11, 2020 through March 18, 2020
Police Interceptor Utility	2020	Chicago	March 11, 2020 through March 17, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In all of the affected vehicles, there are shallow pressed valve seats in the cylinder heads. This may lead to a rough idle, engine misfires with a reduction in power/torque and a check engine/wrench light illuminated.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this customer satisfaction program. A complete Dealer Bulletin will be provided to dealers by May 29, 2020 when it is anticipated that parts ordering information and repair instructions will be available to support this customer satisfaction program.

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

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

Sincerely,

David J. Johnson