



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

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

December 21, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 20B56
Certain 2021 Model Year Bronco Sport and 2020 Model Year Escape
Inside Door Handle Inspection

PROGRAM TERMS

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

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021	Hermosillo	November 17, 2020 through November 26, 2020
Escape	2020	Louisville	November 9, 2020 through December 2, 2020 (select vehicles)

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

NOTE: There is expected to be a low number of vehicles found with a concern door handle. In some of the affected vehicles, the interior door handle may have excessive material present on the door handle cavity. This can cause the door handle cable to bind during operation. If the cable binds, it may result in a door that cannot be opened from the inside. The door can still be opened using the exterior door handle. It is also possible that the door cannot be closed. If the door will not close, the instrument cluster will illuminate with a Door Ajar warning.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to inspect rear door handles on Bronco Sport and left hand front and both rear door handles on Escape per technical instructions. 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 the week of January 11, 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 that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on December 21, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 21, 2020. Owner names and addresses will be available by week of January 25, 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.

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.

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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

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.

Description When Entering Claims	Enter Value:	
Select claim type 31	Field Service Action	
Sub Code	20B56	
Causal Part Number	LJ6Z-5822600-A	RH Door Handle (Bronco Sport)
	LJ6Z-5822601-B	LF Door Handle (Bronco Sport)
	22600-	Door Handle – (Escape, base number provided, VIN specific part)
Customer Concern Code (CCC)	L18 – Interior Door Handle Troubles	
Condition Code (CC)	41 – Sticks/Binds/Grabs	

- **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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect interior door handle bezels (door panel removal not required): Three Doors (Escape) - Two Doors (Bronco Sport) <ul style="list-style-type: none"> All Doors Pass 	20B56A	0.3 Hours
Some Doors Fail initial inspection (door panel removal required): Inspect Three Doors (Escape) - Two Doors (Bronco Sport) (Labor Ops and Combinations below: times include removing Door Panel, Inspecting Door Handle for excessive material, Inspecting remaining Door Handles)		
Escape Only: Left Hand Front Door <ul style="list-style-type: none"> Pass (No excessive material present) 	20B56B	Escape 0.5 Hours
Bronco Sport and Escape: One Rear Door (Escape, can be combined with 20B56B) <ul style="list-style-type: none"> Pass (No excessive material present) 	20B56D	Bronco 0.4 Hours Escape 0.5 Hours
Bronco Sport and Escape: Two Rear Doors (Escape can be combined with 20B56B) <ul style="list-style-type: none"> Pass (No excessive material present) 	20B56E	Bronco 0.6 Hours Escape 0.7 Hours
Escape Only: Left Hand Front Door <ul style="list-style-type: none"> Fail (Excessive material found; door handle replacement required) 	20B56F	Escape 0.6 Hours
Bronco Sport and Escape: One Rear Door (Escape can be combined with 20B56F) <ul style="list-style-type: none"> Fail (Excessive material found; door handle replacement required) 	20B56H	Bronco 0.6 Hours Escape 0.5 Hours
Bronco Sport and Escape: Two Rear Doors (Escape can be combined with 20B56F) <ul style="list-style-type: none"> Fail (Excessive material found; door handle replacement required) 	20B56J	Bronco 1.0 Hours Escape 0.8 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: There is expected to be a small failure rate for this program, parts may not currently be available at time bulletin is released, only order parts if failed handle found per technical instructions. **Parts will be requested back.**

Part Number	Description	Order Quantity	Claim Quantity
LJ6Z-5822600-A	Right Hand Door Handle (Bronco Sport)	Only order as needed	
LJ6Z-5822601-B	Left Hand Door Handle (Bronco Sport)		
** -22600 - **	Door Handle (Escape, base number provided, VIN specific part)		

PARTS RETENTION, RETURN, & SCRAPPING

NOTE: There will be a parts return request for any replaced handle.

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 2021 MY BRONCO SPORT AND 2020 MY ESCAPE VEHICLES — INSIDE DOOR HANDLE INSPECTION

SERVICE PROCEDURE

BRONCO SPORT VEHICLES

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

NOTE: This procedure applies to the **rear doors only** for this vehicle line.

1. Open both rear doors.
2. Push inward on the door handle trim cover to release. Remove the door handle trim cover. See Figure 1.

NOTE: LH (left-hand) side shown, RH (right-hand) side similar.



FIGURE 1



3. Inspect and record the number present on the RH and LH interior door handle bezels. See Figure 2.

NOTE: LH side shown, RH side similar.



2060B

FIGURE 2

4. Was there a number 3 indicated on the LH interior cavity of the bezel?

NOTE: Step 5 will still need to be performed to inspect RH rear door.

Yes - Proceed to Step 6 for further inspection.

No - Passes inspection, the vehicle can be reassembled, proceed to Step 5.

5. Was there a number 4 indicated on the RH interior cavity of the bezel?

Yes - Proceed to Step 6 for further inspection.

No - Passes inspection, the vehicle can be reassembled no further action is required.

6. If RH or LH side failed inspection remove the appropriate side interior door trim panels. Please follow Workshop Manual (WSM) procedures in Section 501-05.



7. Inspect the backside of both rear interior door handle(s) for any excess material. See Figures 3 and 4.

NOTE: LH side shown, RH side similar.

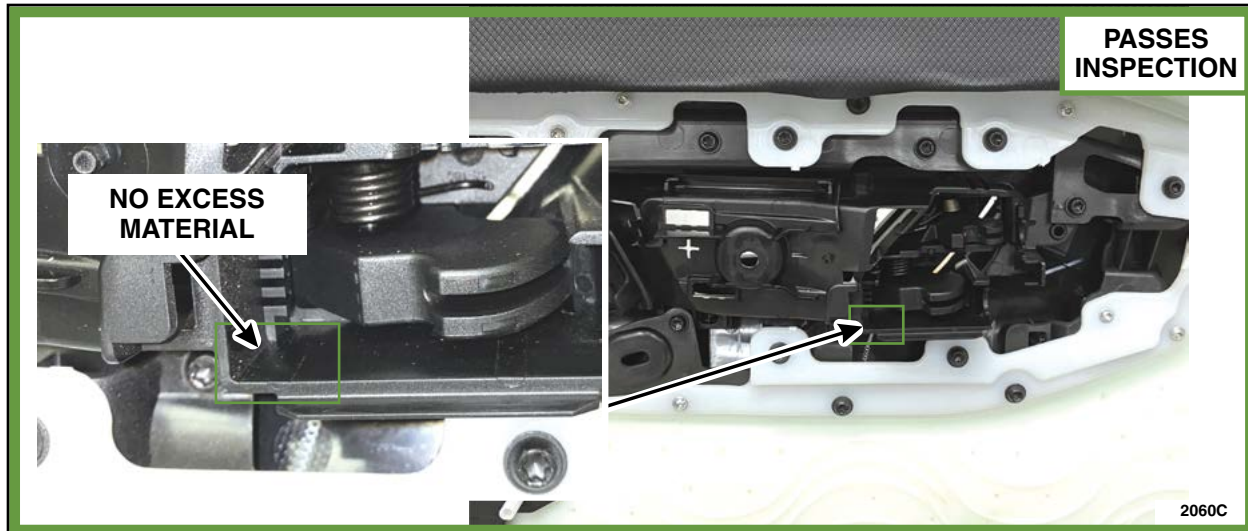


FIGURE 3

NOTE: LH side shown, RH side similar.

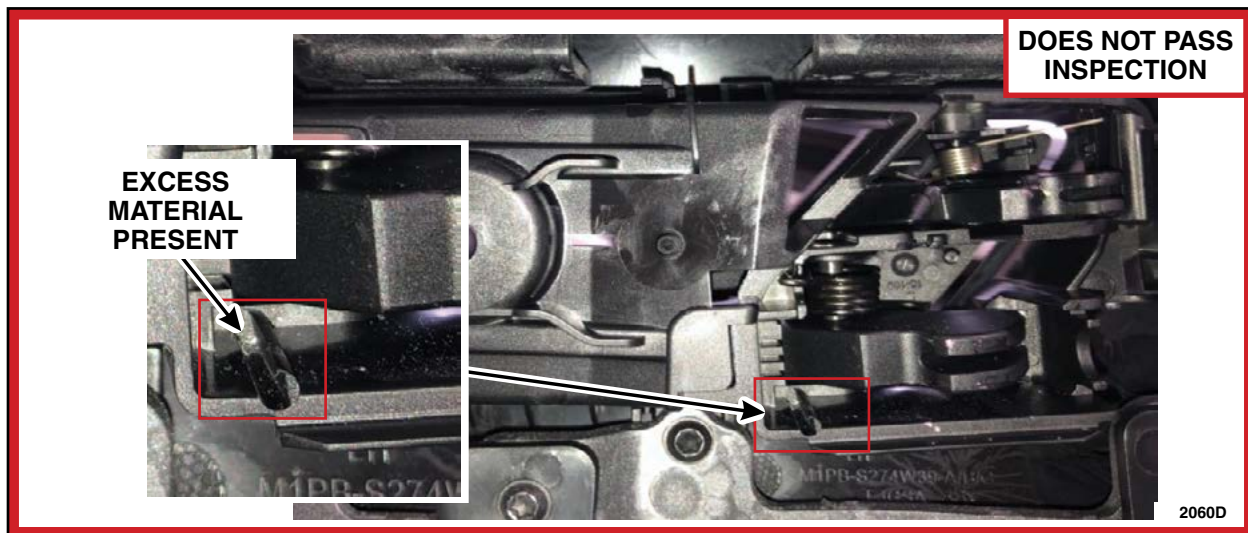


FIGURE 4

8. Was there any excess material present when inspecting the backside of the rear interior door handle(s)?

Yes - Does Not Pass inspection, Replace the interior door handle(s) that fail inspection.

Please follow WSM procedures in section 501-14.

No - Passes inspection, the vehicle can be reassembled no further action is required.



ESCAPE VEHICLES

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

NOTE: This procedure applies to **left hand (LH) front and both rear doors** for this vehicle line.

1. Open LH front and both rear doors.
2. Push inward on the door handle trim cover to release. Remove the door handle trim cover. See Figure 5.

NOTE: LH side shown, RH side similar.



FIGURE 5



3. Inspect and record the numbers present on the RH and LH interior door handle bezels for LH front and both rear doors. See Figure 6.

NOTE: LH side shown, RH side similar.



FIGURE 6

4. Was there a number 3 indicated on the LH interior cavity of the bezel, front or rear door?

NOTE: Step 5 will still need to be performed to inspect RH rear doors.

Yes - Proceed to Step 6 for further inspection.

No - Passes inspection, the vehicle can be reassembled, proceed to Step 5.

5. Was there a number 4 indicated on the RH interior cavity of the bezel, rear door?

Yes - Proceed to Step 6 for further inspection.

No - Passes inspection, the vehicle can be reassembled no further action is required.

6. If both rear doors or front door side failed inspection remove the appropriate side interior door trim panels. Please follow Workshop Manual (WSM) procedures in Section 501-05.



7. Inspect the backside of LH front and both rear interior door handle(s) for any excess material.
See Figures 3 and 4.

NOTE: LH side shown, RH side similar.

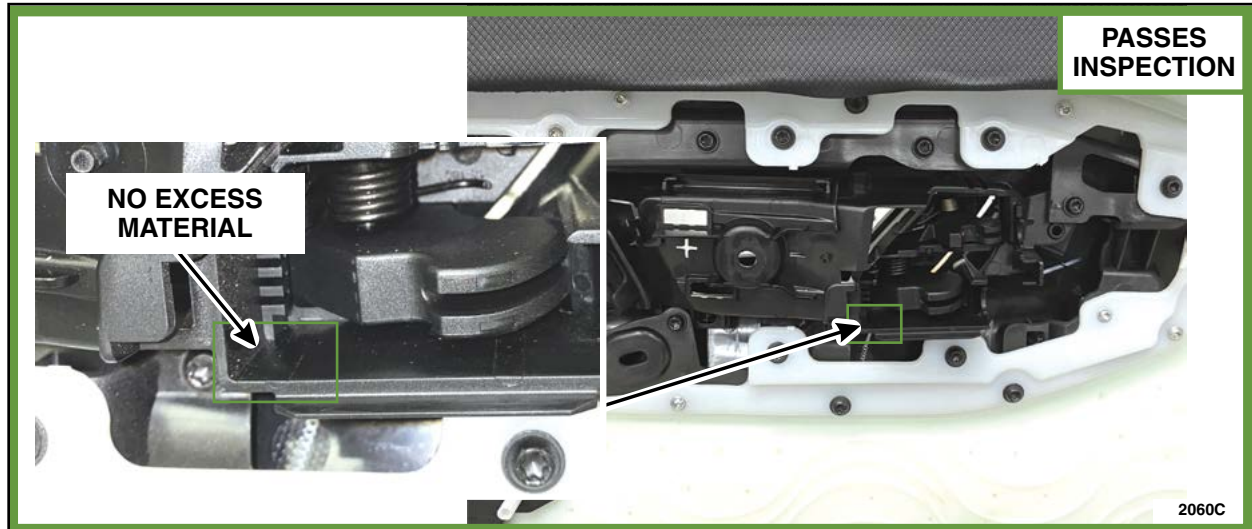


FIGURE 7

NOTE: LH side shown, RH side similar.

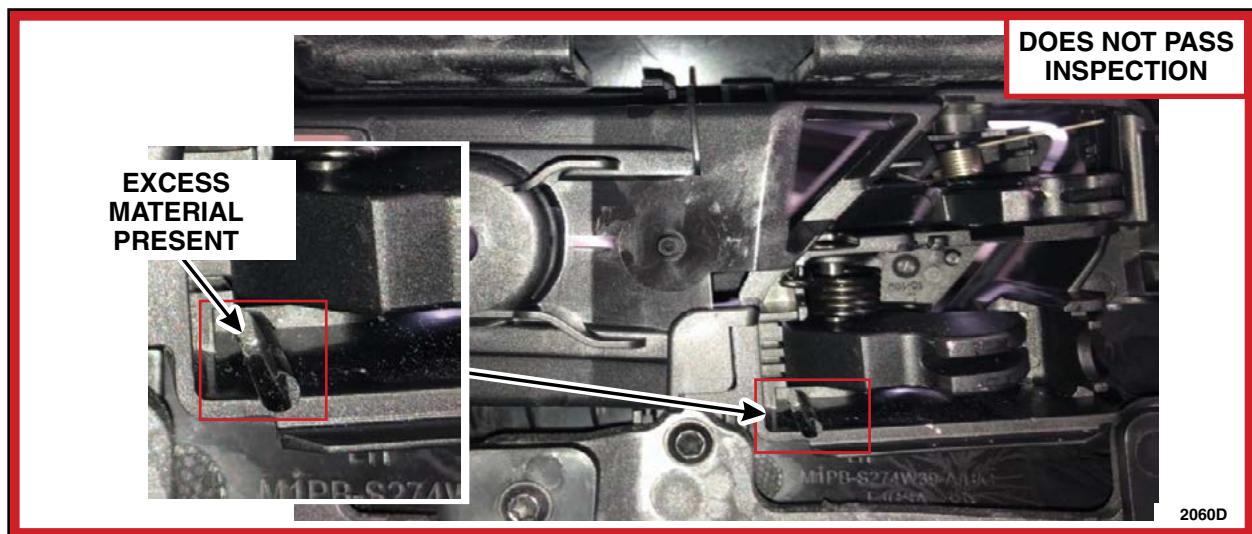


FIGURE 8

8. Was there any excess material present when inspecting the backside of the LH front or both rear interior door handle(s)?

Yes - Does Not Pass inspection, Replace the interior door handle(s) that fail inspection.

Please follow WSM procedures in section 501-14.

No - Passes inspection, the vehicle can be reassembled no further action is required.





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

January 2021

Customer Satisfaction Program 20B56

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, an interior door handle may have been molded with excess material.
- What is the effect?** This may result in the interior door release cable to bind during operation. If the cable binds, it may result in a door that cannot be opened from inside. The door can still be opened using the exterior door handle. It is also possible that the door cannot be closed. If the door will not close, the instrument cluster will illuminate with a Door Ajar warning.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the door handles and if necessary, replace free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until December 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.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B56. 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.owner.ford.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

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

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 www.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.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: www.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



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

January 2021

Customer Satisfaction Program 20B56

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, a rear interior door handle may have been molded with excess material.

What is the effect? This may result in the interior rear door release cable to bind during operation. If the cable binds, it may result in a door that cannot be opened from inside. The door can still be opened using the exterior door handle. It is also possible that the door cannot be closed. If the door will not close, the instrument cluster will illuminate with a Door Ajar warning.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the rear door handles and if necessary, replace free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until December 31, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.

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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

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

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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.owner.Ford.com

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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.

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Thank you for your attention to this important matter.

Ford Customer Service Division