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December 7, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 21N11
 Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems
 Hydraulic Control Unit One-Time Repair

REF: Safety Recall 19S54 – Supplement #3
 Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems
 DOT 3 Brake Fluid and Anti-Lock Brake System Function

REF: Safety Recall 20S14 – Supplement #3 (Canada and South Korea only)
 Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems
 DOT 3 Brake Fluid and Anti-Lock Brake System Function

PROGRAM TERMS

If Safety Recall 19S54 or 20S14 is closed, this program provides a no-cost, one-time repair (if needed) to the Hydraulic Control Unit (HCU) for 15 years of service and unlimited miles from the warranty start date of the vehicle. In addition, diagnostic trouble codes (DTCs) C1095, B1342, B1483, and B1676 are now covered as part of this program.

This is a one-time repair program.

If a vehicle has already exceeded the time, this no-cost, one-time repair will last through December 31, 2022.

Coverage is automatically transferred to subsequent owners.

If either Safety Recall 19S54 or 20S14 is open, this program does not apply. (19S54/20S14 must have been previously completed).

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion/Milan/MKZ/ Zephyr	2006-2010	Hermosillo	February 22, 2006 through July 15, 2009

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, customers may return to the dealer with complaints of extended brake pedal travel after either 19S54 or 20S14 was previously performed and the program is closed.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to evaluate the condition of the brake system and the brake pedal travel by completing a short drive in the dealership parking lot, both before and after the repair. Review existing brake pedal travel concerns with the customer before beginning the repair procedure. Dealers are to confirm the proper function of the HCU using Ford’s Integrated Diagnostic Software system. If the HCU does not pass the inspection, the HCU will be replaced.

The HCU inspection, brake system and brake pedal travel evaluation must be performed at no charge to the vehicle owner.

- Other than DTCs C1095, B1342, B1483, and B1676 - any existing DTCs should be properly diagnosed and resolved outside of this field service action. Resolution of DTCs not listed above cannot be claimed as part of this program or as related damage.
- HCUs will only be replaced with documented pass/does not pass IDS service function test. VIN-specific IDS session files with a failed result must be saved and uploaded upon request.
- Failed HCUs and related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).
- This program is **not** intended to cover all brake system concerns on customer vehicles. Normal workshop manual (WSM) diagnostics and related damage are not covered in this program.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 3, 2022. Dealers should inspect/repair any affected vehicles that experience extended brake pedal travel, whether or not the customer has received a letter.

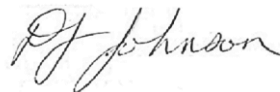
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Customer Satisfaction Program 21N11

Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems Hydraulic Control Unit One-Time Repair

OASIS ACTIVATION

OASIS will be activated on December 7, 2021.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- 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

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires June 30, 2022.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with HCU replacement (base part number 2C215) or ECU replacement (base part number 2C219). Refund requests must include an IDS session file with the following:
 - HCU – must include an IDS session file which shows the HCU failed the IDS Valve activation inspection.
 - ECU – must include an IDS session file which shows DTCs C1095 or B1342 present.
 - Dealers are pre-approved to refund owners who previously paid for either an HCU or ECU as part of completing 19S54 or 20S14.
 - This refund offer does not apply to repairs performed before March 1, 2021 the publication date of 19S54 or 20S14, those repairs should have been refunded under the terms of 19S54 or 20S14.

Customer Satisfaction Program 21N11

Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems Hydraulic Control Unit One-Time Repair

RENTAL VEHICLES

- **PASS INSPECTION:** Vehicles that pass the IDS Valve Activation service function are **NOT** affected and are not approved for rental vehicles. Refer to the 21N11 technical instructions for additional information.
- **FAIL INSPECTION:** Vehicles that fail IDS Valve Activation service function:
 - **HCU is available (not on back-order):** Dealers are pre-approved for up to 2 days for a comparable rental vehicle. 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 day(s) is required from the SSSC.
 - **HCU is NOT available:**
 - ✓ HCU is on back-order and part arrival is 3 days or more.
 - ✓ IDS log file in PDF file format showing test failed must be attached to rental request.
 - ✓ PARTS ESCALATION PROCESS (Vehicle Off Road) process has been followed and COPIS ticket with VOR flagged has been submitted.
 - ✓ Prior approval for more than 2 rental days is required from the SSSC, submit contact type long-term rental for consideration and approval if appropriate.
- If parts are backordered for more than 30 days, dealer should consider offering to reacquire the vehicle with the customer (in lieu of long-term rental vehicles).
 - Review Kelly Blue Book Trade-in Value
 - Estimate total repair cost and long-term rental cost
 - Contact SSSC with dealer's recommendation on how customer wants to proceed
- Submit a VIN-specific contact if more than 2 days rental is required via the SSSC Web Contact Site.
- **A ten-digit prior-approval code is required from the SSSC for rental vehicles more than 2 days,** a new approval code is required from SSSC every 30 days.
- If rental vehicles are needed beyond March 31, 2022, dealers will have to contact SSSC for an extension.
- Approval for all rental vehicles for this program will end on March 31, 2022.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts. Prior approval is required from the SSSC.
- Rentals are NOT available for back-ordered parts such as brake fluid, bleeder screws, calipers and other related damage in which aftermarket parts are widely available.
- Ford has not issued instructions to stop driving vehicles under this safety recall. Owners can continue to safely drive their vehicles, as previously stated this condition does not result in a loss of braking function or loss of vehicle control, and the vehicles can be safely brought to a controlled stop. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.

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Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems Hydraulic Control Unit One-Time Repair

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, dealers are pre-approved to claim up to \$200.00 in related damage. This should not be used for required maintenance items, i.e., brake pads, etc.
 - Due to part shortages, screw extractor tools (aka easy outs) should be used to remove broken caliper bleeder screws, before proceeding to replace calipers.
 - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
 - Help increase your SSSC contact approvals by including the following:
 - Requests for additional labor should clearly state in detail why it is required to complete the repair. Provide a detailed explanation of what happened during the repair process from start to finish
 - Photos should be limited to areas of damage/parts needing repair and clearly focused with proper lighting. Please highlight the damage in photos if possible.
 - Provide clock-times for additional labor requests
 - Dealers may be audited and charged back at any time if related-damage claims are excessive and/or not following the terms of this program, and/or Warranty & Policy Manual guidelines.
- Dealers may also be requested to upload IDS session files to the Ford Technical Hotline server before SSSC approval is provided. It is highly recommended that all IDS session files with failed results be saved, requests will be denied if they are not available upon request.
- Other than DTCs: C1095, B1342, B1483, and B1676 - any other DTCs should be properly diagnosed and resolved outside of this field service action. Resolution of DTCs not listed above cannot be claimed as part of this program or as related damage.
- Dealers should review pre-existing brake concerns with their customers, this program will not cover all brake system concerns on customer's vehicles or as related damage, including required maintenance items.

Customer Satisfaction Program 21N11

Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems
Hydraulic Control Unit One-Time Repair

LABOR ALLOWANCES**ADDITIONAL LABOR FOR RELATED DAMAGE:**

- It is recognized and acknowledged that attempting to complete repairs on vehicles that are 10 to 15 years old is difficult and can result in related damage.
- The labor operations below are not meant to encompass all possible issues that a Technician may encounter in related damage due to the age of the vehicle and excessive corrosion while completing this service action.

PASS: DIAGNOSTIC ONLY – Does Not Close 21N11	Labor Operation	Labor Time
1. Brake Pedal/Drive Evaluation, in parking lot 2. Perform Valve Actuation Service Function using the latest available IDS release.	21N11J	0.3 Hours

FAIL: HCU REPLACEMENT – Part is Available	Labor Operation	Labor Time
1. Brake Pedal/Drive Evaluation, in parking lot 2. Perform Valve Actuation Service Function using the latest available IDS release (<u>Save IDS Session File</u>). 3. Contact SSSC - IDS Session Log File must be Uploaded, and part order must be approved 4. Replace HCU following WSM 5. Brake Pedal/Drive Evaluation, in parking lot Note: This includes additional time to remove rear wheels to access bleeder screws as required.	21N11K	1.9 Hours

Customer Satisfaction Program 21N11

Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems
Hydraulic Control Unit One-Time Repair

NOTE: The following two labor operation codes are to be used together (submitted on different repair orders) when the HCU is not available, and customer is in long term rental.

FAIL: TEST HCU ONLY PART ON BACK-ORDER 3 DAYS OR MORE	Interim Labor Operation	Labor Time
<ol style="list-style-type: none"> 1. Brake Pedal/Drive Evaluation, in parking lot 2. Perform Valve Actuation Service Function using the latest available IDS release (Save IDS Session File). 3. Contact SSSC - IDS Session Log File must be Uploaded, and part order must be approved. <p>Note: Rental provided, Ten Digit SSSC Approval Code Required for Rental (cannot be claimed with 21N11J or 21N11K)</p>	<p>21N11ZZ</p> <p>(21N11ZZ and 21N11L cannot be submitted on the same repair order)</p>	0.3 Hours

FAIL: HCU REPLACEMENT ONLY PART was on back-order, but now available to complete the repair	Labor Operation	Labor Time
<ol style="list-style-type: none"> 1. Replace HCU per WSM Instructions 2. Brake Pedal/Drive Evaluation, in parking lot <p>Note: Rental no longer necessary (cannot be claimed with 21N11J or 21N11K)</p> <p>Note: This includes additional time to remove rear wheels to access bleeder screws as required.</p>	<p>21N11L</p> <p>(21N11ZZ and 21N11L cannot be submitted on the same repair order)</p>	1.7 Hours

Customer Satisfaction Program 21N11

Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems Hydraulic Control Unit One-Time Repair

LABOR ALLOWANCES FOR DTCs: C1095, B1342, B1483, and B1676

The following labor operation codes can only be claimed:

1. Attach an IDS Session file in PDF format, with applicable DTCs present, to the SSSC part order
2. Attach documented pinpoint results for each step to the SSSC part order

<u>DTCs C1095, B1342, B1483, and B1676</u>	Labor Operation	Labor Time
Complete Pinpoint Test Diagnostics	MT21N11Q	Up to 0.5

DTC C1095	Labor Operation	Labor Time
ABS Hydraulic Pump Motor Circuit Failure Replace ABS (ECU) Module (without HCU replacement) <ul style="list-style-type: none"> • Pinpoint test results must be documented. • If the HCU is replaced when the ABS (ECU) module is replaced on same repair order, claim K only. • Cannot claim K with M • 21N11M cannot be claimed with 21N11J 	21N11M	0.6 Hours

DTC B1342	Labor Operation	Labor Time
<u>ABS Module (ECU) is Faulted</u> Replace ABS (ECU) Module (without HCU replacement) <ul style="list-style-type: none"> • Pinpoint test results must be documented. • If the HCU is replaced when the module is replaced on same repair order, claim K only. • Cannot claim K with N • 21N11N cannot be claimed with 21N11J 	21N11N	0.6 Hours

DTC B1483	Labor Operation	Labor Time
Brake Pedal Input Open Circuit - Replace Brake Switch <ul style="list-style-type: none"> • Pinpoint test results must be documented. 	21N11P	0.2 Hours

Customer Satisfaction Program 21N11

Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems Hydraulic Control Unit One-Time Repair

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

To place an order, submit a VIN-specific Part Order contact via the SSSC Web Contact Site and attach the entire IDS session log file to the part order:

- One file attached to the part order (multiple photos or screen shot are not acceptable)
- PDF file format with the following information **highlighted in red or similar bright color**
 - VIN number
 - Date IDS service function completed
 - Result of IDS service function test (pass or fail).
 - Note: IDS session files showing both pass and fail results will require a video of IDS valve activation routine.
- Dealers may also be requested to upload IDS session files to the Ford Technical Hotline server before SSSC approval is provided.
- It is highly recommended that all IDS session files with failed results be saved, requests will be denied if they are not available upon request.

Other than DTCs: C1095, B1342, B1483, and B1676 - any other DTCs should be properly diagnosed and resolved outside of this field service action. Resolution of DTCs not listed above cannot be claimed as part of this program or as related damage.

REACQUIRE VEHICLE (IN LIEU OF LONG-TERM RENTAL)

If parts are backordered for more than 30 days, dealer should consider offering to reacquire the vehicle with the customer (in lieu of long-term rental vehicles).

1. Review Kelly Blue Book Trade-in Value
2. Estimate total repair cost and long-term rental cost
3. Contact SSSC with dealer's recommendation on how to proceed

Part Number	Description	Order Quantity
-2C219-	ABS Module (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	Only if DTC C1095 or B1342 is present in IDS Log File, and log file is attached to SSSC Part Order
-2C215-	HCU (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	Only if IDS Service Function is failed and documented in IDS Log File

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

Customer Satisfaction Program 21N11

Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems Hydraulic Control Unit One-Time Repair

Order the parts below through normal order processing channels:

Note: DOT3 Brake fluid should have previously been flushed from vehicle when completing 19S54 or 20S14. Updated DOT4 Brake Fluid reservoir cap should already be installed. Contact SSSC if these aren't present on vehicle and programs were previously completed.

Part Number	Description	Order Quantity	Claim Quantity
PM-20 Or OSP	Brake Fluid 16 oz, pint bottle (1 required, 4 per case) If PM-20 is back-ordered, an equivalent may be used if it meets the Ford DOT4 brake fluid specification number: WSS-M6C65-A2 and ISO4925 Class 6	As Required (up to a quantity of 1, not to exceed a total cost of \$20)	

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.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Customer Satisfaction Program 21N11

Certain 2006-2010 Model Year Fusion/Milan/MKZ/Zephyr Vehicles Equipped with Anti-Lock Brake Systems Hydraulic Control Unit One-Time Repair

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.

CUSTOMER SATISFACTION PROGRAM 21N11

CERTAIN 2006-2010 MODEL YEAR FUSION/MILAN/MKZ/ZEPHYR VEHICLES EQUIPPED WITH ANTI-LOCK BRAKE SYSTEMS — HYDRAULIC CONTROL UNIT ONE-TIME REPAIR

REGULAR MAINTENANCE & RELATED DAMAGE

A lack of regular maintenance on a vehicle's brake system may result in poor braking or even a complete inability to stop. Some of the more common problems are listed below and should be discussed with the customer before the repair begins, as they are outside the scope of this program.

1. Leaking brake fluid due to cracks in brake lines or hoses
2. Leaking fluid or other problems with master cylinder
3. Unreliable braking due to air in the system
4. Poor braking caused by worn pads or warped rotors
5. Temporary loss of stopping ability due to oil or grease on the pads or rotors
6. Poor braking due to uneven application of hydraulic pressure on all four wheels
7. A chattering or shaking sensation when the brakes are applied due to bent pads or rotors
8. A screeching or grinding noise caused by worn brake pads gouging the rotors

SERVICE PROCEDURE

A. Pedal Evaluation.....	Page 2
B. IDS Service Function - Hydraulic Control Unit (HCU) Valve Inspection.....	Page 2
C. Inspection Results.....	Page 8
D. Valve Activation PASSES IDS Routine.....	Page 9
E. Valve Activation DOES NOT PASS IDS Routine.....	Page 12
F. Diagnostic Trouble Codes - C1095, B1342, B1483, and B1676.....	Page 18



Pedal Evaluation

1. Perform a pedal/drive evaluation in the dealer parking lot to determine the condition of the brake pedal:
 - Make a note of the following on the repair order before beginning the repair:
 1. Pedal travel
 2. Height from floor board when pressed
 3. Overall pedal feel
2. Perform a walk around visual inspection of the vehicles condition, ensuring there are no current brake fluid leaks or damage to the braking system before performing this procedure.
3. Review any existing brake pedal travel concerns with customer prior to starting repair.

IDS Service Function - HCU Valve Inspection

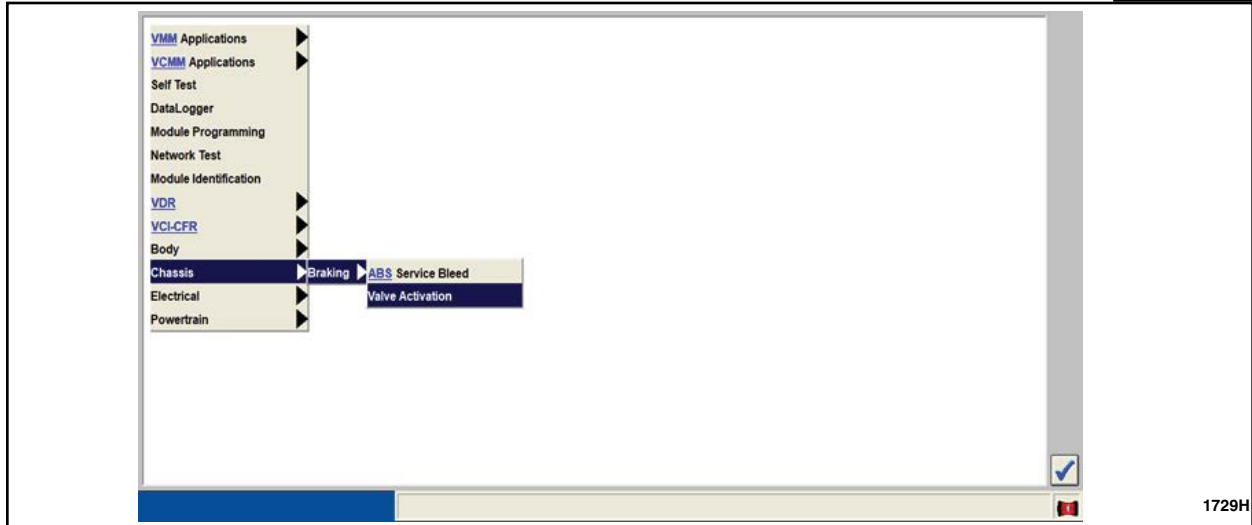
NOTE: Ensure that your Integrated Diagnostic Software (IDS) is updated with the most current version.

1. Park the vehicle on a flat, level surface.
2. Apply the parking brake.

NOTE: For manual vehicles ensure the vehicle is in neutral.

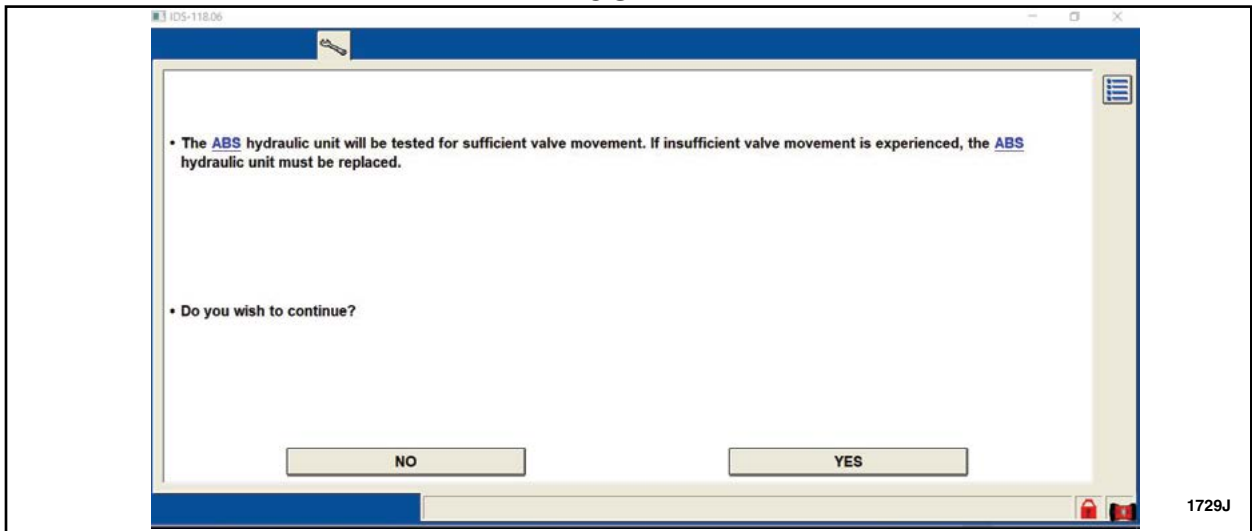
3. Connect a battery charger to the 12V battery.
4. Connect the IDS and start a new session.
5. Check for existing diagnostic trouble codes (DTCs).
 - DTCs C1095, B1342, B1483, and B1676 may be covered as related damage if present in the IDS session file.
 - Other than DTCs C1095, B1342, B1483, and B1676 - any other existing DTCs should be properly diagnosed and resolved outside of this field service action.
 - Other than DTCs C1095, B1342, B1483, and B1676, resolution of any other DTCs cannot be claimed as part of this program or as related damage.
 - Review any existing DTCs with customer prior to starting repair.
6. If DTCs C1095, B1342, B1483, and B1676 are present, proceed to section Diagnostic Trouble Codes - C1095, B1342, B1483, and B1676 on PAGE 18. If DTCs are not present, proceed to Step 7.
7. Select the "Tool Box" tab then "Chassis", "Braking" then "Valve Activation". See Figure 1.
8. Follow the on screen prompts to complete the procedure. See Figures 2 through 11, for screenshots of the process, and applicable notes.
 - The procedure will complete the activation of the valves a total of four times.





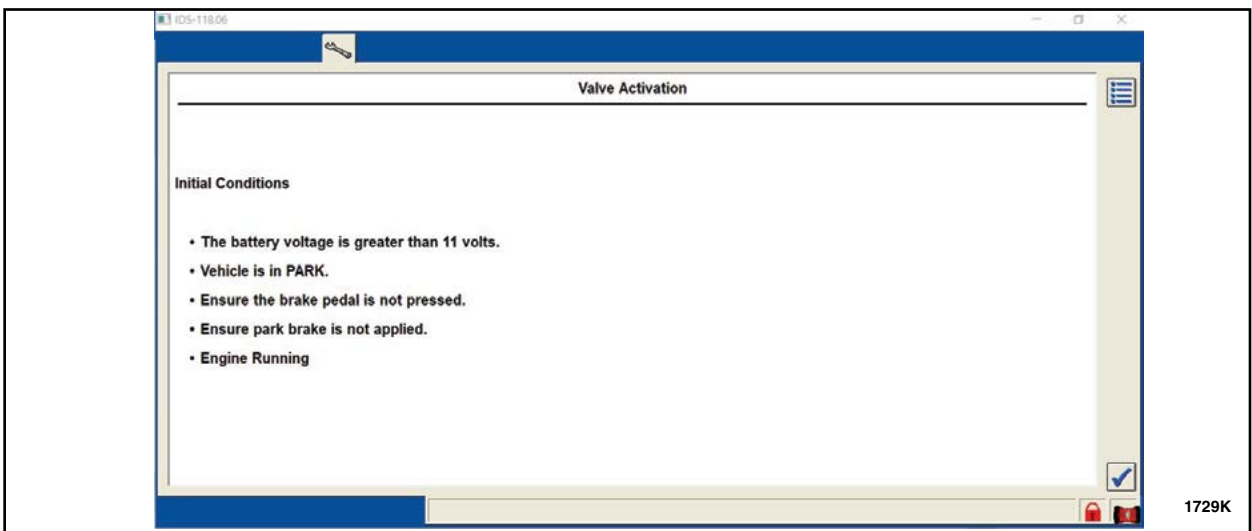
1729H

FIGURE 1



1729J

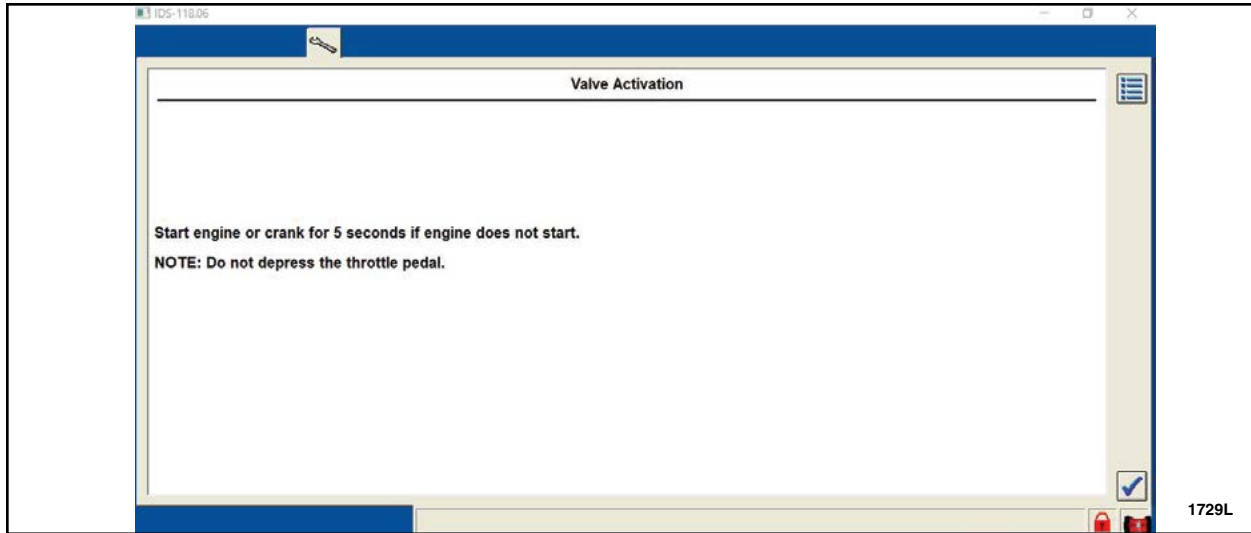
FIGURE 2



1729K

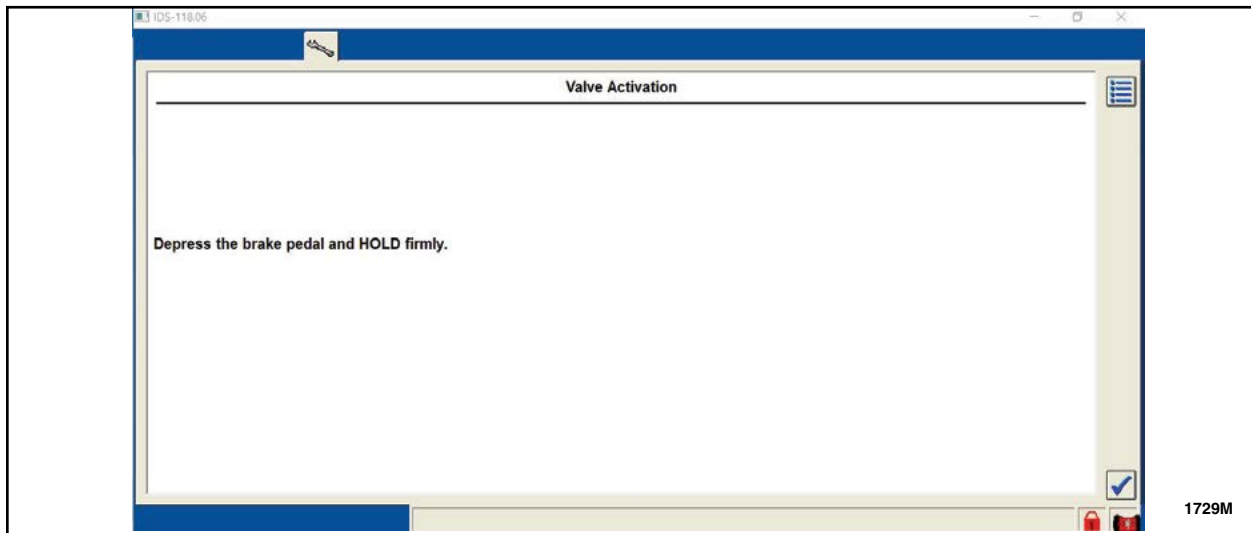
FIGURE 3





1729L

FIGURE 4



1729M

FIGURE 5



NOTE: Brake pedal must be depressed when prompted to complete the IDS routine, **if brake pedal is not depressed** you will receive a message prompting you to do so. See Figure 6.

NOTE: If brake pedal is depressed properly, Figure 6 **will not** apply.

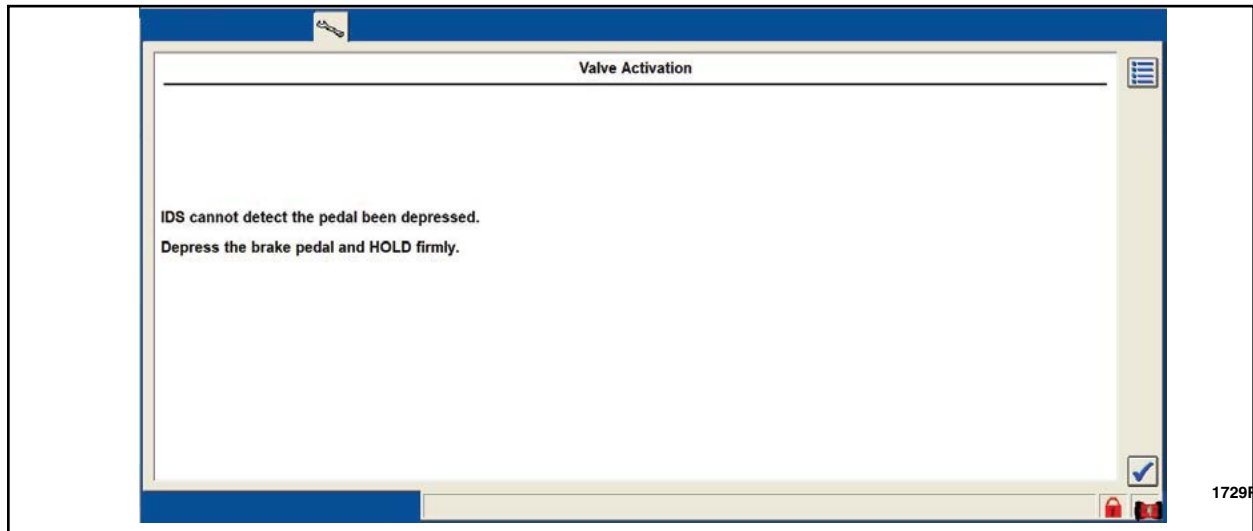


FIGURE 6

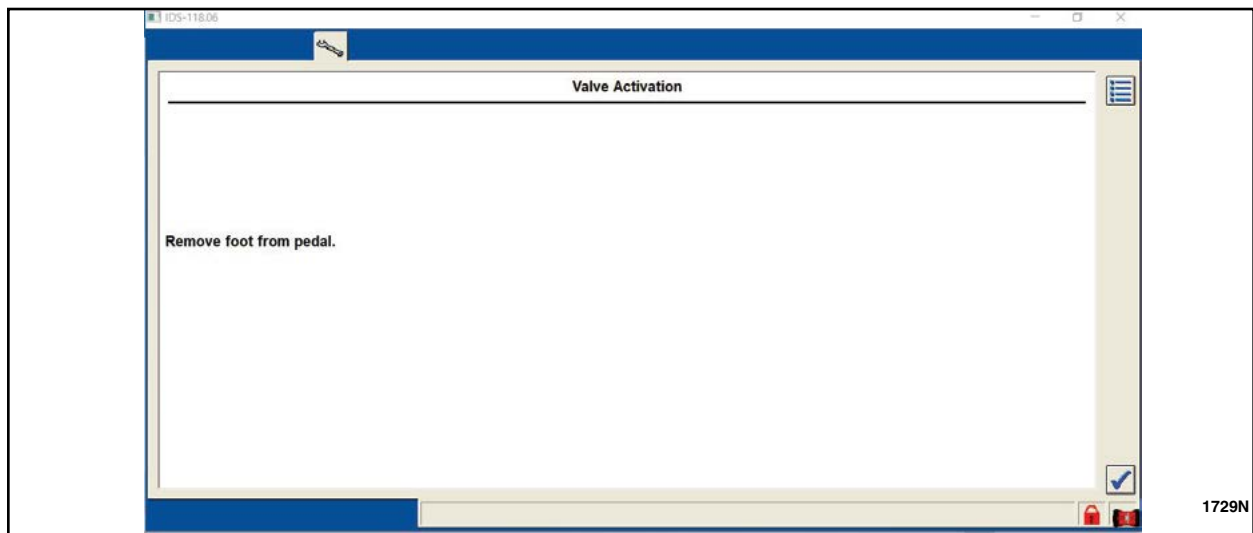


FIGURE 7



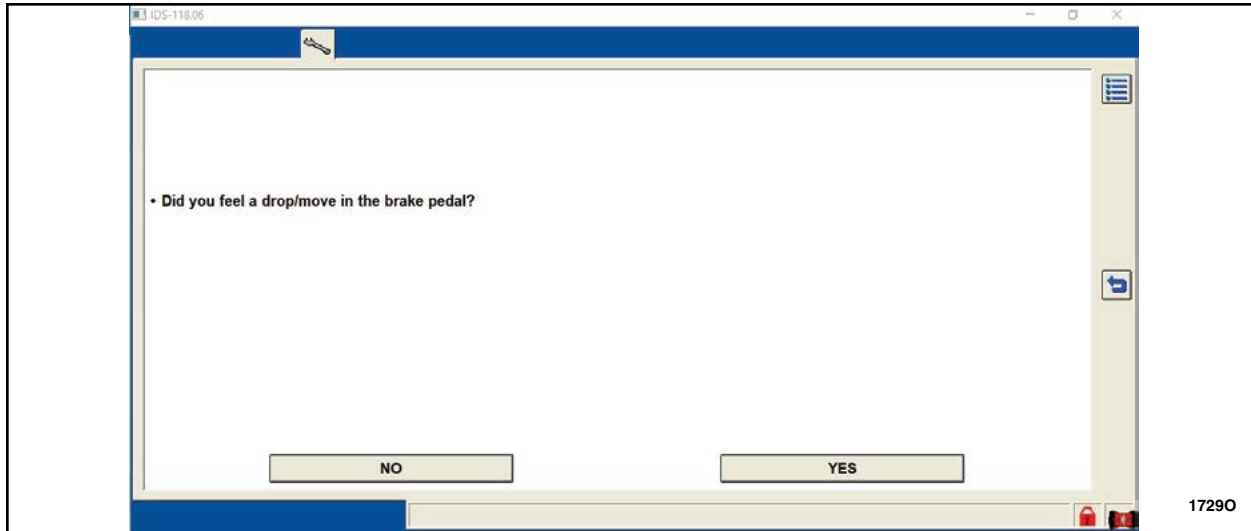


FIGURE 8

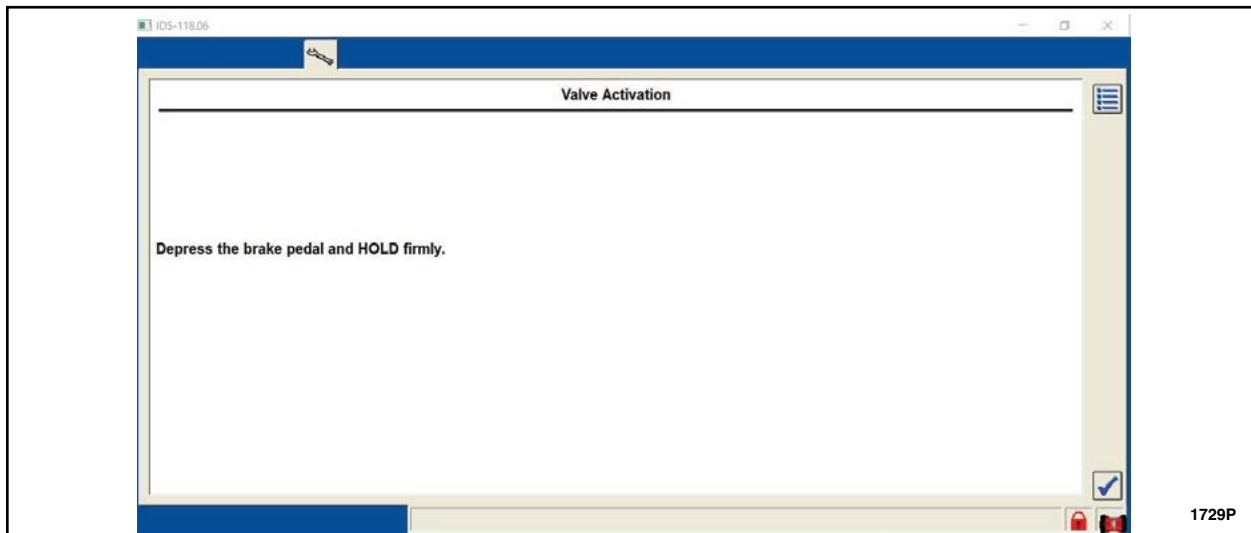


FIGURE 9



NOTE: At the end of the IDS routine, after the activation of the valves has completed a total number of four times, you will receive one of the two possible screens shown below determining if the IDS routine has passed or failed. The activation of the valves four times is completed within the IDS service function. Do **NOT** repeat the IDS Valve Activation routine multiple times - this is recorded in the IDS log file. SSSC contacts with multiple pass or fail results will not be approved, additional information will be requested. See Figures 10 and 11.

NOTE: All IDS session files with a fail result must be saved, requests for additional labor or related damage will be denied if they are not available upon request. Dealers may also be requested to upload IDS session files upon request to the Ford Technical Hotline server before SSSC approval is provided.

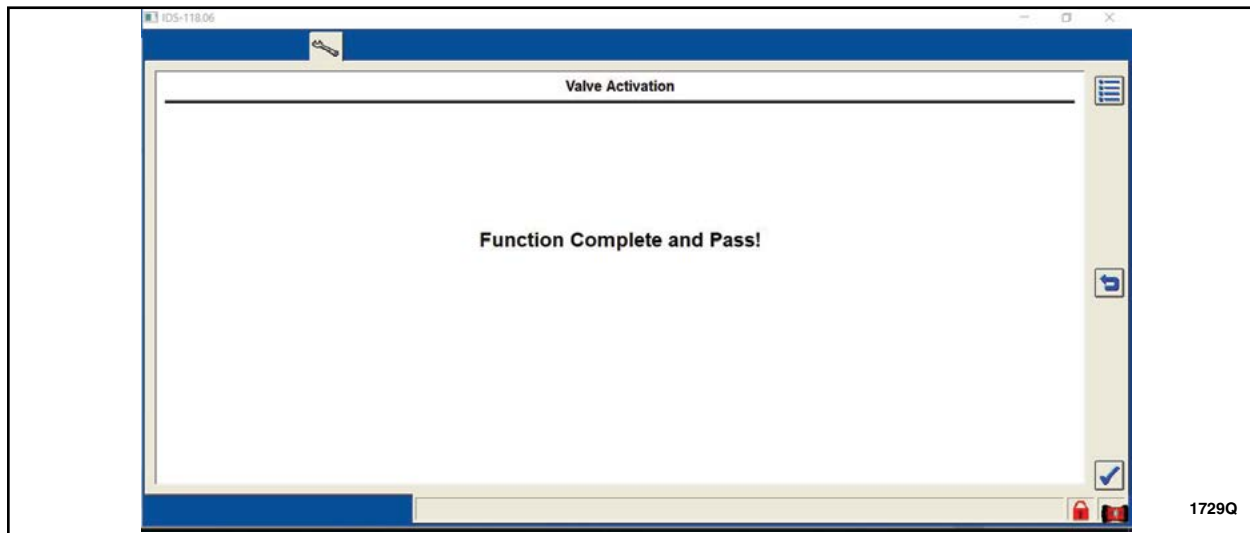


FIGURE 10

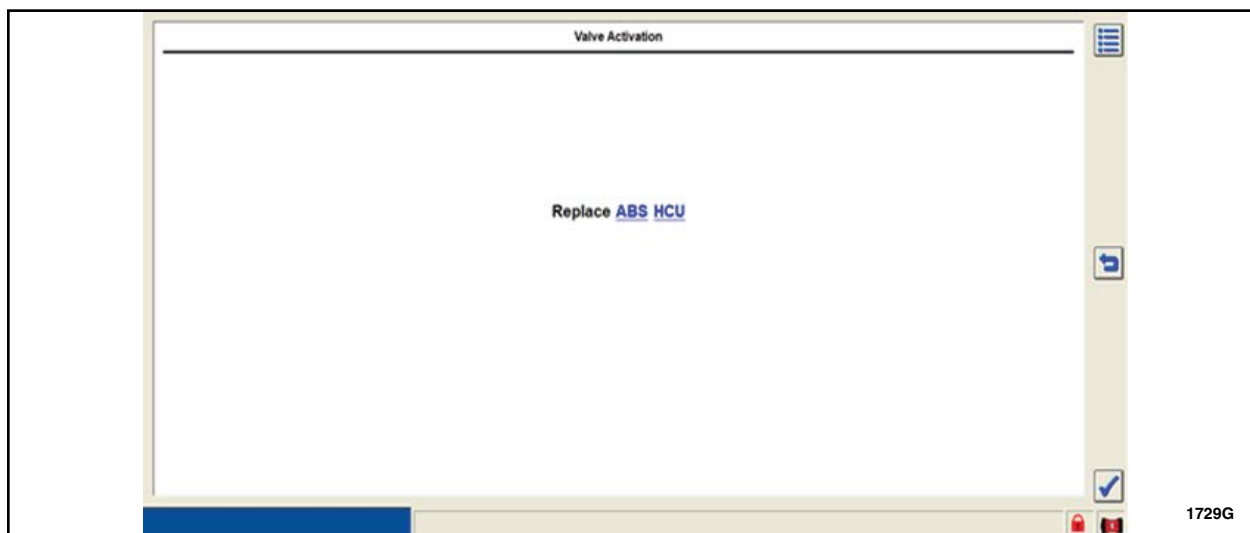


FIGURE 11



INSPECTION RESULTS

1. Did the HCU pass inspection after the IDS routine was performed?

HCU Passes inspection - Proceed to Valve Activation PASSES IDS Routine, on Page 9.
HCU Replacement Not Required.

HCU DOES NOT PASS inspection - Proceed to Valve Activation FAILS IDS Routine, on Page 14.
This procedure will include the HCU Replacement procedure,
and Brake Fluid Change Procedure.



Valve Activation PASSES IDS Routine

NOTE: DOT3 Brake fluid should have previously been flushed from vehicle when completing 19S54 or 20S14. Updated DOT4 Brake Fluid reservoir cap should already be installed. Contact the SSSC if these are not present on vehicle and programs were previously completed.

Brake Fluid Change Procedure

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in section 100-02.

NOTE: The front and rear wheel tire assemblies will remain on the vehicle while bleeding the brake calipers.

2. Bleed the brakes. Please follow WSM procedures in Section 206-00.
3. Using a suitable Brake/Clutch System Pressure Bleeder/Filler, such as the Flo-Dynamics® BrakeMate JR™ brake flush machine, install the bleeder adapter to the brake master cylinder reservoir and attach the bleeder tank hose to the fitting on the adapter.

NOTE: When using a suitable Brake/Clutch System Pressure Bleeder/Filler ensure that you are using the correct adapter cap. The cap should fit tight/snug on the brake master cylinder reservoir. To ensure a proper fit to the brake master cylinder while using the power bleeder, it is recommend to use adapter 199-40100045 available through Rotunda or adapter BA04 SP available through NORCO INDUSTRIES®. The cap can be manually adjusted and tightened by moving the bands of the cap with your hands to further ensure a proper fit. See Figure 12.



FIGURE 12



4. Turn off the pressure bleeding machine and remove the adapter cap from the master cylinder reservoir – The pressure bleeder will be used one last time for a final bleed after the next step (IDS Routine).
5. Verify the brake system connections are secure and functioning properly (master cylinder cap, bleeder screws, etc.) prior to performing the IDS Routine.

NOTICE: The Integrated Diagnostic Software (IDS) ABS service bleed procedure must be performed.

6. Select the "Tool Box" tab then "Chassis", "Braking" then "ABS Service Bleed". See Figure 13.

7. Follow the on screen prompts to complete the procedure.

- Using IDS perform the ABS service bleed a total of **TEN** times.

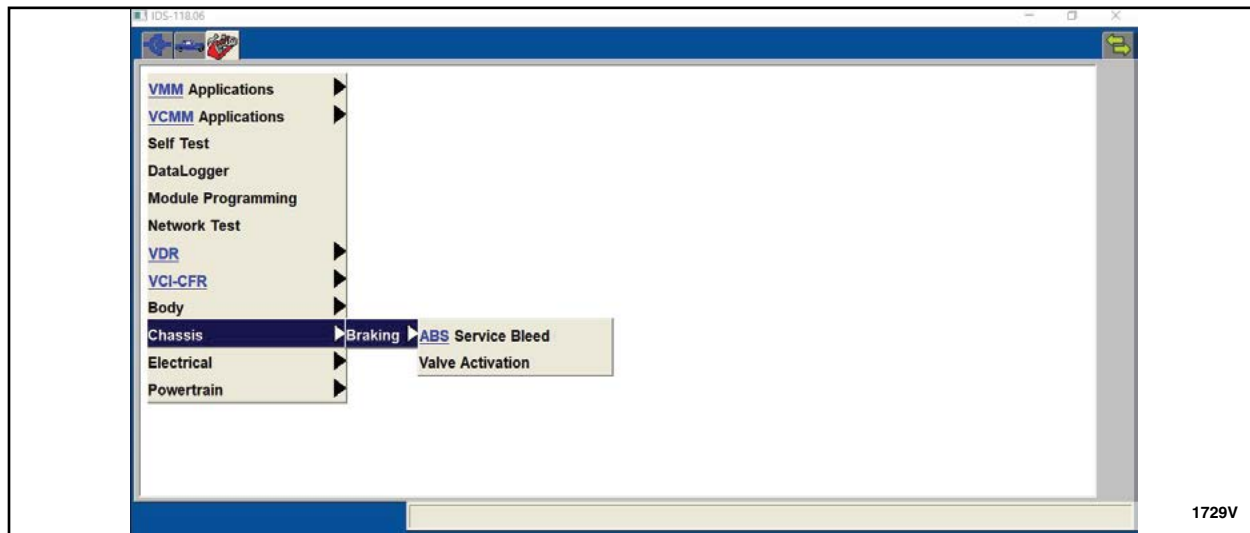


FIGURE 13

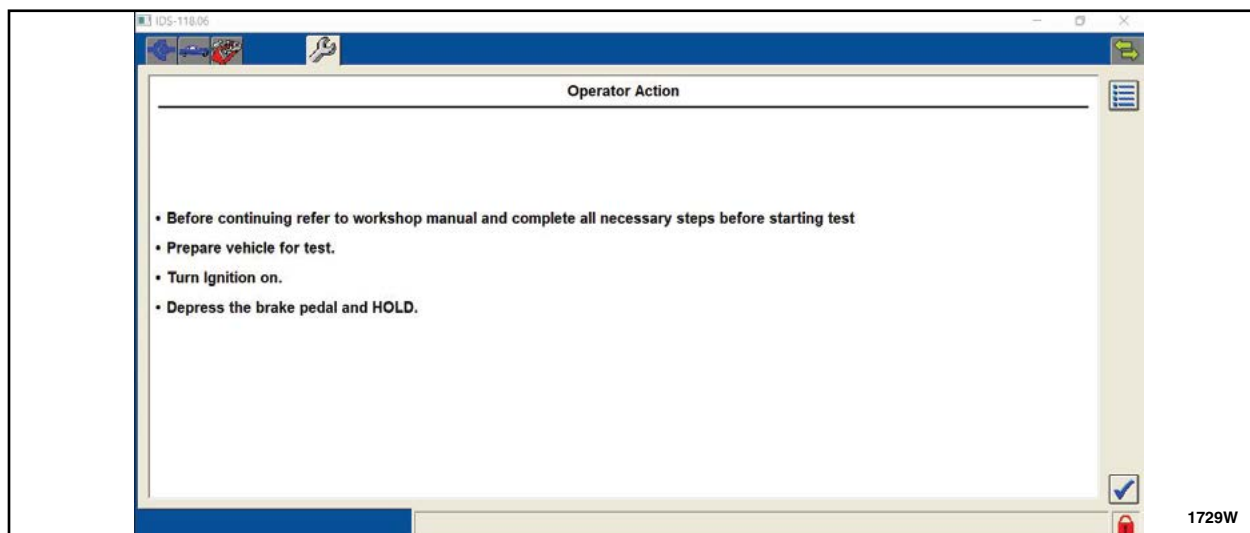


FIGURE 14



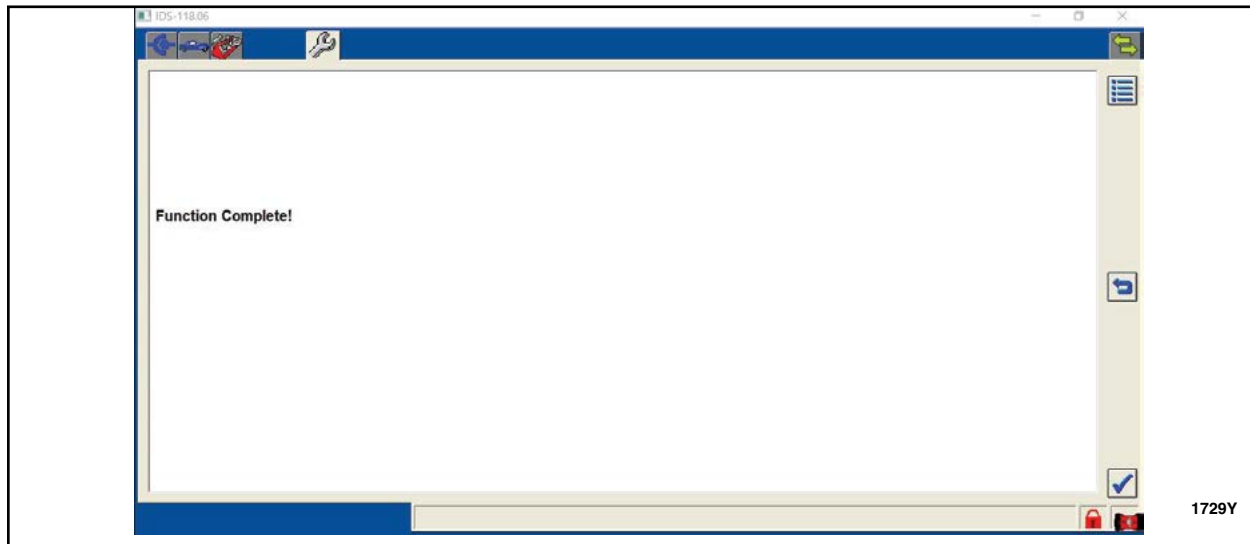


FIGURE 15

8. Repeat the “Brake Fluid Change Procedure” (Steps 1 through 3, above), while bleeding an additional 2 to 3 oz. from each bleeder screw.

- It is not necessary to perform the ABS service bleed during the secondary bleed.

9. Adjust the brake fluid level in the master cylinder reservoir to the "Max" line.

10. Reassemble the vehicle and ensure the vehicle is secure by reversing the removal procedure.

11. Before returning the keys to the customer, perform a road test to determine the status of the brake pedal. Since the vehicle ***passed the IDS Valve Activation Routine***, there should be no deterioration in the brake pedal.

12. If the condition of the pedal is worse than experienced during the initial road test, or if the pedal goes to the floor, this may be an indication that air has been introduced into the brake system. The following steps should be completed:

- Complete the IDS Valve Activation Routine. An IDS session file will be required and a video is required to assist in the pedal evaluation.
- If it passes again – then perform the brake bleed procedure following WSM procedures above.
- If concern is still present proceed to the complete brake system inspection below.
- If it fails the valve test – replace the HCU, recall is complete.

NOTE: It may be necessary to step outside these technical instructions and complete normal workshop manual diagnostics for low or spongy brake pedal in WSM Section 206-00 Brake System – General Information, Diagnosis and Testing to resolve a customer's brake system concern.

- Brake fluid leaks and/or air in the system: INSPECT the system for leaks. REPAIR as necessary. BLEED the system.
- Brake master cylinder CARRY OUT the Brake Master Cylinder Component Test
- Brake calipers and/or guide pins: INSPECT the brake calipers and guide pins
- Brake flexible hose: INSPECT the brake flexible hoses during brake application.
- Complete the Brake System Inspection.



Valve Activation DOES NOT PASS IDS Routine

NOTE: If the IDS routine ends with a Replace ABS HCU screen, See Figure 11. Documents will be required to be submitted to the SSSC prior to HCU Replacement.

Required Submission for HCU Replacement Approval

1. Send the following pictures to Special Service Support Center (SSSC) via the SSSC Web Contact Site:

- One picture of the odometer
 - One picture of the Vehicle Certification (VC) Label showing the Vehicle Identification Number (VIN).
 - IDS Log file in PDF format. See Figure 16 and 17.
- Due to software and network differences between dealers, consult your IT department or IT contact in your dealership for additional instructions.

NOTE: All IDS session files with a fail result must be saved, requests for additional labor or related damage will be denied if they are not available upon request. Dealers may also be requested to upload IDS session files upon request to the Ford Technical Hotline server before SSSC approval is provided.

IDS Log File

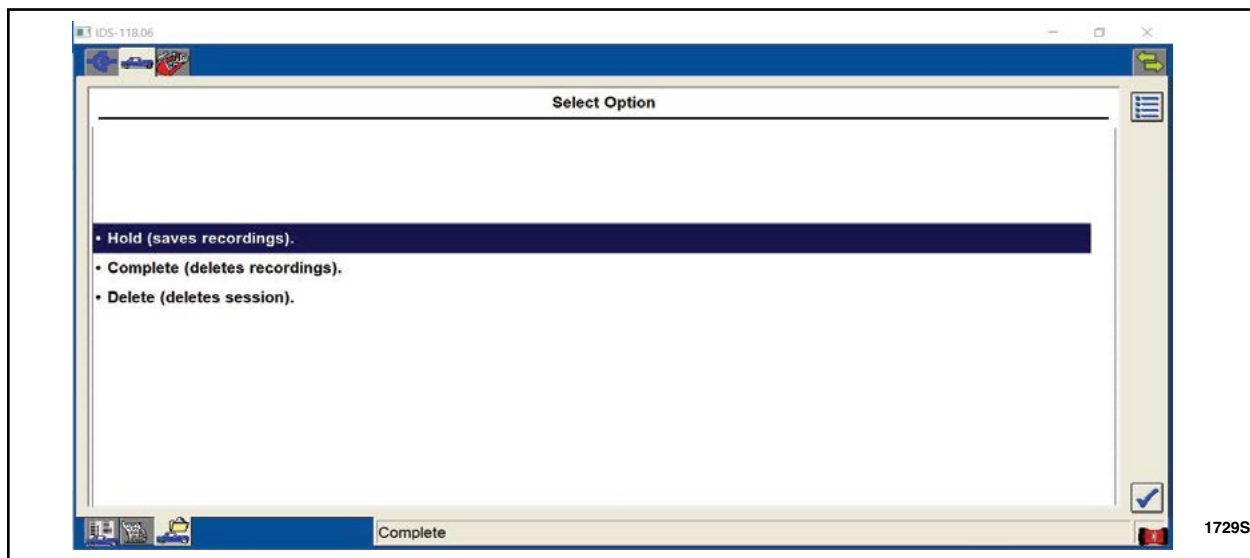


FIGURE 16



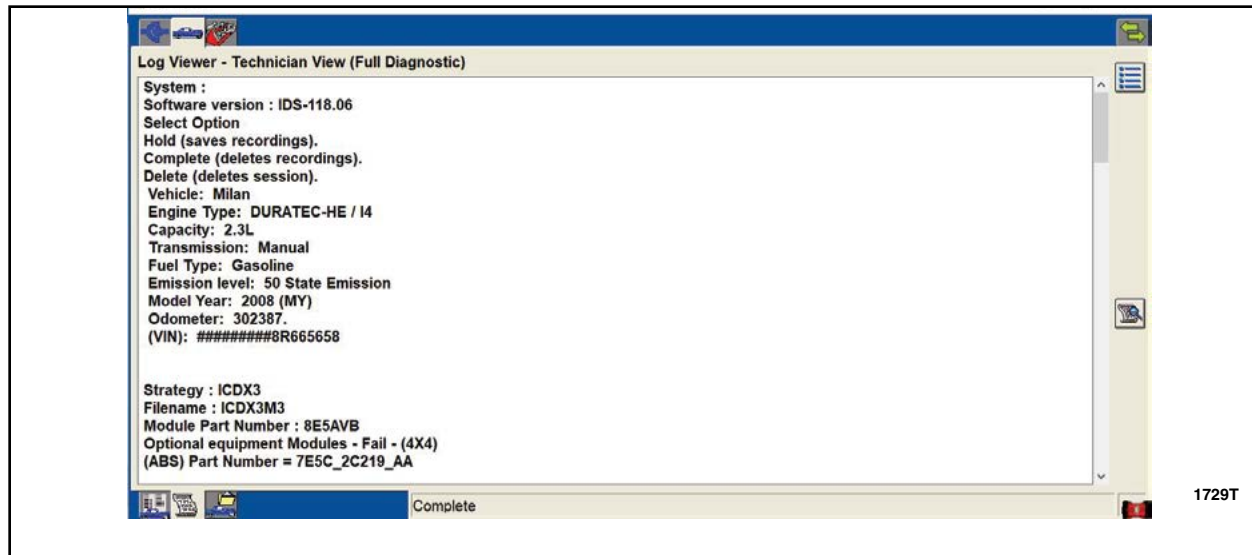


FIGURE 17

2. Proceed to HCU Replacement, after approval is given by the SSSC.

Hydraulic Control Unit (HCU) Replacement

WARNING: Do not use any fluid other than clean brake fluid meeting manufacturer's specification. Additionally, do not use brake fluid that has been previously drained. Following these instructions will help prevent system contamination, brake component damage and the risk of serious personal injury.

WARNING: Carefully read cautionary information on product label. For EMERGENCY MEDICAL INFORMATION seek medical advice. In the USA or Canada on Ford/Motorcraft products call: 1-800-959-3673. For additional information, consult the product Material Safety Data Sheet (MSDS) if available. Failure to follow these instructions may result in serious personal injury.

NOTICE: Brake fluid is harmful to painted and plastic surfaces. If brake fluid is spilled onto a painted or plastic surface, immediately wash it with water.

1. Remove the condenser-to-evaporator line and compressor manifold and tube bracket bolts.

- To install, tighten to 6 Nm (53 lb-in).

2. Position the engine coolant degas bottle aside.

1. If equipped, detach the wiring harness retainer from the degas bottle.
2. Remove the bolt.
 - To install, tighten to 9 Nm (80 lb-in).
3. Remove the nut.
 - To install, tighten to 9 Nm (80 lb-in).

NOTE: It is not necessary to evacuate, recover and remove the Air Conditioning (A/C) lines for this procedure.



3. Disconnect the ABS module electrical connector.

4. Disconnect the brake tube fittings.

- To install:
 - tighten the front and rear brake tube fittings to 20 Nm (177 lb-in).
 - tighten the master cylinder brake tube fittings to 27 Nm (20 lb-ft).

5. Remove the HCU bracket-to-HCU bolt.

- To install, tighten to 9 Nm (80 lb-in).

NOTE: Due to rust and corrosion the HCU bracket-to-HCU bolt and the HCU may be difficult to remove.

6. Remove the HCU.

NOTE: It is not necessary to remove the HCU bracket from vehicle to complete this procedure.

NOTE: Make sure the HCU and ABS module are clean and free of any brake fluid or foreign material before separating the components.

7. Transfer the ABS module and the two HCU to bracket grommet securement studs to the *new* HCU Valve Body.

8. To install the HCU, reverse the removal procedure.

9. Follow the brake fluid change procedure on Page 15.

NOTE: For manual transmission vehicles it is not necessary to bleed the clutch slave cylinder for this procedure.



Brake Fluid Change Procedure

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow the Workshop Manual (WSM) procedures in section 100-02.

NOTE: The front and rear wheel tire assemblies will remain on the vehicle while bleeding the brake calipers.

2. Bleed the brakes. Please follow WSM procedures in Section 206-00.

3. Using a suitable Brake/Clutch System Pressure Bleeder/Filler, such as the Flo-Dynamics® BrakeMate JR™ brake flush machine, install the bleeder adapter to the brake master cylinder reservoir and attach the bleeder tank hose to the fitting on the adapter.

NOTE: When using a suitable Brake/Clutch System Pressure Bleeder/Filler ensure that you are using the correct adapter cap. The cap should fit tight/snug on the brake master cylinder reservoir. To ensure a proper fit to the brake master cylinder while using the power bleeder, it is recommend to use adapter 199-40100045 available through Rotunda or adapter BA04 SP available through NORCO INDUSTRIES©. The cap can be manually adjusted and tightened by moving the bands of the cap with your hands to further ensure a proper fit. See Figure 18.



FIGURE 18



4. Turn off the pressure bleeding machine and remove the adapter cap from the master cylinder reservoir – The pressure bleeder will be used one last time for a final bleed after the next step (IDS Routine).
5. Verify the brake system connections are secure and functioning properly (master cylinder cap, bleeder screws, etc.) prior to performing the IDS Routine.

NOTICE: The Integrated Diagnostic Software (IDS) ABS service bleed procedure must be performed.

6. Select the "Tool Box" tab then "Chassis", "Braking" then "ABS Service Bleed". See Figure 19.

7. Follow the on screen prompts to complete the procedure.

- Using IDS perform the ABS service bleed a total of **FIVE** times.

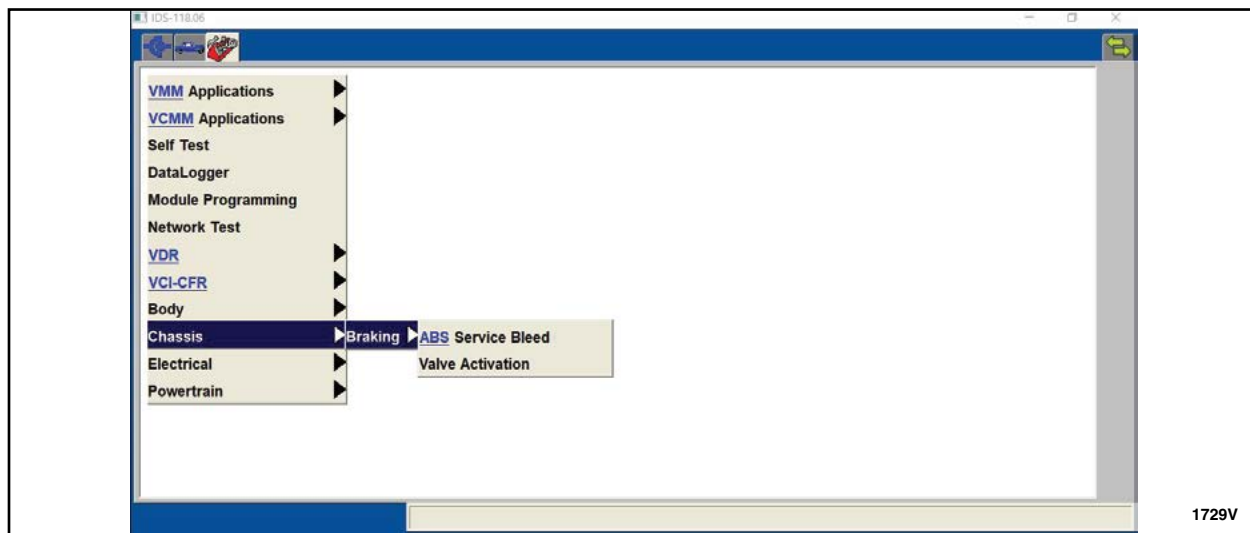


FIGURE 19

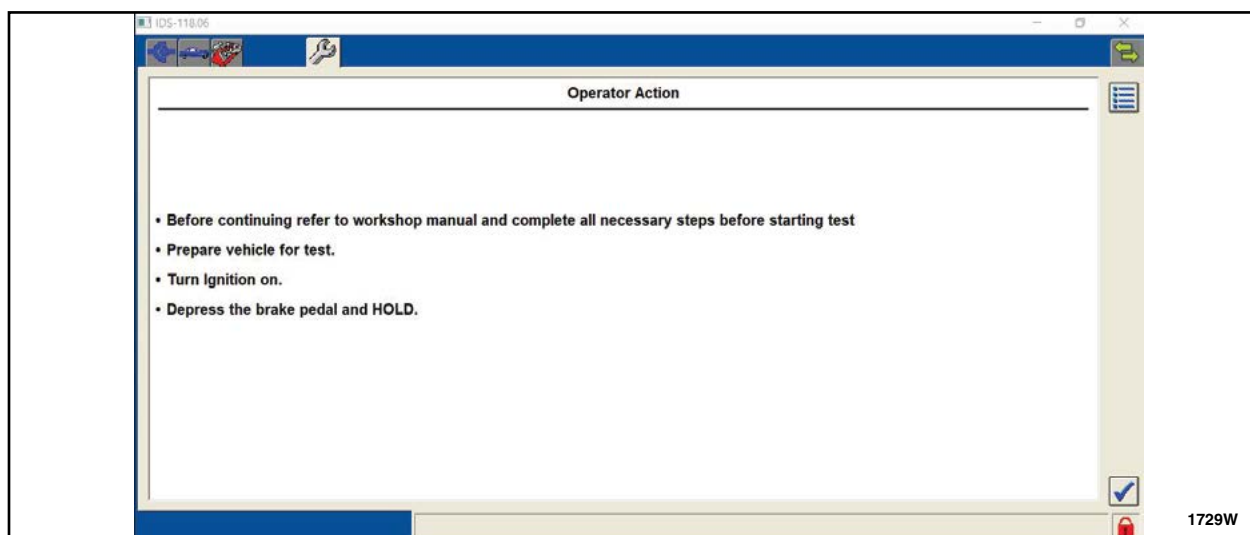


FIGURE 20



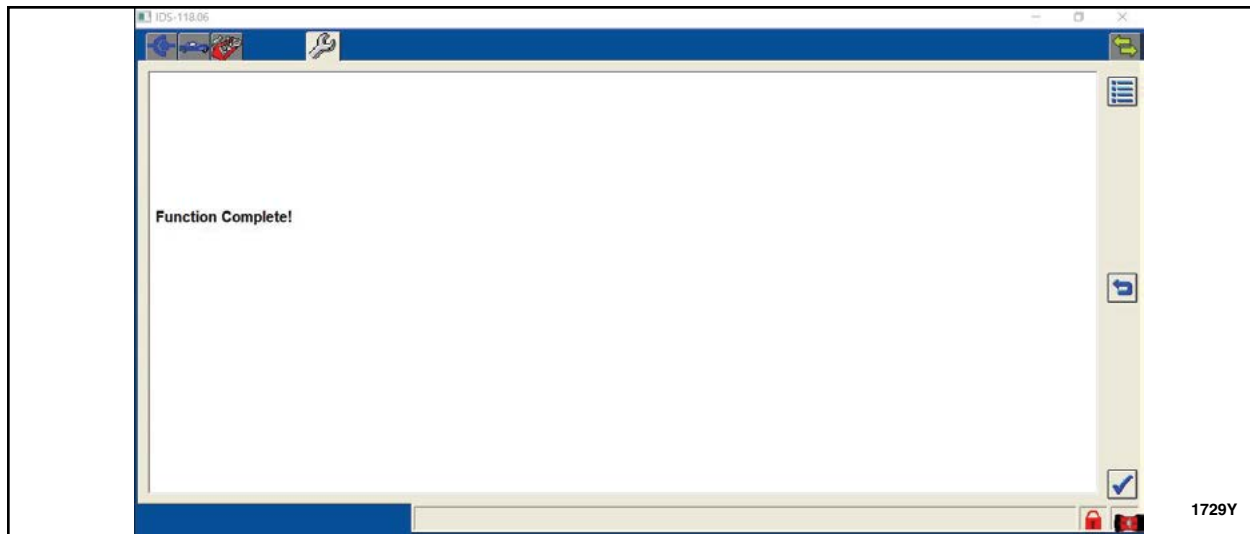


FIGURE 21

8. Repeat the "Brake Fluid Change Procedure" (Steps 1 through 3, above), while bleeding an additional 2 to 3 oz. from each bleeder screw.

- It is not necessary to perform the ABS service bleed during the secondary bleed.

9. Adjust the brake fluid level in the master cylinder reservoir to the "Max" line.

10. Reassemble the vehicle and ensure the vehicle is secure by reversing the removal procedure.

11. Before returning the keys to the customer, perform a road test to determine the status of the brake pedal. Since the vehicle has a new HCU installed, there should be no deterioration in the brake pedal.

12. If the condition of the pedal is worse than experienced during the initial road test, or if the pedal goes to the floor, this may be an indication that air has been introduced into the brake system.

NOTE: It may be necessary to step outside these technical instructions and complete normal workshop manual diagnostics for low or spongy brake pedal in WSM Section 206-00 Brake System – General Information, Diagnosis and Testing to resolve a customer's brake system concern.

- Brake fluid leaks and/or air in the system: INSPECT the system for leaks. REPAIR as necessary. BLEED the system.
- Brake master cylinder CARRY OUT the Brake Master Cylinder Component Test
- Brake calipers and/or guide pins: INSPECT the brake calipers and guide pins
- Brake flexible hose: INSPECT the brake flexible hoses during brake application.
- Complete the Brake System Inspection.



DTCs C1095, B1342, B1483, and B1676

1. If DTC B1676 is present in the IDS, ensure the vehicle's 12V battery is hooked up to a battery charger. This DTC must be resolved prior to attempting to resolve other DTCs or replacing any parts. Please follow WSM procedures in Section 206-09.
2. If DTC B1483 is present in the IDS, Please follow WSM procedures in Section 206-09.
3. If DTC B1342 is present in the IDS, Please follow WSM procedures in Section 206-09.
4. If DTC C1095 is present in the ABS and is present in IDS, follow this pinpoint test below:

NOTE: You will be required to attach the IDS Log View file in PDF format to the SSSC Contact form.

NOTE: Once the DTCs are resolved to return back to the IDS service function if no parts have been replaced.

NORMAL OPERATION

The operating voltage required to supply the hydraulic pump motor is in a range between 10 and 16 volts. Fused battery voltage for the hydraulic pump is supplied to the ABS module from Battery Junction Box (BJB) fuse 8 (40A) SBB08 (VT/RD) along circuit SBB08 (VT/RD). Ground for the hydraulic pump is provided through the ABS module along circuit GD123 (BK/GY).

DTC C1095 (ABS Hydraulic Pump Motor Circuit Failure) — If the ABS module detects an open circuit, a short to voltage or ground or a defective internal power transistor during normal operation or the ABS module self-test, DTC C1095 will be set. The ABS module will command the pump motor ON for 100 ms (± 6 ms), then command the motor OFF and measure the voltage produced by the motor after 6 ms. If the voltage indicates that the motor is spinning at less than 500 rpm, there may be a locked motor. If this condition is detected 4 times, then DTC C1095 will be set. The pump motor is also checked for an open circuit 2 seconds after the most recent successful pump motor off command. If the pump motor feedback remains greater than 0.75 volt for more than 50 ms (± 6 ms) after these conditions have been met, then DTC C1095 will be set.

This pinpoint test is intended to diagnose the following:

- Fuse
- Wiring, terminals or connectors
- Hydraulic Control Unit (HCU)
- ABS module

NOTE: RECORD THE ANSWER TO EACH STEP OF THE PINPOINT TEST BELOW AND INCLUDE IN THE SSSC CONTACT.

PINPOINT TEST E : DTC C1095

NOTICE: Use the Flex Probe Kit for all test connections to prevent damage to the wiring terminals. Do not use standard multimeter probes.

E1 CHECK THE ABS PUMP MOTOR

- Ignition OFF.
- Ignition ON.

Is the ABS pump motor running all the time?

Yes GO to E2.

No GO to E3.



E2 CHECK THE ABS MODULE CONNECTOR

- Ignition OFF.
- Disconnect: ABS Module C135 .
- Check the connector for:
 - corrosion.
 - pushed-out pins.
 - spread terminals.

Is the connector undamaged and free of any corrosion?

Yes - INSTALL a new ABS module and HCU . REFER to Anti-Lock Brake System (ABS) Module and Hydraulic Control Unit (HCU) in this section. CLEAR the DTCs. REPEAT the self-test.

No - REPAIR as necessary. CLEAR the DTCs. REPEAT the self-test.

E3 CHECK THE PUMP MOTOR OUTPUT COMMAND (PMP_MOTOR)

- Enter the following diagnostic mode on the scan tool: DataLogger — ABS .
- Toggle the PMP_MOTOR output command ON.

Does the ABS pump motor run for approximately 2 seconds?

Yes - TOGGLE the PMP_MOTOR output command OFF. GO to E4.

No - TOGGLE the PMP_MOTOR output command OFF. CLEAR the DTCs. CYCLE the ignition switch. RETRIEVE and RECORD the ABS module DTCs. If DTC C1095 is retrieved, GO to E5. For all other ABS module DTCs, GO to the ABS Module DTC Chart.



E4 CHECK FOR RETURNING ABS MODULE DTCs

- Enter the following diagnostic mode on the scan tool: Self Test — ABS Module .
- Retrieve and record the ABS module DTCs.

Are any ABS module DTCs present?

Yes - If DTC C1095 is retrieved, INSTALL a new HCU . REFER to Hydraulic Control Unit (HCU) in this section. CLEAR the DTCs. REPEAT the self-test. For all other ABS module DTCs, GO to the ABS Module DTC Chart.

No - The system is operating correctly at this time. The concern may have been caused by a loose or corroded connector. CLEAR the DTCs. CARRY OUT the self-test with the brake pedal not applied.

E5 CHECK THE VOLTAGE TO THE ABS MODULE

NOTE: The degas bottle may need to be positioned aside to access the ABS module connector.

- Ignition OFF.
- Disconnect: ABS Module C135 .
- Ignition ON.
- Measure the voltage between ABS module C135-1, circuit SBB08 (VT/RD), harness side and ground.

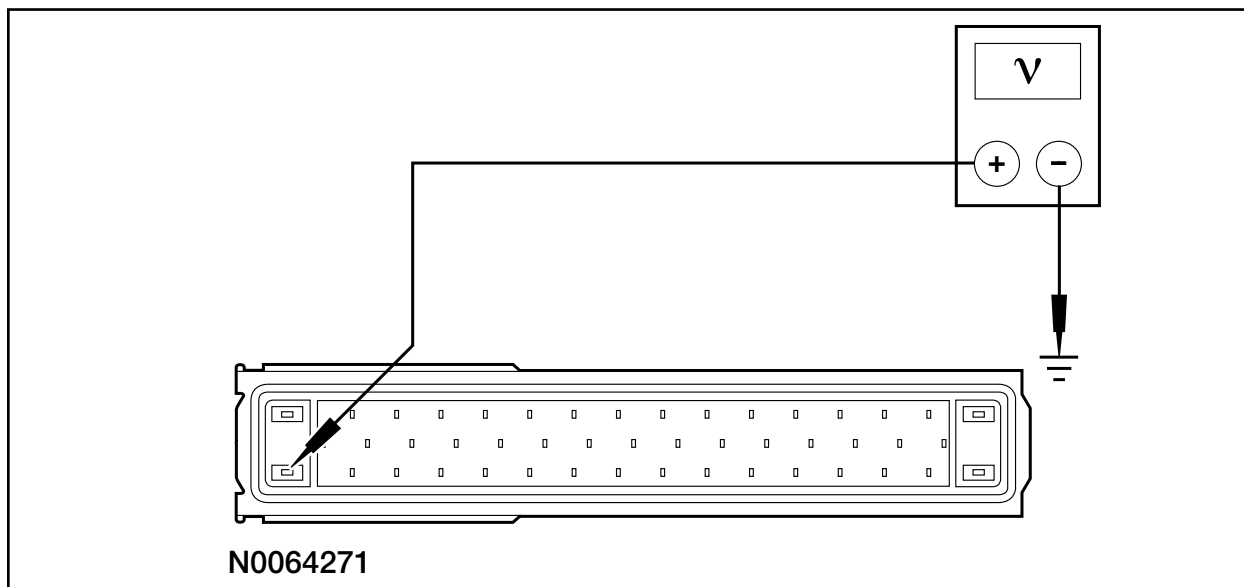


FIGURE 22



Is the voltage greater than 10 volts?

Yes - GO to E6.

No - VERIFY BJB fuse 8 (40A) is OK. If OK, REPAIR circuit SBB08 (VT/RD). CLEAR the DTCs. REPEAT the self-test. If not OK, REFER to the Wiring Diagrams manual to identify the possible causes of the circuit short.

E6 CHECK CIRCUIT GD123 (BK/GY) FOR AN OPEN

- Measure the resistance between ABS module C135-16, circuit GD123 (BK/GY), harness side and ground.

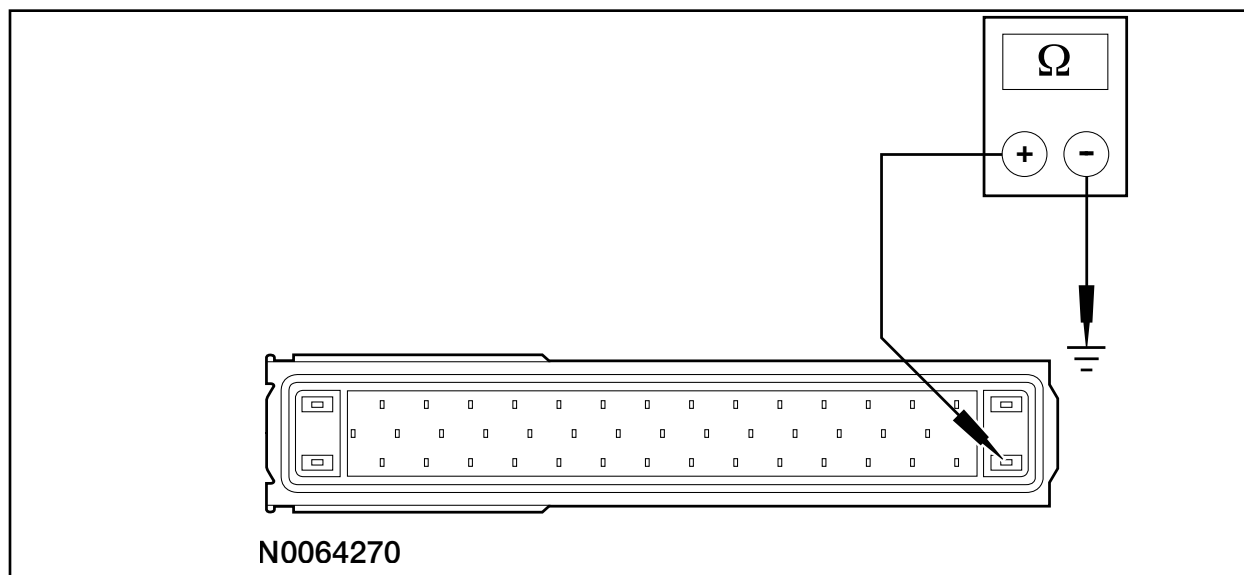


FIGURE 23

Is the resistance less than 5 ohms?

Yes - GO to E7.

No - REPAIR circuit GD123 (BK/GY). CLEAR the DTCs. REPEAT the self-test.

E7 CHECK FOR CORRECT ABS MODULE OPERATION

- Ignition OFF.
- Disconnect: ABS Module C135 .
- Check the connector for:
 - corrosion.
 - pushed-out pins.
 - spread terminals.
- Connect: ABS Module C135 .
- Make sure the connector seats correctly, then operate the system and verify the concern is still present.

Is the concern still present?

Yes - INSTALL a new ABS module and HCU . REFER to Anti-Lock Brake System (ABS) Module and Hydraulic Control Unit (HCU) in this section. CLEAR the DTCs. REPEAT the self-test.

No - The system is operating correctly at this time. The concern may have been caused by a loose or corroded connector. CLEAR the DTCs. REPEAT the self-test.





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

Customer Satisfaction Program 21N11

Mr. John Sample
123 Main Street
Anywhere, USA 12345

January 2022

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?

Your vehicle may have an improperly stuck-open valve in the brake system's hydraulic control unit (HCU) that may cause you to experience extended brake pedal travel after the recall remedy for 19S54 or 20S14 was performed on your vehicle with the VIN listed above. As the repair can be expensive, we are pleased to let you know that, for your peace of mind, Ford Motor Company is offering a customer satisfaction program for your HCU.

What is the effect?

This program is available on your HCU for a total of 15 years from your vehicle warranty start date. If your vehicle has already exceeded the time listed above, this customer satisfaction program will last through December 31, 2022. Customer satisfaction program eligibility is automatically transferred to subsequent owners.

NOTE: This one-time repair is only available after safety recall program 19S54 or 20S14 - DOT 3 Brake Fluid and Anti-Lock Brake System Function has been completed.

Contact your dealer to confirm that 19S54/20S14 has been completed, or if you have additional questions.

Also, if you were previously told that you would be charged for part of the recall remedy under 19S54/20S14, this one-time repair is now available.

What will Ford and your dealer do?

If your vehicle's HCU requires replacement due to an extended brake pedal travel concern and your vehicle is within the indicated time limitation, Ford Motor Company has authorized your dealer to replace the HCU 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 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 extended brake pedal travel concern. Please keep this letter as a reminder of the customer satisfaction program for your HCU. If the HCU requires replacement, and your vehicle is within the indicated time 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 21N11. 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 owner.ford.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 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?** If your dealer determines that an HCU 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.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **June 30, 2022**. To avoid delays, do not send receipts to Ford Motor Company.
- 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: 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).

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
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 21N11

January 2022

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?

Your vehicle may have an improperly stuck-open valve in the brake system's hydraulic control unit (HCU) that may cause you to experience extended brake pedal travel after the recall remedy for 19S54 or 20S14 was performed on your vehicle with the VIN listed above. As the repair can be expensive, we are pleased to let you know that, for your peace of mind, The Lincoln Motor Company is offering a customer satisfaction program for your HCU.

What is the effect?

This program is available on your HCU for a total of 15 years from your vehicle warranty start date. If your vehicle has already exceeded the time listed above, this customer satisfaction program will last through December 31, 2022. Customer satisfaction program eligibility is automatically transferred to subsequent owners.

NOTE: This one-time repair is only available after safety recall program 19S54 or 20S14 - DOT 3 Brake Fluid and Anti-Lock Brake System Function has been completed.

Contact your dealer to confirm that 19S54/20S14 has been completed, or if you have additional questions.

Also, if you were previously told that you would be charged for part of the recall remedy under 19S54/20S14, this one-time repair is now available.

What will Lincoln and your dealer do?

If your vehicle's HCU requires replacement due to an extended brake pedal travel concern and your vehicle is within the indicated time limitation, The Lincoln Motor Company has authorized your dealer to replace the HCU 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 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 extended brake pedal travel concern. Please keep this letter as a reminder of the customer satisfaction program for your HCU. If the HCU 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 21N11. 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 owner.lincoln.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 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.

Do you need a rental vehicle?

If your dealer determines that an HCU 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.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **June 30, 2022**. To avoid delays, do not send receipts to the Lincoln Motor Company.

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 **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).

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

The Lincoln Motor Company