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Ford Motor Company  
 P. O. Box 1904  
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March 18, 2021

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 20N08**

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant  
 Special R-1234yf Refrigerant Service Information

**REF:** **Customer Satisfaction Program 18N01 - Supplement #1**

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant  
 Special R-1234yf Refrigerant Service Information

**PROGRAM TERMS**

This program extends the warranty coverage of the air conditioning system components to 7 years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through April 30, 2022.

Coverage is automatically transferred to subsequent owners.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2018	Kentucky Truck	January 27, 2018 through February 6, 2018
Navigator	2018	Kentucky Truck	January 27, 2018 through February 6, 2018

Affected vehicles are identified in OASIS.

**REASON FOR THIS PROGRAM**

This program provides special service instructions, loaner equipment, and rental assistance to expedite the repair of affected vehicles equipped with R-1234yf Air Conditioner (A/C) refrigerant, which may be contaminated.

NOTE: DO NOT connect an A/C recovery machine or pressure gauges to the vehicle unless directed by this article, as damage to the equipment may result.

**SERVICE ACTION**

If a vehicle equipped with R-1234yf refrigerant, with a build date between January 27, 2018 and February 6, 2018, exhibits a lack of A/C cooling with no associated diagnostic trouble codes (DTCs), or requires recovery of R-1234yf A/C refrigerant to complete a service repair, dealers are to obtain the equipment from Ford Motor Company necessary to evacuate the A/C system. Once the refrigerant has been evacuated, dealers will replace the compressor and any failed A/C components, and recharge the system following the instructions in Attachment III. This includes, but is not limited to

damage caused by collision or other. This service must be performed at no charge to the vehicle owner.

NOTE: To obtain the loaner equipment, dealers are to submit a VIN-specific contact via the Special Service Support Center (SSSC) web contact site. Follow the on-line instructions and complete the bailment agreement. 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.

- **Refrigerant recovery tanks can be kept to service additional vehicles affected by this recall if required (one refrigerant recovery tank can reclaim the refrigerant from up to 8 vehicles)**
- **Dispose of the contaminated refrigerant recovery tank in accordance with local regulations when full or if no additional vehicles require repair.**
- **Do not ship the contaminated refrigerant recovery tanks when returning the loaner equipment to Ford.**

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of April 5, 2021. Dealers should repair any affected vehicles that experience an A/C lack of cooling concern with no associated DTCs or requires recovery of R-1234yf A/C refrigerant to complete a service repair, whether or not the customer has received a letter.

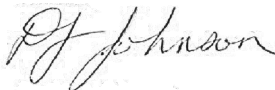
### **ATTACHMENTS**

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information
Attachment IV:	Dealer Bailment Agreement
Attachment V:	Contaminated Refrigerant Recovery Loaner Equipment User Instructions

### **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,



David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on March 18, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**SOLD VEHICLES**

Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

**TITLE BRANDED / SALVAGED VEHICLES**

Vehicles with cancelled warranties are not eligible for this service action.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Dealers are pre-approved for up to six days for a comparable rental vehicle. The rental rate for Expedition and Navigator is \$40.00 per day. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than six rental days 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 EFC08708, 2021 Lincoln Pickup & Delivery Updates. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

**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.

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**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 (20N08) is the sub code.
    - Customer Concern Code (CCC): C05 – A/C does not work
    - Condition Code (CC): 42 – Does not operate properly
    - Causal Part Number: FREON
    - 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, the rental rate for Expedition and Navigator is \$40.00 per day. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Provision for Misc. Expense: Motorcraft Refrigerant.**
  - Program Code: 20N08
  - Misc. Expense: OTHER
  - Amount: Actual cost up to \$315.00

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Obtain Loaner Equipment, Evacuate Contaminated Refrigerant, Replace A/C Compressor Only	20N08B	2.6 Hours
Diagnose and Evacuate/recharge the system for additional component replacement, includes time to call SSSC for approval NOTE: This can be claimed only with SSSC approval code and additional labor operations (which will be provided by SSSC*).	20N08C	1.5 Hours

\*For labor operation **20N08C** only – if additional a/c components have failed, submit a VIN-specific contact to SSSC with the following:

- List of failed a/c components
- Vin-specific photo
- SSSC will provide an approval code for claiming labor operation 20N08C and any additional labor operations to complete repair
- Order your parts requirements through normal order processing channels.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
JL1Z-19703-AB	Compressor	1	1
DS7Z-19B596-A	Compressor Assembly Gasket Kit	1	1
YN-33-A	Refrigerant	Claim as MISC. OTHER	

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.



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**FORD MOTOR COMPANY  
EQUIPMENT LOAN AGREEMENT**

**RECITALS**

- A. Ford is willing to lend to Borrower certain equipment ("Equipment") described in Paragraph 1 hereof for the purpose of recovering contaminated R-1234yf refrigerant on a Ford or Lincoln vehicle.
- B. Borrower is willing to accept the Equipment and use it for the purpose and in accordance with the terms and conditions of this Agreement.

**TERMS & CONDITIONS**

- 1. Bailment. Ford and Borrower agree that this Agreement shall constitute a bailment of the Equipment to Borrower. Ford hereby lends the following Equipment to the Borrower to be held and used by Borrower, as a Bailee of the Equipment, in accordance with this Agreement:

<u>ITEM</u>	<u>DESCRIPTION</u>
Rotunda item #218-TRSA30	Contaminated refrigerant recovery machine with hoses and fittings
Rotunda item #218-HS3B	3' standard A/C charge hose
Rotunda item #218-CRX430TS	30 lb. refrigerant recovery tank w/float <sup>1</sup>
Rotunda item #218-ARXF6	Liquid line filter drier <sup>1</sup>

<sup>1</sup> Follow return instructions included with equipment or as specified in Attachment V. Do not return refrigerant recovery tanks and liquid line filter drier (refrigerant filter), dispose of in accordance with local regulations.

- 2. Location and Title. Borrower shall utilize the Equipment in the dealership service area for the purpose of recovering contaminated R-1234yf refrigerant on a Ford or Lincoln vehicle. The Equipment shall remain the property of Ford. The Equipment shall at all times be properly used and maintained by Borrower and shall be marked "Property of Ford Motor Company". The Equipment shall not be removed from the area referred to above, without Ford's prior written approval, for any reason other than for delivery to Ford. Upon request by Ford, the Equipment shall be immediately delivered to Ford. Ford shall have the right to enter onto Borrower's premises at all reasonable times to inspect the Equipment and Borrower's records with respect thereto.

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3. **Indemnity.** Borrower shall defend, indemnify, and save harmless Ford and its subsidiaries and their respective officers, directors, agents, and employees (hereinafter collectively called "Indemnitees") from and against any and all losses, damages, claims, actions, costs and expenses, including, but not limited to, fees and expenses of legal counsel and expert witnesses, that may be imposed upon or incurred by or asserted or entered against the Indemnitees, or any of them, by reason of actual or alleged:

(i) injury to or death of persons (including, without limitation, any employee or employees of one or more of the Indemnitees or of Borrower or of one or more of its contractors, subcontractors, vendors or agents);

(ii) loss of or damage to the property of any person or legal entity (including, without limitation, any property of any employee or employees of one or more of the Indemnitees or of Borrower or of one or more of its contractors, subcontractors, vendors or agents); or

(iii) violation of any law, ordinance or regulation of any governmental authority (including, without limitation, the United States of America or any of its states or localities, or Canada or any of its provinces or localities) by Borrower or by any of its contractors, subcontractors, vendors, agents or employees;

as a result of or arising out of or in connection with the possession or use, by or on behalf of Borrower, of the Equipment, or the condition thereof; provided, however, that the foregoing agreement to indemnify and hold the Indemnitees harmless shall not be applicable to the extent that any such loss, damage, claim, action, suit, judgment, decree, order, cost or expense are attributable to the sole negligence or the willful or wanton misconduct of the Indemnitees. Borrower shall promptly notify Ford of any event covered by this Paragraph of which Borrower has actual notice, and Ford shall be entitled to participate in the defense of any claim for expenses.

4. **Insurance.** Borrower, at its sole cost and expense, shall procure and maintain during the term of this Agreement, from insurers listed in a current "Bests Insurance Guide" as possessing minimum policyholder's rating of "A-" and a financial category of "VI", commercial automobile liability and commercial general liability insurance covering body injury liability and property damage liability, including broad form property damage liability and contractual liability coverage (either a blanket policy or a policy applying specifically to this Agreement), with limits of not less than \$3 million combined single limit per occurrence of loss or damage. Such insurance coverage shall protect the Borrower, Ford and any person using, operating or otherwise having an interest in the Equipment and shall also meet the requirements of any so-called "no-fault" law now in effect or which hereafter may be enacted.

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Such insurance policy shall name Ford as an additional insured and shall provide that the policy may not be canceled or materially altered without 30 days prior written notice to Ford. The insurance provided by Borrower will be primary insurance and will not be excess to or contributory with respect to insurance coverage, if any, provided by Ford. In addition, Ford shall be named as an additional insured on any excess or umbrella program purchased or maintained by Borrower.

At or before delivery of the Equipment to Borrower, Borrower shall provide Ford with acceptable evidence of insurance coverage in accordance with this Agreement by delivering certified copies of insurance policies that provide the required coverage, or certified copies of existing insurance policies that have been endorsed to provide the required coverages, or certificates of insurance executed by the insurer or its authorized representative that certify the required coverages. The furnishing of such insurance shall not relieve Borrower from any liability or obligation for which it is otherwise responsible to Ford. Ford shall be under no duty to examine any certificate provided by Borrower or to advise Borrower that its insurance coverage does not comply with the requirements set forth herein.

5. Maintenance and Repairs. Borrower shall inspect the Equipment upon delivery and by acceptance thereof is deemed to find the Equipment in good working order and condition. Borrower or its designee shall maintain the Equipment in good working order and condition, properly serviced and greased, and comply in every respect with the provisions of Paragraph 10 hereof, and of the manufacturer's owner manual that came with the Equipment. Ford or its designee shall make all major repairs necessary to maintain the Equipment in good working order and condition. Title to all such repairs shall vest in Ford. All repairs and servicing shall be done by qualified service personnel except that warranty work, to the extent practicable, shall be done at the shop of the nearest authorized dealer in such make of the Equipment. Borrower shall pay for all gasoline, oil and normal service required for the proper operation of the Equipment and for all washing, parking, garage, highway road service, tolls and fines required or incurred in connection with the operation of the Equipment.
6. Delivery and Return of Equipment. Ford shall be responsible for delivery of the Equipment to Borrower. Ford shall not be responsible for any delay in delivery of the Equipment. Borrower shall return the Equipment to Ford, at a location designated by Ford, no longer than two weeks after receipt of the Equipment, unless otherwise specified by Ford.



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7. Use of Equipment. Borrower shall utilize the Equipment for the purpose of recovering contaminated R-1234yf refrigerant on a Ford or Lincoln vehicle as specified by Ford. Borrower shall not use or operate the Equipment in violation of any federal, state, local or provincial law, rule, regulation or ordinance including those pertaining to the age and licensing of drivers, the disclosure of Ford's interest in the Equipment, or other requirements or limitations. Under no circumstances shall Borrower disconnect any odometer or other mileage recording device nor shall the Equipment be used or operated (a) in a manner subjecting it to depreciation above the normal depreciation associated with general commercial use, (b) for any illegal purpose or by a person under the influence of alcohol or narcotics, (c) in any manner or for any purpose that would cause any insurance specified in this Agreement to be suspended, cancelled, held inapplicable or increased in cost, or (d) outside the continental United States or Canada without Ford's express written permission. The Equipment shall be operated at all times in a safe, careful and lawful manner and by qualified operators. The Equipment may be operated only by persons who are employees of the Borrower and stand in relations to the Borrower as employee to employer. Further, the operation of the Equipment shall be conducted under the exclusive supervision, direction and control of Borrower. Under no circumstances shall an employee of Borrower be considered or held out as an agent, servant or employee of Ford.
8. Inspection and Reports. Borrower agrees to allow Ford to inspect the Equipment and to otherwise observe it in operation at such time and facility as Ford may specify. Borrower shall provide Ford with such mileage, maintenance, safety, operating or other information or copies of any such records maintained by Borrower with respect to the Equipment as Ford or any governmental agency may require from time to time.
9. Risk of Loss. Borrower shall assume all risks of loss with respect to the Equipment, including loss or damage that occurs despite Borrower's exercise of reasonable care, but excluding normal wear and tear, from the time it is delivered by Ford to Borrower and until the Equipment has been returned to Ford at the location Ford designates. In the event of damage to the Equipment, Borrower shall notify Ford to that effect and follow such instructions as Ford may provide with respect to repair or disposal of the Equipment. Borrower shall be responsible for payment of any repairs to the extent not covered by insurance inuring to the benefit of Ford. If any Equipment is lost, stolen, destroyed or is declared a total constructive loss (subject to Ford's agreement as to such condition), Borrower shall promptly notify Ford thereof and hold any wreckage for disposal by Ford. With respect to any lost, stolen, or destroyed Equipment, Borrower shall pay Ford (to the extent not covered by insurance inuring to the benefit of Ford) an amount equal to the wholesale market value for comparable Equipment in a condition similar to the lost, stolen or destroyed Equipment immediately prior to any such loss.

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10. Procedures on Accidents. Within 24 hours of an accident, theft or conversion of any Equipment, Borrower shall file a written report to that effect with Ford and the insurer of such Equipment. Borrower shall promptly notify and furnish Ford with every demand, notice, summons, process and pleading received in every suit, action or claim arising with respect to the condition, use or operation of the Equipment, and cooperate with Ford and the insurer in defending the same. Ford reserves the right to examine any such Equipment.
11. Termination. Ford may terminate this Agreement at any time by giving 30 days prior written notice to Borrower, except that Ford may terminate this Agreement effective immediately upon written notice to Borrower, in the event Borrower fails to provide or maintain any insurance required hereunder, or in the event of the filing of any petition by or against Borrower under any bankruptcy, reorganization, receivership law, or Borrower's making an assignment for the benefit of creditors, or if Borrower makes or suffers any voluntary or involuntary assignments, or attachment, lien, or levy is made of or attached to the Equipment, or in the event Borrower otherwise fails to adhere to the terms and conditions of this Agreement. Borrower may terminate this Agreement at any time by giving 30 days prior written notice to Ford. Upon termination by either party, Borrower shall make all Equipment immediately available for return to Ford. The obligations and rights provided in Paragraphs 3, 9, 13 and 14 shall survive termination of this Agreement.
12. Assignment. Borrower is expressly prohibited from assigning this Agreement or delegating performance of any of its obligations hereunder without the prior written consent of Ford. Ford shall not be prohibited from selling, assigning, transferring or otherwise encumbering any interest or right hereunder with respect to the Equipment. Nothing contained herein shall be interpreted as releasing Borrower from any of its obligations as specified in this Agreement.
13. Publicity. Neither party hereto shall identify the other party as a joint venturer or partner or otherwise characterize the arrangement between them as anything other than a bailment. Borrower shall not disclose or publicize to any third party: (a) any description of the Equipment, technical specifications or other information about the Equipment; (b) the nature or terms of this Agreement; or (c) the results of any testing, inspection or evaluation of the Equipment by Ford or Borrower without Ford's prior written consent. Borrower shall take the necessary steps to familiarize all appropriate employees of Borrower of its obligations under this Paragraph.

Neither party shall use the other's name or logos, in whole or in part, for any purpose whatsoever, specifically including but not limited to any written, oral or pictorial endorsement, testimonial or advertisement, whether actual or implied, without such other party's prior written approval.

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14. Force Majeure and No Consequential Damages. Ford shall not be liable for any failure in performing any provision hereof due to fire or other casualty, labor difficulty, governmental restriction or any cause beyond Ford's control. Borrower specifically warrants that the Equipment is not critical to the operation of its business and the loss of use of such Equipment, for any reason whatsoever, will not have a material adverse effect on its business. IN NO EVENT SHALL FORD BE LIABLE FOR ANY LOSS OF PROFITS, OTHER CONSEQUENTIAL DAMAGES OR INCONVENIENCE DUE TO EARLY TERMINATION OF THIS AGREEMENT, OR ANY THEFT, DAMAGE, LOSS, DELAY OR FAILURE OF DELIVERY OR DEFECT OR FAILURE OF THE EQUIPMENT, OR THE TIME CONSUMED IN RECOVERING, REPAIRING, SERVICING OR REPLACING THE SAME.
15. Governing Law. This Agreement will be governed by and construed and interpreted in accordance with the laws of the State of Michigan.
16. Entire Agreement, Waiver and Notice. This Agreement constitutes the entire agreement between the parties and may only be amended, modified or supplemented by a written amendment executed by Ford and Borrower. Failure by Ford to enforce any term, provision or condition hereof, or to exercise any of its rights hereunder, shall not be construed as thereafter waiving any such terms, provisions, conditions or rights. In no event shall any course of dealing, custom or usage of trade modify, alter or supplement any of the terms or provisions contained herein. All notices specified or permitted herein shall be in writing, mailed postpaid U.S. mail, or courier service, with return receipt requested.
17. Additional Attachments: The following Attachments (if any) are incorporated into this Agreement by reference: none. To the extent that a provision of an Attachment conflicts with a provision of this Agreement, THIS AGREEMENT SHALL SUPERSEDE THE ATTACHMENT.

Execution of this document indicates agreement with the terms stated above and acceptance of the Equipment in good condition. The person signing for the Borrower warrants and represents that he or she is an officer or agent of the Borrower and is authorized to execute this Agreement on its behalf. IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their authorized representatives as of the date indicated in the request form.

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# Contaminated Refrigerant Recovery Loaner Equipment

Ford and Lincoln Dealership User Instructions  
March 2021



**Box 1 Contents:**

1. Refrigerant recovery machine
2. Yellow refrigerant hose
3. Red refrigerant hose
4. Blue refrigerant hose
5. Refrigerant fittings (2)
6. Dealer bailment agreement
7. Dealer setup instructions
8. Manufacturer operating instructions
9. Return Shipping Label

**Box 2 Contents:**

1. Refrigerant Recovery Tank
2. Refrigerant filter

- Unpack both boxes
- Keep Box 1 including all packaging materials and return shipping label
- Box 2 – recovery tank & filter:
  - ✓ Refrigerant recovery tanks can be kept to service additional vehicles affected by this recall if required (one refrigerant recovery tank can reclaim the refrigerant from up to 8 vehicles)
  - ✓ Dispose of the contaminated refrigerant recovery tank in accordance with local regulations when full or if no additional vehicles require repair.
  - ✓ The refrigerant filter can be disposed of in the regular trash.
  - ✓ Do not ship the contaminated refrigerant recovery tanks when returning the loaner equipment to Ford.

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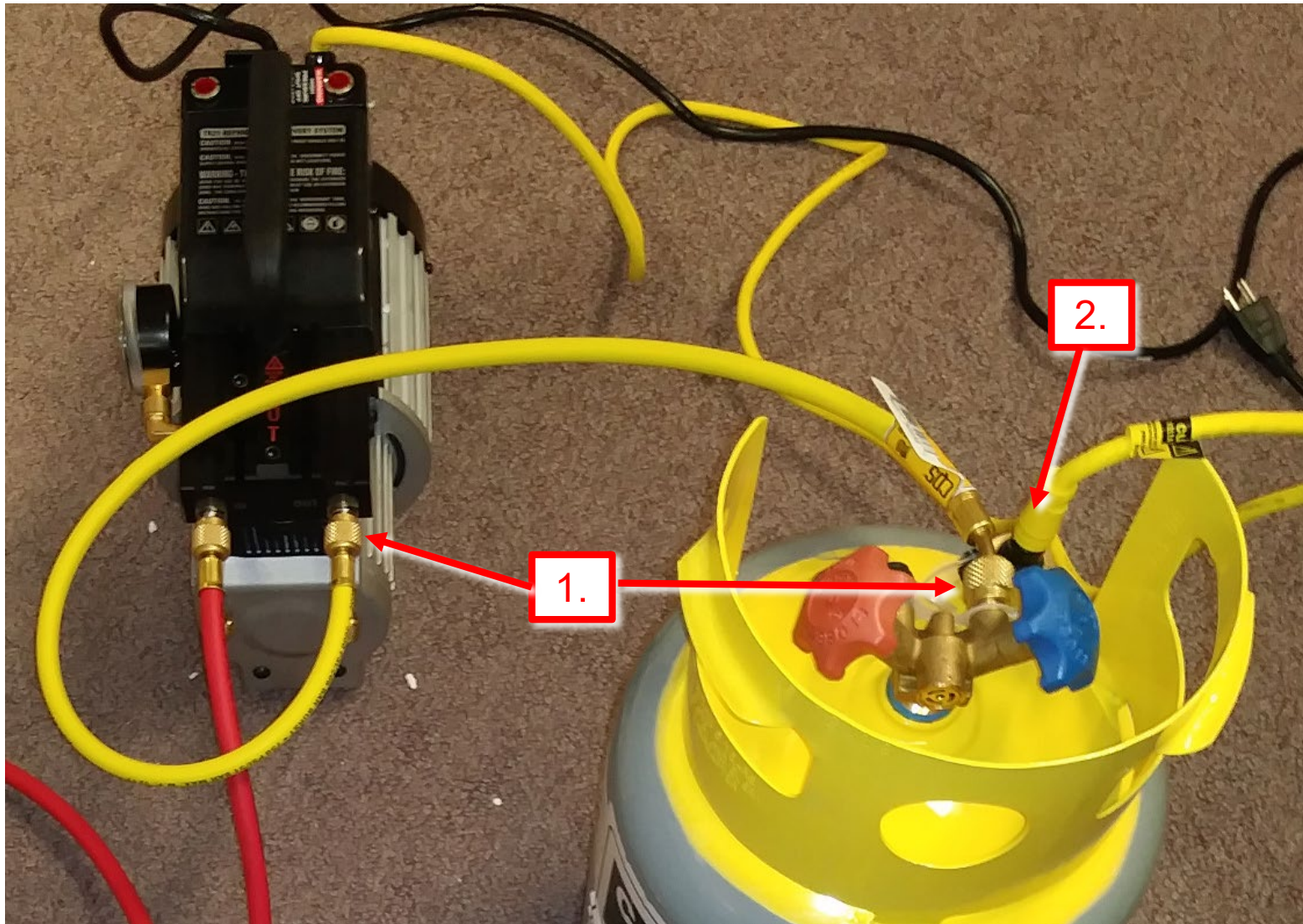
Assemble as shown.

See details on pages 3-5.

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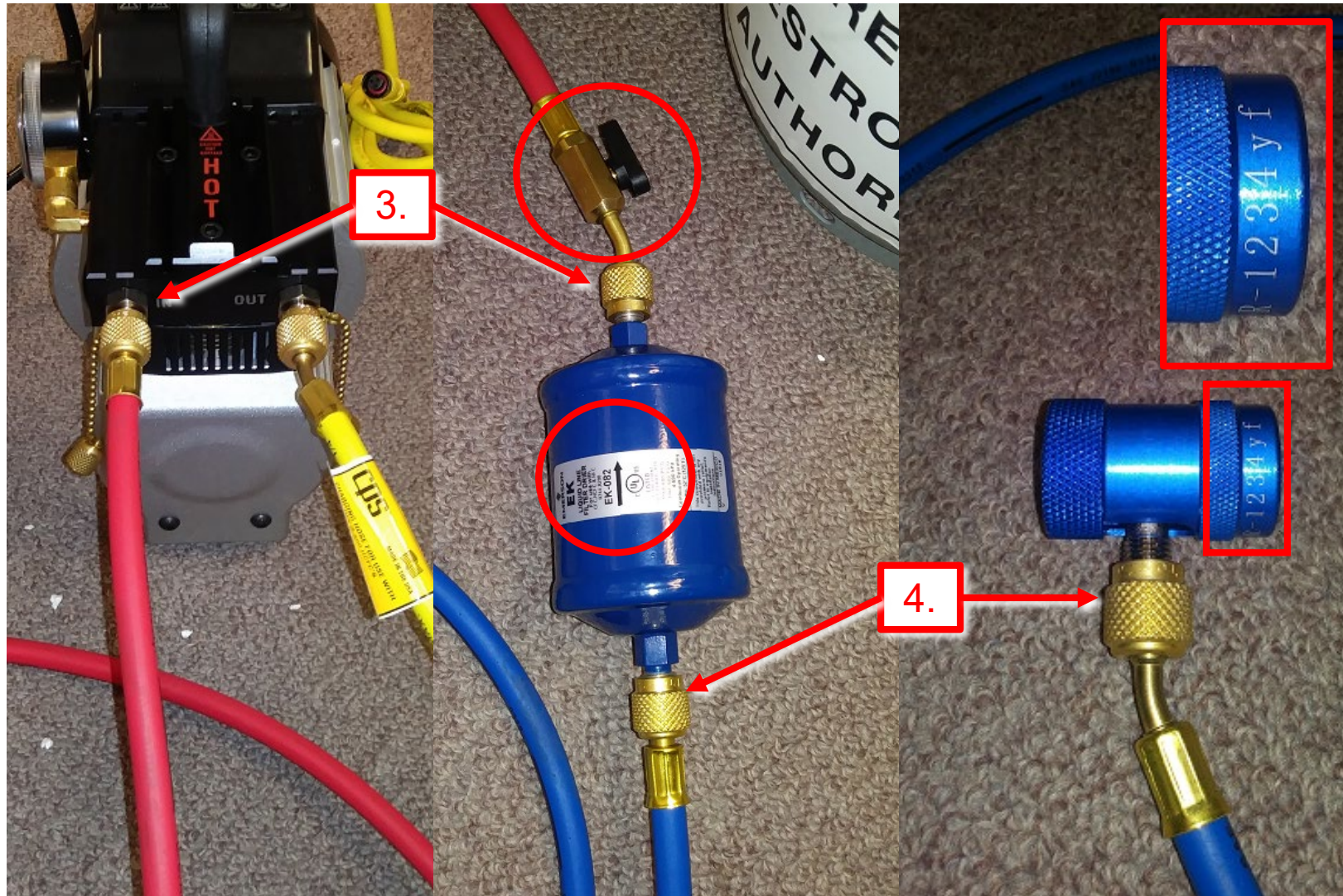
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ATTACHMENT V



1. Connect the yellow hose from recovery machine Out to the low side (blue) port on the recovery tank.
2. Connect the high pressure cut-off switch from the recovery machine to the recovery tank.

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3. Connect the red hose from the recovery machine In to the refrigerant filter Out port.

NOTE: ensure that the valve on the red hose is in the Open position (parallel to the hose).

NOTE: the arrow on the refrigerant filter should point toward the recovery machine/red hose.

4. Connect the blue hose from the refrigerant filter In to the R-1234yf coupler.

NOTE: The recovery machine comes with two couplers; use only the R-1234yf coupler.



- **Connect the R1234yf coupler to the low side service port on the vehicle**
- **Connect the recovery machine electrical supply.**
- **Open the low side valve (blue knob) on the recovery tank.**
- **Turn on the recovery machine and allow it to run for 25 minutes.**
- **Close the low side valve (blue knob) on the recovery tank.**
- **Turn off the recovery machine and disconnect the electrical supply.**
- **The refrigerant has been recovered and the vehicle can be repaired.**
  
- **Return the appropriate equipment to Box 1 as it was received.**
- **Apply the return shipping label provided to Box 1 and return the equipment.**
- ***Refrigerant recovery tank can be kept to service additional vehicles affected by this recall if required (one refrigerant recovery tank can reclaim the refrigerant from up to 8 vehicles)***
- ***Dispose of the contaminated refrigerant recovery tank in accordance with local regulations when full or if no additional vehicles require repair.***
- ***Do not ship the contaminated refrigerant recovery tanks when returning the loaner equipment to Ford.***
- ***The refrigerant filter can be disposed of in the regular trash.***

**NOTE: Normal warranty parts return process for 700 tags does apply for this program.**



## CERTAIN 2018 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES EQUIPPED WITH R-1234YF REFRIGERANT - SPECIAL R-1234YF REFRIGERANT SERVICE INFORMATION

### SERVICE PROCEDURE

**NOTICE: Keep all caps on new A/C components until time of connection.**

1. Is the vehicle equipped with R-1234yf refrigerant? Vehicle build information can be verified in PTS under vehicle Information, then click on Additional Information. If equipped, build information will equal G3FAD - A/C REFRIGERANT- HF01234YF:
  - A. No, this program does not apply.
  - B. Yes, proceed to step 2.
  
2. Does vehicle have a production build date between January 27, 2018 and February 6, 2018?
  - A. No, this program does not apply.
  - B. Yes, proceed to step 3.
  
3. Does vehicle exhibit a lack of A/C cooling with no associated DTCs, or does vehicle require recovery of R-1234yf refrigerant to complete a service repair?
  - A. No, this program does not apply.
  - B. Yes, proceed to step 4.
  
4. Obtain the equipment from Ford Motor Company necessary to evacuate the A/C system by submitting a VIN-specific contact via the SSSC web contact site. The SSSC web contact site can be accessed through the PTS website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.
  
5. Once the loaner equipment has arrived, unpack the boxes and keep all boxes and packing material for return shipping.
  
6. Evacuate the A/C system.
  - A. Refrigerant recovery tanks can be kept to service additional vehicles affected by this recall if required (one refrigerant recovery tank can reclaim the refrigerant from up to 8 vehicles).
  - B. Refer to Dealer Setup Instructions (a copy will be in the box with the equipment and is also 20N08 Attachment V).
  
7. Replace the A/C Compressor. Please follow the Workshop Manual (WSM) procedures in Section 412-00.
  
8. Charge the A/C system. Please follow the WSM procedures in Section 412-00.
  
9. Check for DTC's. Please follow the WSM procedures in Section 100-00.



10. Check the vehicle A/C operation. Does vehicle exhibit a lack of A/C cooling with no associated DTCs?

- A. No, proceed to step 11.
- B. Yes, diagnose and replace the affected A/C components.

11. Package the loaner equipment back into the original boxes and ship them back using the return shipping labels (be careful to apply correct shipping labels to correct boxes).

**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

## Customer Satisfaction Program 20N08

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

April 2021

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?**

Although your vehicle's air conditioning (A/C) system is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the A/C system components.

**What is the effect?**

This increases the A/C system components warranty coverage to a total of 7 years or 100,000 miles from the warranty start date, whichever occurs first. NOTE: Your vehicle may exhibit a lack of A/C cooling with no associated diagnostic trouble codes.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through April 30, 2022. Coverage is automatically transferred to subsequent owners.

**What will Ford and your dealer do?**

If your vehicle's air conditioning system components requires replacement due to an A/C lack of cooling concern and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the applicable A/C system component free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the component mentioned above requires replacement, 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. 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?**

You do not need to return to your dealer for this repair unless you have an A/C lack of cooling concern. Please keep this letter as a reminder of the extended warranty coverage for your A/C system components. If an A/C system component requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a

service appointment for Customer Satisfaction Program 20N08. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

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](http://owner.ford.com).

## **Do you need a rental vehicle?**

If your dealer determines that A/C system component replacement is required and needs your vehicle overnight, 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 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](http://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 #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](http://www.fleet.ford.com).

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

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

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

Customer Satisfaction Program 20N08

April 2021

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?**

Although your vehicle's air conditioning (A/C) system is likely functioning fine, we are pleased to let you know that, for your peace of mind, the Lincoln Motor Company is extending the warranty coverage on the A/C system components.

**What is the effect?**

This increases the A/C system components warranty coverage to a total of 7 years or 100,000 miles from the warranty start date, whichever occurs first. NOTE: Your vehicle may exhibit a lack of A/C cooling with no associated diagnostic trouble codes.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through April 30, 2022. Coverage is automatically transferred to subsequent owners.

**What will Lincoln and your dealer do?**

If your vehicle's air conditioning system components requires replacement due to an A/C lack of cooling concern, and your vehicle is within the indicated time/mileage limitations, the Lincoln Motor Company has authorized your dealer to replace the applicable A/C system component free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the component mentioned above requires replacement, 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. 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?**

You do not need to return to your dealer for this repair unless you have an A/C lack of cooling concern. Please keep this letter as a reminder of the extended warranty coverage for your A/C system components. If an A/C system component requires replacement, and your vehicle is within the

indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20N08. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

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 [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.

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 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)**

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](http://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?**

If your dealer determines that A/C system component replacement is required and needs your vehicle overnight, 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.

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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 **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.Lincolnowner.com](http://www.Lincolnowner.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](http://www.fleet.ford.com).

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

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

The Lincoln Motor Company