



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

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

January 18, 2022

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

PROGRAM TERMS

This program will be in effect through January 31, 2023. There is no mileage limit for this program.

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|------------|------------|----------------|---|
| Super Duty | 2022 | Kentucky Truck | December 2, 2021 through December 7, 2021 |
| | | Ohio Assembly | December 3, 2021 through December 7, 2021 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, it may be possible the transmission front support cover does not meet all specifications which may prevent proper sealing of the torque converter hub. An improper seal may increase the risk of a transmission fluid leak. Vehicles may also exhibit a transmission whining noise, and harsh shifting and/or slipping due to fluid loss. Substantial fluid loss may lead to a loss in drivability.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the transmission front support cover. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of January 24, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

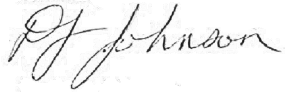
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Affected Vehicle VIN List
Owner Notification

QUESTIONS & ASSISTANCE

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

Sincerely,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**
Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

OASIS ACTIVATION

OASIS will be activated on January 18, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 18, 2022. Owner names and addresses will be available by February 11, 2022.

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 3 days for a 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 3 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

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
- 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 (21B72) is the sub code.
 - Customer Concern Code (CCC): L73 – AT Fluid Leaks (Powertrain)
 - Condition Code (CC): 16 – Incorrect Size
 - Causal Part Number: 7570
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|-----------------------------|
| 7.3L 4X2 Only: Replace Transmission Front Support Cover (Cannot be claimed with 21B72C) | 21B72B | 5.7 Hour(s) |
| 6.7L 4X4 Only: Replace Transmission Front Support Cover (Cannot be claimed with 21B72B) | 21B72C | 7.5 Hour(s) |
| Time to remove and/or set aside PTO accessories (Only to be claimed with vehicles equipped with a PTO unit) | MT21B72D | M-Time Up to 1.5 Hour(s) |

PARTS REQUIREMENTS / ORDERING INFORMATION – 7.3L 4X2 Vehicles Only

| FOR 7.3L 4X2 VEHICLES ONLY | | | |
|----------------------------|--|----------------|----------------|
| Part Number | Description | Order Quantity | Claim Quantity |
| LC3Z-7570-A | Front Support Cover | 1 | 1 |
| LC3Z-7B031-A | Front Support O-Ring | 1 | 1 |
| LC3Z-7H223-A | Front Support Assembly Bolt Washer | 5 | 5 |
| LC3Z-7A248-A | Torque Converter Hub Seal | 1 | 1 |
| W520514-S440 | RH & LH Y-Pipe-To-Exhaust Manifold Nut | 4 | 4 |
| W715131-S442 | Transmission Fluid Cooler Tube Bolts - (4 in Pkg, 1 Needed Per Repair) | 1 | 1 Bolt |
| W714824-S442 | Selector Lever Cable Bracket Bolts - (4 in Pkg, 2 Needed Per Repair) | 1 | 2 Bolts |
| W715618-S437 | Torque Converter Nuts (4 per Pkg, 4 Needed Per Repair) | 1 | 4 Nuts |
| W709771-S440 | Transmission Mount Support Isolator Nut | 2 | 2 |
| W710356-S439 | Crossmember Bracket Bolts (4 in Pkg, 4 Needed Per Repair) | 1 | 4 Bolts |
| W520515-S440 | Crossmember Bracket Nuts (4 in Pkg, 4 Needed Per Repair) | 1 | 4 Nuts |
| N605804-S439 | Transmission Support Insulator Bracket Bolts (4 in Pkg, 4 Needed Per Repair) | 1 | 4 Bolts |
| 391558-S102 | Transmission Support Insulator Bolt | 2 | 2 |
| W714717-S439 | Exhaust Y-Pipe-To-Resonator Bolts (4 in Pk, 2 Needed Per Repair) | 1 | 2 Bolts |

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

PARTS REQUIREMENTS / ORDERING INFORMATION – 7.3L 4X2 Vehicles Only (Continued)

| FOR 7.3L 4X2 VEHICLES ONLY | | | |
|-----------------------------------|--|-----------------------|-----------------------|
| Part Number | Description | Order Quantity | Claim Quantity |
| W714656-S439 | Exhaust Hanger Bracket Bolts (4 in Pkg, 4 Needed Per Repair) | 1 | 4 Bolts |
| XT-12-QULV | Motorcraft Mercon ULV Automatic Transmission Fluid (1 Quart in Pkg, 19 Quarts Needed Per Repair) | 19 Quarts | 19 Quarts |
| XL-5-A | Motorcraft Multipurpose Grease Spray | 1 | 1 |

PARTS REQUIREMENTS / ORDERING INFORMATION – 6.7L 4X4 Vehicles Only

| FOR 6.7L 4X4 VEHICLES ONLY | | | |
|-----------------------------------|---|-----------------------|-----------------------|
| Part Number | Description | Order Quantity | Claim Quantity |
| LC3Z-7570-A | Front Support Cover | 1 | 1 |
| LC3Z-7B031-A | Front Support O-Ring | 1 | 1 |
| LC3Z-7H223-A | Front Support Assembly Bolt Washer | 5 | 5 |
| LC3Z-7A248-A | Torque Converter Hub Seal | 1 | 1 |
| W520514-S440 | RH & LH Y-Pipe-To-Exhaust Manifold Nuts | 4 | 4 |
| W715131-S442 | Transmission Fluid Cooler Tube Bolts - (4 in Pkg, 1 Needed Per Repair) | 1 | 1 Bolt |
| W714824-S442 | Selector Lever Cable Bracket Bolts - (4 in Pkg, 2 Needed Per Repair) | 1 | 2 Bolts |
| W715618-S437 | Torque Converter Nuts - (4 in Pkg, 6 Needed Per Repair) | 2 | 6 Nuts |
| N605804-S439 | Transfer Case to Transmission Bolts - (4 in Pkg, 11 Needed Per Repair) | 3 | 11 Bolts |
| E4HZ-4A254-B | Front Driveshaft Pinion Flange Strap | 2 | 2 |
| F81Z-4N272-AA | Front Driveshaft Pinion Flange Bolts (4 in Pkg, 4 Needed Per Repair) | 1 | 4 Bolts |
| N811880-S100 | Front Driveshaft CV Joint-To-Transfer Case Flange Bolts (4 in Pkg, 4 Needed Per Repair) | 1 | 4 Bolts |

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

PARTS REQUIREMENTS / ORDERING INFORMATION – 6.7L 4X4 Vehicles Only (Continued)

| FOR 6.7L 4X4 VEHICLES ONLY | | | |
|-----------------------------------|---|-----------------------|-----------------------|
| Part Number | Description | Order Quantity | Claim Quantity |
| W709771-S440 | Transmission Mount Support Isolator Nut | 2 | 2 |
| W710356-S439 | Crossmember Bracket Bolts (4 in Pkg, 4 Needed Per Repair) | 1 | 4 Bolts |
| W520515-S440 | Crossmember Bracket Nuts (4 in Pkg, 4 Needed Per Repair) | 1 | 4 Nuts |
| 391558-S102 | Transmission Support Insulator Bolt | 2 | 2 |
| W718005-S900 | Exhaust Lower Downpipe-To-Catalyst and Particulate Filter Assembly Bolts (2 in Pkg, 2 Needed Per Repair) | 1 | 2 Bolts |
| XT-10-QLVC | MotorcraftMercon LV Automatic Transmission Fluid – Transfer Case Fluid (12 Quarts in Pkg, up to 2 Quarts Needed Per Repair) | 1 | Up to 2 Quarts |
| XT-12-QULV | MotorcraftMercon ULV Automatic Transmission Fluid (1 Quart in Pkg, 19 Quarts Needed Per Repair) | 19 Quarts | 19 Quarts |
| XL-5-A | Motorcraft Multipurpose Grease Spray | 1 | 1 |

PARTS REQUIREMENTS / ORDERING INFORMATION

Note: Vehicles in Canada have different coolant requirements. Please see below for what coolant to order per market.

| Coolant for Market Specific Vehicles | | | |
|---|---|-----------------------|-----------------------|
| Part Number | Description | Order Quantity | Claim Quantity |
| FOR ALL MARKETS EXCEPT CANADA | | | |
| VC-13DL-G | Motorcraft Yellow Prediluted Antifreeze/Coolant (1 Container in Pkg, 1 Container Needed Per Repair) - Only to be used for vehicles OUTSIDE of Canada | Up to 1 | Up to 1 |
| FOR CANADA VEHICLES ONLY | | | |
| CVC-13DL-G | Motorcraft Yellow Prediluted Antifreeze/Coolant (12 in Pkg, 1 Container Needed Per Repair) - Only to be used for vehicles WITHIN Canada | Up to 1 | Up to 1 Container |

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Due to the Complexity Rear Driveshaft Configurations, Refer to the Parts Catalog for the VIN Specific Application Part Ordering.

| Rear Driveshaft Bolts and Straps (Order as Needed) | | | |
|---|---|-----------------------|-----------------------|
| Part Number | Description | Order Quantity | Claim Quantity |
| F1HZ-4N272-A | U-Joint Strap Style Bolt - Refer to The Parts Catalog for The VIN Specific Application | As Needed | Up to 4 Bolts |
| E4HZ-4A254-A | U-Joint Strap - Refer to The Parts Catalog for The VIN Specific Application | As Needed | Up to 2 Straps |
| N811880-S100 | U-Joint Flange Style Bolts (4 in Pkg, Up to 4 Needed Per Repair) - Refer to The Parts Catalog for The VIN Specific Application | As Needed | Up to 4 Bolts |
| BC3Z-4N272-A | Driveshaft Center Bearing Bolt - Refer to Parts Catalog for The VIN Specific Application | As Needed | Up to 1 |
| W500633-S439 | Driveshaft Center Bearing Bolts (4 in Pkg, Up to 1 Needed Per Repair) - Refer to Parts Catalog for The VIN Specific Application | As Needed | Up to 1 |

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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

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

REPLACED FSA PARTS INSPECTION AND SIGN OFF

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

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

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

CERTAIN 2022 MODEL YEAR SUPER DUTY VEHICLES EQUIPPED WITH A 10R140 TRANSMISSION —TRANSMISSION FRONT SUPPORT COVER REPLACEMENT

SERVICE PROCEDURE

1. Remove the transmission. Please follow the Workshop Manual (WSM) procedures in Section 307-01B.
2. Mount the transmission to a mounting stand. See Figure 1.
 - Use the General Equipment: Mounting Stand
 - Use the General Equipment: Adjustable Mounting Arm.

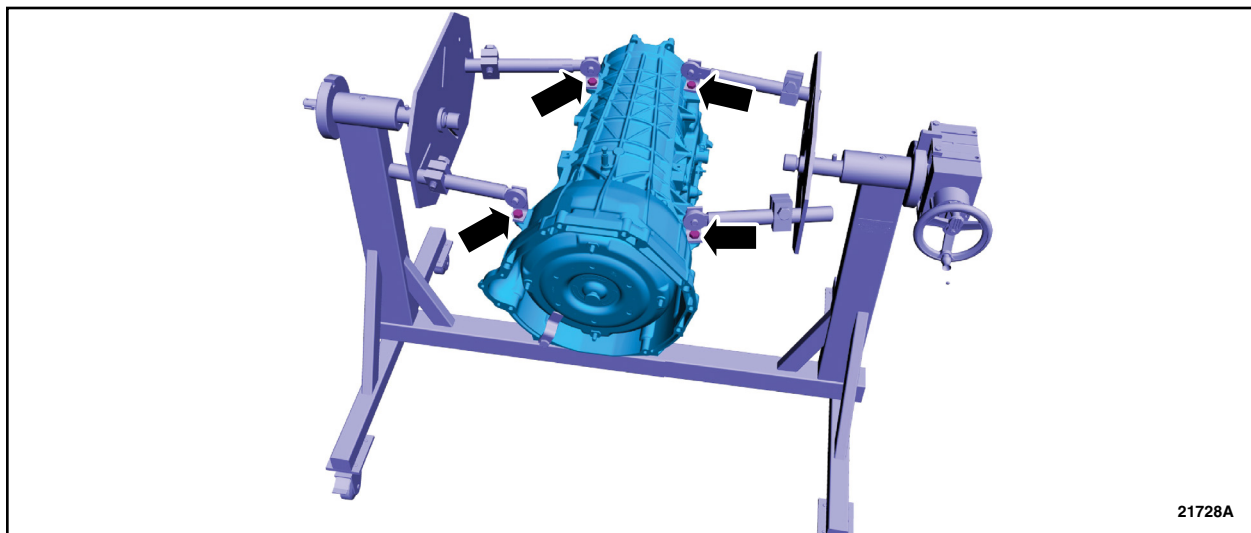


FIGURE 1



3. Rotate the transmission to a vertical position. See Figure 2.

- Vehicles with gas engines remove the special tool.
- Use Special Service Tool: 307-346(T97T-7902-A) Retainer, Torque Converter.
- Vehicles with diesel engines remove the 12 mm combination wrench.

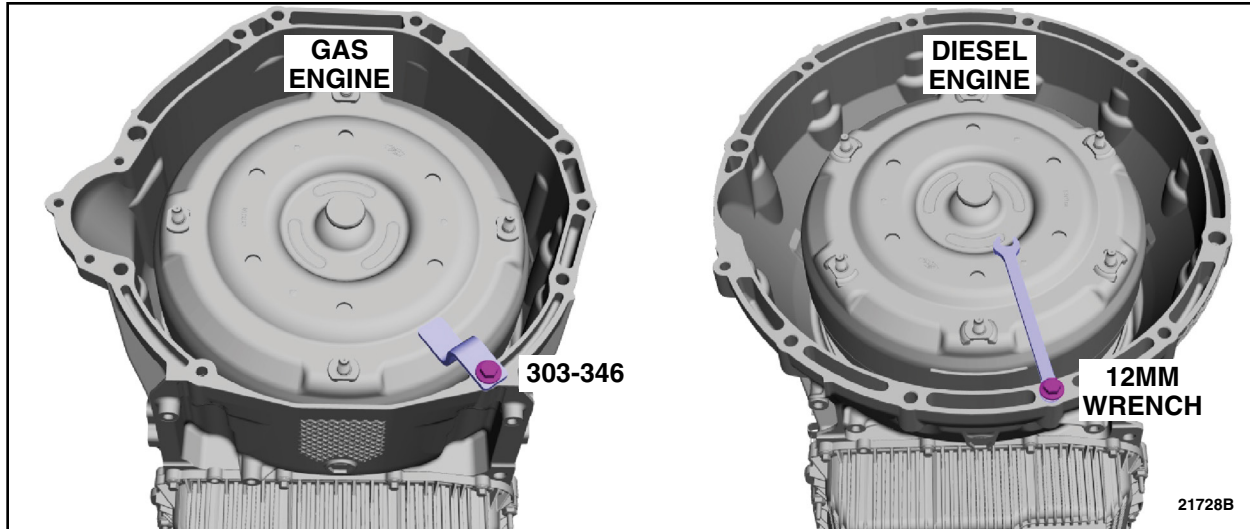


FIGURE 2

4. Using the special tool and a floor crane, remove the torque converter. See Figure 3.

- Install the pin in the bottom hole.
- Use Special Service Tool: 307-651 Bracket, Pump Remover/Installer.

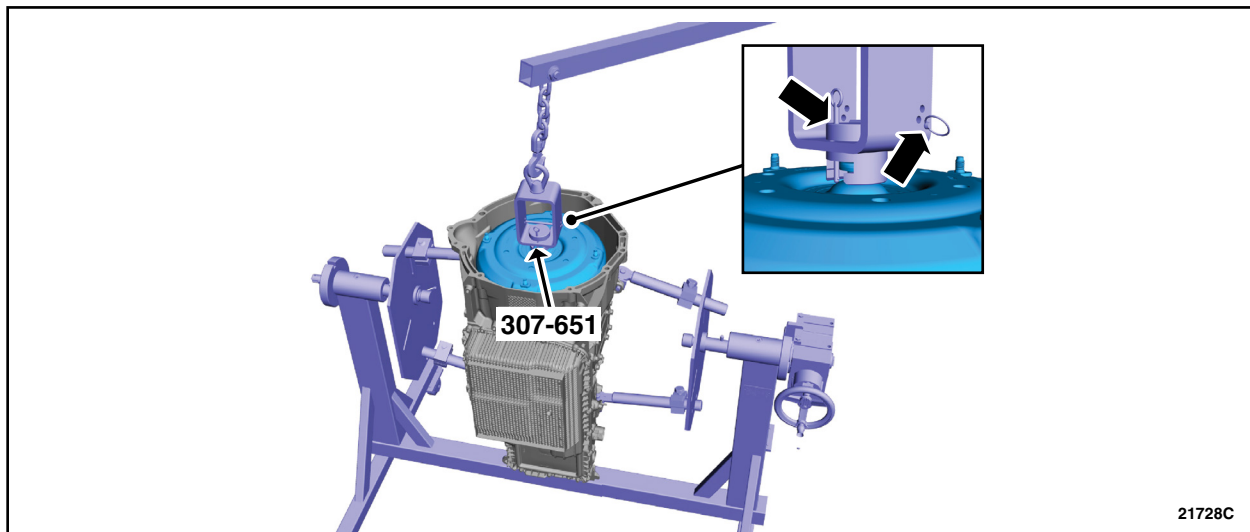


FIGURE 3



5. Using the special tools, size the input shaft torque converter (F0) Teflon® seals with a two-step process.
Allow the final sizing tool to remain on the input shaft until final assembly.

5A. Using the special tool, pre-size the input shaft torque converter (F0) Teflon® seals.
Use Special Service Tool: 307-809 push & sizer, F0 Seal guide.

5B. Using the special tool, final size the input shaft torque converter (F0) Teflon® seals.
Use Special Service Tool: 307-810 pusher & sizer, F9 Seal guide. See Figure 4.

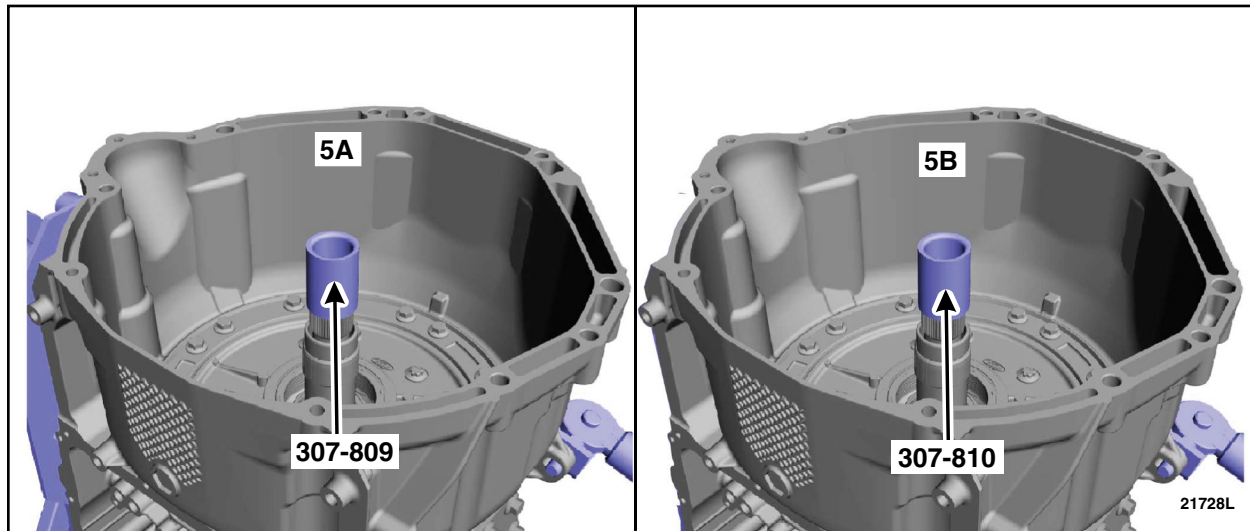


FIGURE 4



6. Using the special tool, size the stator support (F1) Teflon® seal. Allow the special tool to stay on until final assembly. Use Special Service Tool: 307-812 pusher & sizer, F1 Seal guide. See Figure 5.

NOTE: Front support assembly shown is removed from the transmission for clarification. **DO NOT** remove the front support assembly from the transmission.

NOTE: The special tools are to stay on the support assembly until installation of the torque converter.

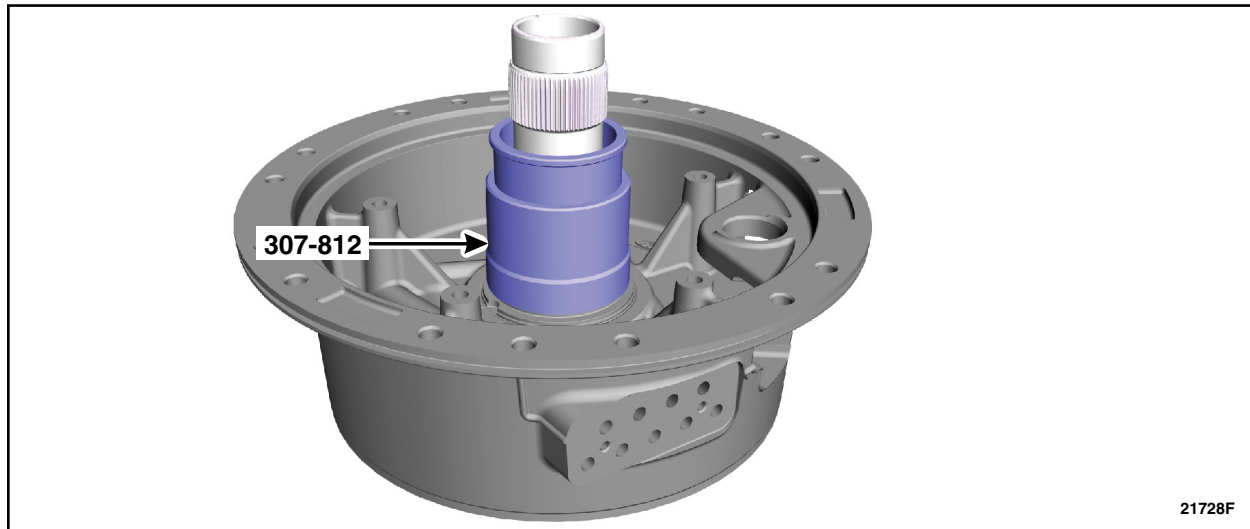


FIGURE 5



7. Thoroughly clean the transmission bell housing area before removing the front cover support cover.
Take care to not allow any contaminants into the transmission.

NOTE: The front support assembly does not need to be removed to perform this operation.

NOTE: Use a 14ep Torx Plus® socket to remove the bolts.

10. Remove the front support cover bolts, and discard the front support cover bolt washers. See Figure 6.

NOTE: Front support assembly shown is removed from the transmission for clarification. **DO NOT** remove the front support assembly from the transmission.

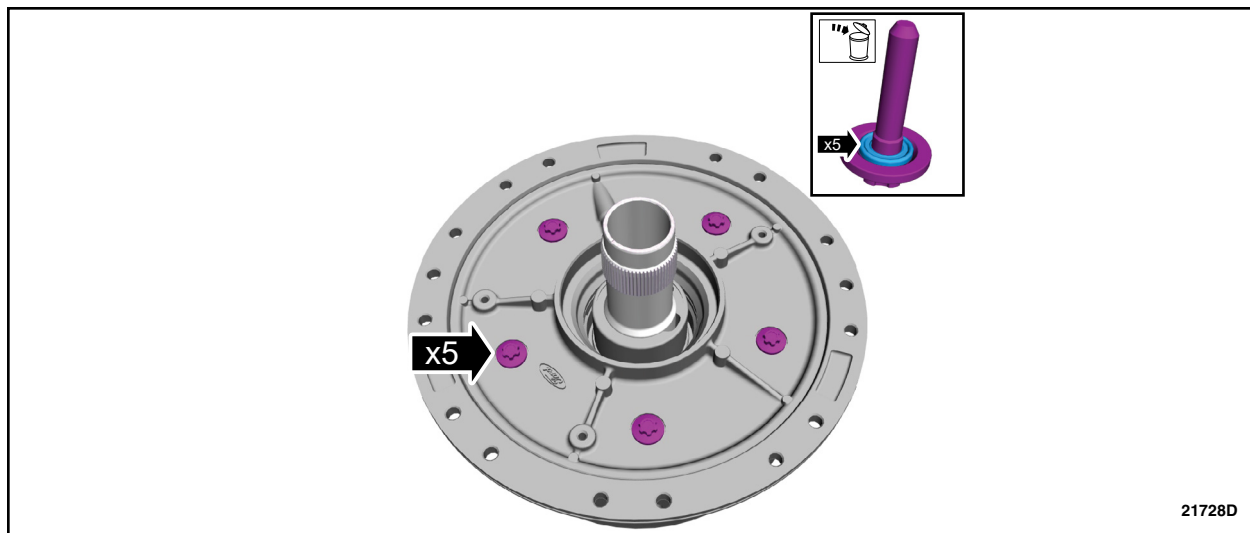


FIGURE 6



8. Using the special tools, separate the front support cover from the front support assembly and remove the front support cover. See Figure 7.

NOTE: Install the special tool with the beveled side down. Use Special Service Tool: 307-741 Spring Compressor, F Clutch, 307-741-01 Remover, Front Support & Cover.

NOTE: The front support assembly does not have to be removed to perform this repair.

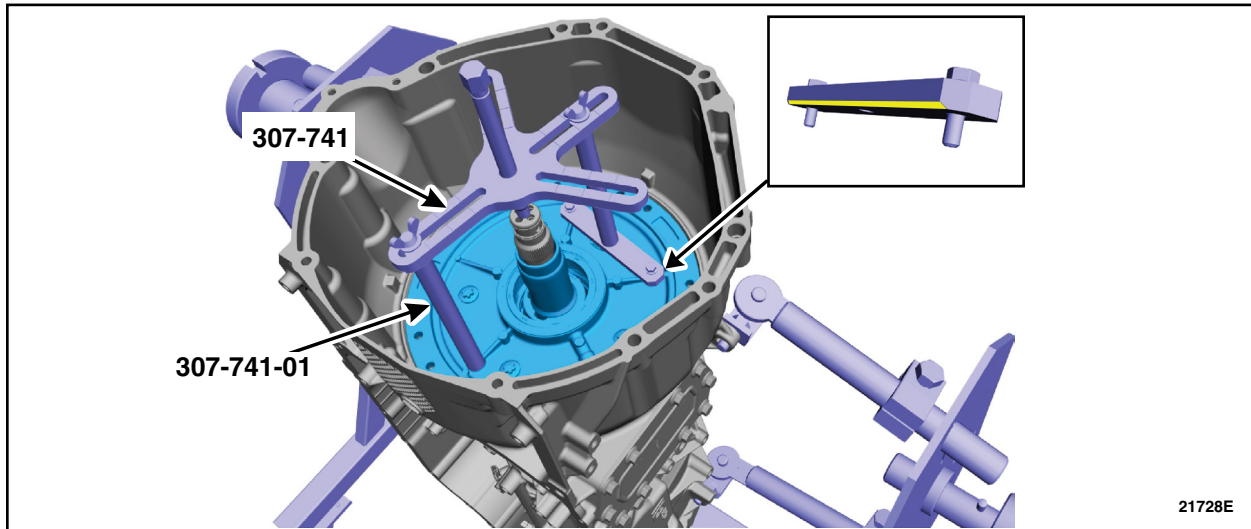


FIGURE 7

9. Remove the transmission fluid pump drive gear washer. If the washer is not present on the cover, check the top of the fluid pump drive gear for the washer. Save the washer for installation on the *new* front support cover.

10. Discard the old front support cover and seal. See Figure 8.

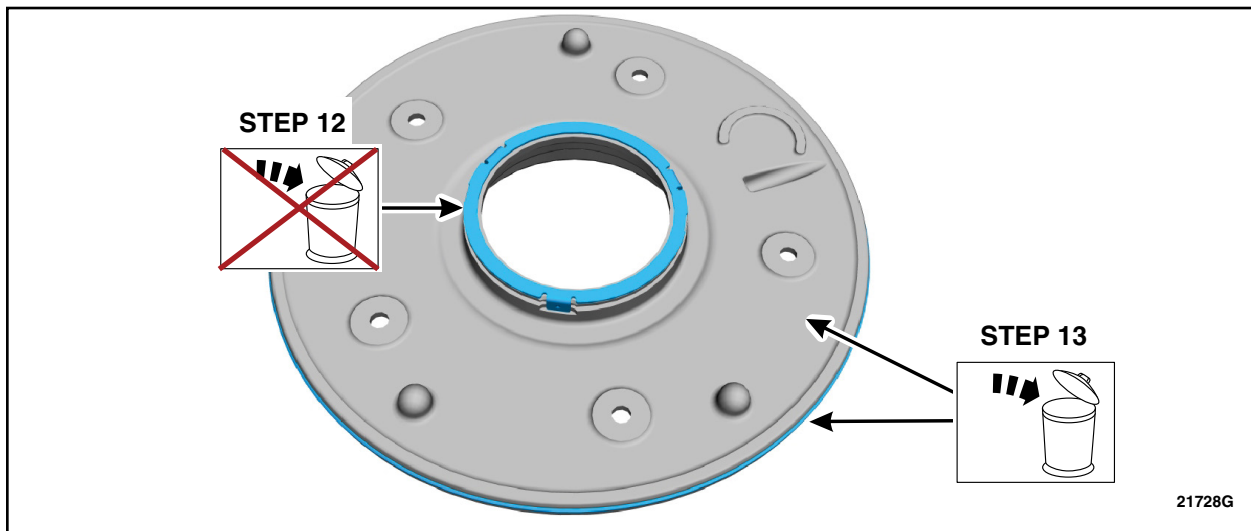


FIGURE 8



11. Install the *new* torque converter hub seal on the special tools. Use Special Service Tool: 205-1018 Installation Tube, 307-807 Installer Converter Seal. See Figure 9.

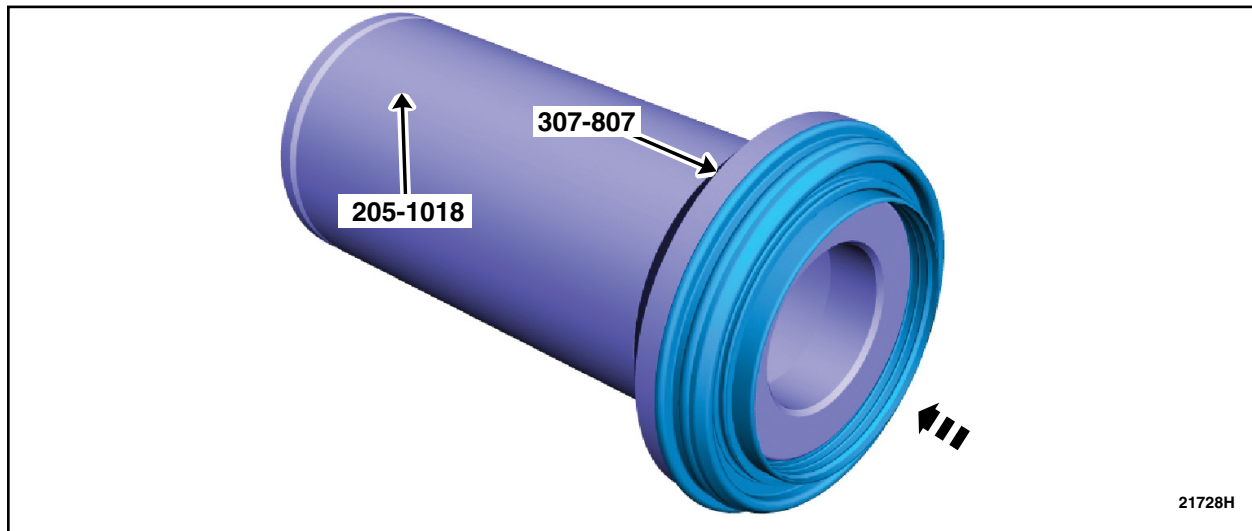


FIGURE 9

12. Using the special tools and a press, install the *new* torque converter hub seal on the *new* front support cover. Use Special Service Tool: 205-1018 Installation Tube, 307-807 Installer Converter Seal and the General Equipment: Hydraulic Press. See Figure 10.

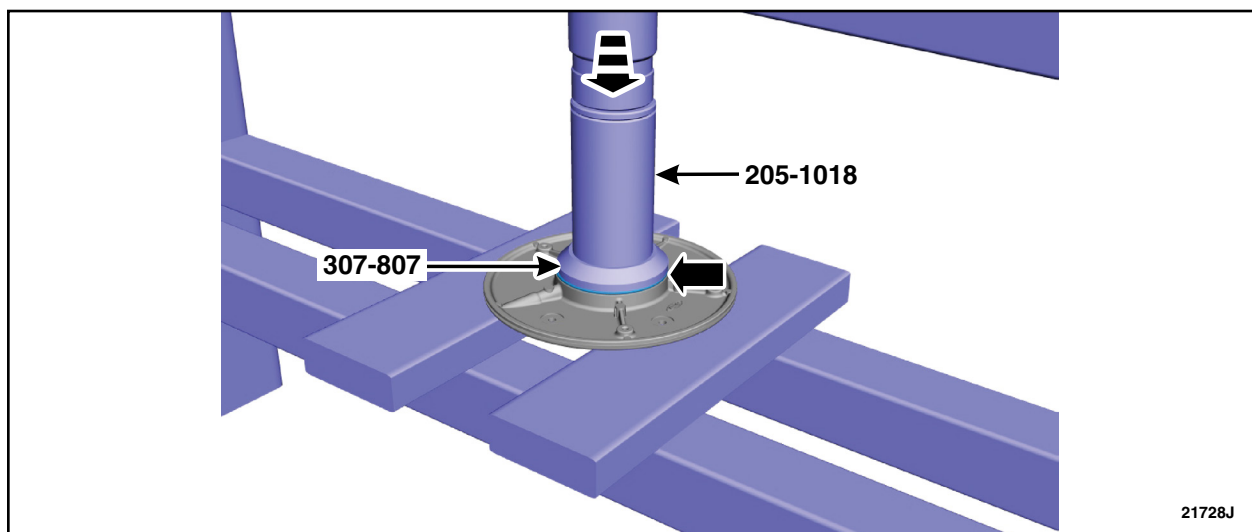


FIGURE 10



13. Install the transmission fluid pump drive gear washer removed during Step 9 of the front support cover removal.

14. Install the *new* front support cover seal. Lubricate the seal with petroleum jelly. See Figure 11.

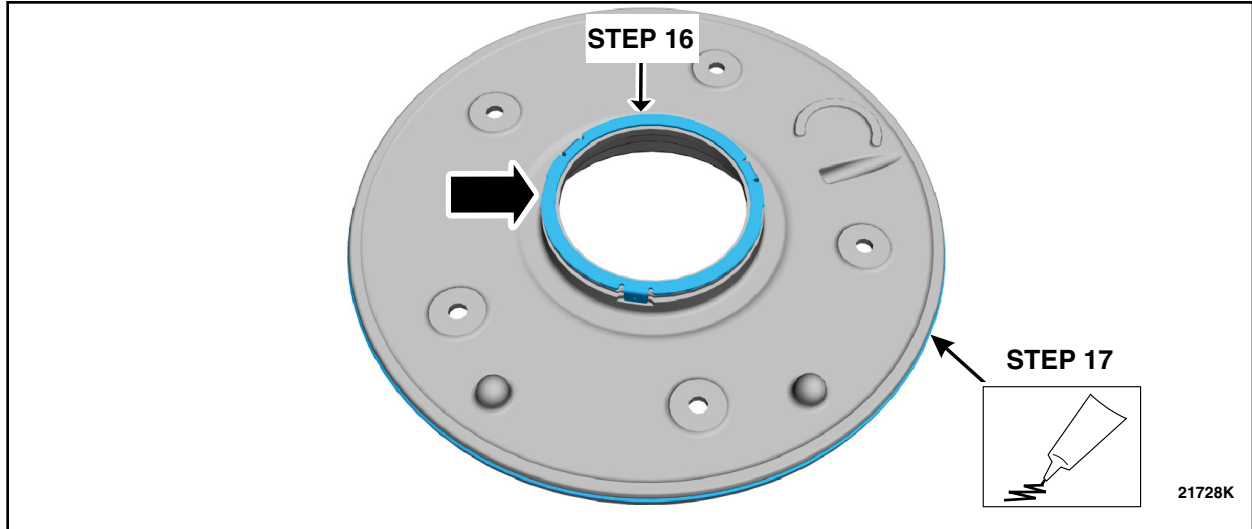


FIGURE 11



15. Install the *new* front support cover bolt washers.
16. Align the transmission fluid pump idler gear shaft casting marks.
17. Install the bolts and hand tighten in a crisscross pattern to compress the seal. See Figure 12.
 - Torque the bolts in a crisscross pattern.
 - Torque: 159 lb.in (18 Nm).

NOTE: Front support assembly shown is removed from the transmission for clarification. **DO NOT** remove the front support assembly from the transmission.

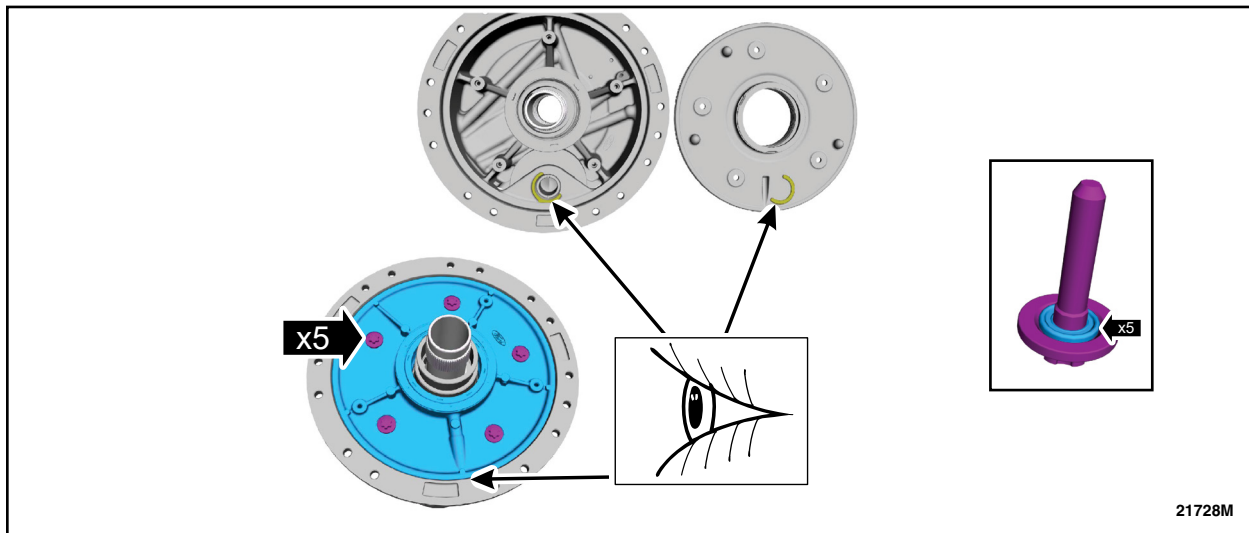


FIGURE 12

18. Remove the Special Service Tool: 307-812 pusher & sizer, F1 Seal guide.
19. Reinstall the torque converter by reversing the removal process.
20. Reinstall the transmission. Please follow the WSM procedures in Section 307-01B.

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 DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

Affected Vehicle VIN List

| VIN Number | VIN Number |
|-------------------|-------------------|
| 1FD0W4HT2NED07826 | 1FD0X4HT0NED05733 |
| 1FD0W4HT3NED15417 | 1FD0X4HT1NED05403 |
| 1FD0W4HT3NED19158 | 1FD0X5GN3NED16587 |
| 1FD0W4HT4NED07794 | 1FD0X5GN5NED16591 |
| 1FD0W4HT6NED07795 | 1FD0X5GNXNED16585 |
| 1FD0W4HT6NED07800 | 1FD0X5HT0NED18763 |
| 1FD0W4HT6NED08624 | 1FD0X5HT1NED16908 |
| 1FD0W4HT8NED07801 | 1FD0X5HT2NED18778 |
| 1FD0W4HT9NED19827 | 1FD0X5HT3NED18451 |
| 1FD0W4HTXNED07816 | 1FD0X5HT4NED18457 |
| 1FD0W4HTXNED08626 | 1FD0X5HT5NED19925 |
| 1FD0W4HTXNED19836 | 1FD0X5HT6NED18721 |
| 1FD0W4HTXNED22963 | 1FD0X5HT7NED18453 |
| 1FD0W5GN2NED08130 | 1FD0X5HT7NED18548 |
| 1FD0W5GN5NED15797 | 1FD0X5HT8NED23015 |
| 1FD0W5HT0NED16532 | 1FD0X5HTXNED16907 |
| 1FD0W5HT0NED23013 | 1FD0X5HTXNED18625 |
| 1FD0W5HT1NED07953 | 1FD8W3FT1NED20678 |
| 1FD0W5HT1NED18564 | 1FD8W3FT2NEC95984 |
| 1FD0W5HT2NED07962 | 1FD8W3FT3NED32332 |
| 1FD0W5HT2NED23014 | 1FD8W3HT0NED17736 |
| 1FD0W5HT5NED07972 | 1FD8W3HT1NEC72483 |
| 1FD0W5HT6NED19869 | 1FD8W3HT1NED15400 |
| 1FD0W5HT6NED23033 | 1FD8W3HT2NEC41338 |
| 1FD0W5HT7NED18617 | 1FD8W3HT3NED15396 |
| 1FD0W5HT8NED18755 | 1FD8W3HT3NED15401 |
| 1FD0W5HT8NED22286 | 1FD8W3HT3NED21327 |
| 1FD0W5HT8NED28749 | 1FD8W3HT4NEC96535 |
| 1FD0W5HT9NED20725 | 1FD8W3HT4NED15410 |
| 1FD0W5HT9NED21809 | 1FD8W3HT4NED15536 |
| 1FD0W5HTXNED07966 | 1FD8W3HT4NED16167 |
| 1FD0W5HTXNED17073 | 1FD8W3HT5NEC96012 |
| 1FD0W5HTXNED28493 | 1FD8W3HT5NED15397 |

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Customer Satisfaction Program 21B72**

Certain 2022 Model Year Super Duty Vehicles Equipped with a 10R140 Transmission
Transmission Front Support Cover Replacement

Affected Vehicle VIN List (Continued)

| VIN Number | VIN Number |
|-------------------|-------------------|
| 1FD8W3HT5NED15528 | 1FDRF3FT8NEC80538 |
| 1FD8W3HT5NED18669 | 1FDRF3FTXNED16827 |
| 1FD8W3HT6NED15389 | 1FDRF3HT0NED20401 |
| 1FD8W3HT6NED15411 | 1FDRF3HT1NED19080 |
| 1FD8W3HT6NED19121 | 1FDRF3HT1NED26045 |
| 1FD8W3HT6NED22357 | 1FDRF3HT4NED18439 |
| 1FD8W3HT6NED23458 | 1FDUF4HT9NED23426 |
| 1FD8W3HT7NED15403 | 1FDUF5GN2NED16407 |
| 1FD8W3HT8NED15393 | 1FDUF5HT0NDA06081 |
| 1FD8W3HT8NED18598 | 1FDUF5HT0NED05726 |
| 1FD8W3HT8NED19105 | 1FDUF5HT1NDA06476 |
| 1FD8W3HT9NED23390 | 1FDUF5HT3NDA06138 |
| 1FD8W3HTXNED39243 | 1FDUF5HT3NED28174 |
| 1FD8X3FT1NED30818 | 1FDUF5HT4NDA06102 |
| 1FD8X3FT4NED22776 | 1FDUF5HT4NED20469 |
| 1FD8X3HT6NED15793 | 1FDUF5HT7NED19025 |
| 1FD8X3HT7NED16905 | 1FDUF5HT7NED22314 |
| 1FD8X3HTXNED34475 | 1FDUF5HT8NDA06183 |
| 1FD9W4HT4NED22724 | 1FDUF5HT8NDA06684 |
| 1FD9X4HT6NED18512 | 1FDUF5HT9NED20399 |
| 1FD9X4HT6NED22964 | 1FDUF5HTXNDA06105 |
| 1FDFF6LT2NDA06413 | 1FDUF5HTXNED22310 |
| 1FDFF6LT4NDA06414 | 1FT8W2BT8NED03557 |
| 1FDFF6LT5NDA05949 | 1FT8W3BT5NED08978 |
| 1FDFF6LT5NDA05952 | 1FT8W3BT6NED24350 |
| 1FDFF6LT5NDA06583 | 1FT8W3BT6NED25613 |
| 1FDFF6LT5NDA06597 | 1FT8W3BT7NED08965 |
| 1FDFF6LT5NDA06664 | 1FT8W3BT9NED08966 |
| 1FDFF6LT6NDA05961 | 1FT8W4DT4NED08800 |
| 1FDFF6LT7NDA06634 | 1FT8W4DT5NEC07880 |
| 1FDFF6LT8NDA06402 | 1FT8W4DT8NED26846 |
| 1FDFF6LTXNDA06644 | 1FTBF2BTXNED17806 |



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

January 2022

Customer Satisfaction Program 21B72

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, it may be possible the transmission front support cover does not meet all specifications.
- What is the effect?** A transmission front support cover that does not meet all specifications may allow transmission fluid to leak. If enough transmission fluid is lost, you may not be able to continue to drive your vehicle.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the transmission front support cover, free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until January 31, 2023 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than 2 days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, parts will need to be ordered.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B72. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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

Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit ford.com/support.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

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

Thank you for your attention to this important matter.

Ford Customer Service Division