



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

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

August 6, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 19S20
Certain 2009-2016 Econoline Ambulance and School Bus Vehicles - Equipped with a 5.4L Engine and 5R110W Transmission
Coast Clutch Cylinder and One-Way Clutch Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Econoline	2009-2016	Ohio	May 11, 2009 through December 10, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

This program affects vehicles sold with ambulance or school bus prep-packages or vehicles currently in service as an ambulance or school bus.

NOTE: To request adding an ambulance or school bus that meets the model year, engine and transmission criteria to this program, please submit a Non-Involved contact type to the SSSC via the SSSC Web Contact Site and be prepared to provide pictures that clearly demonstrate vehicle usage and the vehicle's VIN label.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, a coast clutch cylinder weld may fail. If this weld fails, the transmission is no longer able to transmit torque in forward or reverse, resulting in a loss of motive power. The majority of weld failures occur when the driver attempts to accelerate from a stop. If the weld failure occurs while the vehicle is moving, the vehicle will coast to a stop with all normal engine, braking and steering functionality, as if the transmission was shifted into neutral. School bus and ambulance applications present unique vulnerabilities if a loss of motive power concern occurs.

SERVICE ACTION

Dealers will replace the coast clutch cylinder and replace the single-engaging coast one-way clutch (OWC) with a dual-engaging OWC. This repair must be performed before delivering any new in-stock vehicles involved in this recall.

Note: If vehicle had a loss of motive power concern and the malfunction indicator light (MIL) is illuminated, diagnostic trouble codes (DTC) P0751, P0730 and/or P2700 may be present in the PCM and these DTCs must be cleared using the Integrated Diagnostic System (IDS). This condition will not cause other DTCs to be set.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of August 20, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

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

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 Society (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 cursive script that reads "D. Johnson". The signature is written in black ink and is positioned above the printed name.

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 19S20

Certain 2009-2016 Econoline Ambulance and School Bus Vehicles - Equipped with a 5.4L Engine and 5R110W Transmission - Coast Clutch Cylinder and One-Way Clutch Replacement

OASIS ACTIVATION

OASIS was activated on June 11, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists became available through <https://web.fsavinlists.dealerconnection.com> on June 11, 2019. Owner names and addresses will be available by September 06, 2019.

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. 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. 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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 19S20

Certain 2009-2016 Econoline Ambulance and School Bus Vehicles - Equipped with a 5.4L Engine and 5R110W Transmission - Coast Clutch Cylinder and One-Way Clutch Replacement

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair, unless the repair was performed following TSB 16-0057. If TSB 16-0057 was performed, contact the SSSC to request closing this recall. Claiming a refund will not close the recall.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 required repairs related to a 5R110W transmission coast clutch cylinder failure and one-way clutch replacement on an ambulance or school bus vehicle equipped with a 5.4L Engine.

RENTAL VEHICLES

Rental vehicles are 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 19S20

Certain 2009-2016 Econoline Ambulance and School Bus Vehicles - Equipped with a 5.4L Engine and 5R110W Transmission - Coast Clutch Cylinder and One-Way Clutch Replacement

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (**19S20**) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Provision for Locally Obtained Supplies:** penetrating oil, and petroleum jelly.

NOTE: The listed locally obtained supplies can be used on multiple vehicles.

 - Program Code: **19S20**
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$2.00
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: **19S20** - 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 19S20

Certain 2009-2016 Econoline Ambulance and School Bus Vehicles - Equipped with a 5.4L Engine and 5R110W Transmission - Coast Clutch Cylinder and One-Way Clutch Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Coast Clutch Cylinder and One-Way Clutch	19S20B	5.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
7C3Z-7G387-B	Coast Clutch Cylinder	1	1
7C3Z-7A089-A	Coast One-Way Clutch (OWC)	1	1
378941-S441	Nut - Torque Converter to flex plate (6 Req., 4 per package)	2	6
391308-S102	O-ring - Fill Tube	1	1
8C3Z-7A098-D	Filter and Seal Assembly (Screen Assembly)	1	1
3C3Z-7A136-AA	Gasket - Pump	1	1
3C3Z-7N134-BA	Bolt - Pump (9 Req.)	1	9
6C3Z-7A262-AA	Piston	1	1
3C3Z-7A248-AA	Seal - Pump outer diameter square-cut	1	1
3C3Z-7A248-BA	O-ring - Pump fluid seal	1	1
N811880-S100	Bolt - Driveshaft (4 bolts Req. for 1 piece driveshaft; 8 bolts req. for 2 piece driveshaft; 2 per package)	Up to 4	Up to 8
N807479-S102	Nut - Transmission isolator (2 Req. for 2 piece Driveshaft only, 1 per package)	2 Piece Driveshaft Only	
		2	2
XT-10-QLVC	Fluid - Motorcraft MERCON® LV Automatic Transmission	Up to 20 Quarts As Required	
XG-1-E1	Grease - Motorcraft® Premium Long-Life	Claim as MISC. OTHER As Required	
Obtain Locally*	Penetrating oil		
	Petroleum jelly		

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

* Locally obtained supplies can be used on multiple vehicles.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 19S20

Certain 2009-2016 Econoline Ambulance and School Bus Vehicles - Equipped with a 5.4L Engine and 5R110W Transmission - Coast Clutch Cylinder and One-Way Clutch Replacement

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

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

**CERTAIN 2009-2016 ECONOLINE AMBULANCE AND SCHOOL BUS
 VEHICLES — EQUIPPED WITH A 5.4L ENGINE AND 5R110W TRANSMISSION
 COAST CLUTCH CYLINDER AND ONE-WAY CLUTCH REPLACEMENT**

OVERVIEW

In all of the affected vehicles, a coast clutch cylinder weld may fail. If this weld fails, the transmission is no longer able to transmit torque in forward or reverse, resulting in a loss of motive power. The majority of weld failures occur when the driver attempts to accelerate from a stop. If the weld failure occurs while the vehicle is moving, the vehicle will coast to a stop with all normal engine, braking and steering functionality, as if the transmission was shifted into neutral. School bus and ambulance applications present unique vulnerabilities if a loss of motive power concern occurs.

SERVICE PROCEDURE

Special Tool List:

Unique Tool List:

100-001 - Slide Hammer	Straight Edge
307-001 - Remover, Bushing	90 Degree Angled Pick
307-015 - Compressor, Clutch Spring	Long Extension Magnet
307-091 - Handle, Torque Converter	Rubber Tipped Air Blow Gun
307-222 - Aligner, Transmission Fluid Pump	Snap Ring Pliers
307-S383 - Loading Fixture, Clutch	
307-346 - Retainer, Torque Converter	
307-384 - Fixture Handle, Coast Clutch	
307-385 - Fixture Body, Coast Clutch	
307-387 - Protector, Clutch Piston Seal	
307-455 - Aligner, Clutch Spring Compressor	
307-003 - Holding Fixture, Transmission	
307-005 - Slide Hammer	
307-014 - Installer, Front Pump Fluid Seal	
307-221 - Remover, Transmission Fluid Pump	



1. Remove the Transmission assembly. Please follow the Workshop Manual (WSM) procedures in Section 307-01.

⚠ WARNING: Secure the torque converter in the transmission during removal or installation. The torque converter is heavy and may result in injury if it falls out of the transmission. Failure to follow this instruction may result in serious personal injury.

NOTE: Penetrating oil is recommended to be used on the transmission to engine mounting bolts before removal.

2. Mount the transmission on the bench using a suitable stand or transmission holding fixture such as 307-003 as shown. See Figure 1.

NOTE: Transmission shown is similar but may not be an exact representation of the assembly in question.



FIGURE 1



3. Remove the Torque Converter Retainer (307-346). See Figure 2.

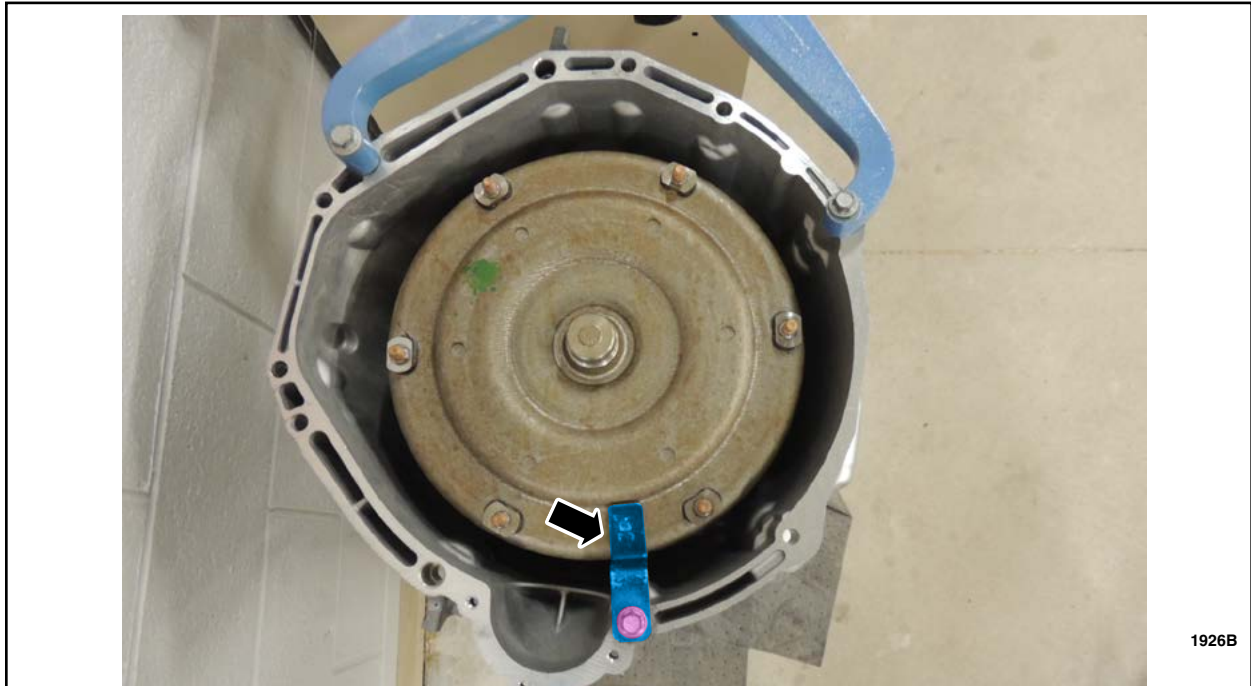


FIGURE 2

4. Using the Torque Converter Handles (307-091), remove the torque converter. See Figure 3.

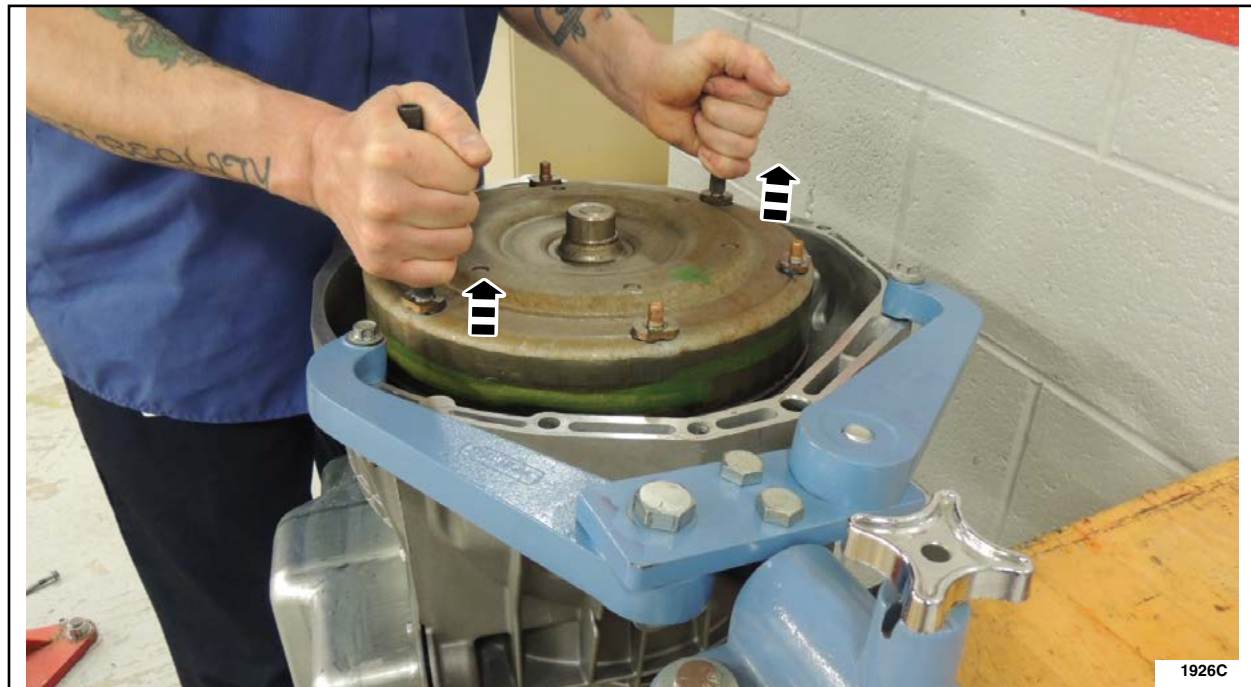


FIGURE 3



5. Remove the input shaft by lifting the input shaft up and out of the transmission. See Figure 4.

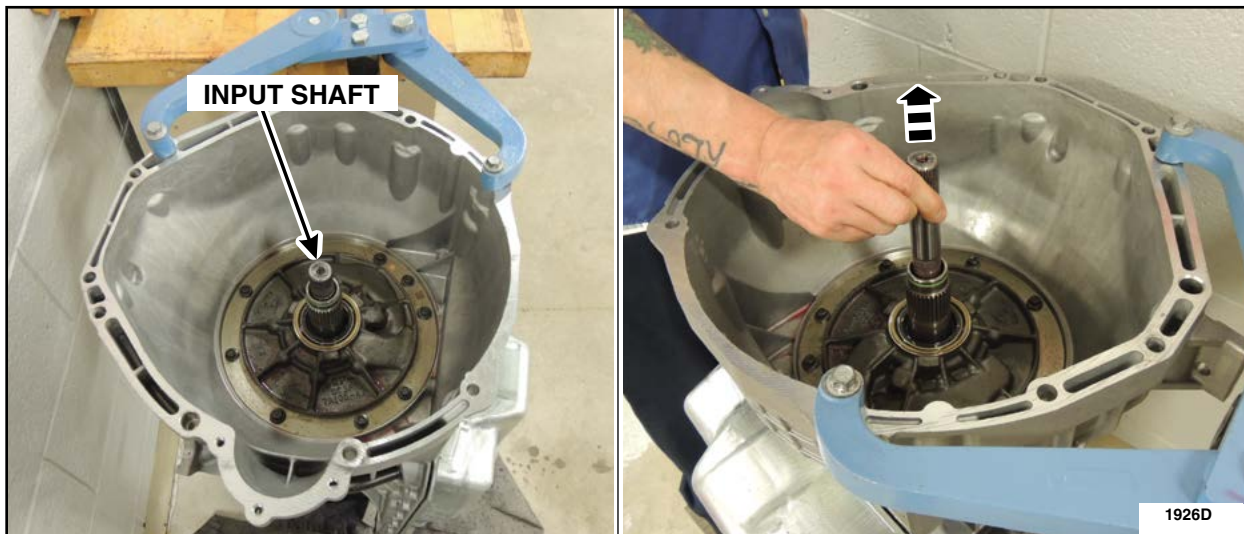


FIGURE 4

6. Remove the transmission fluid pan and gasket. See Figure 5.

NOTE: Do not discard the transmission fluid pan gasket unless damaged. This is a reusable transmission fluid pan gasket.



FIGURE 5



7. Remove and discard the transmission fluid filter and seal assembly. Use a right angle pick to extract the seal. See Figure 6.

NOTICE: Carefully remove the transmission fluid filter seal. Damage to the seal bore will cause transmission failure.

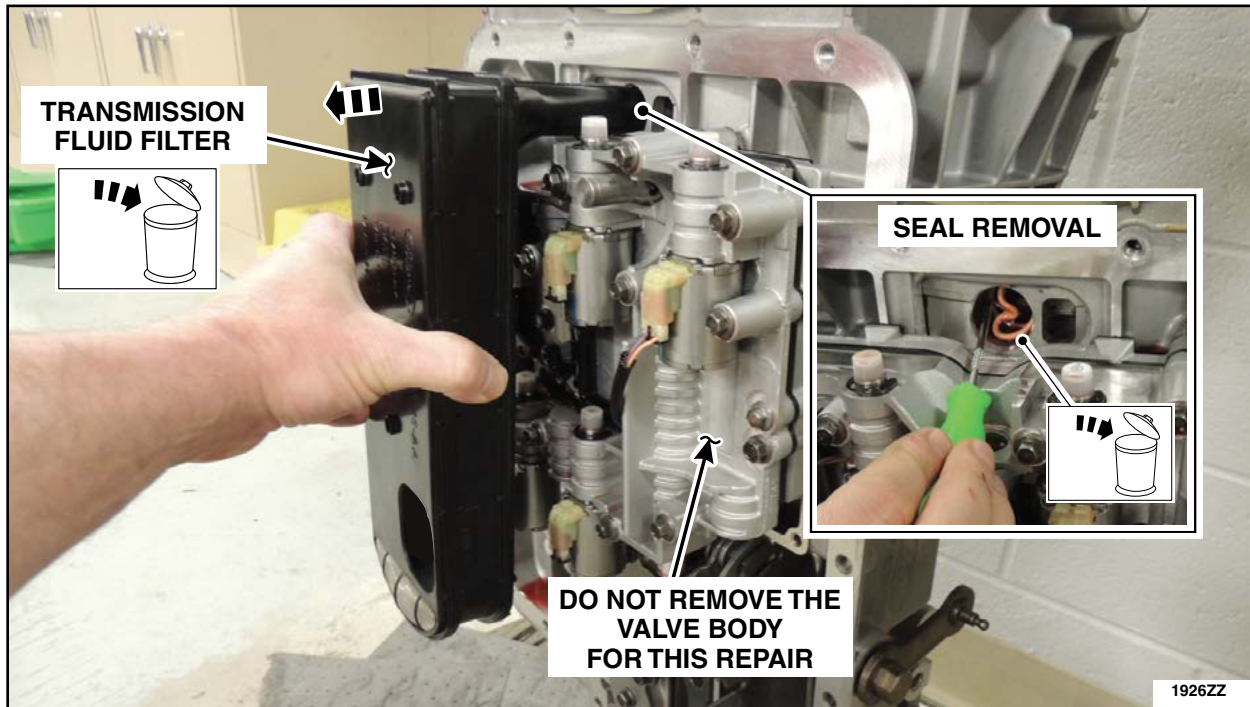


FIGURE 6



8. Remove and discard the nine front pump bolts. See Figure 7.

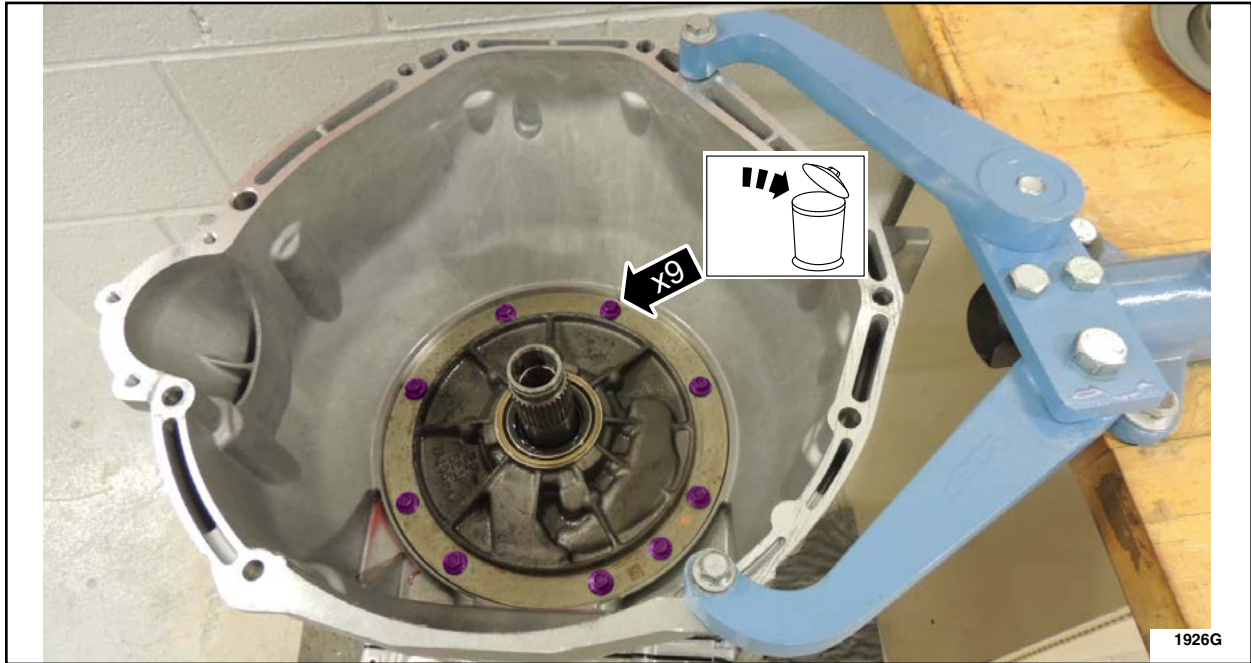


FIGURE 7

9. Remove the front pump using the Transmission Fluid Pump Remover (307-221) attached to a Slide Hammer (100-001). See Figure 8.

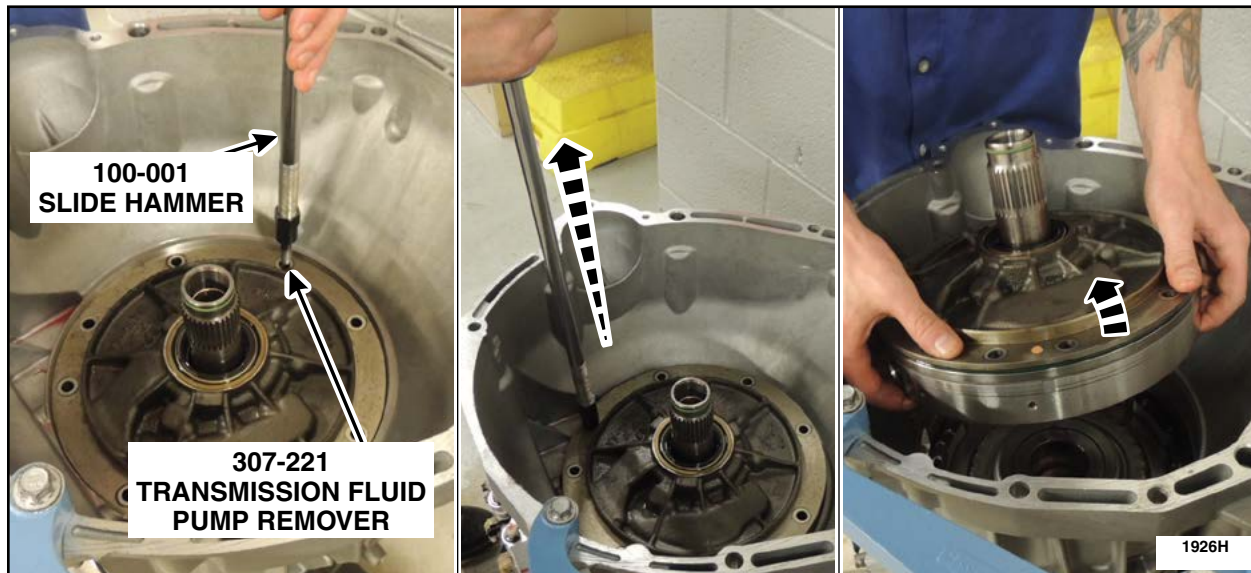


FIGURE 8



10. Remove and discard the front pump gasket. See Figure 9.

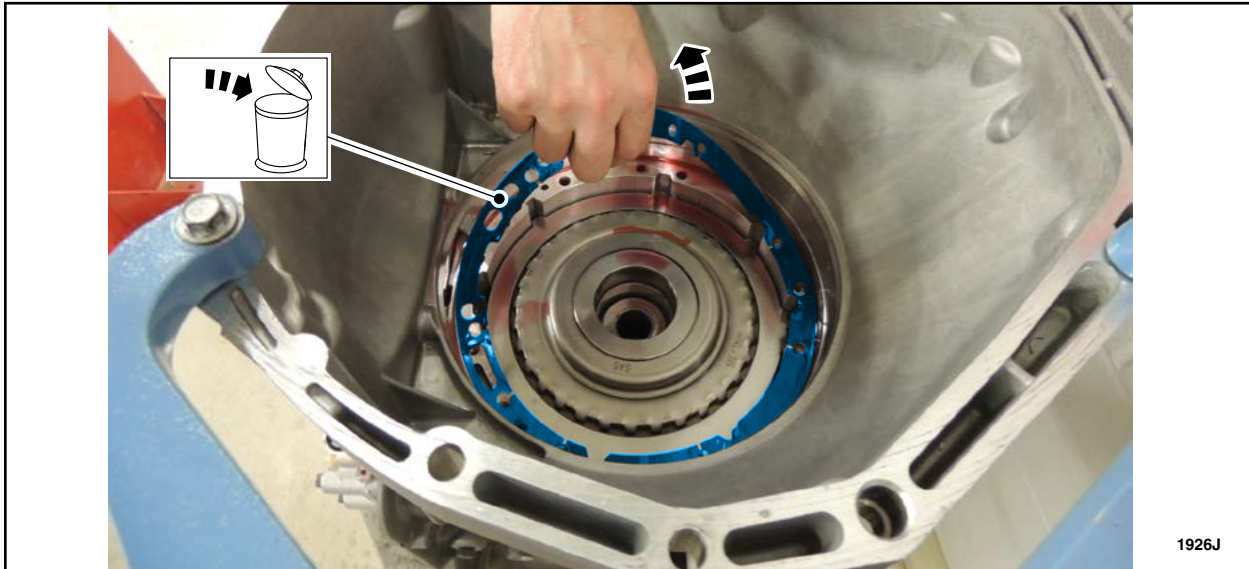


FIGURE 9

11. Remove the No. 2A overdrive sun gear thrust bearing. See Figure 10.

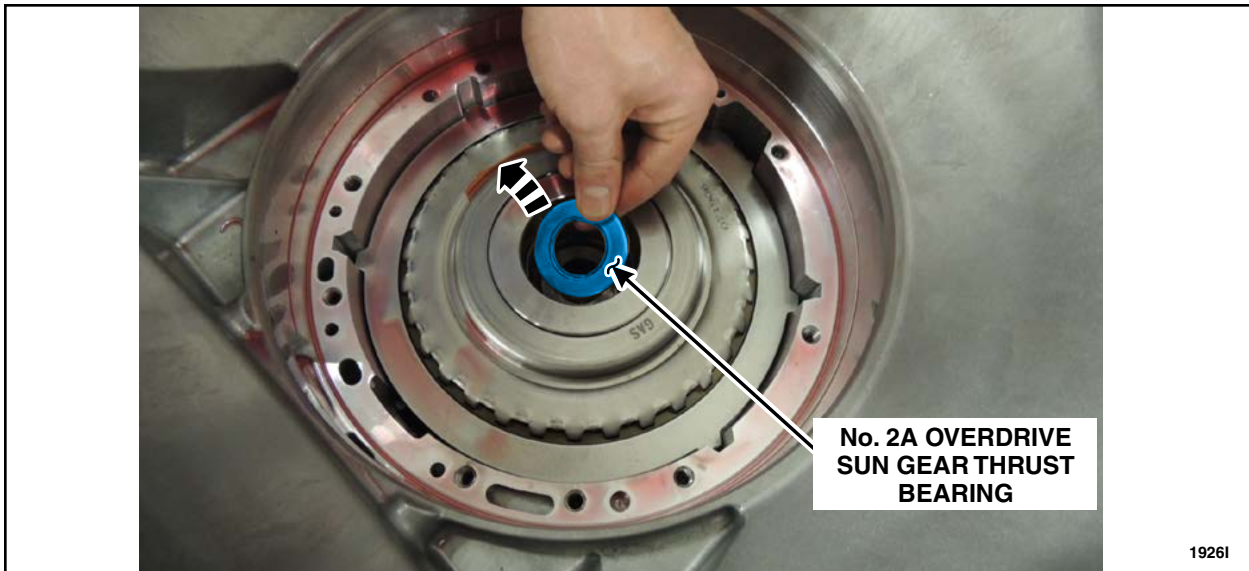


FIGURE 10



12. Remove the overdrive separator plates, clutch plates and overdrive pressure plate.
See Figures 11 and 12.

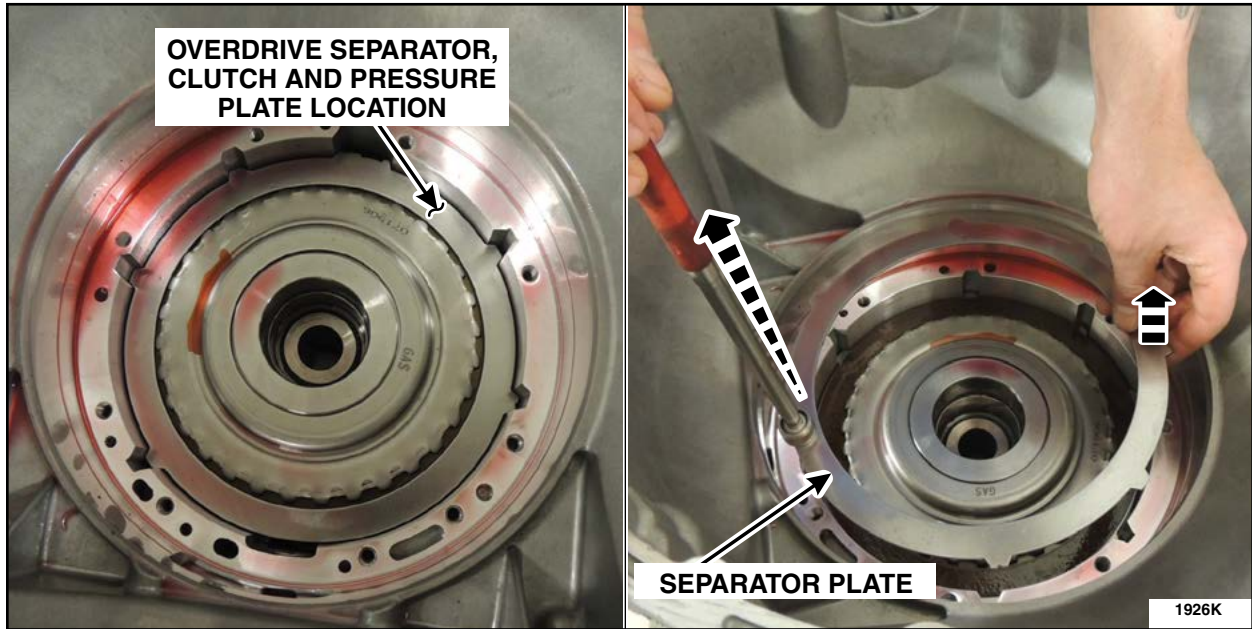


FIGURE 11

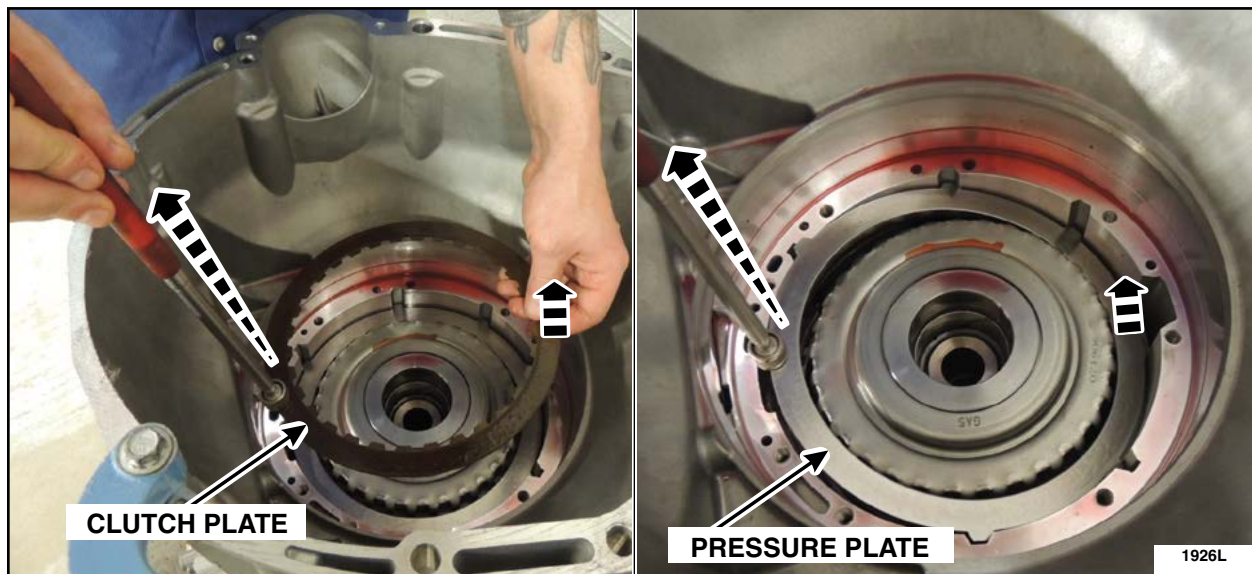


FIGURE 12



13. Install the Clutch Loading Fixture and Handle (307-S383), onto the coast clutch assembly.
See Figures 13 and 14.

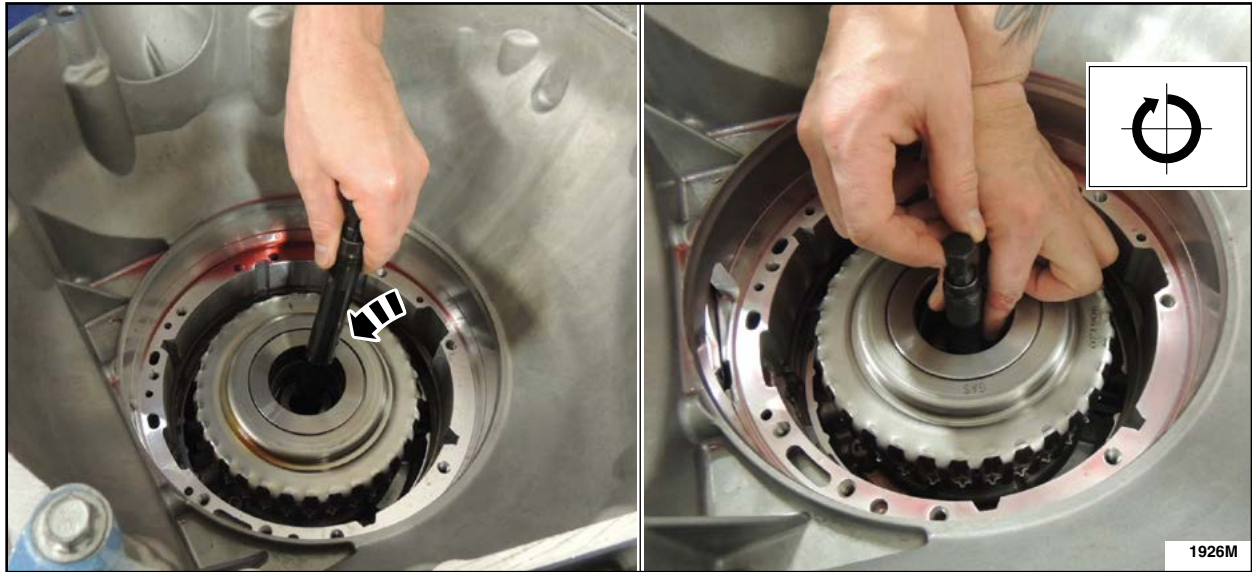


FIGURE 13

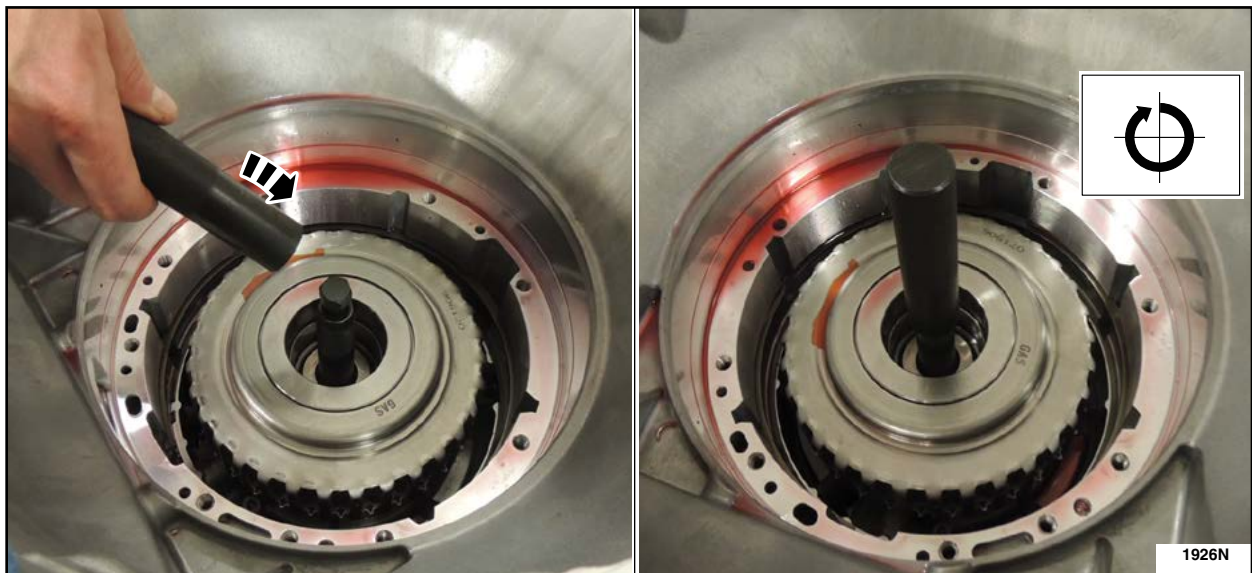


FIGURE 14



14. Remove the coast clutch assembly from the transmission then remove the Clutch Loading Fixture from the coast clutch assembly. See Figure 15.

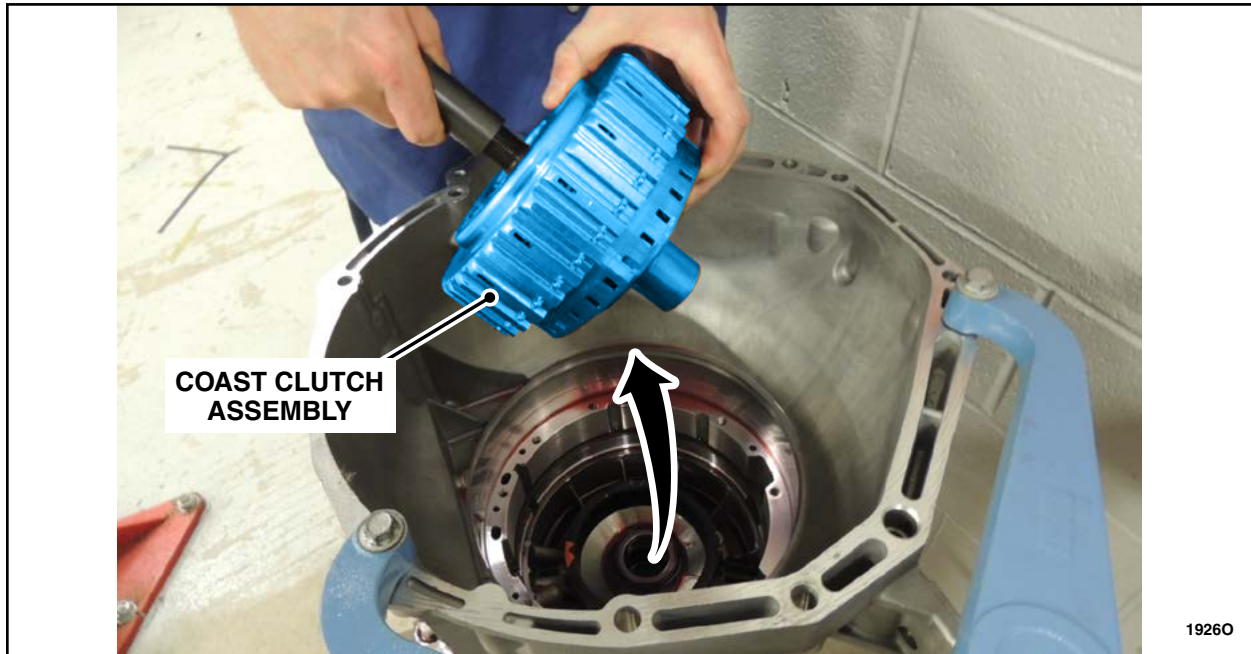


FIGURE 15



15. Remove the No. 4 thrust bearing. See Figure 16.

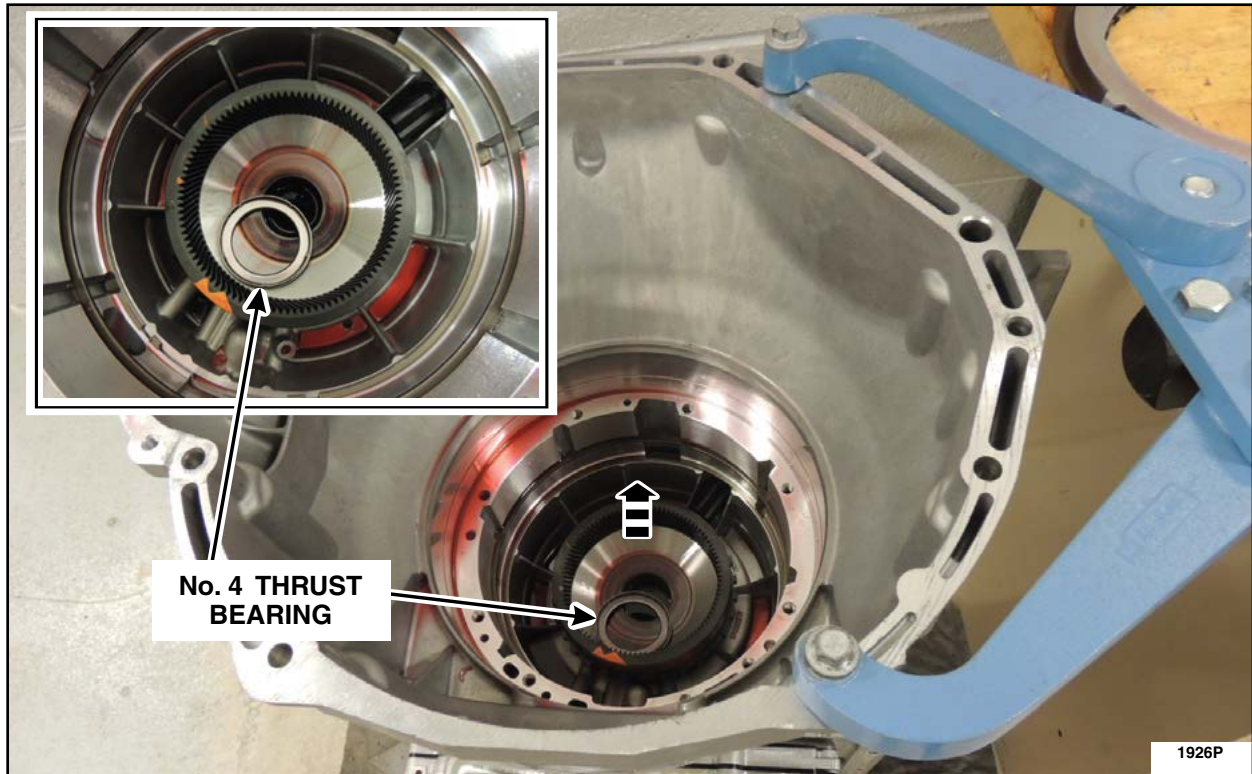


FIGURE 16

16. Separate the coast clutch hub assembly from the coast clutch assembly and set the coast clutch hub assembly aside to be reinstalled later in this procedure. See Figure 17.

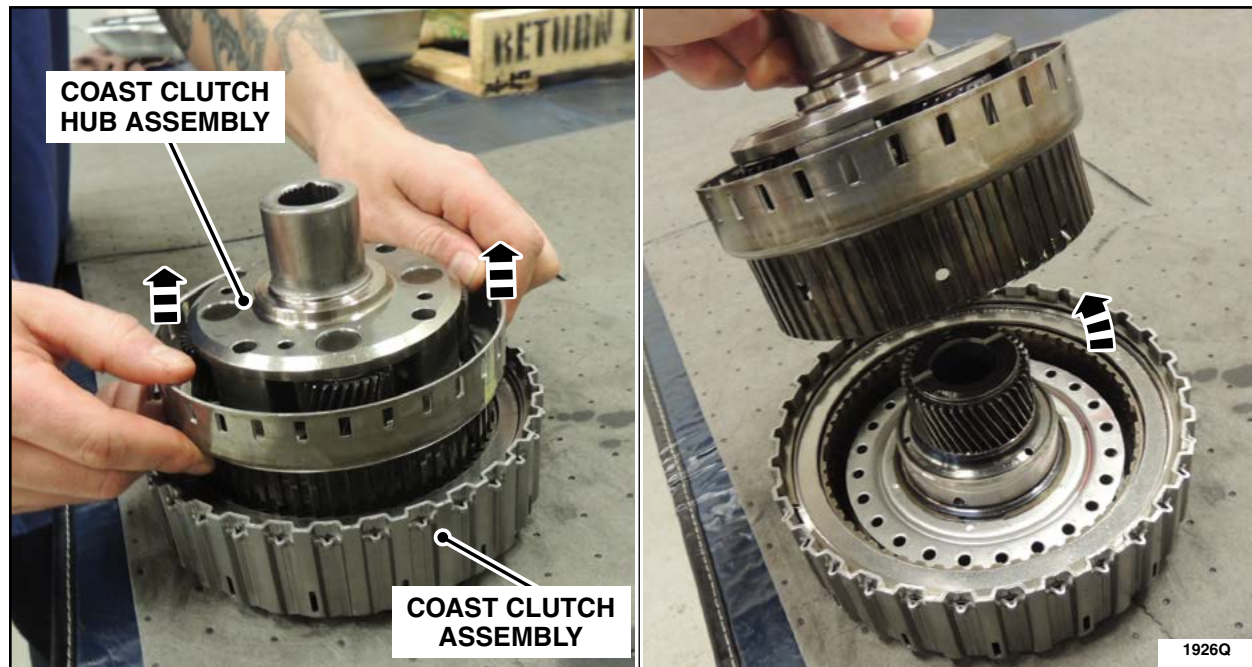


FIGURE 17



17. Remove the retaining ring from the coast clutch pressure plate One-Way Clutch (OWC).
See Figure 18.

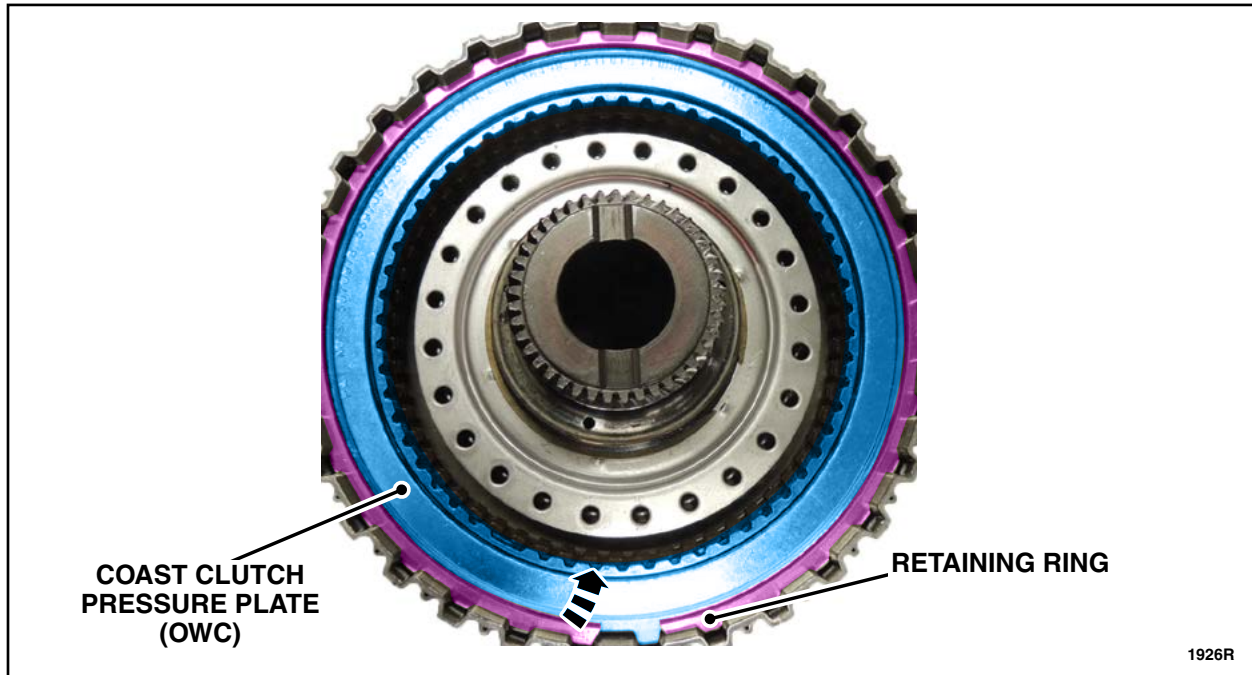


FIGURE 18

18. Remove and discard the coast clutch pressure plate OWC assembly. Then remove the clutch plates and set them aside to be installed into the *new* coast clutch cylinder assembly later in this procedure.
See Figure 19.

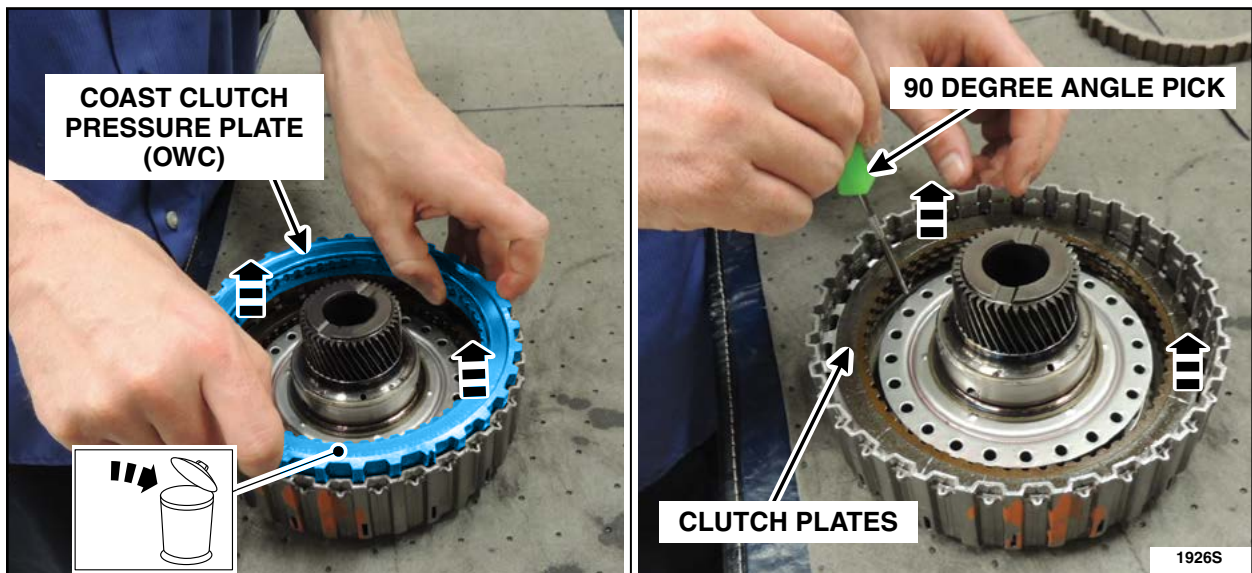


FIGURE 19



19. Using the Clutch Spring Compressor Aligner (307-455) and Clutch Spring Compressor (307-015), remove the coast clutch return spring retaining ring. See Figures 20 and 21.

NOTICE: Do not over compress the return spring or damage to the spring will occur.

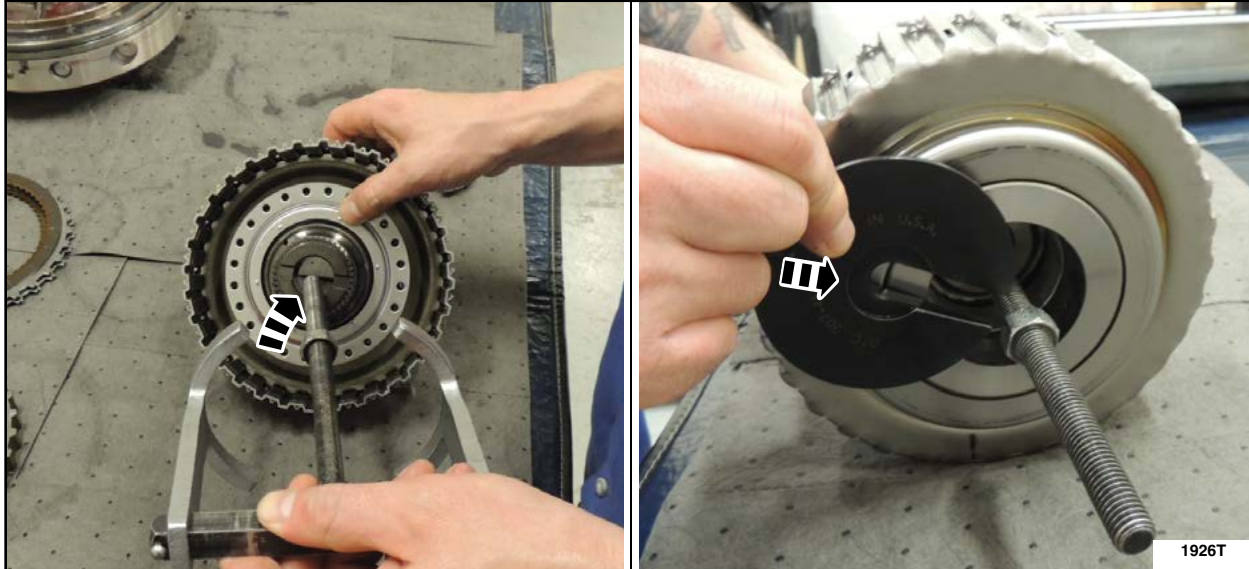


FIGURE 20



FIGURE 21



20. Remove the Clutch Spring Compressor Aligner and Clutch Spring Compressor, then remove the coast clutch return spring. See Figure 22.

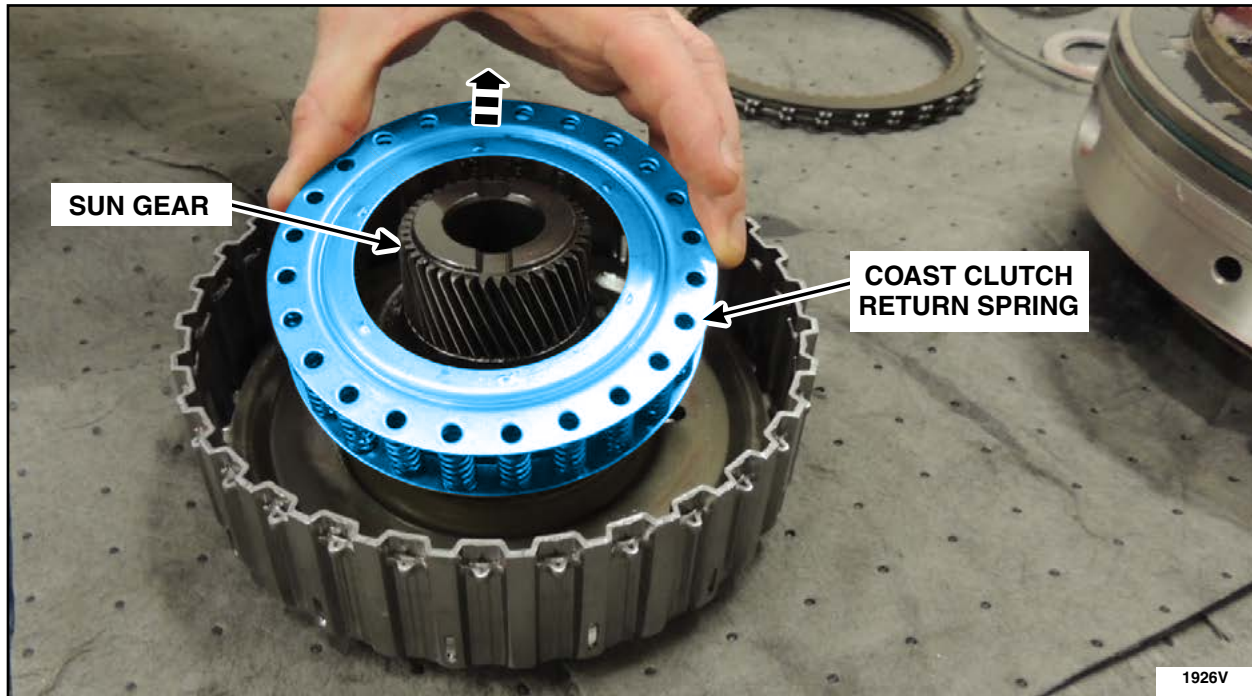


FIGURE 22



21. Using an arbor press, V-block plate and impact sockets, remove the sun gear. Discard the original coast clutch cylinder assembly and piston. See Figures 23 and 24.

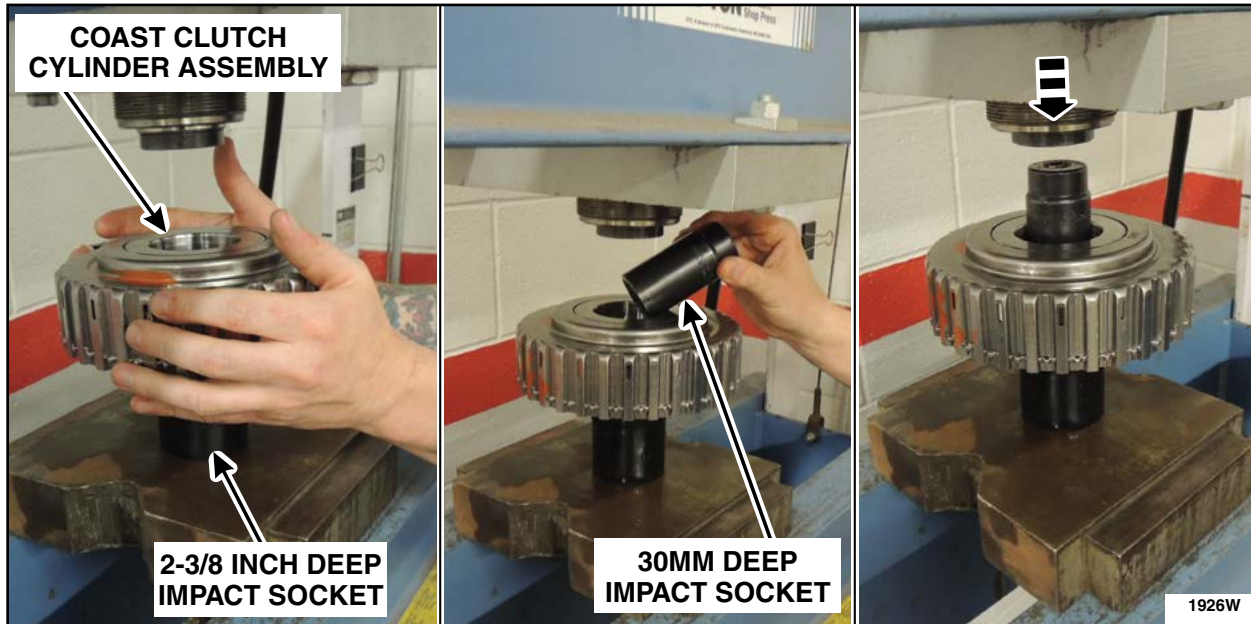


FIGURE 23

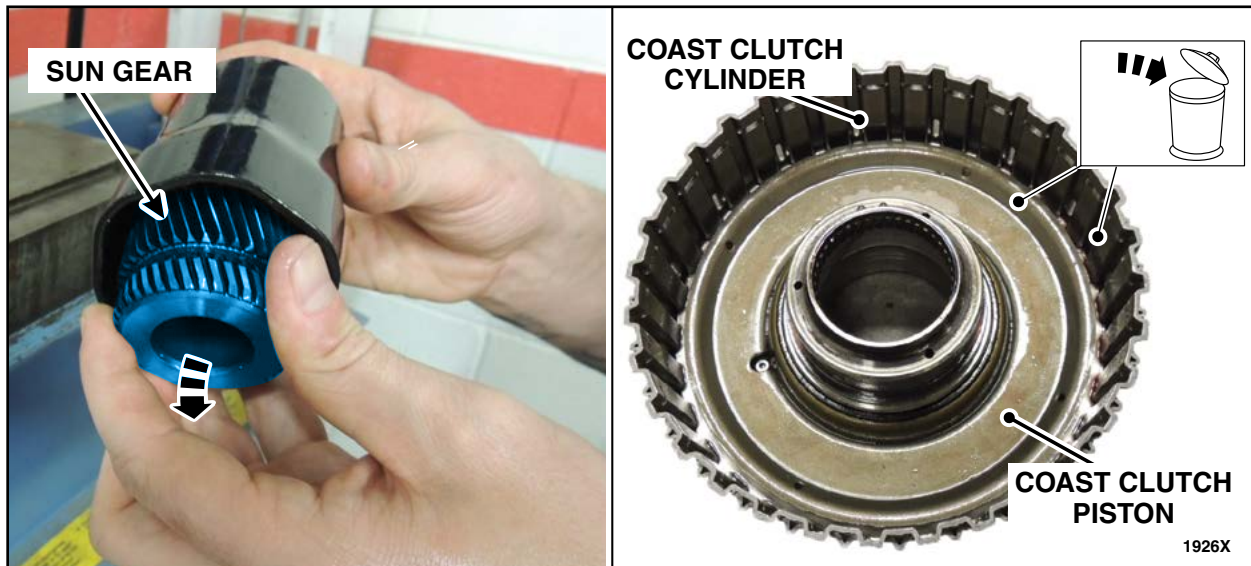


FIGURE 24



22. Install the original sun gear onto the *new* coast clutch cylinder assembly. See Figures 25 and 26.

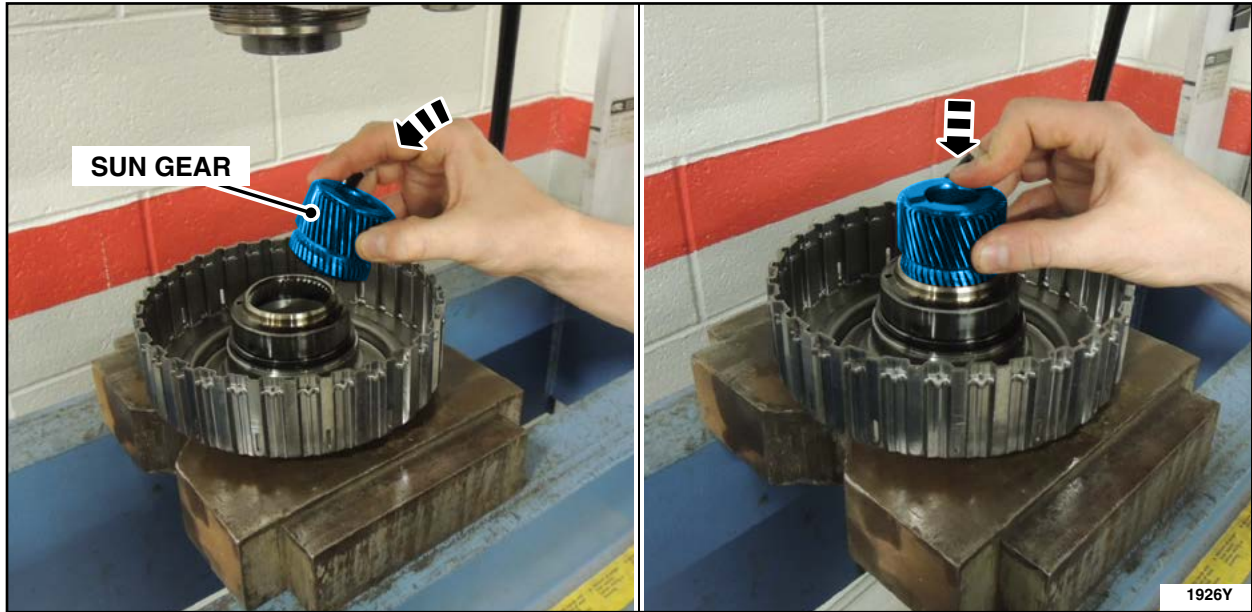


FIGURE 25

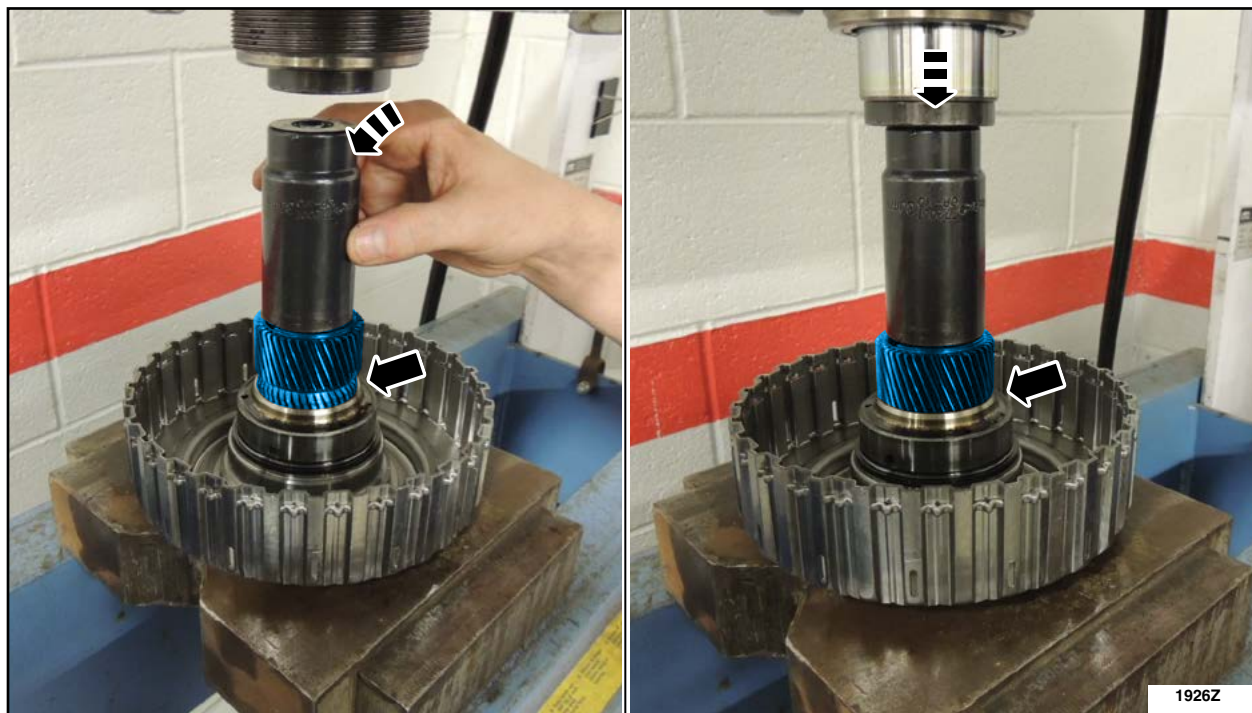


FIGURE 26



NOTE: Prior to installation, lightly lubricate all O-ring seals with automatic transmission fluid.

23. Lube the inner and outer coast clutch piston seals with automatic transmission fluid and install the *new* piston into the *new* coast clutch cylinder using the Clutch Piston Seal Protector (307-387). See Figure 27.

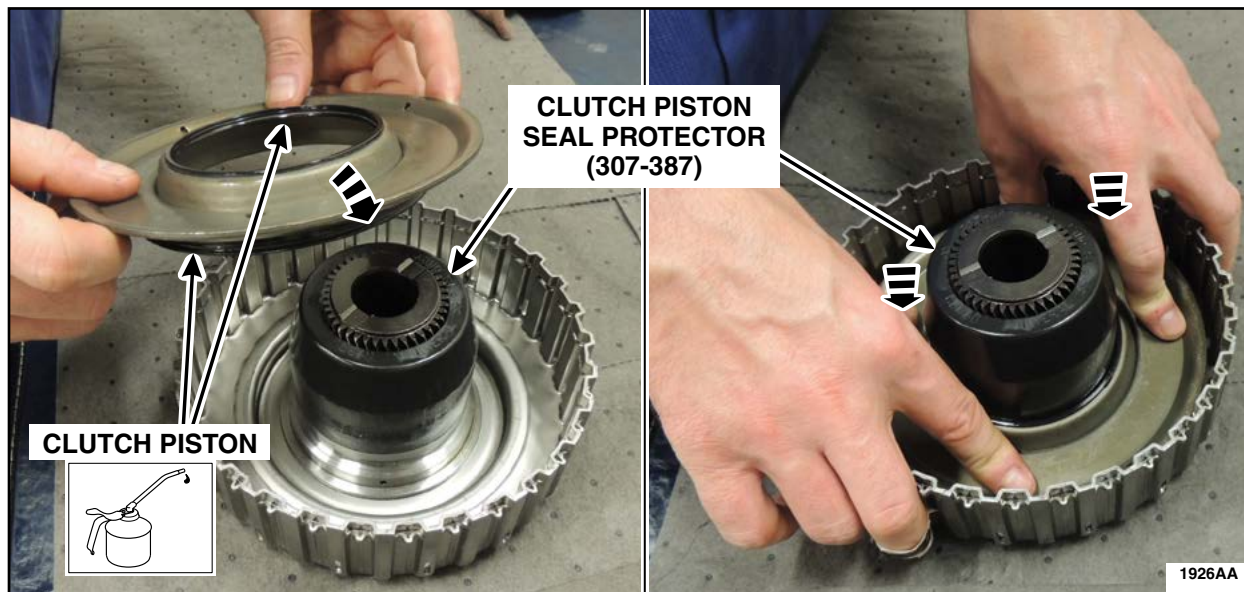


FIGURE 27

24. Install the coast clutch return spring into the *new* coast clutch cylinder assembly. Using the Clutch Spring Compressor Aligner (307-455) and Clutch Spring Compressor (307-015), install the coast clutch return spring retaining ring. Refer to Figures 20, 21 and 22.

NOTE: If the retaining ring will not seat, ensure that the retaining ring is installed in the correct retaining ring slot.



25. Install the *new* coast clutch pressure plate OWC assembly and the clutch plates starting with the externally splined steel clutch plate. See Figures 19, 28a and 28b.

NOTE: When installing the *new* coast clutch pressure plate OWC, the words "THIS SIDE UP" should be visible.

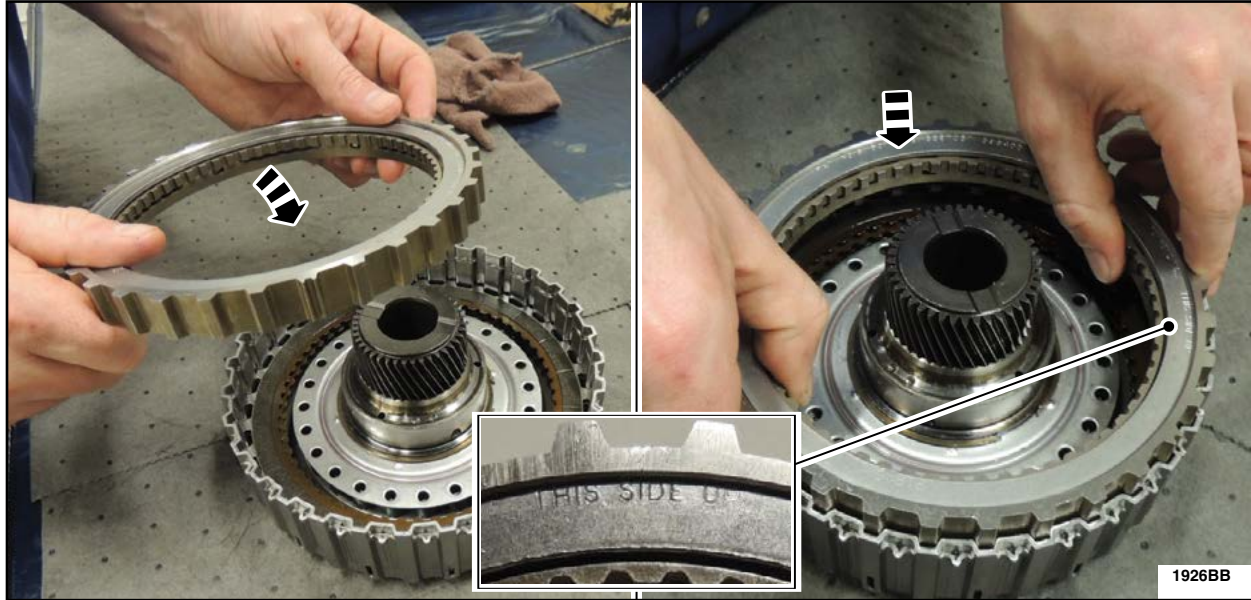


FIGURE 28a

Item	Description
1	Steel clutch plates (externally splined)
2	Friction clutch plates (internally splined)
3	Mechanical diode (One-Way Clutch (OWC))

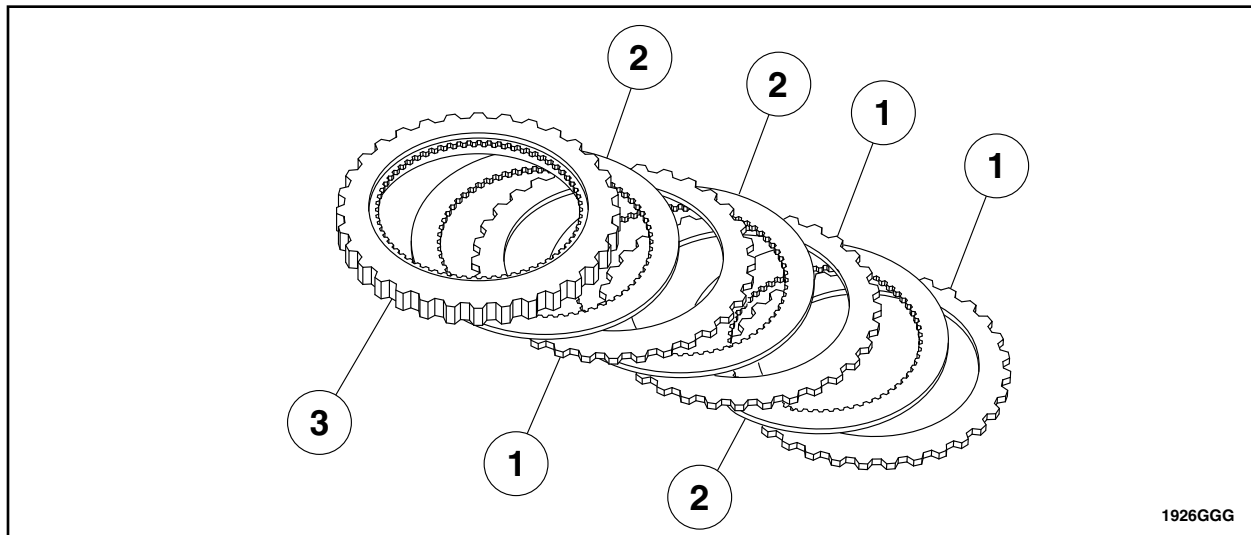


FIGURE 28b



26. Install the coast clutch pressure plate OWC retaining snap ring. See Figure 18.

27. Air check the coast clutch assembly by stacking the torque converter, transmission fluid front pump and the coast clutch assembly as shown in Figure 29. Using a rubber tipped blow gun, apply 20 psi (138 kPa) of air to the coast clutch assembly test port on the transmission fluid front pump as shown in Figure 29. Unstack the transmission fluid front pump and the coast clutch assembly from the torque converter.

- A dull thud may be heard or movement felt when the clutch piston is applied during the air check.

⚠ WARNING: Always wear protective safety glasses with side shields. Failure to follow this instruction may result in serious personnel injury.

⚠ WARNING: Only use short bursts of air, not to exceed 20 psi (138 kPa), when testing the coast clutch assembly. Failure to follow this instruction may result in component damage and/or serious personnel injury.

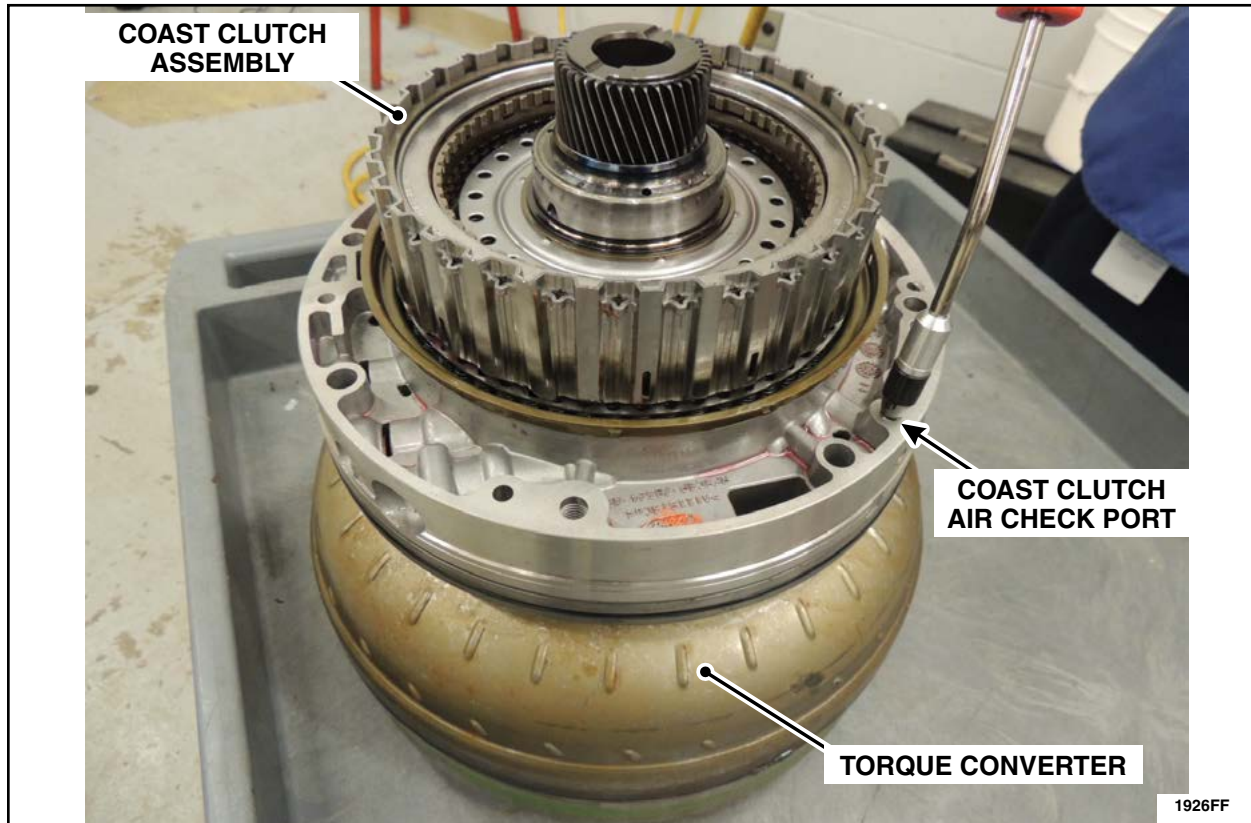


FIGURE 29



28. Install the coast clutch hub assembly into the coast clutch cylinder assembly. See Figure 30.

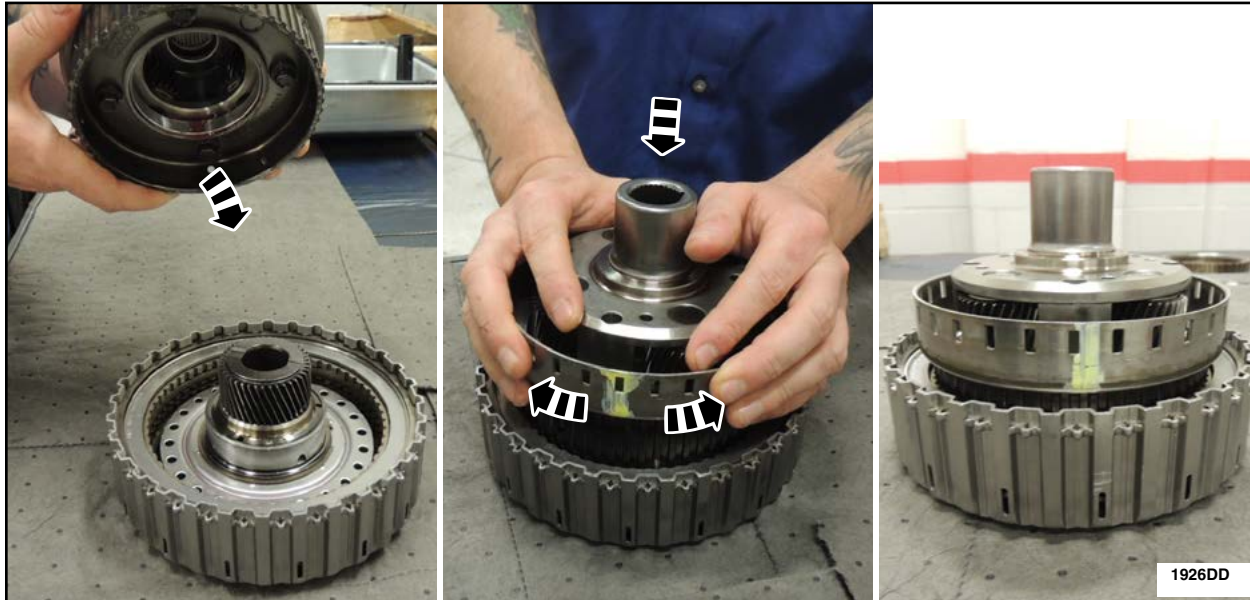


FIGURE 30

NOTE: Lightly lubricate all thrust bearings and washers with petroleum jelly to hold them in place during assembly as needed.

29. Install the No. 4 thrust bearing and washer onto the coast clutch hub assembly. See Figure 31.

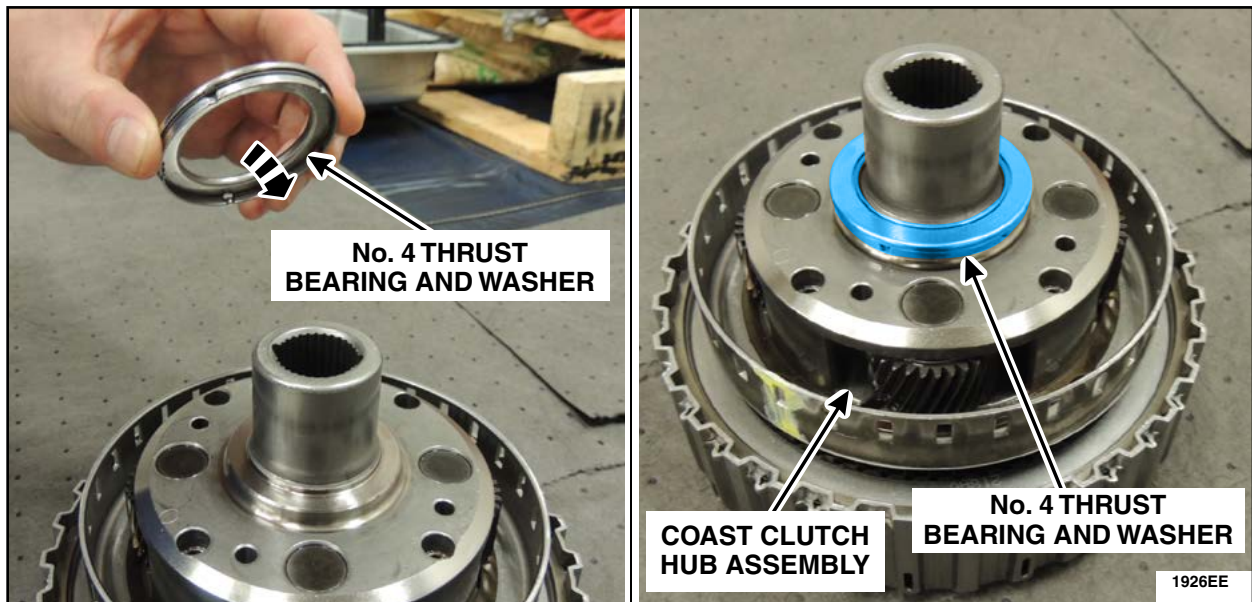


FIGURE 31



30. Using the Clutch Loading Fixture (307-S383), install the coast clutch assembly.
See Figures 32 and 33.



FIGURE 32

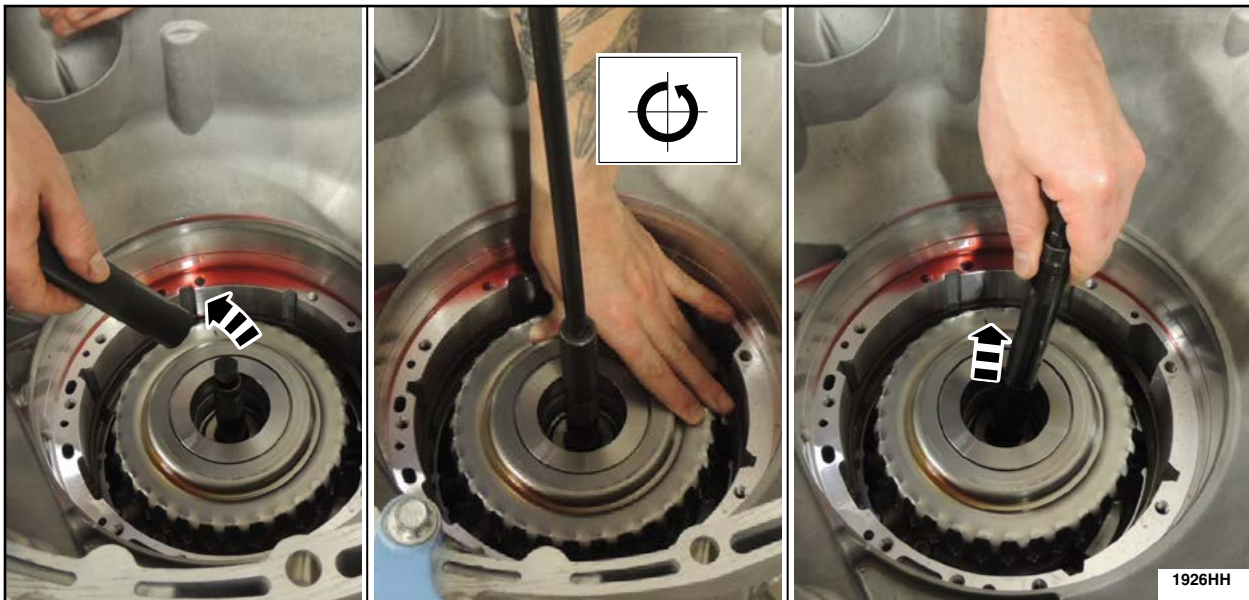


FIGURE 33



31. Install the overdrive pressure plate with the notches facing up. See Figure 34.

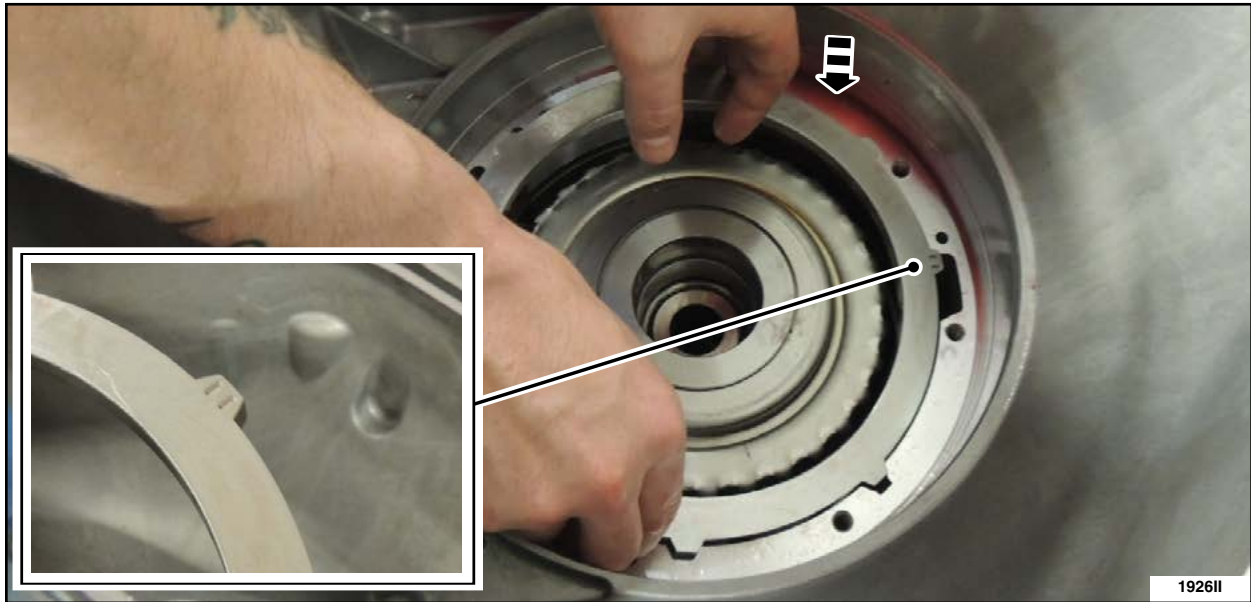


FIGURE 34

32. Install the overdrive clutch plates. Start with the friction plate, alternating with a steel plate. See Figure 35a and 35b.

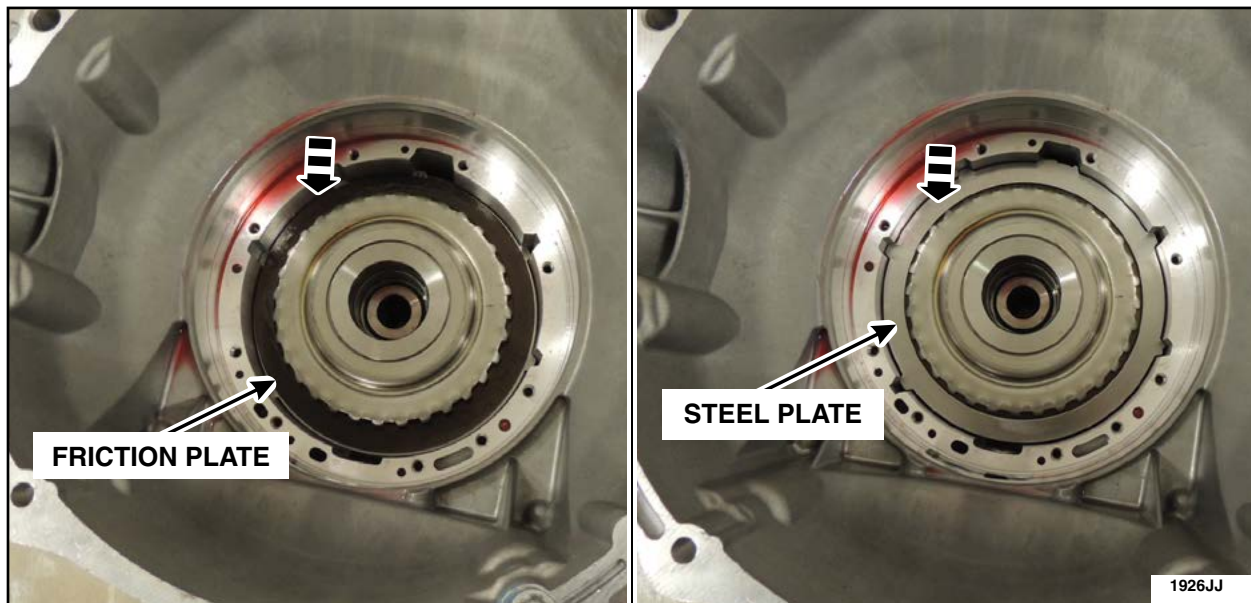


FIGURE 35a



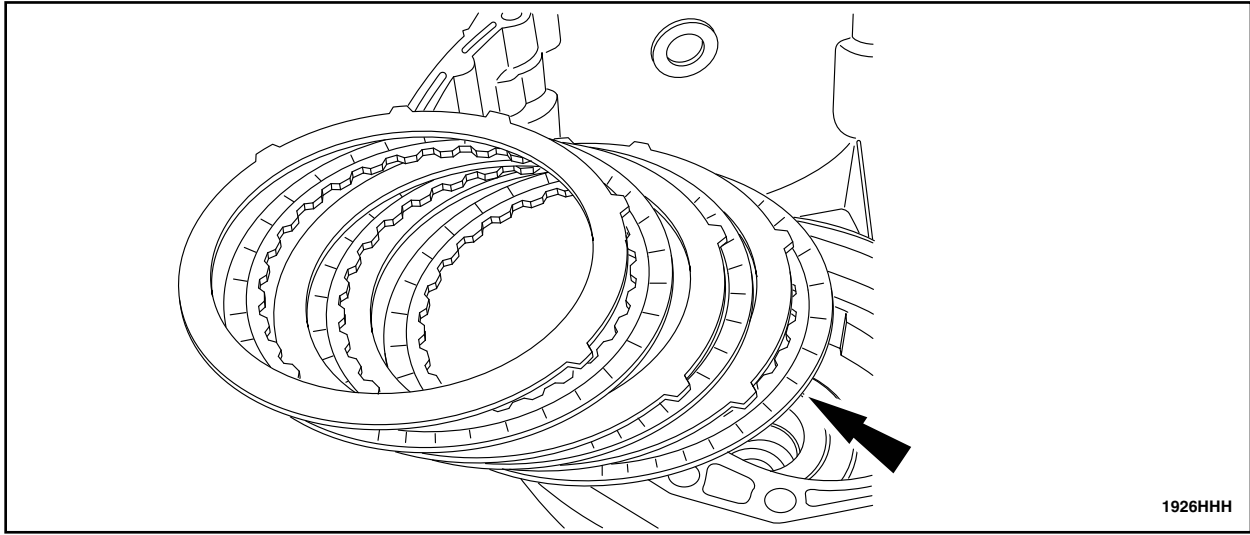


FIGURE 35b

33. Clean any residual transmission fluid from the transmission front pump gasket surface and from the transmission fluid front pump retainer holes. See Figure 36.

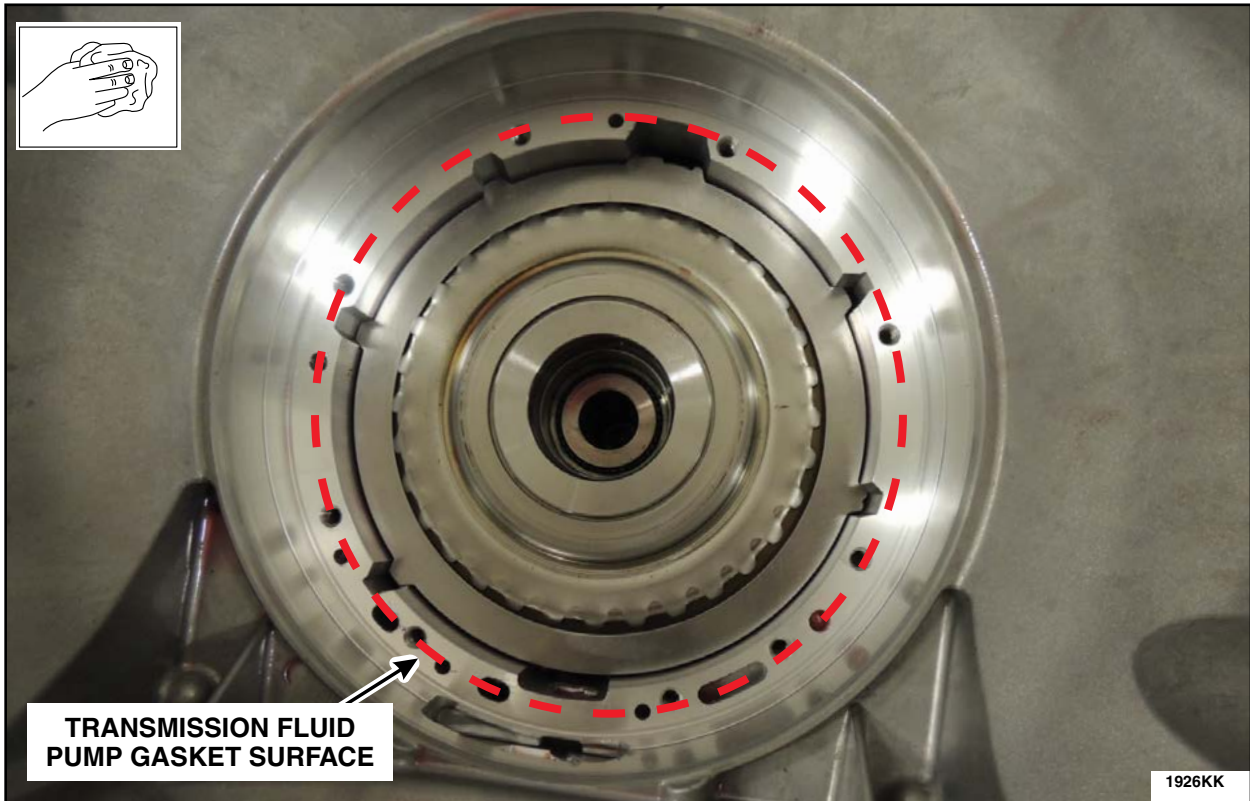


FIGURE 36



34. Install a *new* transmission front pump gasket. See Figure 37.

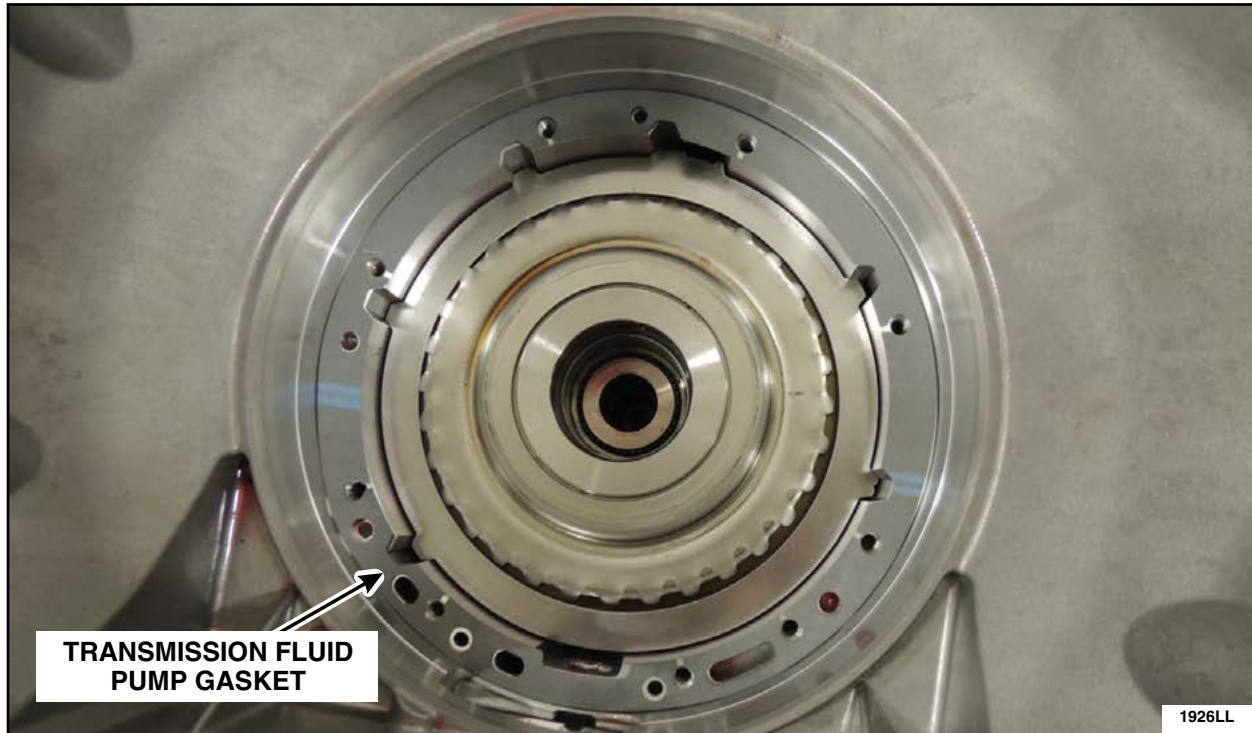


FIGURE 37

35. Install the No. 2A overdrive sun gear thrust bearing. See Figure 38.

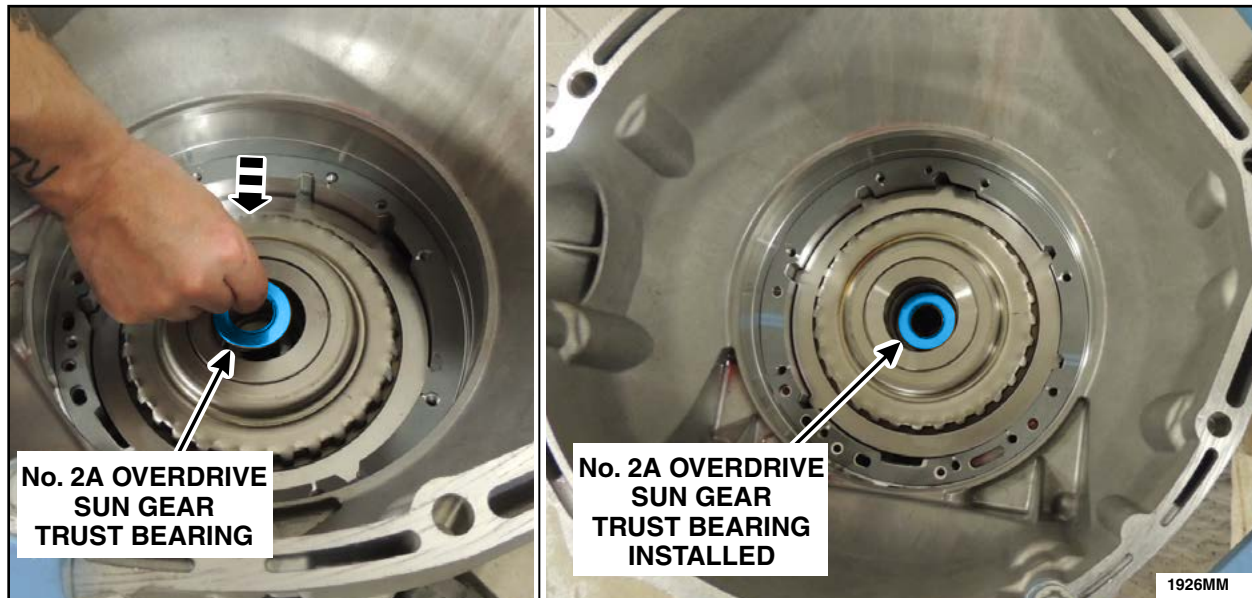


FIGURE 38



36. Install the input shaft into the case. See Figure 39.

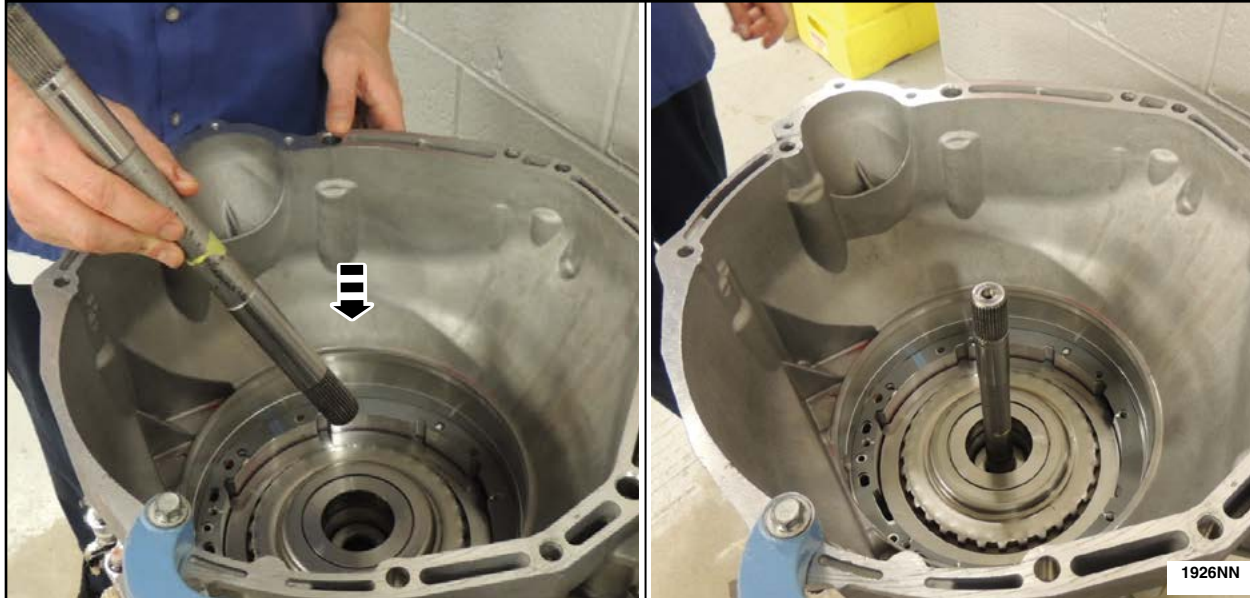


FIGURE 39

37. Install the Transmission Fluid Pump Aligner (307-222) into the case in order to achieve front pump-to-case alignment. See Figure 40.

NOTE: The Transmission Fluid Pump Aligner is used in a case hole located at either the 5 o'clock or 11 o'clock positions.

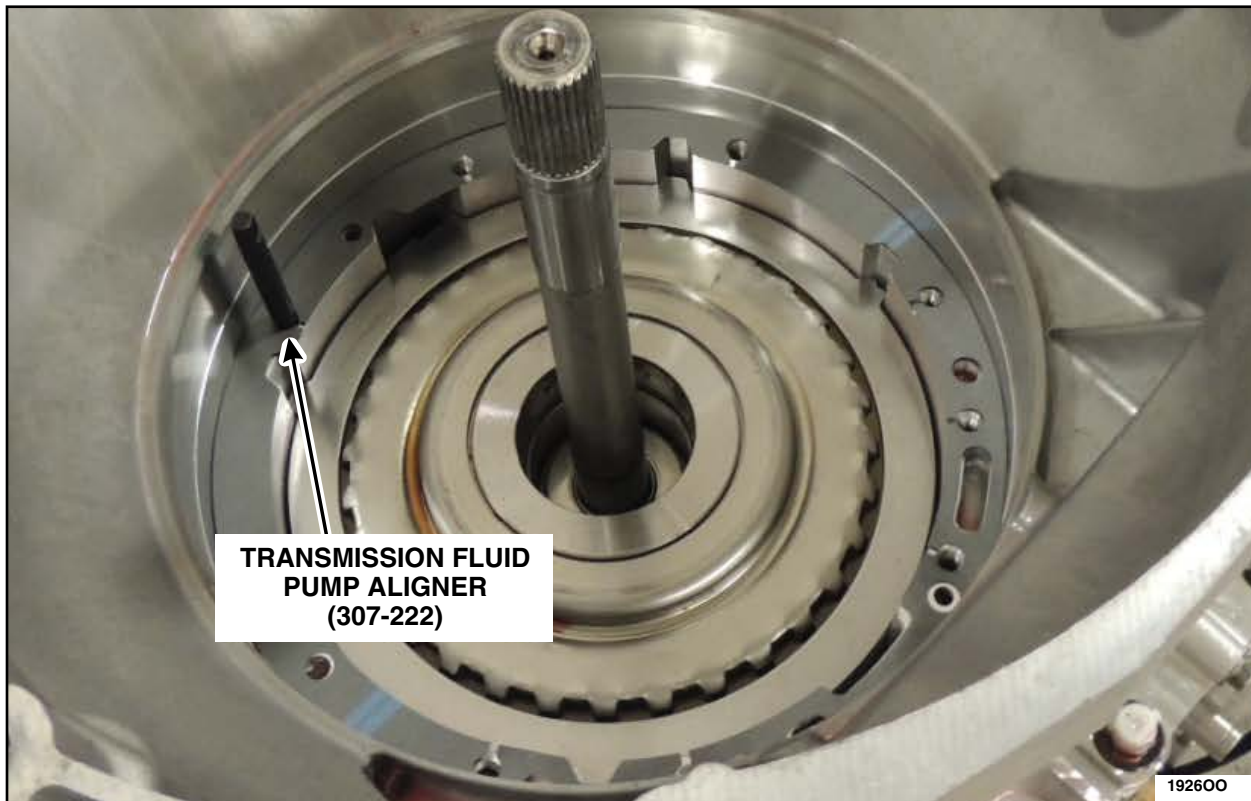


FIGURE 40



38. Remove and discard the front pump outer diameter square-cut pump seal. See Figure 41.

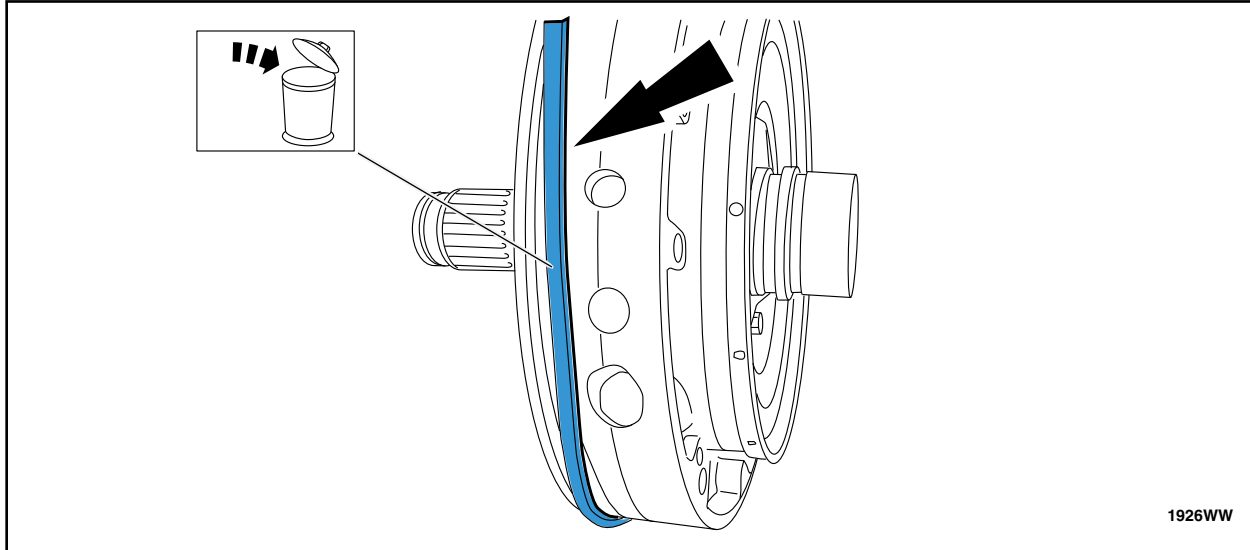


FIGURE 41

39. Using the Bushing Remover (307-001) and Slide Hammer (307-005), remove and discard the front pump fluid seal. See Figure 42.

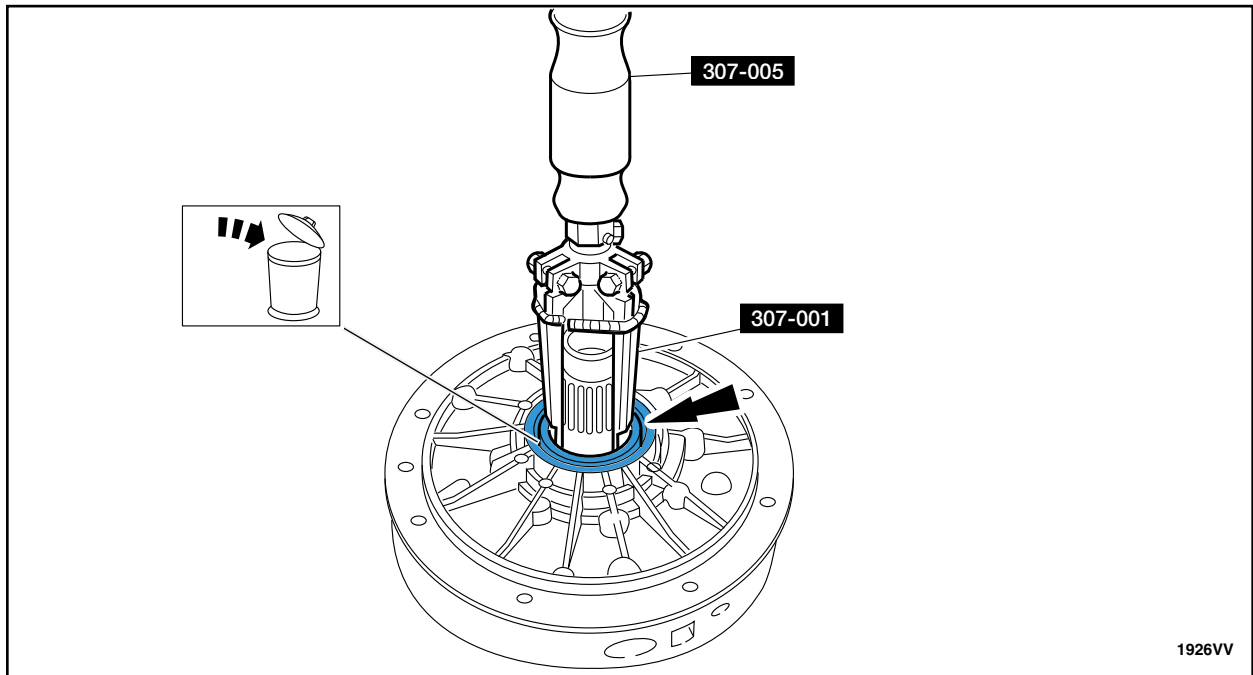


FIGURE 42



40. Using the Front Pump Fluid Seal Installer (307-014), install a *new* front pump fluid seal.
See Figure 43.

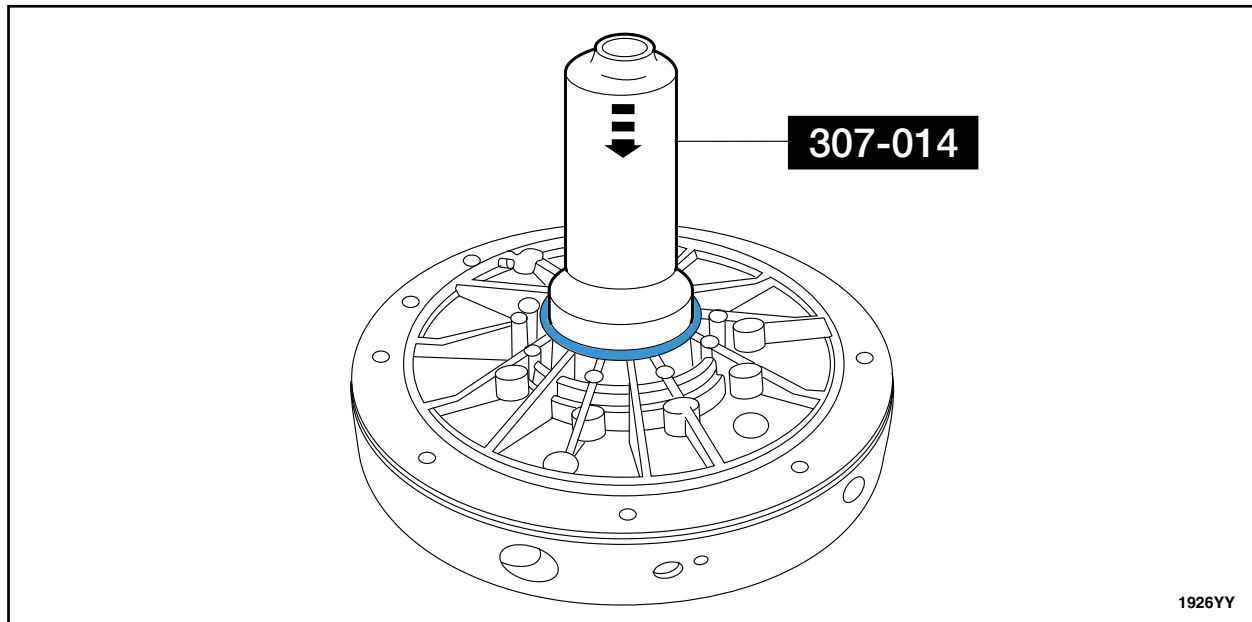


FIGURE 43

41. Coat the *new* front pump outer diameter square-cut seal with transmission fluid and install it with the white stripe facing out. See Figure 44.

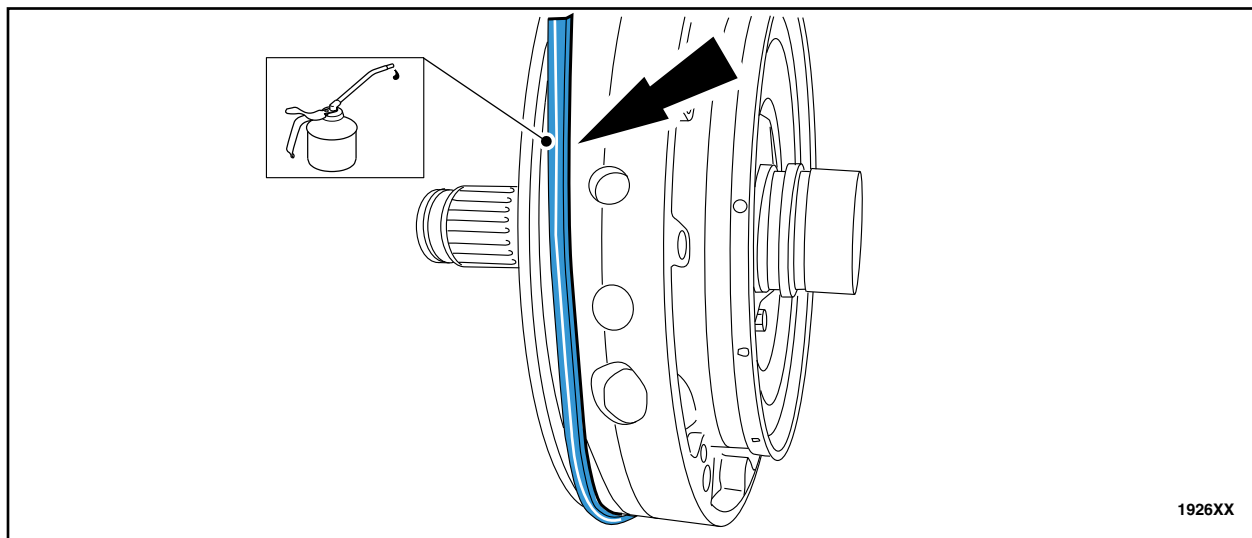


FIGURE 44

42. Check to make sure that the No. 1 thrust washer is installed on the pump stator, and make sure that the No. 2A bearing is installed onto the pump support.



43. Using the Transmission Fluid Pump Aligner (307-222), install the front pump assembly with the transmission in a vertical position to avoid damage to the pump stator support Teflon® seals and then remove the Transmission Fluid Pump Aligner. See Figure 45.

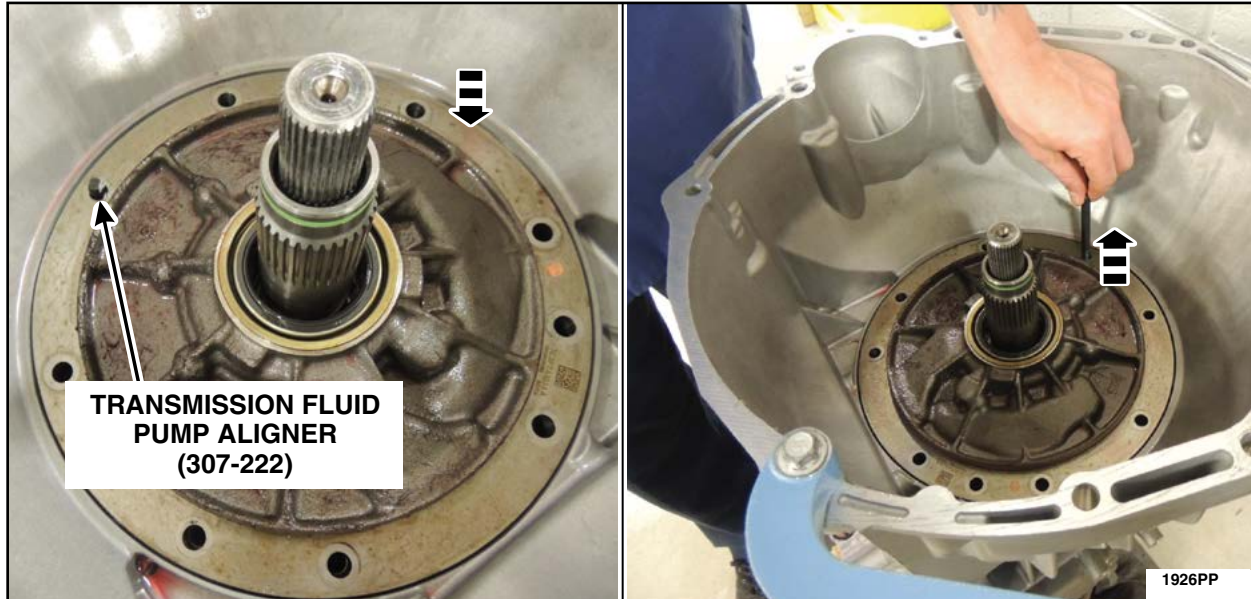


FIGURE 45

44. Install nine *new* front pump body-to-case retaining bolts. See Figure 46.

- Torque to 20 lb-ft (27 Nm).

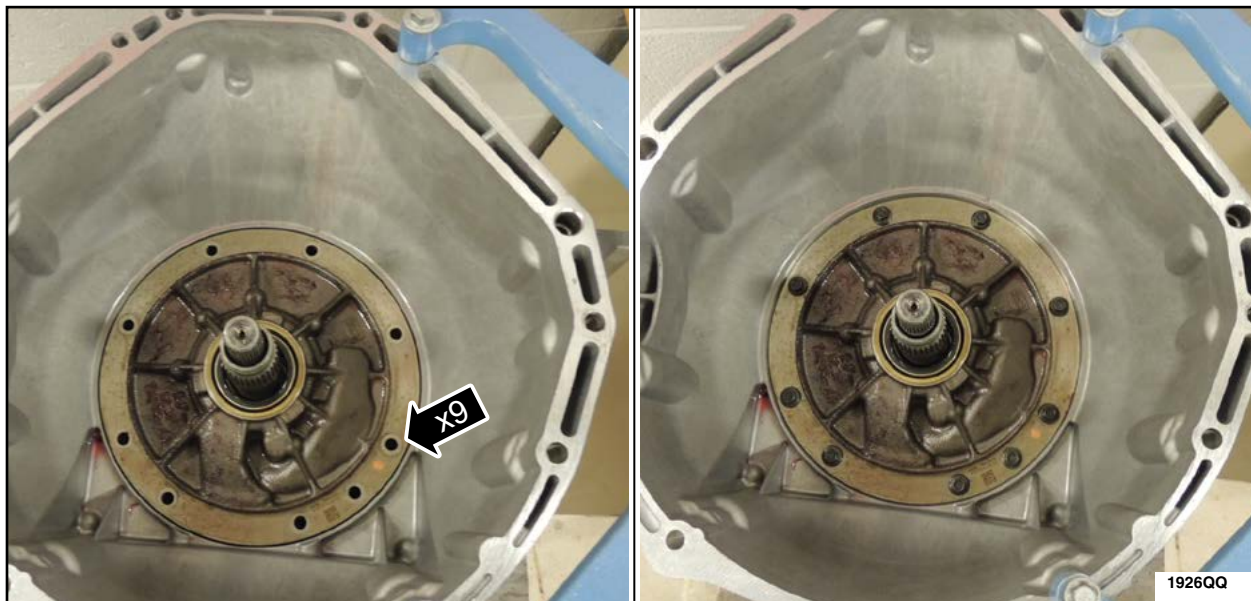


FIGURE 46



45. Lubricate the *new* transmission fluid filter seal with automatic transmission fluid and install a *new* transmission fluid filter. See Figure 47.

NOTE: Prior to installing the transmission fluid filter, make sure that the old seal is not stuck in the case. See Figure 6.

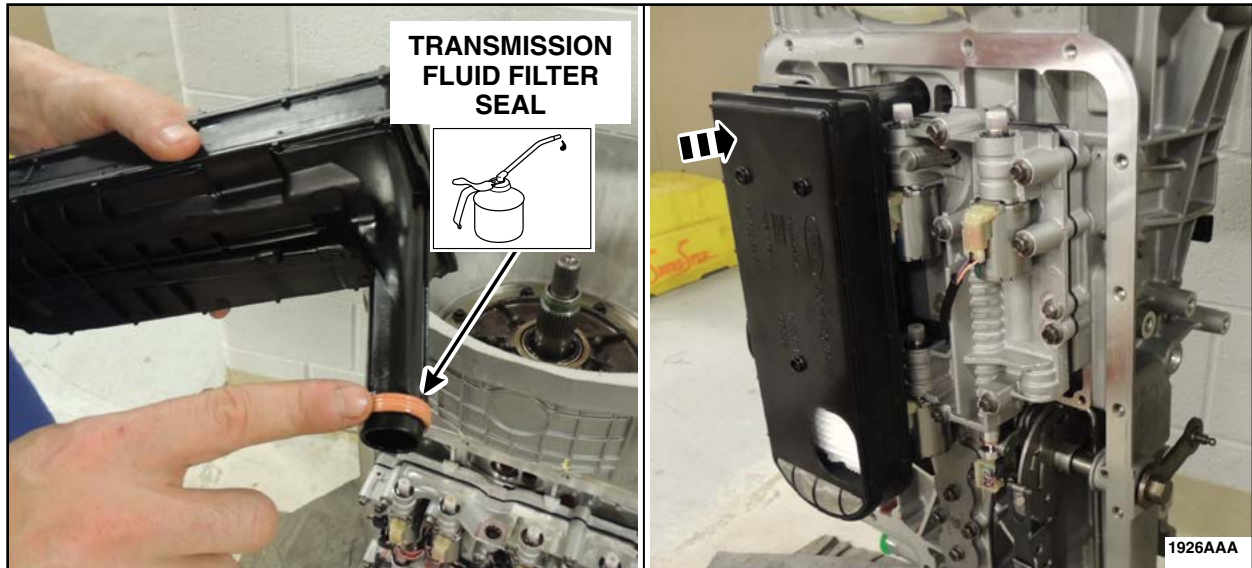


FIGURE 47

46. Clean the transmission fluid pan, magnet and the gasket mounting surface. Position the magnet over the dimple in the transmission fluid pan and position the transmission fluid pan gasket onto the transmission fluid pan. See Figure 48.

NOTE: Reuse the transmission fluid pan gasket unless it is damaged.

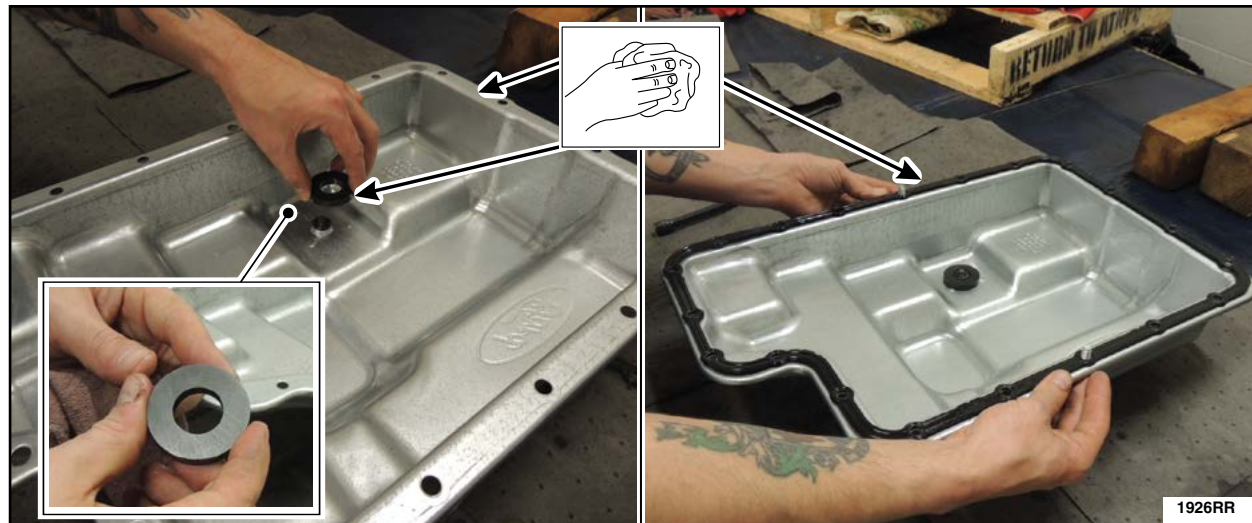


FIGURE 48



47. Install the transmission fluid pan and gasket. See Figure 49.

- Torque to 177 lb-in (20 Nm).

NOTE: Tighten all the transmission fluid pan bolts in a crisscross pattern.



FIGURE 49

48. Lubricate the converter hub with automatic transmission fluid. See Figure 50.

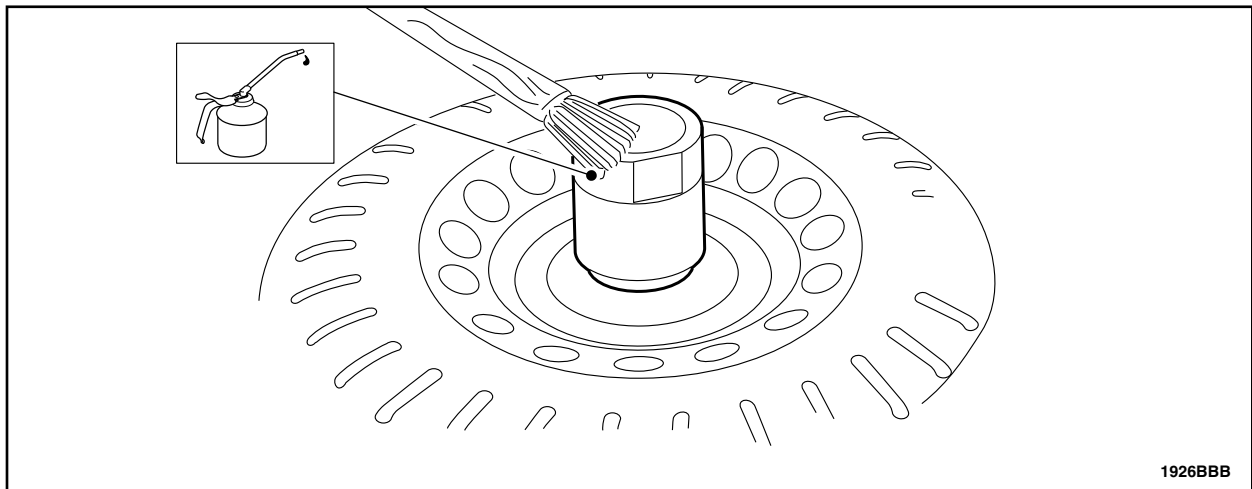


FIGURE 50



NOTICE: Use care when installing the torque converter to avoid damage to the front pump stator support seal.

NOTICE: Make sure the converter hub is fully engaged in the front pump support and the gear rotates freely. Do not damage the hub seal.

49. Using the Torque Converter Handles (307-091), install the torque converter. Push and rotate the converter onto the front pump assembly until it bottoms out. See Figure 51.

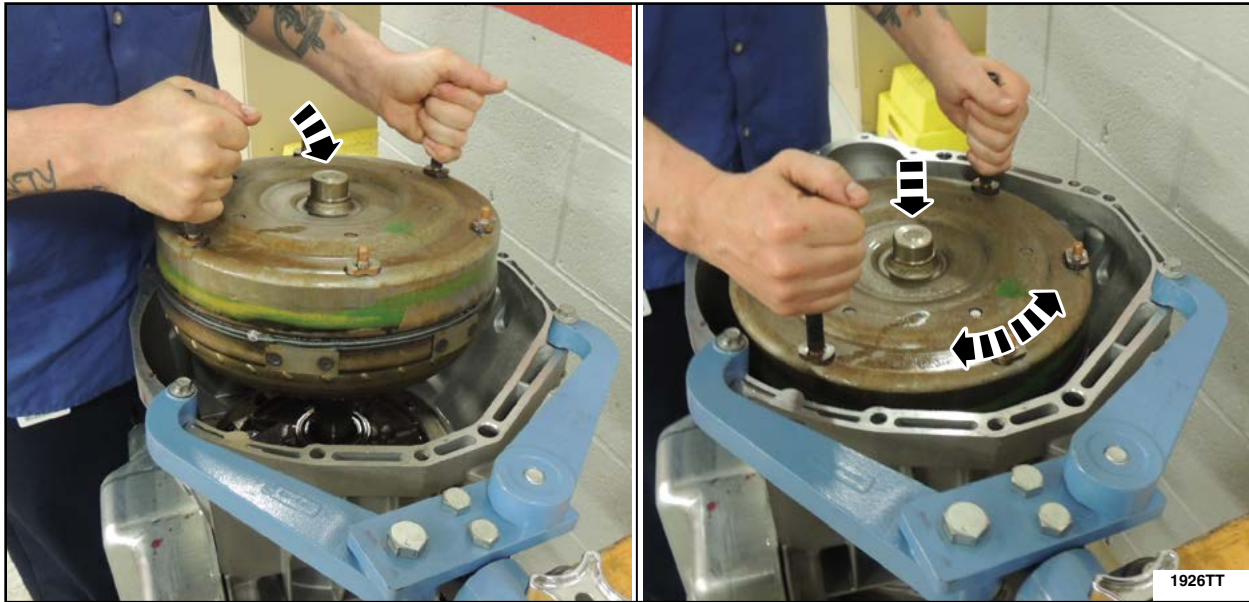


FIGURE 51

50. Check the seating of the torque converter. See Figure 52.

- a. Place the straightedge across the converter housing.
- b. Make sure there is a gap between the converter pilot face and the straightedge.
- c. Remove the Torque Converter Handles.

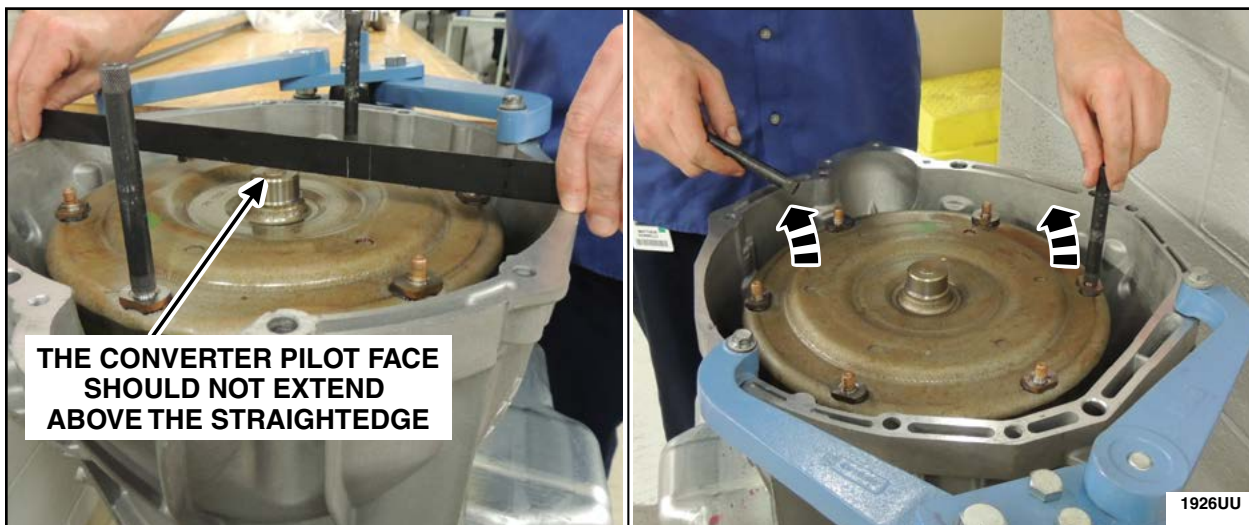


FIGURE 52



51. Install the Torque Converter Retainer (307-346) to hold the torque converter in place when installing the transmission. See Figure 2.

NOTICE: If the torque converter slides out, the hub seal may be damaged.

52. Dismount the transmission case from the stand and install it on a suitable high-lift transmission jack.

53. Install the Transmission assembly. Please follow the Workshop Manual procedures in Section 307-01.

54. If vehicle had a loss of motive power concern and the malfunction indicator light (MIL) is illuminated, diagnostic trouble codes (DTC) P0751, P0730 and/or P2700 may be present in the PCM and these DTC's must be cleared using the Integrated Diagnostic System (IDS). This condition will not cause other DTC's to be set.



Ford Motor Company
Recall Reimbursement Plan for 19S20

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 19S20, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to September 06, 2019. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2019. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.