



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

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

February 15, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 20B51
 Certain 2020 Model Year Aviator, Explorer and Escape Vehicles and 2020-2021
 Corsair Vehicles - Electric Brake Booster Replacement

PROGRAM TERMS

This program will be in effect through February 28, 2022. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2020	Chicago	January 8, 2020 through May 27, 2020
		Hangzhou	May 6, 2020 through May 23, 2020
Explorer		Chicago	December 9, 2019 through June 18, 2020
		Hangzhou	May 5, 2020 through July 15, 2020
Escape		Louisville	January 6, 2020 through March 3, 2020
Corsair		2021	Louisville
	January 15, 2020 through January 17, 2020		

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the Electric Brake Booster (EBB) may contain a cracked solenoid valve plunger that may break and move out of position. A dislocated valve plunger may lead to the driver experiencing any of the following symptoms:

- Hard brake pedal
- Over-braking condition
- If certain other conditions are present, longer brake pedal travel with an incremental increase in stopping distance that would be accompanied by a red brake warning indicator lamp on the instrument panel cluster

SERVICE ACTION

Dealers are to replace the EBB assembly following the dealer bulletin Technical Information. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Not all the parts are currently available in sufficient quantities to repair all vehicles. Please refer to Attachment II to determine part availability.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of February 22, 2021. 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 Letters

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 System (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".

David J. Johnson

Customer Satisfaction Program 20B51

Certain 2020 Model Year Aviator, Explorer and Escape Vehicles and 2020-2021 Corsair Vehicles
Electric Brake Booster Replacement

OASIS ACTIVATION

OASIS will be activated on February 15, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 15, 2021. Owner names and addresses will be available by March 9, 2021.

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.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08708, 2021 Lincoln Pickup & Delivery Updates.

Customer Satisfaction Program 20B51

Certain 2020 Model Year Aviator, Explorer and Escape Vehicles and 2020-2021 Corsair Vehicles
Electric Brake Booster Replacement

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
 - Lincoln vehicles – 4 years or 50,000 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:
 - Claim type 31: Field Service Action. The FSA number 20B51 is the sub code.
 - Customer Concern Code (CCC): H19 - Brake-ABS/Traction/ESC Troubles
 - Condition Code (CC): 01 - Broken/Cracked
 - Causal Part Number: 2005
 - Part Quantity: 0
 - 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.
- **Provision for Motorcraft® DOT 4 LV Brake Fluid (PM-20):**

NOTE: Use Motorcraft® DOT 4 LV Brake Fluid as required (up to 2 pints per vehicle).

 - Program Code: 20B51
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$19.00
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.

Customer Satisfaction Program 20B51

Certain 2020 Model Year Aviator, Explorer and Escape Vehicles and 2020-2021 Corsair Vehicles
Electric Brake Booster Replacement

LABOR ALLOWANCES

Description	Vehicle	Labor Operation	Labor Time
Replace EBB Assembly	Aviator/Explorer - Non-Hybrid	20B51B	2.3 Hours
	Aviator/Explorer - Hybrid Only	20B51C	2.5 Hours
	Corsair - Non-Hybrid	20B51D	2.3 Hours
	Corsair - Hybrid Only	20B51E	3.4 Hours
	Escape - Non-Hybrid	20B51F	1.8 Hours
	Escape - Hybrid Only	20B51G	3.2 Hours

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

To place an order for an EBB assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-2005-G	EBB Assembly - Aviator/Explorer	1	1
L1MZ-2005-F	EBB Assembly - Explorer Police	1	1
LX6Z-2005-R	EBB Assembly - Corsair/Escape	1	1

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

Order the parts below through normal order processing channels:

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-2L523-A	Clevis Pin - Aviator/Explorer	1	1
3M5Z-2L523-AA	Clevis Pin - Corsair/Escape	1	1
*PM-20	Motorcraft® DOT 4 LV Brake Fluid (4 pints per case)	MISC. OTHER	

* Use Motorcraft® DOT 4 LV Brake Fluid as required (up to 2 pints per vehicle).

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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 AVIATOR, EXPLORER AND ESCAPE VEHICLES AND
2020-2021 CORSAIR VEHICLES — ELECTRIC BRAKE BOOSTER REPLACEMENT**

SERVICE PROCEDURE

1. Replace the Electric Brake Booster (EBB). Please follow the Workshop Manual (WSM) procedures in Section 206-09.





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

February 2021

Customer Satisfaction Program 20B51

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 Electric Brake Booster (EBB) may contain a cracked solenoid valve plunger that could move out of position.
- What is the effect?** You may experience a hard brake pedal or over-braking. If certain other conditions are present, you could experience longer brake pedal travel with an incremental increase in stopping distance that would be accompanied by a brake light warning in the instrument cluster.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the EBB assembly free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until February 28, 2022 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.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B51. 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 owner.ford.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: owner.ford.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: fleet.ford.com.

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

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

February 2021

Customer Satisfaction Program 20B51

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln 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 Electric Brake Booster (EBB) may contain a cracked solenoid valve plunger that could move out of position.
- What is the effect?** You may experience a hard brake pedal or over-braking. If certain other conditions are present, you could experience longer brake pedal travel with an incremental increase in stopping distance that would be accompanied by a brake light warning in the instrument cluster.
- What will Lincoln and your dealer do?** In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to replace the EBB assembly free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until February 28, 2022 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.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B51. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.
Lincoln owners of 2017 Model Year or later vehicles affected by this recall have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership if you would like to take advantage of this option.

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

If you do not already have a servicing dealer, you can access owner.lincoln.com for dealer addresses, maps, and driving instructions.

The Lincoln 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. The Lincoln 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 The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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Lincoln dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting client vehicles and vehicles used for Pickup & Delivery* both 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 Lincoln and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.lincoln.com.

**Complimentary Lincoln Pickup & Delivery Service is available for all 2017 model year and newer Lincoln vehicles within the 4-year/50,000 mile New Vehicle Limited Warranty. Contact your preferred dealer for important details. Mileage limitations may apply.*

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

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Thank you for your attention to this important matter.

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