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June 13, 2022

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

**SUBJECT: Customer Satisfaction Program 21N13**  
Certain 2020 Model Year Police Interceptor Utility Vehicles  
Front Door Latches and Key Replacement

### **PROGRAM TERMS**

This program provides a no-cost, one-time repair (if exhibiting this condition) to the driver and passenger front door latches for 6 years of service from the warranty start date of the vehicle. There is no mileage restriction for this program.

This is a one-time repair program. Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Police Interceptor Utility	2020	Chicago	November 9, 2018 through September 7, 2020

Affected vehicles are identified in OASIS.

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

In some of the affected vehicles, customers may experience difficulty locking and/or unlocking their vehicle due to increased efforts required to turn the key in the driver and passenger front door lock cylinders.

### **SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace the driver and passenger front door latch assemblies and cut four new keys. At the completion of this repair, dealership service management is to provide the new keys to the vehicle owner. This service must be performed at no charge to the vehicle owner.

**Note:** Prior to scheduling customer appointments, order four new key blanks from Rotunda (Part #: 164-R0479). Once the key blanks arrive at the dealer, cut all keys to reduce customer wait time at the dealer. Proceed with customer appointment **only after** the key blanks have been cut.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of June 27, 2022. Dealers should repair any affected vehicles that experience increased efforts required to turn the key in the door lock cylinder, whether or not the customer has received a letter.

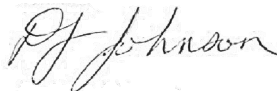
### **ATTACHMENTS**

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

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the 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

**Customer Satisfaction Program 21N13**  
Certain 2020 Model Year Police Interceptor Utility Vehicles  
Front Door Latches and Key Replacement

**OASIS ACTIVATION**

OASIS will be activated on June 13, 2022.

**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 December 31, 2022.
- Refunds will only be provided for the cost associated with the replacement of the front door latch assembly(s) or mechanical key(s), for the concern described in this bulletin.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**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.

**Customer Satisfaction Program 21N13**  
Certain 2020 Model Year Police Interceptor Utility Vehicles  
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**CLAIMS PREPARATION AND SUBMISSION**

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 21N13 if vehicle is still within time and mileage limits.
- **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 (21N13) is the sub code.
    - Customer Concern Code (CCC): L09 – Latch troubles
    - Condition Code (CC): 42 – Does Not Operate Properly
    - Causal Part Number: 78219A65 – Door Latch
    - 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 21N13                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                      - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for Cutting Key Blanks:** If sublet key blank cutting is required, documentation must be retained. Submit on the same line as the repair.
  - Program Code: 21N13                      - Misc. Expense: FSAOSL
  - Misc. Expense: Claim up to \$50.00.
- **Provision for Pseudo Part “Key” - Rotunda Key Blanks:** Use “KEY” for claiming purpose instead of Rotunda part # 164-R0479. Submit on the same line as the repair.
  - Program Code: 21N13                      - Part Line entry: Part number - KEY
  - Enter Quantity: 4                              - Claim as PART “KEY”: Actual cost up to \$105.40.

**Customer Satisfaction Program 21N13**  
 Certain 2020 Model Year Police Interceptor Utility Vehicles  
 Front Door Latches and Key Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>No Ballistic Panels Installed</b> Replace both front door latches and cut 4 new key blanks	21N13B	2.1 Hours
<b>Driver's Door Only Ballistic Panel Installed</b> Replace both front door latches and cut 4 new key blanks	21N13C	2.2 Hours
<b>Both Front Door Ballistic Panels Installed</b> Replace both front door latches and cut 4 new key blanks	21N13D	2.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
LB5Z-78219A64-Q	Front Door Latch Assembly – Right Hand	1	1
LB5Z-78219A65-Q	Front Door Latch Assembly – Left Hand	1	1
Rotunda Part # 164-R0479	Key Blank*	Claim as PART "KEY" (Quantity of 4 needed)	

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

\* Order the key blanks through Rotunda:

<https://rotunda.service-solutions.com/en-US/Pages/Home.aspx>.

**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.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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.

**Replaced FSA Parts Inspection and Sign Off Continued on the Next Page**

**Customer Satisfaction Program 21N13**  
Certain 2020 Model Year Police Interceptor Utility Vehicles  
Front Door Latches and Key Replacement

**REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)**

- 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 1<sup>st</sup> 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 2020 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES — FRONT DOOR LATCHES AND KEY REPLACEMENT

**NOTE:** Four *new* key blanks will need to be ordered from Rotunda and cut for this Field Service Action (FSA). Proceed with customer appointment ONLY AFTER the key blanks have been cut to reduce customer wait time at the dealer.

1. Verify that the vehicle is equipped with front door ballistic panel(s) by logging into Professional Technician System (PTS) > ID Vehicle By VIN > Diagnostics tab > Window Sticker Dashboard. Check for the option for Ballistic Door Panels. See Figure 1.

- Is the vehicle equipped with front door ballistic panel(s)?
- Yes - Proceed to Ballistic Panel Service Procedure. (Page 12)
- No - Proceed to Non-Ballistic Panel Service Procedure. (Page 2)

VEHICLE	(MSRP)	(MSRP)	PRICE INFORMATION
2500A	REAR DR HNDL AND LOCKS INOPR		BASE PRICE
ENT/OTHER	DEFLECTOR PLATE		TOTAL OPTIONS/OTHER
D PACKAGE	PRE-COLLISION ASSIST		TOTAL VEHICLE & OPTIONS/OTHER
L INOPERABLE	REVERSE SENSING SYSTEM		DESTINATION & DELIVERY
PEAKER	REAR TAILLAMP HOUSING		
SOLUTION	8-WAY POWER PASSENGER SEAT		
UTION	REAR VIEW MIRROR W/REAR CAMERA		
UNTING PLATE	LH/RH BALLISTIC DOOR PANEL IV		
OL	RR SPOILER TRAFFIC WRNG LED LT		
-RED/WHITE	FRONT LICENSE PLATE BRACKET		
	TAG 303Y946 2		

FIGURE 1



## NON-BALLISTIC PANEL SERVICE PROCEDURE

**⚠ WARNING:** The following procedure describes critical repair steps required for correct restraint system operation during a crash. Follow all notes and steps carefully. Failure to follow step instructions may result in incorrect operation of the restraint system and increases the risk of serious personal injury or death in a crash.

**⚠ WARNING:** Before beginning any service procedure in this manual, refer to health and safety warnings in section 100-00 General Information. Failure to follow this instruction may result in serious personal injury.

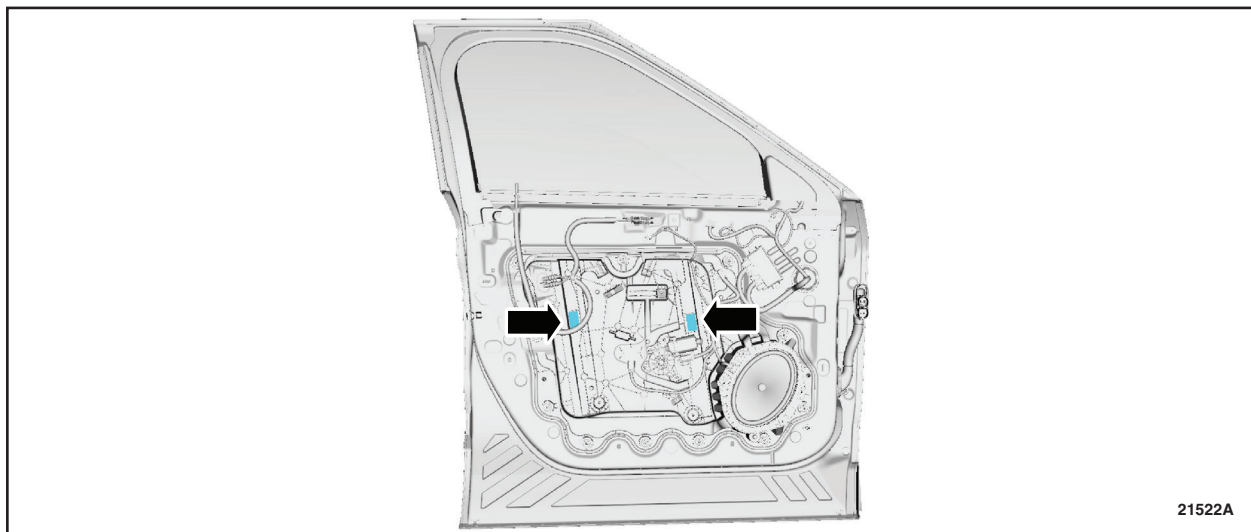
**NOTE:** The *new* front door latch assemblies received may differ from the latch assemblies being replaced.

**NOTE:** For front door window regulator motors that are non-functional, it will be necessary to remove the front door window regulator motor prior to removing the front door window regulator.

**NOTE:** Removal steps in this procedure may contain installation details.

1. Lower both front door windows to the half down position.
2. Depower the Supplemental Restraint System (SRS). Please follow the Workshop Manual (WSM) procedures in Section 501-20B.
3. Remove the Left Hand (LH) and Right Hand (RH) Front Door Trim Panel. Please follow the WSM procedures in Section 501-05.
4. Remove the front door window glass release access covers. See Figure 1.

**NOTE:** LH shown, RH similar.



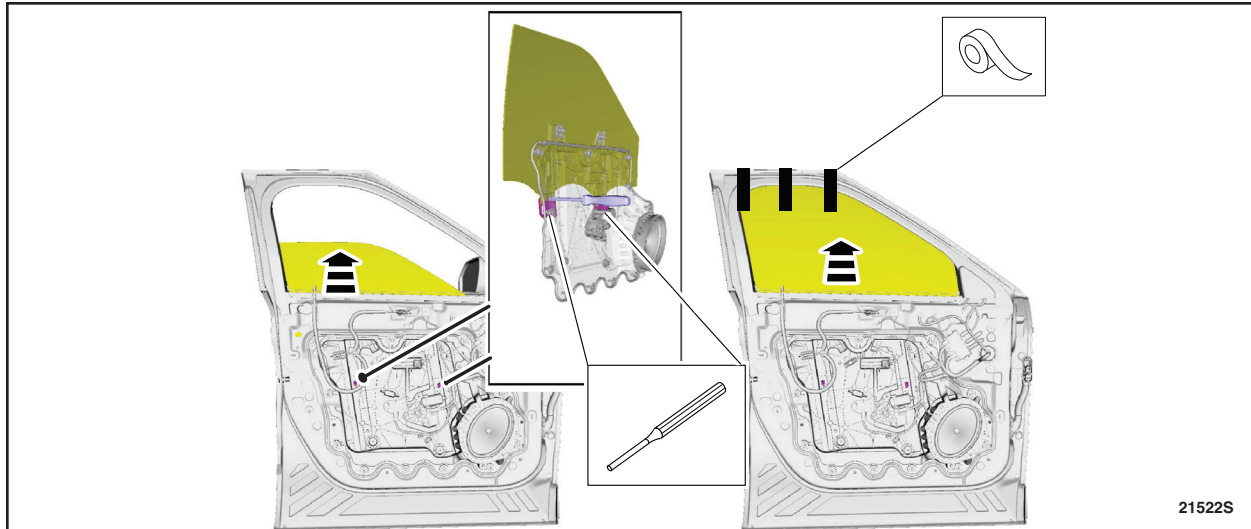
**FIGURE 1**





5. Using a punch, release the front door window glass and tape it in the full up position. See Figure 2.

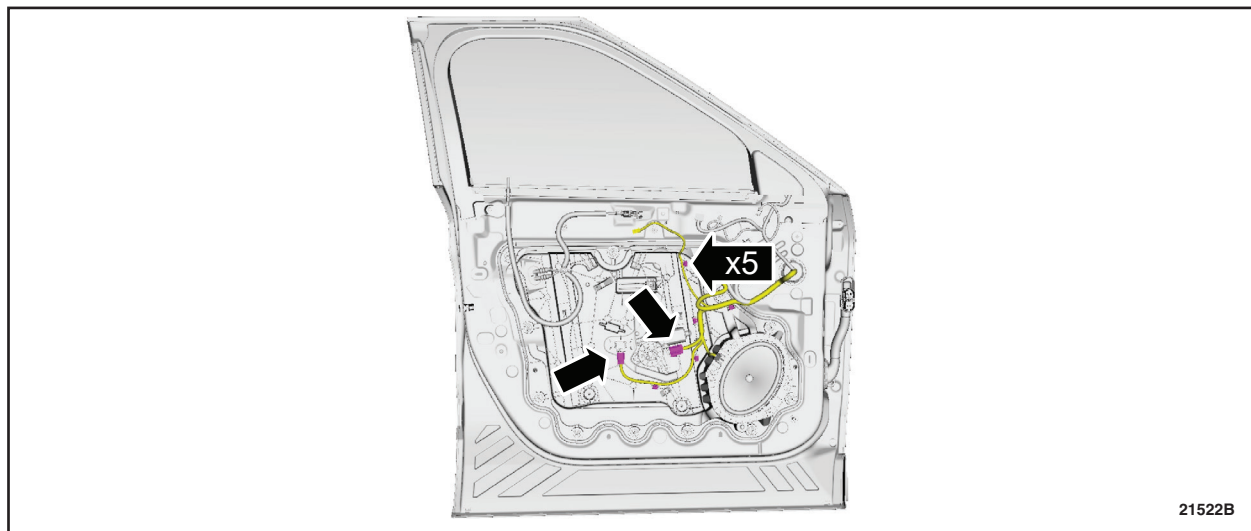
**NOTE:** LH side shown, RH side similar.



**FIGURE 2**

6. Disconnect the front door window regulator motor electrical connector and the front door side impact sensor electrical connector. Then release the front door wiring harness routing clips and position the front door wiring harness aside. See Figure 3.

**NOTE:** LH side shown, RH side similar.

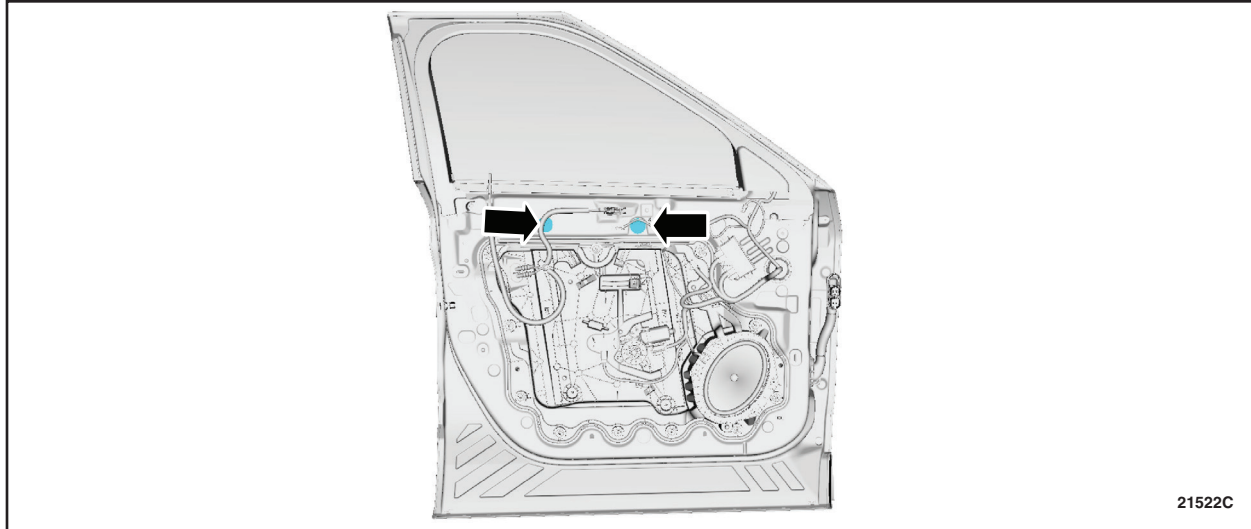


**FIGURE 3**



7 Remove the front door window regulator nut adhesive covers. See Figure 4.

**NOTE:** LH side shown, RH side similar.



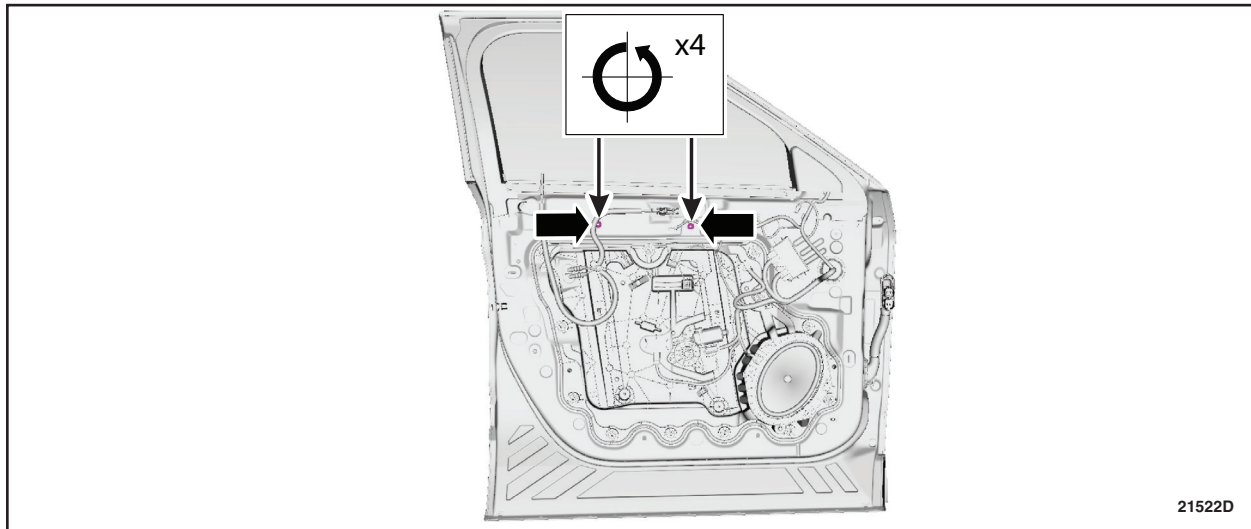
**FIGURE 4**

**NOTE:** Follow the unique instructions and graphic for this step in installation.

8. Loosen the front door window regulator nuts. See Figure 5.

- Torque: 71 lb.in (8 Nm).

**NOTE:** LH side shown, RH side similar.



**FIGURE 5**

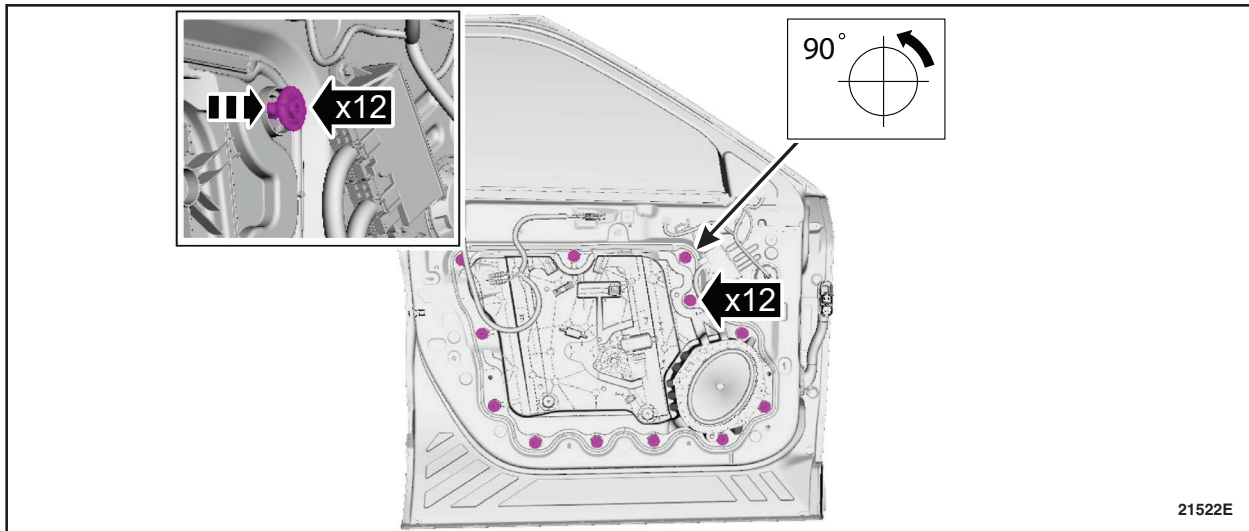


**NOTE:** Follow the unique instructions and graphic for this step in installation.

9. Release the front door window regulator retaining clips. Then position the front door window regulator retaining clips into the service position. See Figure 6.

- Torque: 49 lb.in (5.5 Nm).

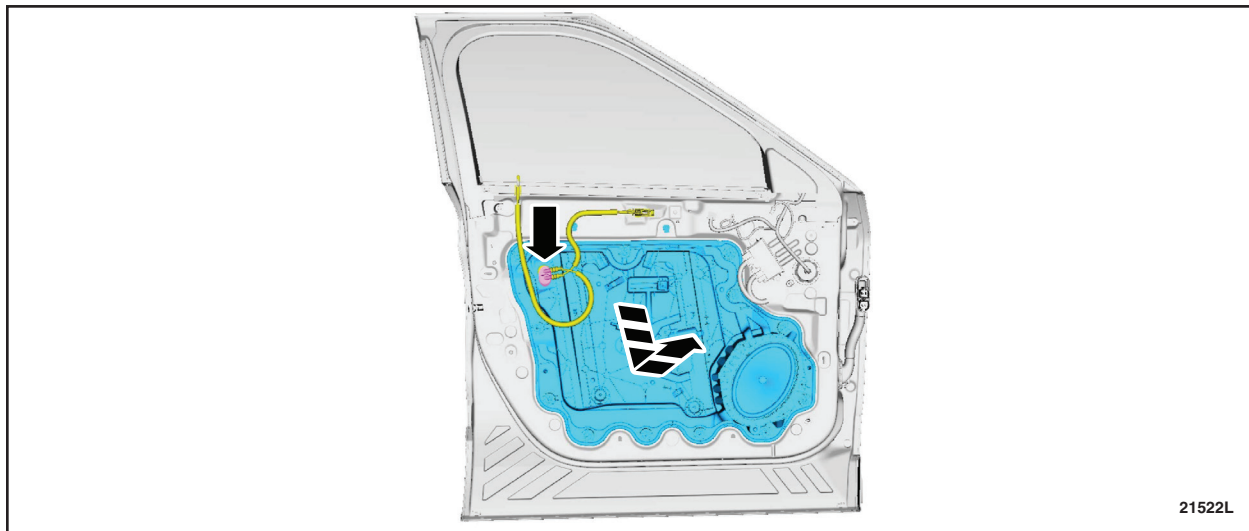
**NOTE:** LH side shown, RH side similar.



**FIGURE 6**

10. Route the interior door handle cable, door lock indicator cable and grommet through the front door window regulator and remove the front door window regulator. See Figure 7.

**NOTE:** LH side shown, RH side similar.

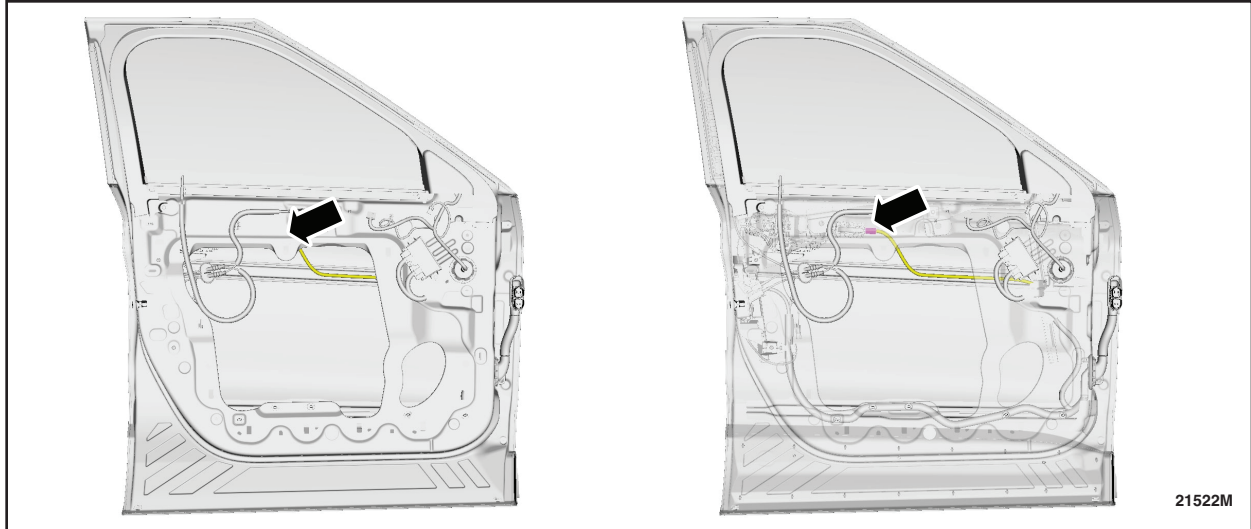


**FIGURE 7**



11. If equipped, disconnect the exterior front door handle electrical connector. See Figure 8.

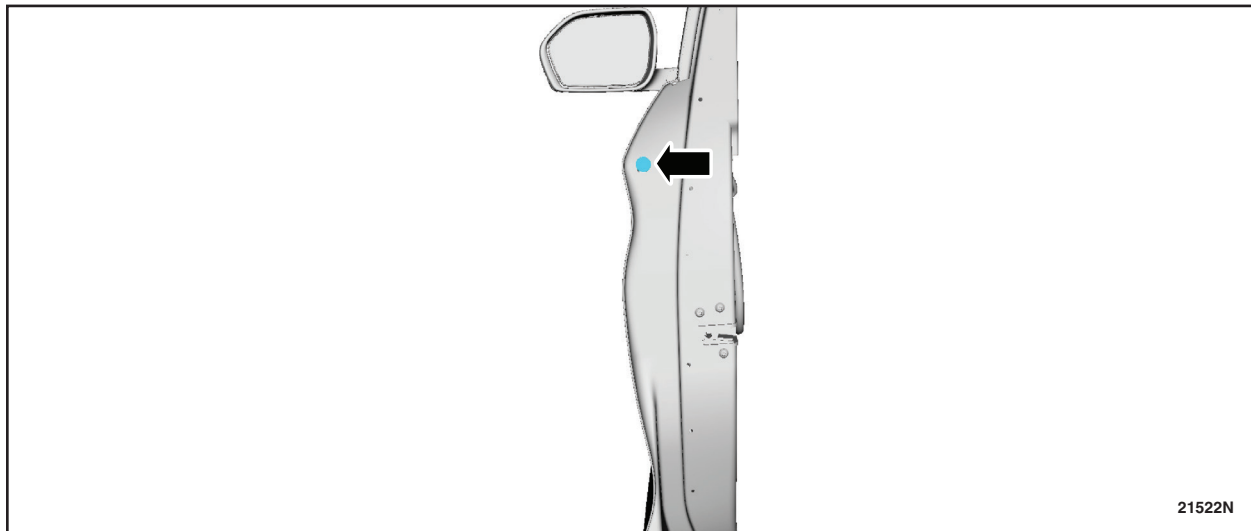
**NOTE:** The front door is shown transparent for clarity. LH side shown, RH side similar.



**FIGURE 8**

12. Remove the exterior front door handle access plug. See Figure 9.

**NOTE:** LH side shown, RH side similar.



**FIGURE 9**

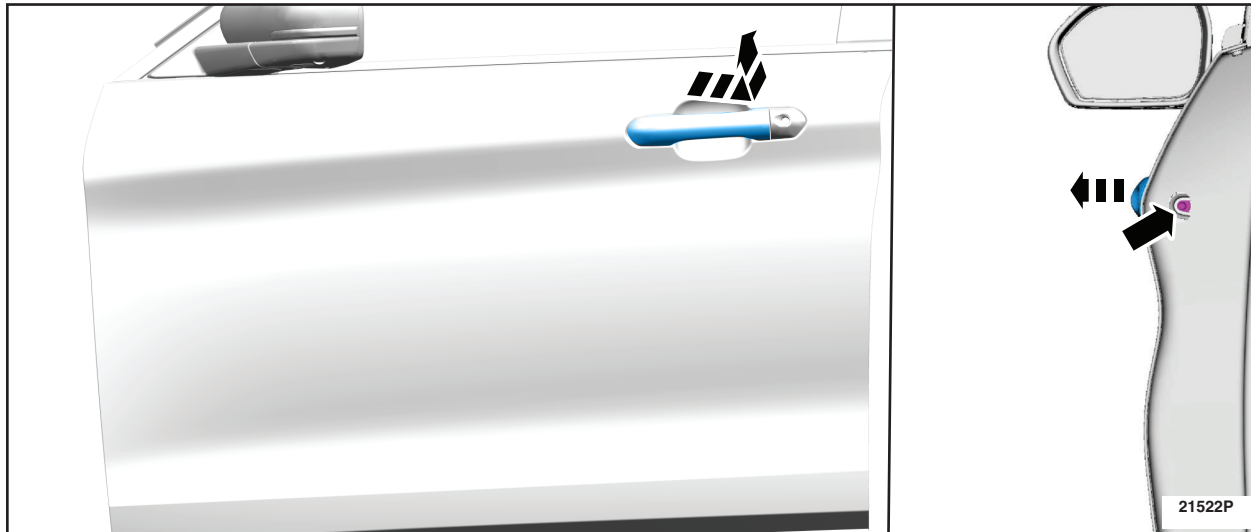


13. Hold the exterior front door handle open and turn the release screw enough to release the exterior front door handle. See Figure 10.

- Torque: 35 lb.in (4 Nm).

**NOTICE:** Once the exterior front door handle is released **DO NOT** loosen the release screw anymore. If the screw is fully released the exterior door handle will not engage the lever on installation.

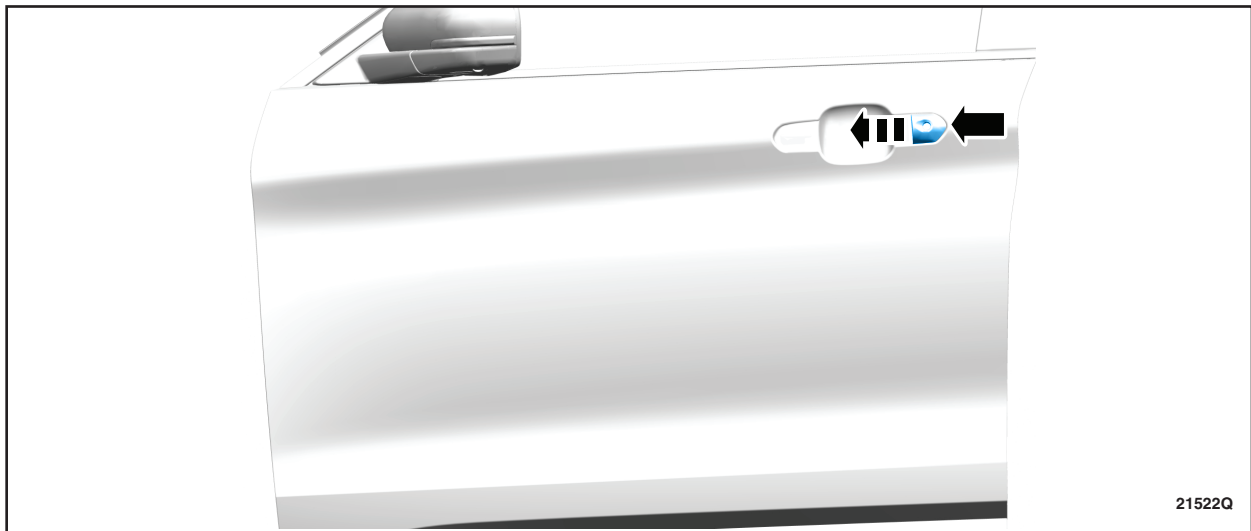
**NOTE:** LH side shown, RH side similar.



**FIGURE 10**

14. Carefully remove the exterior front door handle lock cover by releasing the rearward tab and pulling forward. See Figure 11.

**NOTE:** LH side shown, RH side similar.



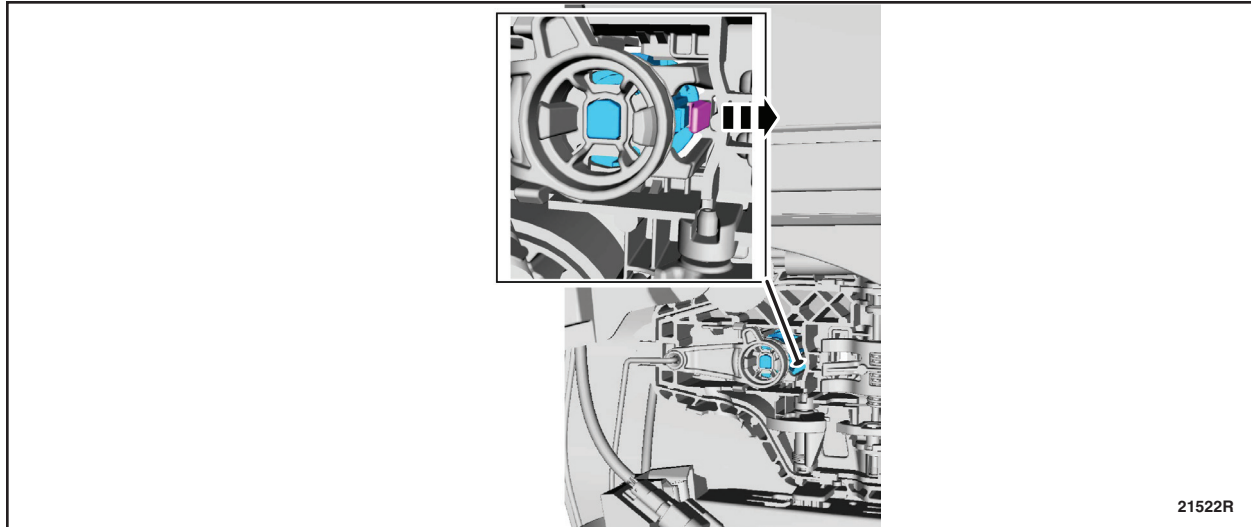
**FIGURE 11**



**NOTE:** It is important that the door lock cylinders do not get mixed between LH and RH.

15. Release the door lock cylinder retaining tab and remove the door lock cylinder. See Figure 12.

**NOTE:** LH side shown, RH side similar.

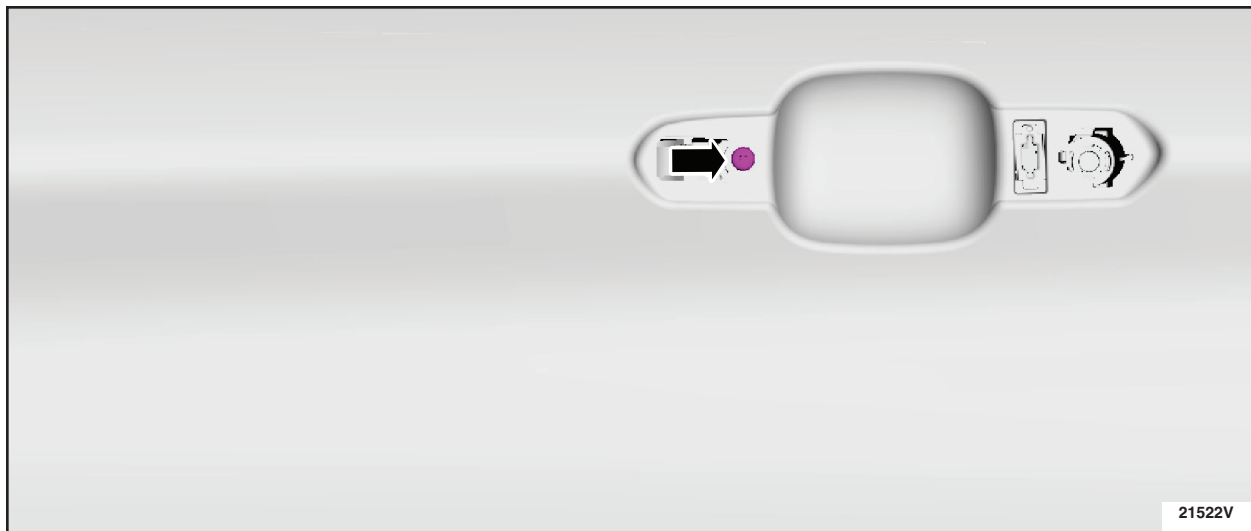


**FIGURE 12**

16. Remove the screw from the exterior front door handle reinforcement. See Figure 13.

- Torque: 62 lb.in (7 Nm).

**NOTE:** LH side shown, RH side similar.



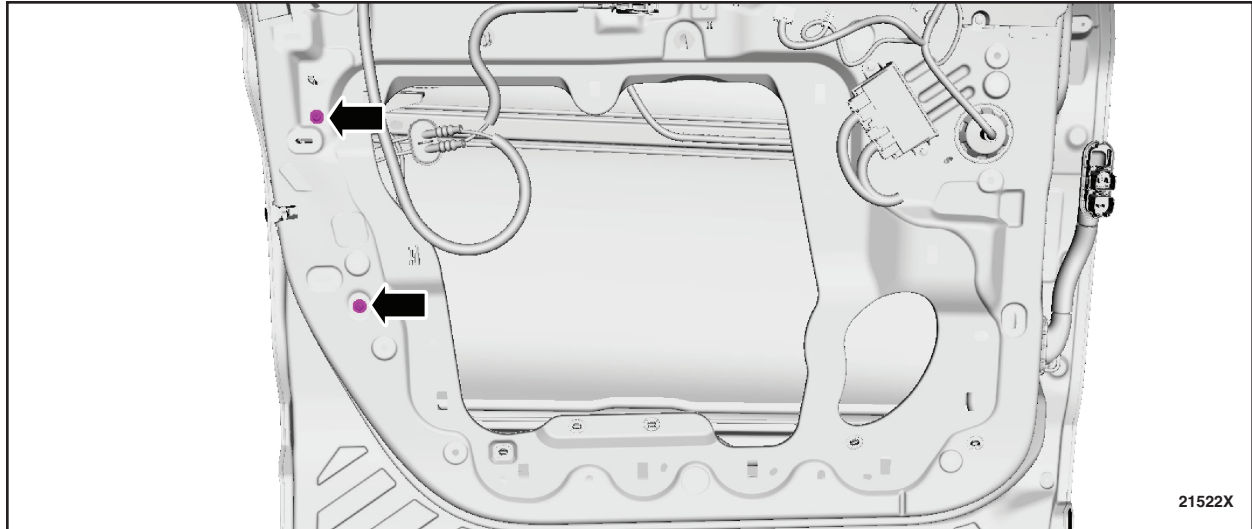
**FIGURE 13**



17. Remove the front door glass run and bracket bolts. See Figure 14.

- Torque: 19 lb.in (2.2 Nm).

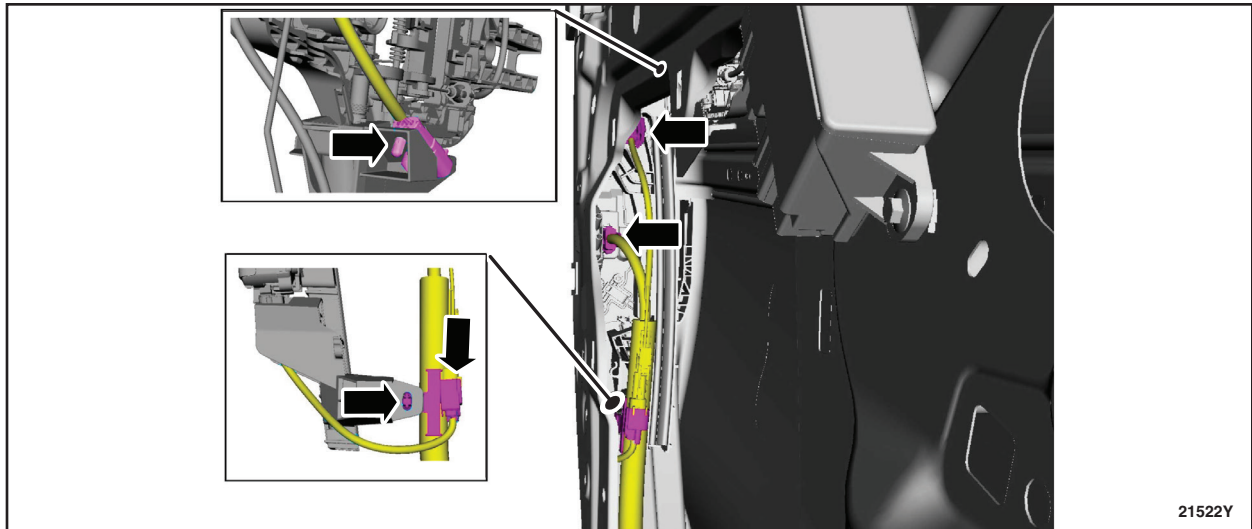
**NOTE:** LH side shown, RH side similar.



**FIGURE 14**

18. If equipped, disconnect the keyless entry keypad electrical connector, the front door latch electrical connector and the front door latch jumper harness electrical connector. See Figure 15.

**NOTE:** LH side shown, RH side similar.



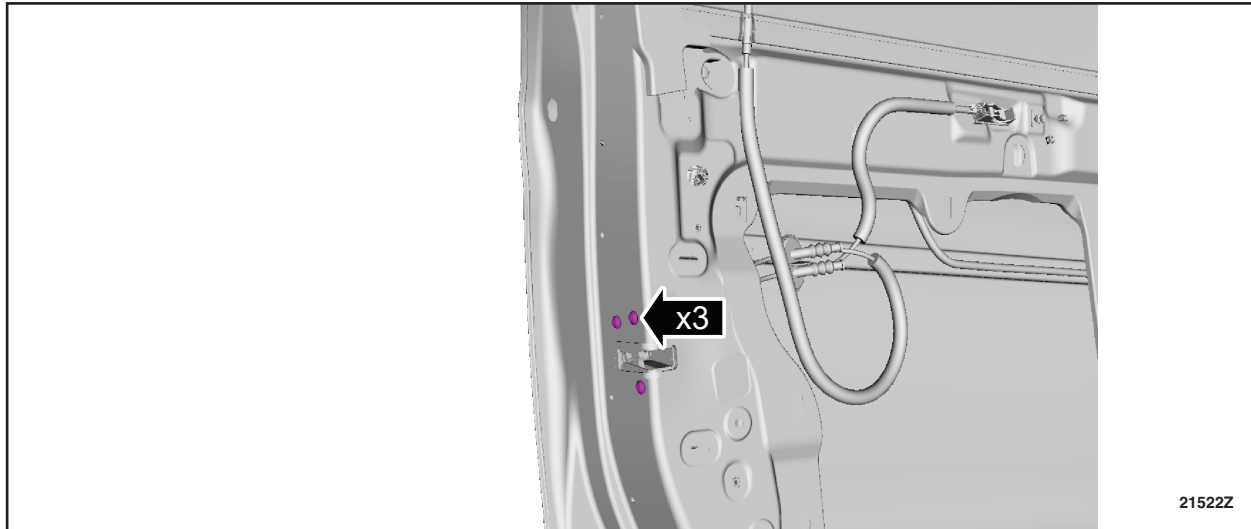
**FIGURE 15**



19. Remove the front door latch bolts. See Figure 16.

- Torque: 71 lb.in (8 Nm).

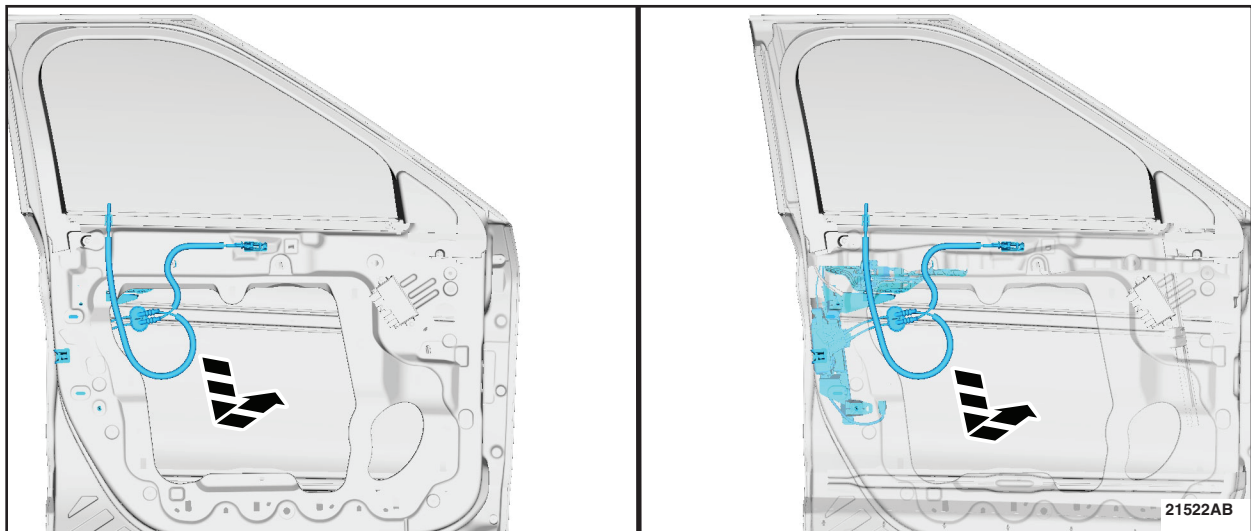
**NOTE:** LH side shown, RH side similar.



**FIGURE 16**

20. Remove the front door latch assembly. See Figure 17.

**NOTE:** The front door is shown transparent for clarity. LH side shown, RH side similar.



**FIGURE 17**





**NOTE:** It is important that the door lock cylinders do not get mixed between LH and RH.

21. Transfer the Door Lock Cylinders to the *new* Front Door Latch assemblies. Please follow the WSM procedures in Section 501-14.



**CAUTION:** Use caution not to kink the cables during installation of the door latch assembly.

22. Install the *new* Front Door Latch assemblies. Please follow the WSM procedures in Section 501-14.

23. Reverse the removal procedure to reassemble the vehicle.

24. Repower the SRS. Please follow the WSM procedures in Section 501-20B.

25. Perform the Power Door Window Initialization. Please follow the WSM procedures in Section 501-11.

26. Test all four *new* keys, in both door lock cylinders, to make sure they are working correctly prior to providing them to the customer.

27. Provide the *new* keys to the vehicle owner.

**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.



## BALLISTIC PANEL SERVICE PROCEDURE

**NOTE:** The *new* front door latch assemblies received may differ from the latch assemblies being replaced.

**⚠ WARNING:** The following procedure describes critical repair steps required for correct restraint system operation during a crash. Follow all notes and steps carefully. Failure to follow step instructions may result in incorrect operation of the restraint system and increases the risk of serious personal injury or death in a crash.

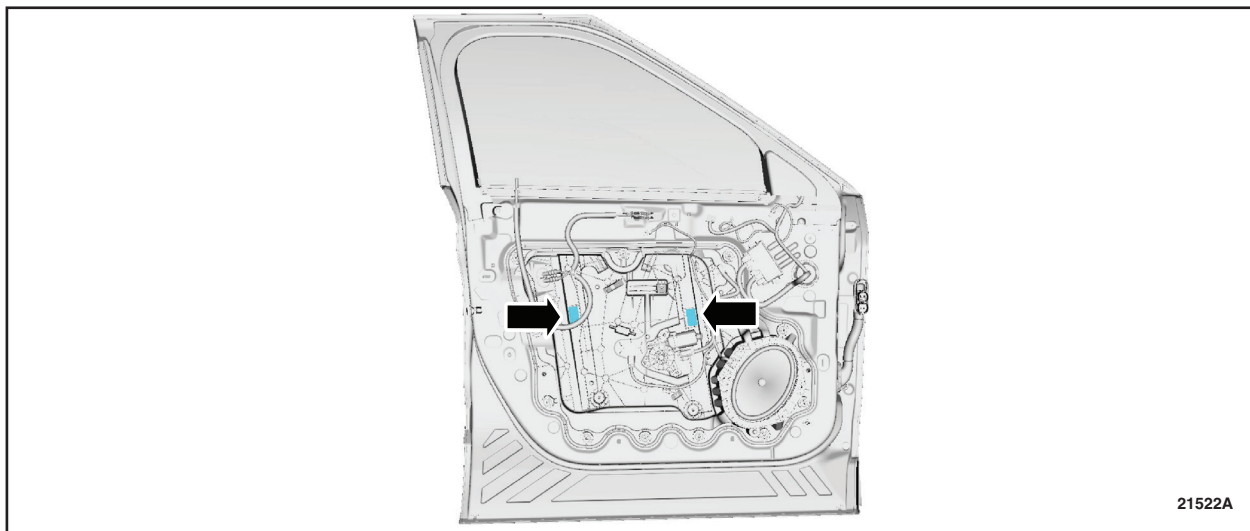
**⚠ WARNING:** Before beginning any service procedure in this manual, refer to health and safety warnings in section 100-00 General Information. Failure to follow this instruction may result in serious personal injury.

**NOTE:** For front door window regulator motors that are non-functional, it will be necessary to remove the front door window regulator motor prior to removing the front door window regulator.

**NOTE:** Removal steps in this procedure may contain installation details.

1. Lower both front door windows to the half down position.
2. Depower the Supplemental Restraint System (SRS). Please follow the Workshop Manual (WSM) procedures in Section 501-20B.
3. Remove the Left Hand (LH) and Right Hand (RH) Front Door Trim Panel. Please follow the WSM procedures in Section 501-05.
4. Remove the front door window glass release access covers. See Figure 18.

**NOTE:** LH side shown, RH side similar.

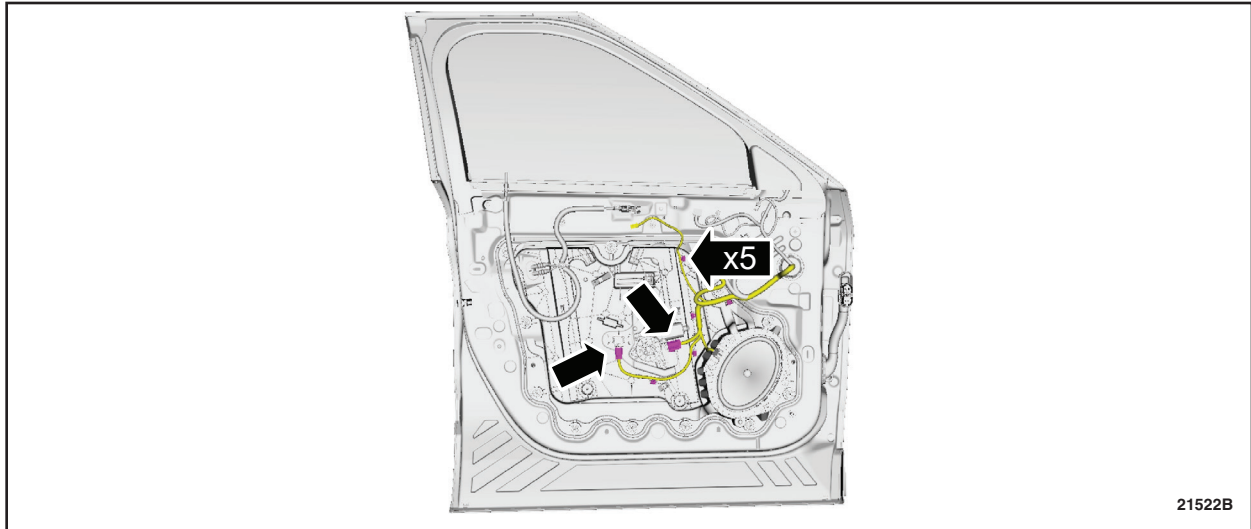


**FIGURE 18**



5. Disconnect the front door window regulator motor electrical connector and the front door side impact sensor electrical connector. Then release the front door wiring harness routing clips and position the front door wiring harness aside. See Figure 19.

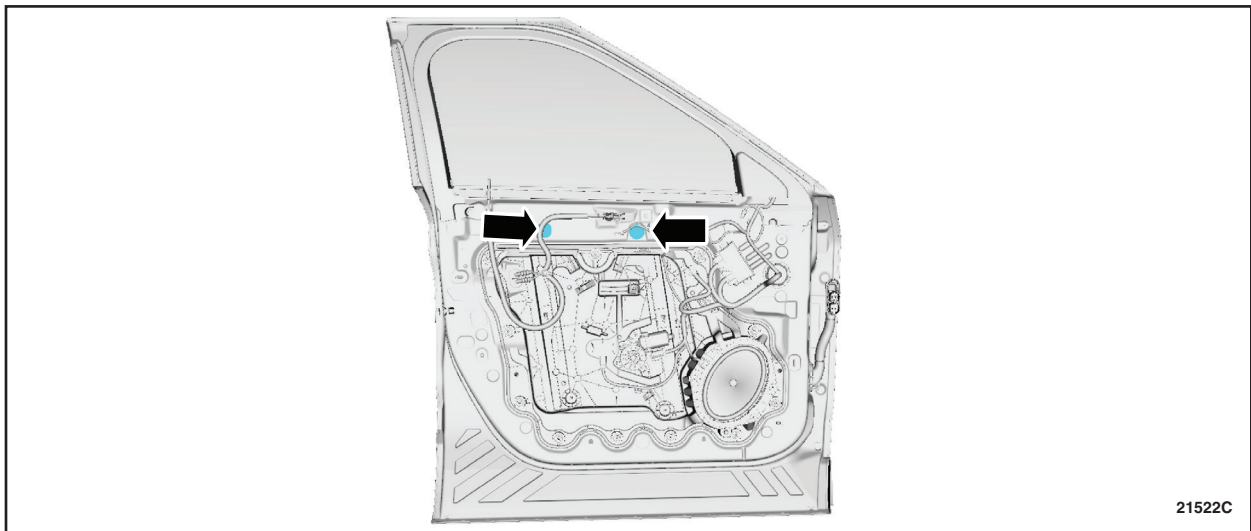
**NOTE:** LH side shown, RH side similar.



**FIGURE 19**

6. Remove the front door window regulator nut adhesive covers. See Figure 20.

**NOTE:** LH side shown, RH side similar.



**FIGURE 20**

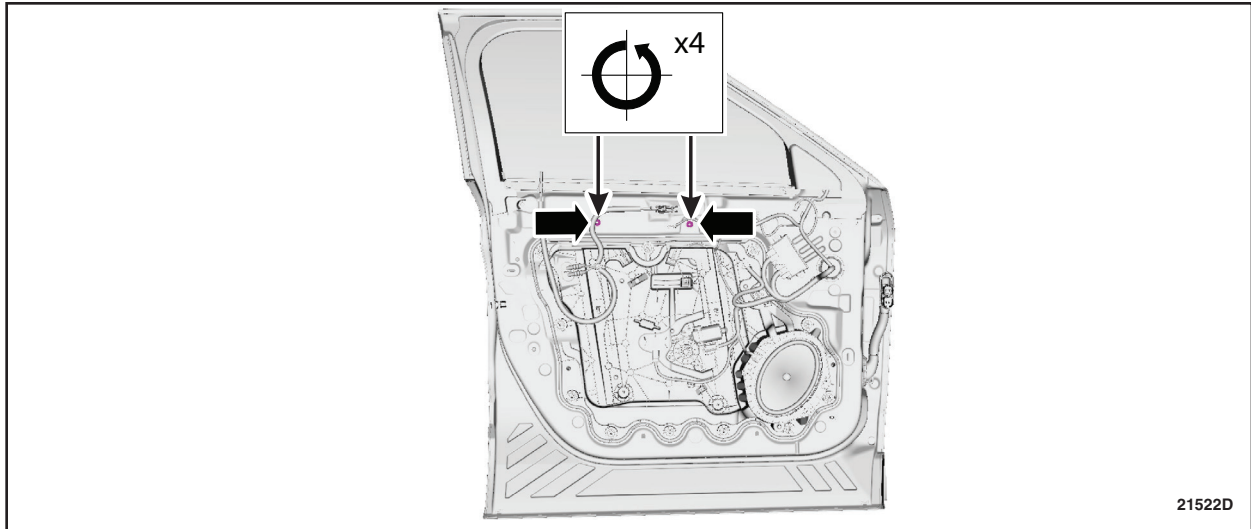


**NOTE:** Follow the unique instructions and graphic for this step in installation.

7. Loosen the front door window regulator nuts. See Figure 21.

- Torque: 71 lb.in (8 Nm).

**NOTE:** LH side shown, RH side similar.



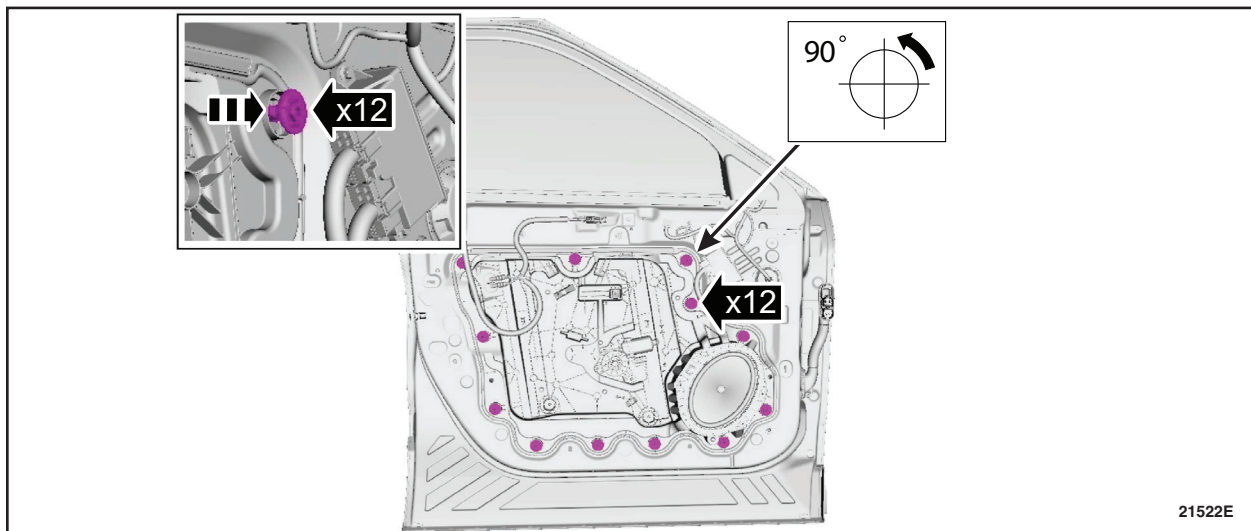
**FIGURE 21**

**NOTE:** Follow the unique instructions and graphic for this step in installation.

8. Release the front door window regulator retaining clips. Then position the front door window regulator retaining clips into the service position. See Figure 22.

- Torque: 49 lb.in (5.5 Nm).

**NOTE:** LH side shown, RH side similar.

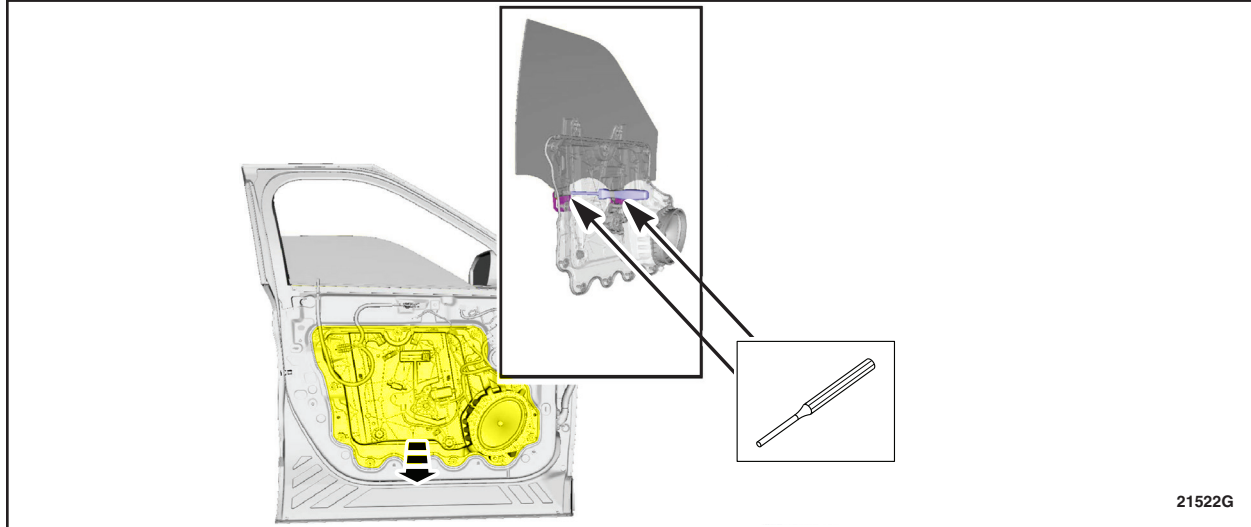


**FIGURE 22**



9. Pull back on the front door window regulator and using a punch, release the front door window glass retaining clips. See Figure 23.

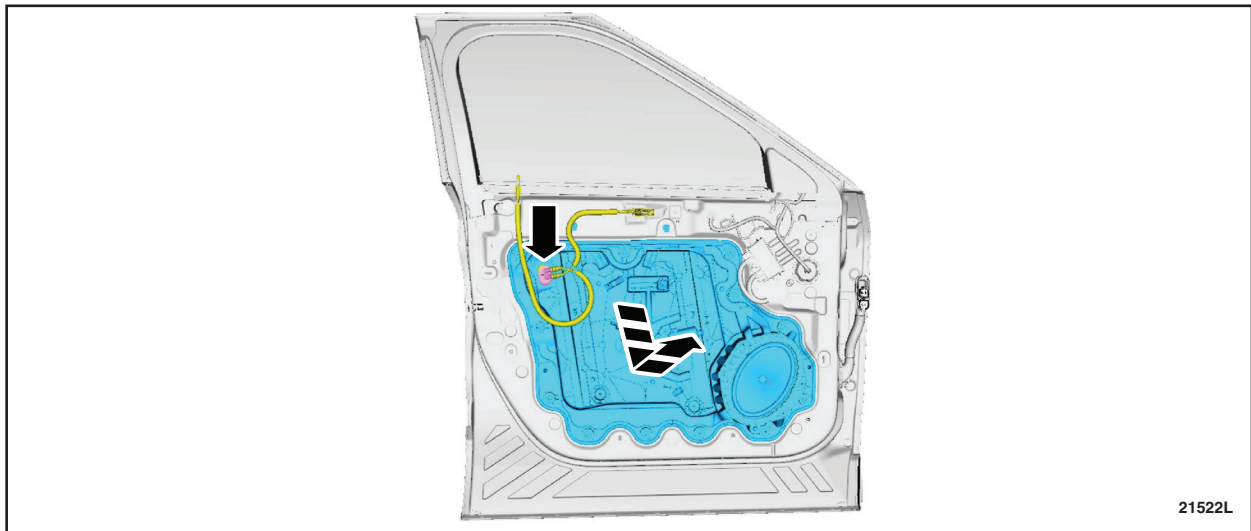
**NOTE:** LH side shown, RH side similar.



**FIGURE 23**

10. Route the interior door handle cable, door lock indicator cable and grommet through the front door window regulator and remove the front door window regulator. See Figure 24.

**NOTE:** LH side shown, RH side similar.

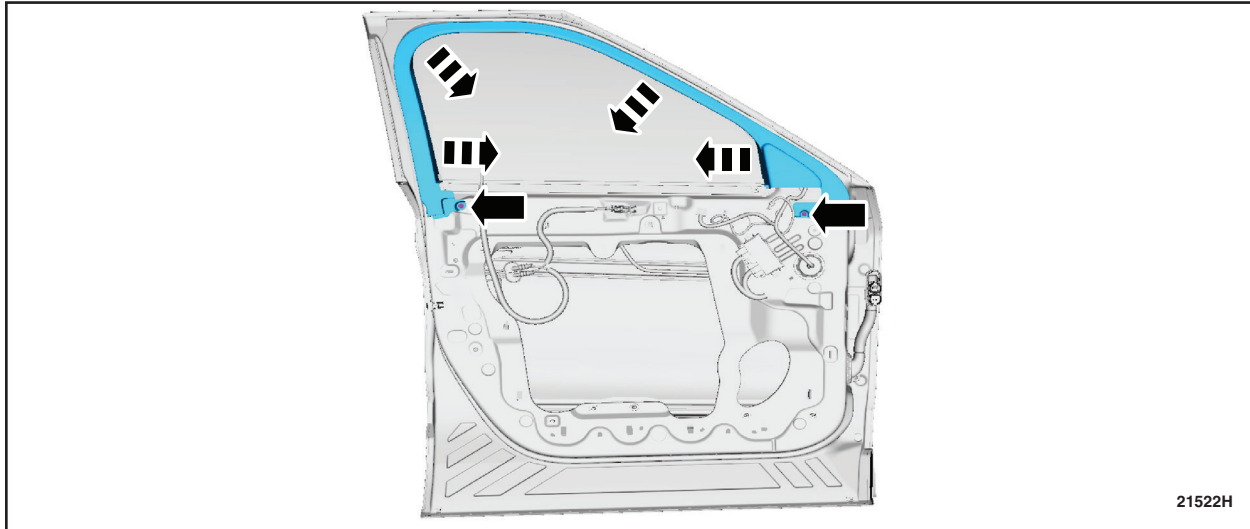


**FIGURE 24**



11. Remove the pin-type retainers and release the front door upper trim. See Figure 25.

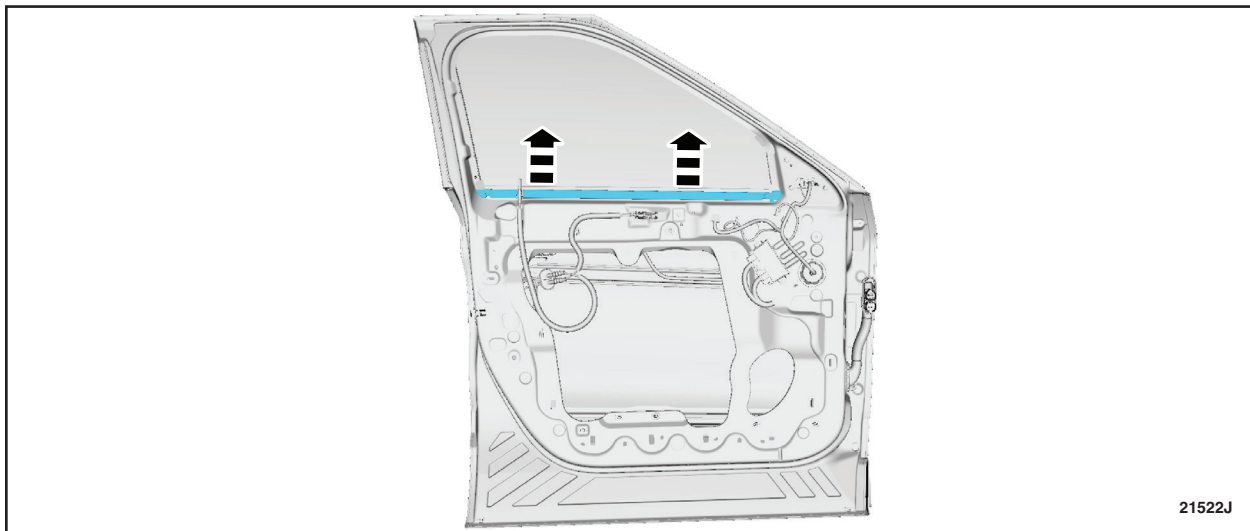
**NOTE:** LH side shown, RH side similar.



**FIGURE 25**

12. Remove the front door inner belt molding. See Figure 26.

**NOTE:** LH side shown, RH side similar.

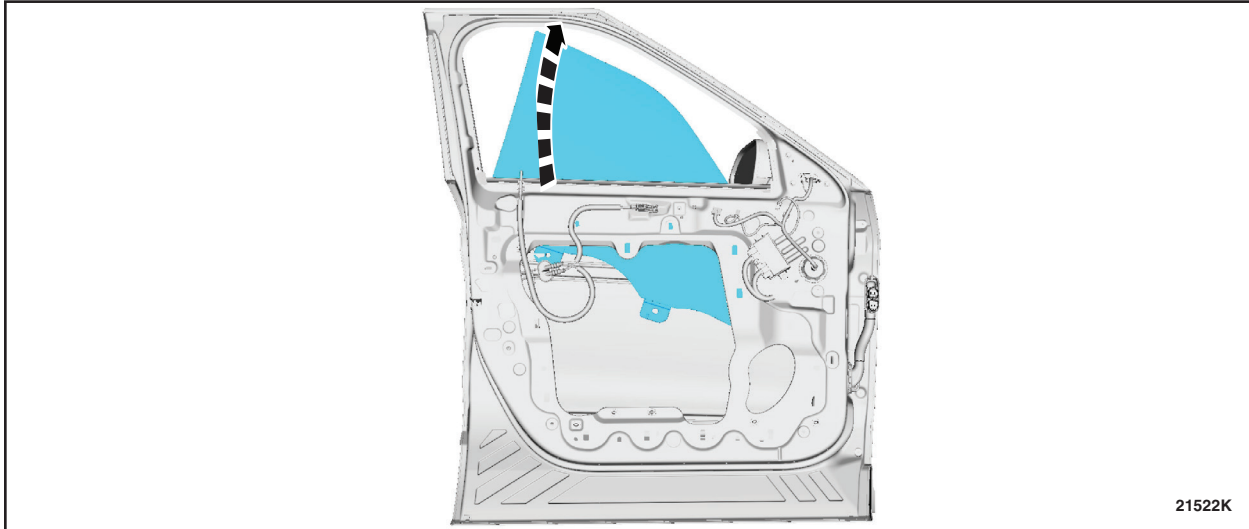


**FIGURE 26**



13. Remove the front door glass. See Figure 27.

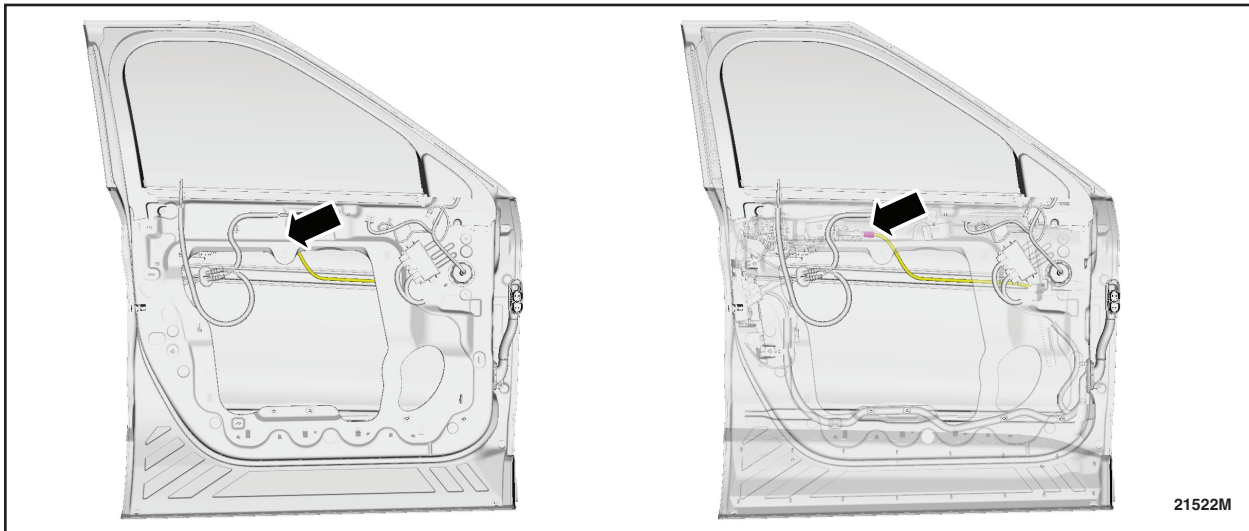
**NOTE:** LH side shown, RH side similar.



**FIGURE 27**

14. If equipped, disconnect the exterior front door handle electrical connector. See Figure 28.

**NOTE:** The front door is shown transparent for clarity. LH side shown, RH side similar.



**FIGURE 28**



15. Remove the exterior front door handle access plug. See Figure 29.

**NOTE:** LH side shown, RH side similar.



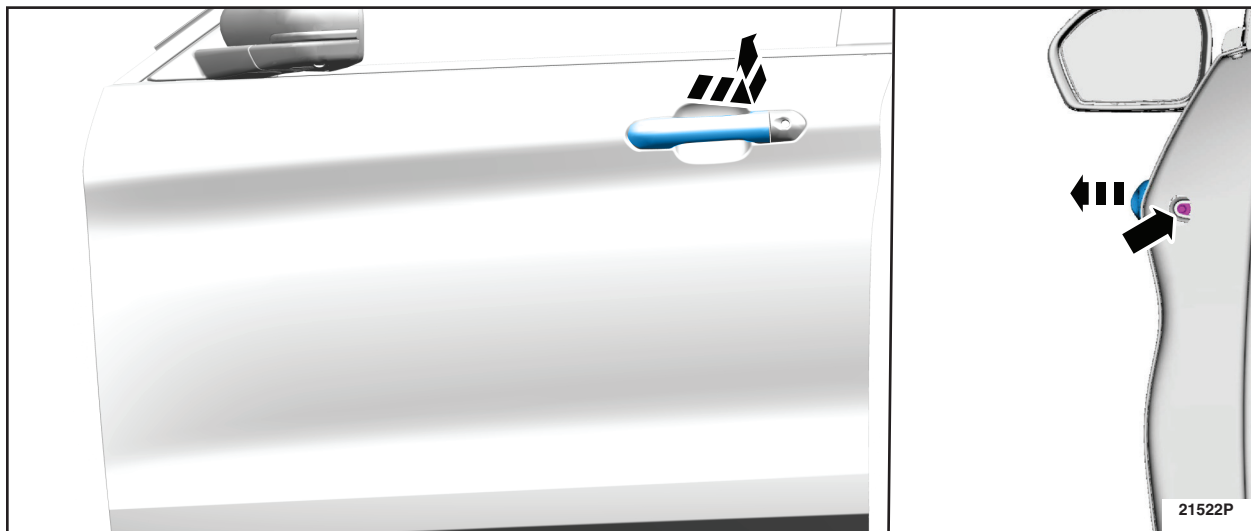
**FIGURE 29**

16. Hold the exterior front door handle open and turn the release screw enough to release the exterior front door handle. See Figure 30.

- Torque: 35 lb.in (4 Nm).

**NOTICE:** Once the exterior front door handle is released **DO NOT** loosen the release screw anymore. If the screw is fully released the exterior door handle will not engage the lever on installation.

**NOTE:** LH side shown, RH side similar.



**FIGURE 30**





17. Carefully remove the exterior front door handle lock cover by releasing the rearward tab and pulling forward. See Figure 31.

**NOTE:** LH side shown, RH side similar.

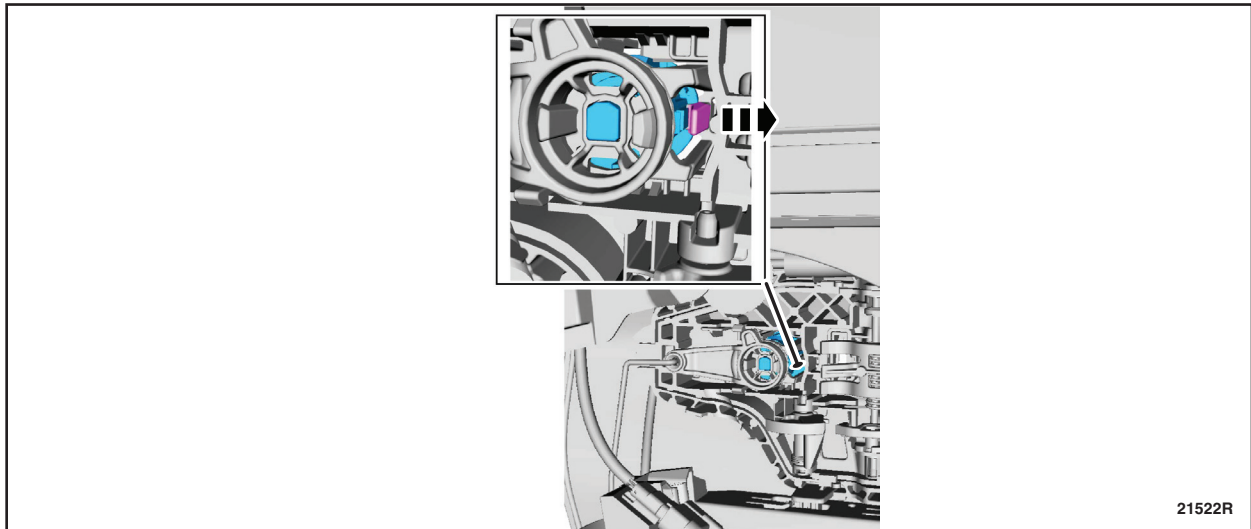


**FIGURE 31**

**NOTE:** It is important that the door lock cylinders do not get mixed between LH and RH.

18. Release the door lock cylinder retaining tab and remove the door lock cylinder. See Figure 32.

**NOTE:** LH side shown, RH side similar.



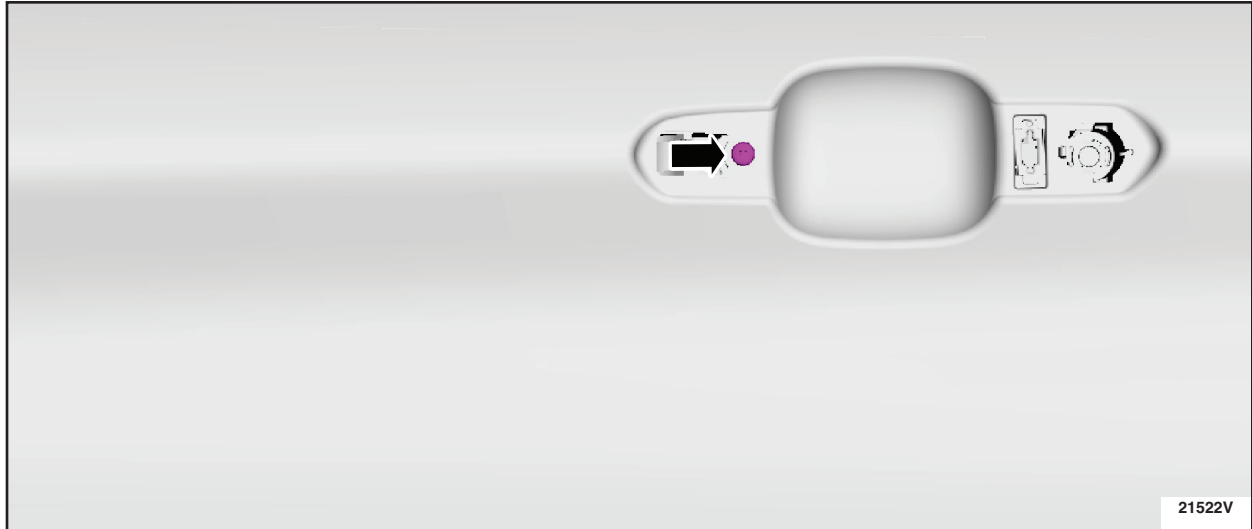
**FIGURE 32**



19. Remove the screw from the exterior front door handle reinforcement. See Figure 33.

- Torque: 62 lb.in (7 Nm).

**NOTE:** LH side shown, RH side similar.

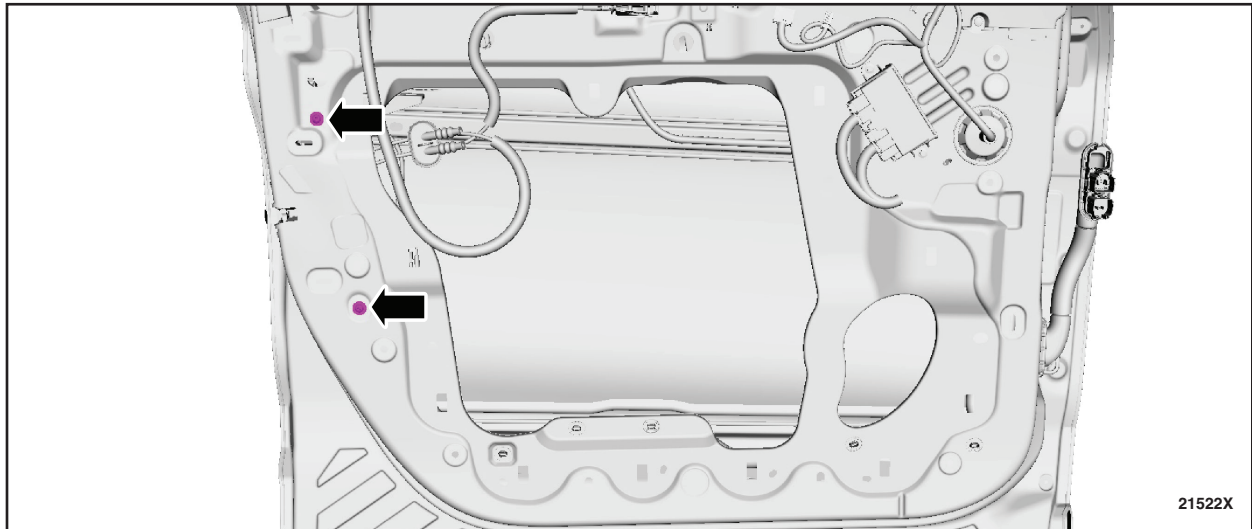


**FIGURE 33**

20. Remove the front door glass run and bracket bolts. See Figure 34.

- Torque: 19 lb.in (2.2 Nm).

**NOTE:** LH side shown, RH side similar.

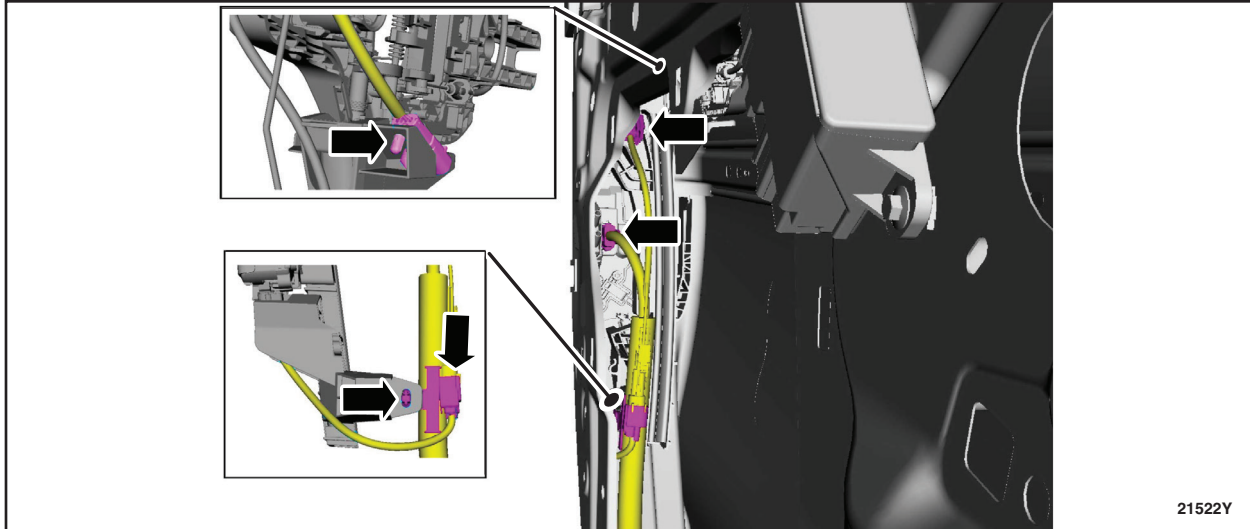


**FIGURE 34**



21. If equipped, disconnect the keyless entry keypad electrical connector, the front door latch electrical connector and the front door latch jumper harness electrical connector. See Figure 35.

**NOTE:** LH side shown, RH side similar.

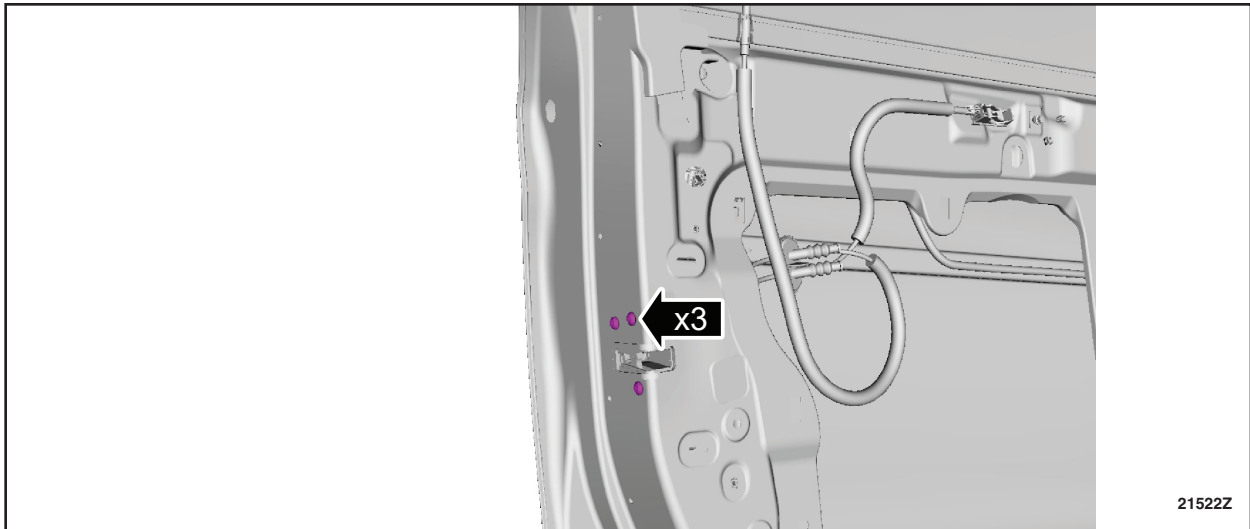


**FIGURE 35**

22. Remove the front door latch bolts. See Figure 36.

- Torque: 71 lb.in (8 Nm).

**NOTE:** LH side shown, RH side similar.

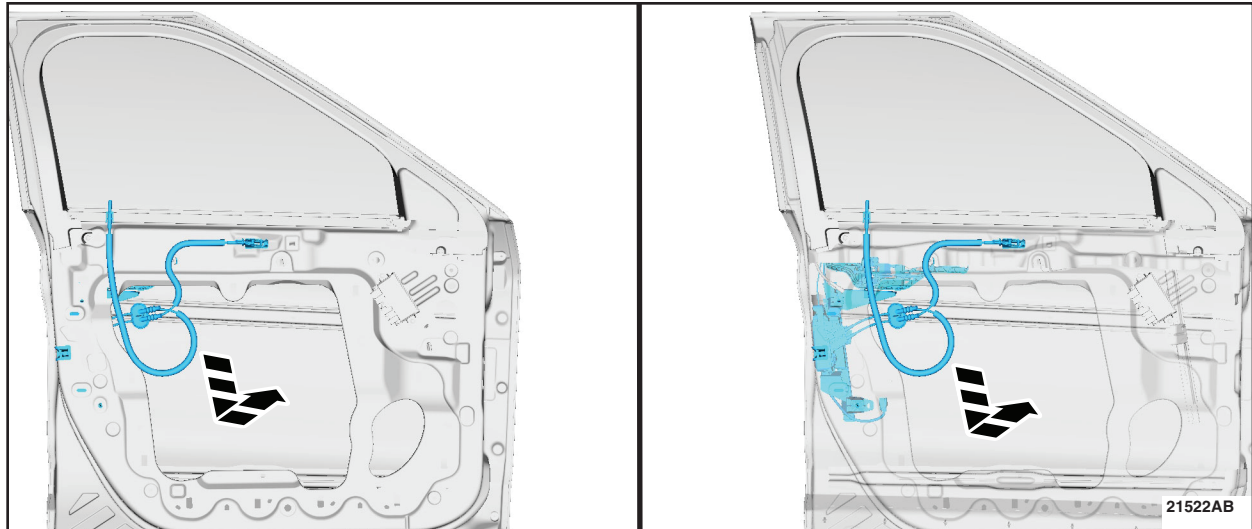


**FIGURE 36**



23. Remove the front door latch assembly. See Figure 37.

**NOTE:** The front door is shown transparent for clarity. LH side shown, RH side similar.



**FIGURE 37**

**NOTE:** It is important that the door lock cylinders do not get mixed between LH and RH.

24. Transfer the Door Lock Cylinders to the *new* Front Door Latch assemblies. Please follow the WSM procedures in Section 501-14.

**CAUTION:** Use caution not to kink the cables during installation of the door latch assembly.

25. Install the *new* Front Door Latch assemblies. Please follow the WSM procedures in Section 501-14.

26. Reverse the removal procedure to reassemble the vehicle.

27. Repower the SRS. Please follow the WSM procedures in Section 501-20B.

28. Perform the Power Door Window Initialization. Please follow the WSM procedures in Section 501-11.

29. Test all four *new* keys, in both door lock cylinders, to make sure they are working correctly prior to providing them to the customer.

30. Provide the *new* keys to the vehicle owner.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





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

## Customer Satisfaction Program 21N13

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

June 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?**

You may experience difficulty locking and/or unlocking your vehicle due to increased efforts required to turn the key in the driver and passenger front door lock cylinders. Ford is pleased to let you know that we are offering a no-cost, one-time repair on the front door latches and mechanical keys if you experience this issue and your vehicle is within the time limitations indicated below.

**What is the effect?**

Increased efforts required to turn the mechanical key in the key cylinder may result in difficulty entering the vehicle. If excessive force is used to rotate the key, the door latch may become damaged internally, resulting in a door that may not lock or unlock.

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

If your vehicle's front door latches and mechanical keys require replacement due to increased efforts required to turn the key in the door lock cylinders, and your vehicle is within the indicated time limitations, Ford Motor Company has authorized your dealer to replace the front door latches and provide you with four new mechanical keys free of charge (parts and labor). This is a one-time repair program.

This one-time repair of the driver and passenger front door latches and mechanical keys is available for a total of 6 years from the warranty start date. There is no mileage restriction for this program.

Coverage is automatically transferred to subsequent owners.

**How long will it take?**

If the components 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.

- What should you do?** You do not need to return to your dealer for this repair unless increased efforts is required to turn the mechanical key in the front door lock cylinders. Please keep this letter as a reminder of the one-time repair offer for your front door latches and mechanical keys.
- If your front door latches and mechanical keys require 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 21N13. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the parts at no charge.
- If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) 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 [ford.com/support](https://ford.com/support).
- 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 December 31, 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: [ford.com/support](https://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).

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

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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](https://fleet.ford.com).

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

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

Ford Customer Service Division