

Stacy L. Balzer Operating Director Service Engineering Operations Ford Customer Service Division Ford Motor Company P. O. Box 1904 Dearborn, Michigan 48121

May 3, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 20N04 – Supplement #2

Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles

Steering Linkage Damper Replacement

REF: Customer Satisfaction Program 20N04 – Supplement #1

Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles

Steering Linkage Damper Replacement

Dated: May 13, 2022

New! REASON FOR THIS SUPPLEMENT

- Program Terms: The time and mileage limits for this one-time repair are increasing to 10 years of service or 150,000 miles from the warranty start date. Part quantities are now available to fully support this program.
- Included new Mobile Service Repair Assessment.
- Updated Owner Letters with revised program terms.

New! PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the steering linkage damper for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through December 31, 2024.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-250 – F-550	2017-2019	Kentucky Truck	October 8, 2015 through November 3, 2019
F-250 – F-550	2017-2019	Ohio	February 5, 2016 through November 13, 2019

US population of affected vehicles: 911,469. Affected vehicles are identified in OASIS.

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

In some of the affected vehicles, customers may experience sustained steering wheel oscillation after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h).

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the steering linkage damper. This service must be performed at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Original owner Letters started mailing the week of May 11, 2020. Owners of vehicles not mailed in the original notifications began mailing the week of May 23, 2022. Owner letters advising customers of the revised program terms are expected to start mailing the week of May 8, 2023. Dealers should repair any affected vehicles that experience steering wheel oscillation, whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

Attachment IV: Mobile Service Repair Assessment

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,

Stacy L. Balzer

Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles Steering Linkage Damper Replacement

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- Not Mobile Service Supported

OASIS ACTIVATION

OASIS was activated on September 30, 2020.

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 canceled 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 May 31, 2023. This refund offer expires November 30, 2023.
- Dealers are also pre-approved to refund owner-paid <u>emergency</u> repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Noncovered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost of the steering linkage damper and labor to install it. Additional parts and labor are not authorized for refund.

RENTAL VEHICLES

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

PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles Steering Linkage Damper 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

- 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 20N04 if the 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
 - Sub Code: 20N04
 - Customer Concern Code (CCC): N24
 - Condition Code (CC): 42
 - Causal Part Number: 3E651, 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 the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- Refunds: Submit refunds on a separate repair line.
 - Program Code: 20N04
 Misc. Expense: ADMIN
 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.
- Pickup & Delivery: Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

Page 1 of 2

Customer Satisfaction Program 20N04 – Supplement #2

Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles Steering Linkage Damper Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time	
Replace Steering Linkage Damper	20N04B	0.4 Hours	

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
KC3Z-3E651-G	Steering Linkage Damper	1	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 the 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 by all applicable local, state, and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles Steering Linkage Damper Replacement

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1^{st,} 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1^{st,} 2021, or later must be inspected and signed off on the repair order by a member of your dealer 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 1^{st,} 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 of 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 identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2017 THROUGH 2019 MODEL YEAR F250/350 4X4 AND F450/550 VEHICLES — STEERING LINKAGE DAMPER REPLACEMENT

SERVICE PROCEDURE

NOTICE: Suspension fasteners are critical parts that affect the performance of vital components and systems. Failure of these fasteners may result in major service expense. Use the same or equivalent parts if replacement is necessary. Do not use a replacement part of lesser quality or substitute design. Tighten all fasteners as specified in the WSM.

1. If a customer reports steering oscillation, replace the steering linkage damper. Follow the Workshop Manual (WSM) procedures in Section 211-03.

NOTE: If inspecting the steering drag link and tie rods, by design there will be 1-2 mm of vertical movement when pushing on or rotating the drag link and tie rod ends. This movement is characteristic due to the internal spring design and parts should not be replaced for this normal condition. Refer to the WSM procedures in Section 211-03 for additional information.

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 20N04

Mr. John Sample 123 Main Street Anywhere, USA 12345

May 2023

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?

Ford Motor Company is pleased to inform you that a redesigned steering linkage damper is now available for repair for vehicles that experience **sustained steering oscillation** (does not dissipate without slowing the vehicle) after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h).

What is the effect?

This program provides a no-cost, one-time repair to the steering linkage damper for 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this program will last through December 31, 2024. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the steering linkage damper with a redesigned part, free of charge (parts and labor), if you experience sustained steering oscillation. This is a one-time repair program and your dealer is not required to recreate or verify the issue.

How long will it take?

The time needed for this repair is less than one-half day. Due to service scheduling requirements and to allow the engine to cool prior to repair, your dealer may need your vehicle for a longer period of time.

What should you do?

Contact your dealer if you have experienced sustained steering oscillation as noted above. Please keep this letter as a reminder of the repair program for your steering linkage damper. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20N04. 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 <u>ford.com/support</u> for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair?

If you paid to have this service done <u>before</u> 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 <u>expedite reimbursement</u>, give your paid original receipt to your dealer before October 31, 2023. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

You received this notice because our records indicate that you are the current owner. If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new 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).

<u>FLEET OWNERS</u>: 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: <u>fleet.ford.com</u>

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

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

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

Ford Customer Service Division

Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles Steering Linkage Damper Replacement

Mobile Service Repair Assessment

The following assessment will be used to indicate how mobile friendly a program is.

Dealer Bulletin

This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

Assessment Levels

- ✓ ✓ Light Mobile Service
- Enhanced Mobile Service
- Advanced Mobile Service
- Wheel and Tire Mobile Service
- O- Not Mobile Service Capable

Description of each level that is used to determine the overall assessment.

- Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an IDS/FDRS setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

 Note: The location will need a charging station or wall box to maintain the 12-volt battery.
- Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles Steering Linkage Damper Replacement

- Enhanced Mobile Service

- Anytime a procedure requires work under the vehicle to have a two-person process
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up VCU
- Pre Delivery Inspection PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock maybe required.

- Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

⊕ – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

Not Mobile Service Repair Capable

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater then 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle