



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

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

July 20, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 20B31
Certain 2020 Model Year Transit Vehicles
Standard Battery Guard Feature Timeout

PROGRAM TERMS

This program will be in effect through July 31, 2021. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2020	Kansas City	May 1, 2019 through July 5, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the Standard Battery Guard (SBG) feature, typically used by specific third-party converters and upfitters, may not remain active for the period of time specified in the Ford Body & Equipment Mounting Manual (BEMM) after the vehicle is turned off. The SBG feature is used to control accessory power to peripheral devices connected to the vehicle power supply by utilizing the auxiliary fuse panel. For dual-battery equipped vehicles, the SBG can also control accessory power for the Customer Connection Point 2 (CCP2). The SBG feature may timeout prematurely and shut off vehicle accessory power to non-Ford connected peripheral devices at around 15 to 20 minutes rather than the full SBG timeout of 30 minutes on single battery equipped vehicles and 75 minutes on dual-battery equipped vehicles.

SERVICE ACTION

Dealers are to reprogram the Body Control Module (BCM) and clear the Diagnostic Trouble Codes (DTCs) from the BCM after programming using the Ford Diagnostic and Repair System (FDRS) on:

- **ALL** vehicles in dealer stock.
- Sold units **ONLY** if an affected vehicle owner desires the SBG feature to remain active for more than 15 minutes. A shorter SGB timeout may increase expected battery life. Only a select few vehicles may require the SBG feature to remain active for more than 15 minutes to power non-Ford connected peripheral devices.

NOTE: The BCM software update only benefits vehicles utilizing the auxiliary fuse panel or CCP2 to connect peripheral devices.

NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on the 2020 Transit vehicles.

This service must be performed, on **all** vehicles in dealer stock and on sold units **only** if an affected vehicle owner desires the update, at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of August 10, 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
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, appearing to read "D. Johnson".

David J. Johnson

Customer Satisfaction Program 20B31
Certain 2020 Model Year Transit Vehicles
Standard Battery Guard Feature Timeout

OASIS ACTIVATION

OASIS will be activated on July 20, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 20, 2020. Owner names and addresses will be available by August 25, 2020 for units in dealer stock only.

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.

Customer Satisfaction Program 20B31

Certain 2020 Model Year Transit Vehicles

Standard Battery Guard Feature Timeout

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 (20B31) 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.

Customer Satisfaction Program 20B31
Certain 2020 Model Year Transit Vehicles
Standard Battery Guard Feature Timeout

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the BCM, and clear BCM DTCs using FDRS. (IDS cannot be used on the affected vehicles)	20B31B	0.3 Hours

NOTE: The BCM software update has no effect on stock vehicles or on the body control module battery saver feature and only benefits vehicles utilizing the auxiliary fuse panel or the CCP2 power supplies.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2020 MODEL YEAR TRANSIT VEHICLES — STANDARD BATTERY GUARD FEATURE TIMEOUT

SERVICE PROCEDURE

Module Programming

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: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM II) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module programming.

2. Launch FDRS.

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click 'Read VIN from Vehicle' or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select Toolbox tab.

5. Select Body Control Module (BCM) – Software Update. Follow all on-screen instructions carefully to complete the software update.

6. From the list on the RH side of the screen, select Self-Test and click RUN.

7. Click the Run Selected Tests button in the lower right.

8. Click the Clear & Retest button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.

9. Disconnect the battery charger from the 12V battery.

10. Module programming is Complete.



Important Information for Module Programming

NOTE: When programming 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 FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) 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 FDRS/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

- a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.





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

August 2020

Customer Satisfaction Program 20B31

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, the standard battery guard (SBG) feature, typically used by specific third-party converters and upfitters, may not remain active for the period of time specified in the Ford Body & Equipment Mounting Manual (BEMM) after the vehicle is turned off. The standard battery guard feature is used to control accessory power to peripheral devices connected to the vehicle power supply by utilizing the auxiliary fuse panel. For dual-battery equipped vehicles, the standard battery guard can also control accessory power for the customer connection point 2 (CCP2).

What is the effect?

The standard battery guard feature may timeout prematurely and shut off vehicle accessory power to non-Ford connected peripheral devices at around 15 to 20 minutes rather than the full standard battery guard timeout of 30 minutes on single battery equipped vehicles and 75 minutes on dual-battery equipped vehicles.

NOTE: The body control module (BCM) software update only benefits vehicles utilizing the auxiliary fuse panel or the customer connection point 2 to connect non-Ford peripheral devices.

NOTE: A shorter standard battery guard timeout may increase expected battery life.

What will Ford and your dealer do?

If you desire the standard battery guard feature timeout be increased to the full standard battery guard feature timeout of 30 minutes on single battery equipped vehicles and 75 minutes on dual-battery equipped vehicles, Ford Motor Company has authorized your dealer to reprogram the body control module free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until July 31, 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 one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
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 should you do?	<p>If you have converted or upfitted your vehicle and you want the standard battery guard feature timeout increased, please inform your dealer. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20B31. The VIN is printed near your name at the beginning of this letter. Your dealer will reprogram the body control module free of charge (parts and labor).</p> <p>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. If you do not already have a servicing dealer, you can access www.owner.ford.com for dealer addresses, maps, and driving instructions.</p> <p>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.</p>
What if you no longer own this vehicle?	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>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.</p> <p>For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).</p>

**Can we assist you
further?
(continued)**

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