



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

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

March 30, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 21B18

Certain 2021 Model Year Explorer/Aviator All-Wheel-Drive Vehicles Equipped with
3.0L Engines
Engine Assembly Replacement

PROGRAM TERMS

This program will be in effect through March 31, 2022. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of March 31, 2022 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available on March 30, 2021) to contact customers with affected vehicles.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2021	Chicago	October 18, 2020 through February 12, 2021
Explorer	2021	Chicago	October 6, 2020 through January 10, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, an oversized right-hand exhaust camshaft journal was installed in the engine assembly. This may result in a misfire and low compression condition. The check engine light will be illuminated.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the engine assembly. 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 April 12, 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
Attachment IV: Affected Vehicles – VIN List
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 cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on March 30, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 30, 2021. Owner names and addresses will be available by April 26, 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

Dealers are pre-approved for up to three days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than three rental day(s) is required from the SSSC via the SSSC Web Contact Site.

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 EFC07715, 2020 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

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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
 - 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 (21B18) is the sub code.
 - Customer Concern Code (CCC): D50 Other Engine Trouble
 - Condition Code (CC): 42 – Does Not Operate Properly
 - Causal Part Number: 6A268
 - 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.
- **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.
- **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 EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.
- **Additional parts not listed in the parts section:** Additional parts such as fasteners may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$500.00 requires prior approval from the SSSC.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Engine Assembly	MT21B18B	Up to 19.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
LB5Z-6007-G	3.0L Engine Assembly - Gas	1	1
LB5Z-6007-H	3.0L Engine Assembly - PHEV	1	1
VC-13-G	Anti-freeze (16.4 quarts per vehicle)	As Required	

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, 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.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2021 MODEL YEAR EXPLORER AND AVIATOR VEHICLES EQUIPPED WITH A 3.0L ENGINE — ENGINE REPLACEMENT

SERVICE PROCEDURE

NOTICE: During engine repair procedures, cleanliness is extremely important. Any foreign material, including any material created while cleaning gasket surfaces, that enters the oil passages, coolant passages or the oil pan, can cause engine failure.

1. Replace the 3.0L engine assembly. Please follow the Workshop Manual (WSM) procedures in Section 303-01.

NOTE: Transfer components as necessary. Refer to the WSM for the individual component procedures.

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.





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

April 2021

Customer Satisfaction Program 21B18

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, it may be possible an oversized right-hand exhaust camshaft journal was installed in the engine assembly.

What is the effect? This may result in an engine misfire and low compression condition. The check engine light will be illuminated.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the engine assembly free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until March 31, 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 three days. 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. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B18. 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.
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 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.

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: 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

April 2021

Customer Satisfaction Program 21B18

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, it may be possible an oversized right-hand exhaust camshaft journal was installed in the engine assembly.
- What is the effect?** This may result in an engine misfire and low compression condition. The check engine light will be illuminated.
- What will Lincoln and your dealer do?** In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to replace the engine assembly free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until March 31, 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 three days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B18. 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.

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.

The Lincoln Way: Lincoln Owner App) 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.

COVID-19 (CORONAVIRUS)

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.*

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.

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

Thank you for your attention to this important matter.

The Lincoln Motor Company