



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

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

October 9, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 20B35

Certain 2020 Model Year Transit Vehicles with 3.73 or 4.10 Axle Gear Ratios

Rear Axle Drive Gear Ratio Mismatch

PROGRAM TERMS

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

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2020	Kansas City	October 29, 2019 through July 22, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Some of the affected all-wheel drive (AWD) vehicles were assembled with mismatched front to rear final drive gear ratios. AWD vehicles with mismatched gear ratios may exhibit front end shudder upon acceleration and/or the Traction Control System (TCS) may activate. If the TCS activates, an icon on the cluster advising the driver that the TCS is active may illuminate, leading to engine torque reduction to slow the vehicle. The transfer case clutch will continue to wear until AWD function becomes unavailable.

Some of the affected rear wheel drive (RWD) vehicles were assembled with incorrect rear final drive gear ratios. Drive characteristics are not noticeably changed.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers will make one of three repairs below, dependent on vehicle configuration, as identified by the VIN List Repair Procedure Direction in Attachment IV.

- Replace rear ring and pinion gear set or
- Replace transfer case or
- Replace transfer case and rear ring and pinion gear set

This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed by the week of October 26, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

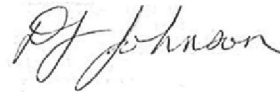
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: VIN List Repair Procedure Direction
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", written over a faint, light-colored rectangular background.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on October 9, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 9, 2020. Owner names and addresses will be available by November 6, 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

Dealers are pre-approved for non-commercial and non-fleet vehicles for the following:

- Up to 2 days for vehicles requiring transfer case replacement
- 1 day for vehicles requiring ring and pinion gear set replacement

Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than the above rental allocation is required from 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 20B35 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace rear ring and pinion gear set	MT20B35B	Up to 4.0 Hours
Replace transfer case	MT20B35C	Up to 8.0 Hours
Replace transfer case and rear ring and pinion gear set	MT20B35D	Up to 12 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION – See Attachment IV

NOTE: Due to the potential of the affected vehicle requiring one of three unique repairs to complete this FSA, please ***refer to Attachment IV to determine repair direction and required parts.***

Order your parts requirements 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 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.

CERTAIN 2020 MODEL YEAR TRANSIT VEHICLES — REAR AXLE DRIVE GEAR RATIO MISMATCH

SERVICE PROCEDURE

1. Refer to the Vehicle Identification Number (VIN) list in Attachment IV and locate the VIN for the vehicle being serviced.
2. Determine the parts needed and proceed to one of the three repair directions below.

- **Ring and pinion gear set AND transfer case replacement**

- Replace the ring and pinion gear sets AND the transfer case. Please follow Workshop Manual (WSM) procedures in Section 205-02A for ring and pinion replacement and Section 308-07B for transfer case replacement.

- **ONLY transfer case replacement**

- Replace the transfer case. Please follow Workshop Manual (WSM) procedures in Section 308-07B.

- **ONLY ring and pinion gear set replacement**

- Replace the ring and pinion gear sets. Please follow Workshop Manual (WSM) procedures in Section 205-02A.



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AFFECTED ALL WHEEL DRIVE VEHICLES – Gear Set and Transfer Case Replacement

The following table contains a list of 26 VINs for AWD vehicles that require rear drive gear set and transfer case replacement. Ensure to only order ONE ring and pinion set that matches the vehicles drive gear ratio.

NOTE: Rear axle tag or OASIS run can be used to verify which ring gear and pinion set to order.

VIN	Parts Number	Part Description	Order Quantity	Claim Quantity
1FTBW2CG7LKA02879 1FTBW3UG4LKA06683 1FTYE2Y84LKA63282 1FTYE2Y88LKA70106 1FTBR2CG2LKA57800 1FTBR2CG4LKA57703 1FTBR3U81LKA75170 1FTBR2C85LKA74583 1FTBR3U87LKA75111 1FDAX9X86LKA72051 1FTBW3U85LKA77478 1FDBF8P88LKA76605 1FTBW2YG5LKA99136 1FTYE2Y84LKA99053 1FMZK2C88LKA90176 1FDBW2XG3LKB02385 1FTBW2D84LKA90359 1FBAX9Y81LKA99102 1FTBW2X85LKA90611 1FDBW2XG4LKB02413 1FTBR2X8XLKA90322 1FTBR2X85LKA90356 1FTBR2X81LKA90354 1FTYE9Z84LKB00984 1FTBR3U83LKA81133 1FTBR3U85LKA84051	FL3Z-4209-G	3.73 Ring Gear and Pinion Set	Order/claim 1 set based on VIN	
	FL3Z-4209-H	4.10 Ring Gear and Pinion Set		
	7L1Z-4221-A	Differential Carrier bearings	2	2
	BL1Z-4222-A	Outer Bearing Cups	2	2
	F75Z-4230-AA	Thrust Washer	1	1
	W500633-S442	sway bar bolts (4 req./pkg. of 4)	1	4
	4067	Differential Carrier Shims	Order/Claim 1 Set	
	HL3Z-4036-A	Axle housing gasket	1	1
	XY-75W85-QL	Premium Synthetic Hypoid Gear Lubricant (3 qt. req./case of 12)	1	3
	XL-3	Friction Modifier/ XL-3	1	1
	BK3Z-4A332-C	Outer Axle Seal	2	2
	LK4Z-7A195-A	Transfer Case	1	1
	XG-1-E1	Premium Long-Life Grease	1	1
	XT-10-QLVC	MERCON® LV Transmission Fluid (2 qt. req/ case of 12)	1	2
	XL-2	High Temperature Anti-Seize Lubricant	1	1
	XL-1	Penetrating and Lock Lubricant (1 req. / case of 12)	1	1
	W520514-S440	LH & RH Cat Conv flange nuts	4	4
	W710660-S441	Transmission Support Insulator Nuts (2 req. / pkg. of 4)	1	2
	W716331-S439	Transmission Support Crossmember Bolts (4 req. / pkg. of 4)	1	4
	W704924-S437	Muffler Heat Shield Rivets	8	8
	W506434-S439	Lower load path bar bolts horizon (8 req. / pkg. of 4)	2	8
	W505434-S439	Lower load path bar bolts vertical (4 req/pkg. 4)	1	4
	W715922-S442	LH & RH Stabilizer bar link lower nuts	1	2
	W520215-S442	LH & RH Outer tie rod end nuts	1	2
	W711076-S442	LH & RH lower ball joint nuts	1	2
	W520215-S442	Front subframe forward nuts	1	2
	W715922-S442	Front subframe rearward bolts	1	2
	W711137-S442	Steering column shaft bolt	1	1

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AFFECTED ALL WHEEL DRIVE VEHICLES – Transfer Case Replacement

The following table contains a list of 10 VINs for AWD vehicles that require ONLY a transfer case replacement.

VIN	Parts Number	Part Description	Order Quantity	Claim Quantity
1FTYE2Y85LKA71052 1FTBR3U85LKA75172 1FTBR3U80LKA96267 1FTBR3U84LKA96269 1FTBW3U89LKA90315 1FTBW2X88LKA96242 1FTBW2Y85LKA96360 1FTYE2Y88LKB00978 1FTBR2Y87LKB01436 1FTBW2Y87LKA96361	LK4Z-7A195-A	Transfer Case	1	1
	XG-1-E1	Premium Long-Life Grease	1	1
	XT-10-QLVC	MERCON® LV Transmission Fluid (1.4L req.)	1	2
	XL-2	High Temperature Anti-Seize Lubricant	1	1
	XL-1	Penetrating and Lock Lubricant	1	1
	W520514-S440	LH & RH Cat Conv flange nuts	4	4
	W710660-S441	Transmission Support Insulator Nuts	1	2
	W716331-S439	Transmission Support Crossmember Bolts	1	4
	W704924-S437	Muffler Heat Shield Rivets	8	8
	W506434-S439	Lower load path bar bolts horizon	2	2
	W505434-S439	Lower load path bar bolts vertical	1	1
	W715922-S442	LH & RH Stabilizer bar link lower nuts (2 req. / pkg. of 4)	1	2
	W520215-S442	LH & RH Outer tie rod end nuts nuts (2 req. / pkg. of 4)	1	2
	W711076-S442	LH & RH lower ball joint nuts nuts (2 req. / pkg. of 4)	1	2
	W520215-S442	Front subframe forward nuts nuts (2 req. / pkg. of 4)	1	2
	W715922-S442	Front subframe rearward bolts nuts (2 req. / pkg. of 4)	1	2
	W711137-S442	Steering column shaft bolt nuts (2 req. / pkg. of 4)	1	2

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AFFECTED REAR WHEEL DRIVE VEHICLES – Gear Set Replacement

The following table contains a list of 28 VINs for RWD vehicles that require ONLY the ring and pinion gear set replacement. Ensure to only order ONE ring and pinion gear set that matches the vehicles drive gear ratio.

NOTE: Rear axle tag or OASIS run can be used verify which ring gear and pinion set to order.

VIN	Parts Number	Part Description	Order Quantity	Claim Quantity
1FTRS4X81LKA00750	FL3Z-4209-G	3.73 Ring Gear and Pinion Set	Order/claim 1 set based on VIN	
1FTBF4X85LKA00613	FL3Z-4209-H	4.10 Ring Gear and Pinion Set		
1FBVU4X86LKA12356	7L1Z-4221-A	Differential Carrier bearings	2	2
1FBVU4X83LKA15683	BL1Z-4222-A	Outer Bearing Cups	2	2
1FBVU4X89LKA15218	F75Z-4230-AA	Thrust Washer	1	1
1FBVU4X81LKA26651	W500633-S442	sway bar bolts (4 req./pkg. of 4)	1	4
1FTRS4X89LKA29204	4067	Differential Carrier Shims	Order/Claim 1 Set	
1FTYE1Y8XLKA27767	HL3Z-4036-A	Axle housing gasket	1	1
1FTBR3X80LKA43533	XY-75W85-QL	Premium Synthetic Hypoid Gear Lubricant (3 qt. req./case of 12)	1	3
1FBAX2C8XLKA59762	XL-3	Friction Modifier/ XL-3	1	1
1FTBW9CG0LKA57358	BK3Z-4A332-C	Outer Axle Seal	2	2
1FTBR1D80LKA05387				
1FTBR3X83LKA56339				
1FTBW1DG3LKA08574				
1FTBR3X81LKB04095				
1FTBR3X8XLKA84462				
1FDBW5Z88LKA83405				
1FBAX2Y85LKA83878				
1FTBR3X88LKB04028				
1FDBW1XG2LKA96332				
1FTBR1CG3LKA96275				
1FTBW1X80LKA95645				
1FTBR1C87LKA99916				
1FTBR1X81LKA89263				
1FTBR1X80LKA89254				
1FTBR1C81LKB03779				
1FTYE1Y84LKB06464				
1FDAX2X82LKB07787				



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

October 2020

Customer Satisfaction Program 20B35

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?

Your vehicle's rear axle may have been built with an incorrect gear set, resulting in an axle ratio mismatch.

What is the effect?

For all wheel drive (AWD) vehicles with an axle ratio mismatch, the front end may exhibit shudder upon acceleration and the Traction Control System (TCS) may activate leading to engine torque reduction which may slow the vehicle. An icon on the cluster advising the driver that the TCS is active may illuminate. With an axle ratio mismatch, the transfer case clutch will continue to wear until AWD function becomes unavailable.

For rear wheel drive (RWD) vehicles, the driver is unlikely to notice any change in drive characteristics.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to perform one of the below repairs, dependent on your vehicle's build configuration.

If your vehicle is an AWD, your dealer will:

- Replace the rear ring and pinion gear set OR
- Replace the rear ring and pinion gear set and transfer case.

If your vehicle is a RWD, your dealer will:

- Replace the ring and pinion gear set

Repairs will be free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until October 31, 2021, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair varies from one-half day to one and one-half days, depending on the required repair. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.

**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?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B35. 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.

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.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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

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

#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