



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

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

August 19, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B47
Certain 2021 Model Year Navigator Vehicles Equipped with Heavy Duty Trailer Tow Package – Two-Speed Transfer Case Installation

PROGRAM TERMS

This program will be in effect through August 31, 2025. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Navigator	2021	Kentucky Truck	December 2, 2020 through March 9, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, a one-speed transfer case was installed instead of the two-speed transfer case that was intended to be installed with the heavy duty trailer tow package. As a result, the Slow Climb drive mode and the Neutral Tow setting will not be available on the Instrument Panel Cluster (IPC) message center display. This will prohibit the vehicle from being flat-towed and may cause poor drivability in extreme off-road conditions.

UNIQUE REQUIREMENTS

Prior to scheduling customer appointments or beginning repairs, submit a Special Service Support Center (SSSC) Module Update type contact for parts ordering and to initiate the as-built data change request. Processing this request is expected to take 2-4 days. Therefore, proceed with customer appointments or repairs **only after** receiving confirmation from the SSSC.

IMPORTANT: Once the as-built request has been made to the SSSC, **DO NOT** connect a diagnostic scan tool to the vehicle as this may cause the new module configuration data to be deleted.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to first initiate a SSSC contact for parts and as-built data change request. Then dealers are to replace the transfer case, transfer case wiring harness and the Transfer Case Control Module (TCCM) and reconfigure the following modules using the Ford Diagnosis and Repair System (FDRS):

- Anti-lock Braking System (ABS) module
- Instrument Panel Cluster (IPC) module
- Power Train Control Module (PCM) and
- Transmission Control Module (TCM)

This service must be performed, on **all** vehicles in dealer stock and on sold units at no charge to the vehicle owner.

NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on the 2021 Navigator vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 6, 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 Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the 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,



David J. Johnson

CERTAIN 2021 MODEL YEAR NAVIGATOR VEHICLES EQUIPPED WITH HEAVY DUTY TRAILER TOW PACKAGE — TWO-SPEED TRANSFER CASE INSTALLATION

UNIQUE REQUIREMENTS

Prior to scheduling customer appointments or beginning repairs, submit a Special Service Support Center (SSSC) Module Update type contact for parts ordering and to initiate the as-built data change request. Processing this request is expected to take 2-4 days. Therefore, proceed with customer appointments or repairs ONLY AFTER receiving confirmation from the SSSC.

SERVICE PROCEDURE

⚠ IMPORTANT: DO NOT connect a diagnostic scan tool to the vehicle as this may cause the new module configuration data to be deleted.

1. Remove the Transfer Case. Please follow the Workshop Manual (WSM) procedures in Section 307-07B.
2. Replace the Transfer Case Wiring Harness. See Figure 1.

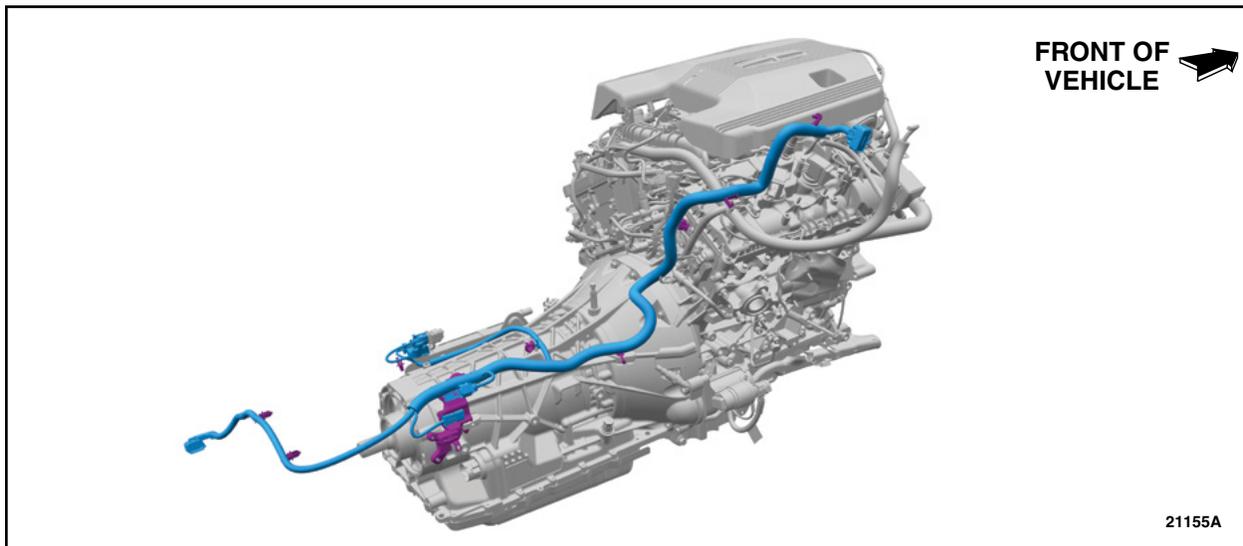


FIGURE 1

NOTE: The replacement transfer case comes pre-filled with fluid. Top off as needed.

3. Install the *new* Transfer Case. Please follow the WSM procedures in Section 307-07B.
4. Remove and discard the Transfer Case Control Module (TCCM). Please follow the WSM procedures in Section 307-07A.
5. Install the *new* TCCM. Please follow the WSM procedures in Section 307-07A.



Module Programming

 **IMPORTANT: DO NOT allow the diagnostic scan tool to read the Vehicle Identification Number (VIN) automatically, MANUALLY enter the VIN ONLY.**

6. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load make sure there is a good internet connection and the Vehicle communication module II (VCM II) is properly connected to the Data Link Connector (DLC).

7. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: DO NOT allow the diagnostic scan tool to read the VIN automatically, MANUALLY enter the VIN ONLY.

8. Manually enter the VIN.

9. Select Toolbox tab.

NOTE: If the diagnostic scan tool prompts you with "This application will restore the as-built configuration. Do you wish to continue?" select **YES** for any of the modules in this procedure.

10. From the list on the Left Hand (LH) side of the screen, select the ABS.

11. From the list on the Right Hand (RH) side of the screen, locate ABS - Anti-lock Brake System (ABS) Module Configuration and click "Download".

12. Click "RUN". Follow all on-screen instructions carefully.

13. From the list on the LH side of the screen, select the IPC.

14. From the list on the RH side of the screen, locate IPC - Instrument Panel Cluster (IPC) Configuration and click "Download".

15. Click "RUN". Follow all on-screen instructions carefully.

16. From the list on the LH side of the screen, select the PCM.

17. From the list on the RH side of the screen, locate PCM - Powertrain Control Module (PCM) Configuration and click "Download".

18. Click "RUN". Follow all on-screen instructions carefully.

19. From the list on the LH side of the screen, select the TCM.



20. From the list on the RH side of the screen, locate TCM - Transmission Control Module (TCM) Configuration and click "Download".
21. Click "RUN". Follow all on-screen instructions carefully.
22. From the list on the RH side of the screen, select Self-Test and click RUN.
23. Click the Run Selected Tests button in the lower right.
24. Click the Clear & Retest button at the top of the screen to clear DTC's in all modules.
25. Disconnect the battery charger from the 12V battery once the programming has completed.
26. Verify the Slow Climb drive mode and Neutral Tow setting are available on the IPC message center display. Refer to the Owner's Manual for additional information.
27. With the vehicle in Normal 4A drive mode, drive for a minimum of 1 mile at 40-45 miles per hour, conducting various heavy pedal (greater than 60%) tip ins in between steady state driving. Check for any driveline vibrations while in Normal 4A drive mode.

-Are there are any vibrations from the driveline coming through the accelerator pedal?

NO - Repair is complete.

YES - Contact the SSSC for assistance.

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect VCM II/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.



Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the DLC and from the diagnostic scan tool.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and diagnostic scan tool. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

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.



NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B47
Certain 2021 Model Year Navigator Vehicles Equipped with Heavy Duty Trailer Tow Package
Two-Speed Transfer Case Installation

OASIS ACTIVATION

OASIS will be activated on August 19, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 19, 2021. Owner names and addresses will be available by September 21, 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 2 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 2 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.

NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B47
Certain 2021 Model Year Navigator Vehicles Equipped with Heavy Duty Trailer Tow Package
Two-Speed Transfer Case Installation

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.
 - 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 (21B47) is the sub code.
 - Customer Concern Code (CCC): A99 – Administrative, Maintenance, Misbuilt, etc.
 - Condition Code (CC): 38 – Wrong Part
 - Causal Part Number: 7A195 – Transfer Case
 - 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 Locally Obtained Supplies:** Includes XT-10-QLVC, TA-24-B and XT-12-QULV.

NOTE: The listed chemicals can be used on multiple vehicles.

 - Program Code: **21B47**
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$15.00
- **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 EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.

NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B47
 Certain 2021 Model Year Navigator Vehicles Equipped with Heavy Duty Trailer Tow Package
 Two-Speed Transfer Case Installation

LABOR ALLOWANCES

IMPORTANT: Once the as-built request has been made to the SSSC, **DO NOT** connect a diagnostic scan tool to the vehicle as this may cause the new module configuration data to be deleted. IDS cannot be used on the affected vehicles.

Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> - Submit a SSSC Module Update type contact for parts ordering and as-built data change request. - Replace transfer case, transfer case wiring harness and TCCM. - Reconfigure the ABS, IPC, PCM and TCM using the FDRS. - Perform a road test to validate the repair. 	21B47B	5.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

The transfer case, transfer case wiring harness, and TCCM parts order will be placed by the SSSC on your behalf via the Module Update contact:

Part Number	Description	Order Quantity	Claim Quantity
JL1Z-7A195-C	Transfer Case	1	1
JL1Z-7C078-C	Transfer Case Wiring Harness	1	1
ML1Z-7E453-B	Transfer Case Control Module (TCCM)	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:

Part Number	Description	Order Quantity	Claim Quantity
W520113-S440	Front Sway/Stabilizer Bar Nuts (4 required, package of 4)	1	4
7L1Z-4B496-C	Front Driveshaft to Pinion Flange Bolts with Retaining Straps (2 required, package of 1)	2	2
7L1Z-4B496-D	Front Driveshaft to Transfer Case bolts w/retaining straps (3 required, package of 1)	3	3
N811880-S100	Rear Driveshaft to Rear Pinion Flange bolts (4 required, package of 4)	1	4
W716375-S900	Transfer Case-to-Transmission Bolts (9 required, package of 5)	3	12
	Transfer Case Damper-to-Transfer Case Bolts (3 required, package of 5)		
W715131-S437	Transmission Cooler Tube Bracket Bolts (2 required, package of 4)	1	2

Parts Requirements/Ordering Information Continued on the Next Page

NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B47
 Certain 2021 Model Year Navigator Vehicles Equipped with Heavy Duty Trailer Tow Package
 Two-Speed Transfer Case Installation

PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W714418-S439	Transmission Crossmember-to-Frame Bolts (4 required, package of 4)	1	4
W520114-S442	Transmission Crossmember-to-Frame Nuts (4 required, package of 4)	1	4
W709771-S440	Transmission Mount to Crossmember Nuts (2 required, package of 1)	2	2
W718353-S900	Transmission Support Isolator Mount Bolts (4 required, package of 4)	1	4
XT-10-QLVC	Motorcraft® MERCON® LV Automatic Transmission Fluid*	MISC. OTHER	
TA-24-B	Motorcraft® Thread Sealant with PTFE*		
XT-12-QULV	Motorcraft® MERCON® ULV Automatic Transmission Fluid*		

* The listed chemicals can be used on multiple vehicles.

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.

NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 21B47
Certain 2021 Model Year Navigator Vehicles Equipped with Heavy Duty Trailer Tow Package
Two-Speed Transfer Case Installation

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.
- 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.



THE LINCOLN MOTOR COMPANY

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

September 2021

Customer Satisfaction Program 21B47

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, a one-speed transfer case was installed instead of the two-speed transfer case that was intended to be installed with the heavy duty trailer tow package.

What is the effect?

This will result in the inability to select Slow Climb drive mode or the Neutral Tow setting on the instrument panel cluster message center display. This will prohibit the vehicle from being flat-towed and may cause poor drivability in extreme off-road conditions.

What will Lincoln and your dealer do?

In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to replace the transfer case, transfer case wiring harness, transfer case control module and reconfigure the affected modules on your vehicle including the anti-lock braking system, instrument panel cluster, power train control module and transmission control module free of charge (parts and labor) under the terms of this program.

How long will it take?

The time needed for this repair is less than one 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 initiate the parts ordering process. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter. Your dealer will contact you back to schedule a service appointment for Customer Satisfaction Program 21B47.

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

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.

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.

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

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: owner.lincoln.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.

The Lincoln Motor Company