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Ford Motor Company
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December 17, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Safety Recall 20S66**

Certain 2021 Model Year F-650/750 Trucks Equipped with a 7.3L Gas Engine
Transmission Oil Cooler Line Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-650/750	2021	Ohio	June 1, 2020 through June 24, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, one of the Transmission Oil Cooler Lines may have been improperly installed, which may subsequently come in contact with the Air Conditioning Pulley. This could potentially result in a leak. Leaking transmission fluid can result in erratic shifting, missed gear shifting, vibration, shudder and check engine light illumination. Leaking transmission fluid in this location could also come in contact with the engine exhaust, creating a fire risk.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the Transmission Oil Cooler Lines per technical instructions and replace if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of December 21, 2020. 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.

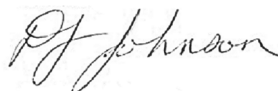
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification 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 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 black ink, appearing to read "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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Transmission Oil Cooler Line Inspection

OASIS ACTIVATION

OASIS was activated on November 12, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on November 12, 2020. Owner names and addresses will be available by week of January 4, 2021.

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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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.
 - F-650/F-750 trucks – 2 years, regardless of miles driven

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 20S66 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.

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Transmission Oil Cooler Line Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect / Adjust Transmission Oil Cooler Line	20S66B	0.3 Hours
Replace Transmission Oil Cooler Line	20S66C	1.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

To ensure enough quantity of Transmission Oil Cooler Lines are available, dealers will have to submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Parts will be limited to sold and customer owned units.

Part Order contacts should include images of VIN and mileage for client owned vehicles or an image of signed sales contract on sold vehicles.

Less than 5% of the affected vehicle population is expected to require Transmission Oil Cooler Line replacement.

Part Number	Description	Order Quantity	Claim Quantity
FC4Z-7C410-A	Transmission Oil Cooler Line (Only order if damage)	1	1

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

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
XT-10-QLVC	Mercon LV qt	As needed	

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

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

EXCESS STOCK RETURN

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

CERTAIN 2021 MODEL YEAR F-650/750 VEHICLES EQUIPPED WITH A 7.3L GAS ENGINE — TRANSMISSION OIL COOLER LINE INSPECTION

SERVICE PROCEDURE

1. Open the hood. See Figure 1.

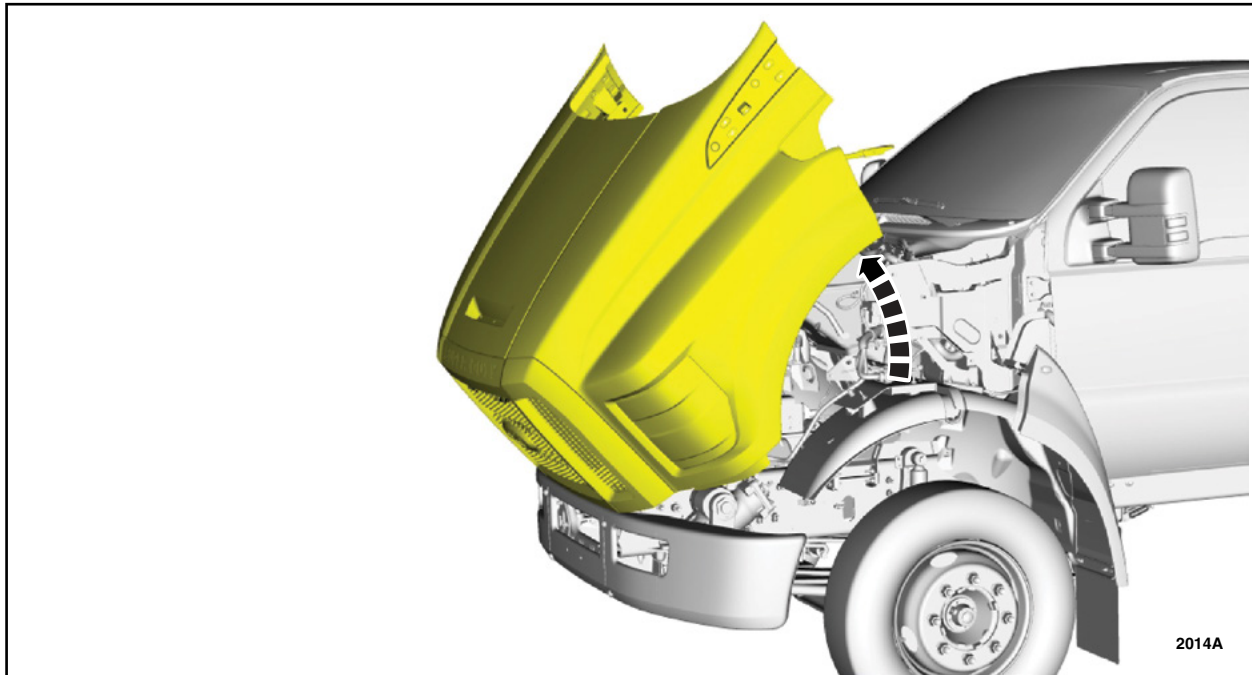


FIGURE 1

2. Remove the air cleaner. Please follow the Workshop Manual (WSM) procedures in Section 303-12B.



3. While standing on passenger side of vehicle, inspect the left hand (LH) transmission cooler line for correct orientation. The transmission cooler line when installed correctly will mirror the right hand (RH) side transmission cooler line. See Figure 2. If LH side transmission cooler line is not in correct orientation, it will be at risk of being too close to A/C compressor pulley. Is the transmission cooler line in the correct orientation?

If **PASS** - Proceed to Step 10.

If **DOES NOT PASS** - Proceed to Step 4.

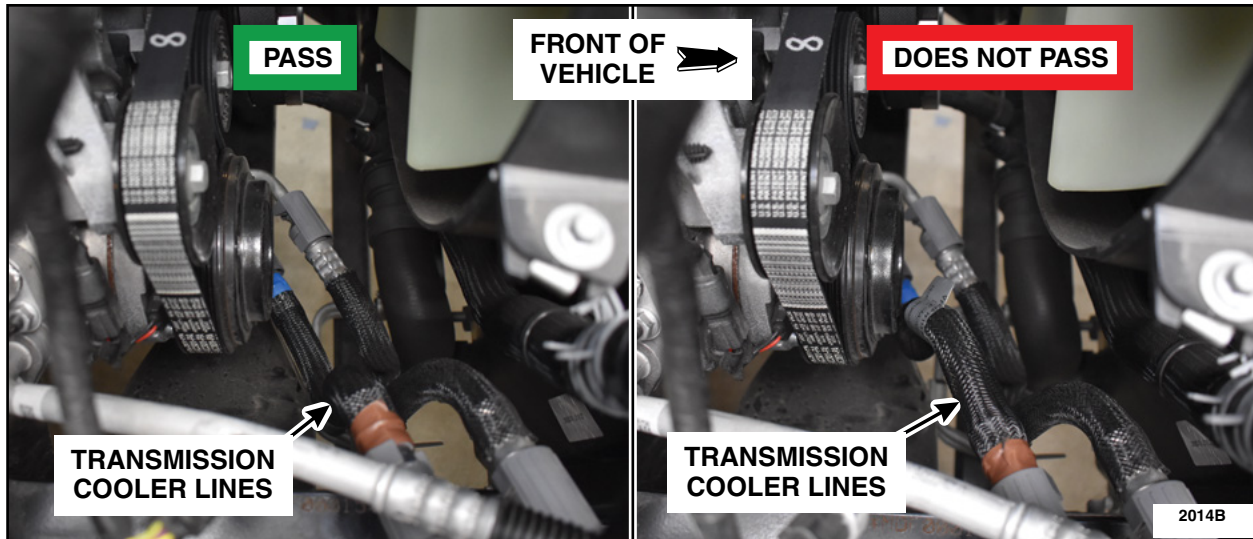


FIGURE 2

4. Inspect the line for damage. A transmission cooler line not in correct orientation may show signs of damage or rubbing from the A/C compressor pulley. See Figure 3. Does the transmission cooler line show signs of damage or rubbing?

If **YES** - Proceed to Step 6.

If **NO** - Proceed to Step 5.

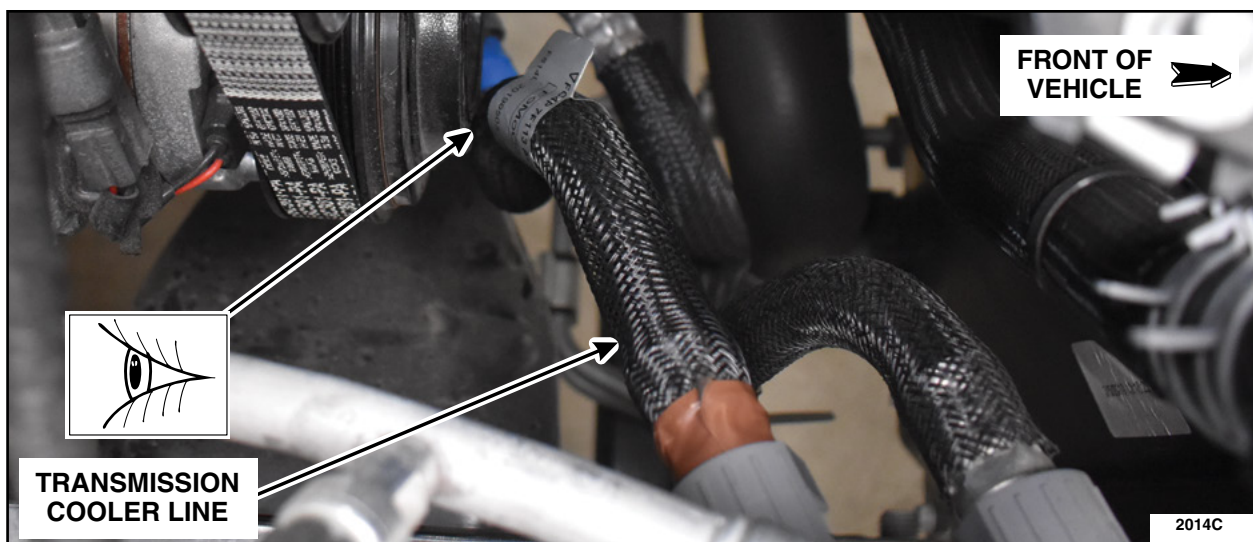


FIGURE 3



5. Rotate the transmission cooler line towards the front of the vehicle until the proper orientation is achieved, then proceed to Step 10. See Figure 4.

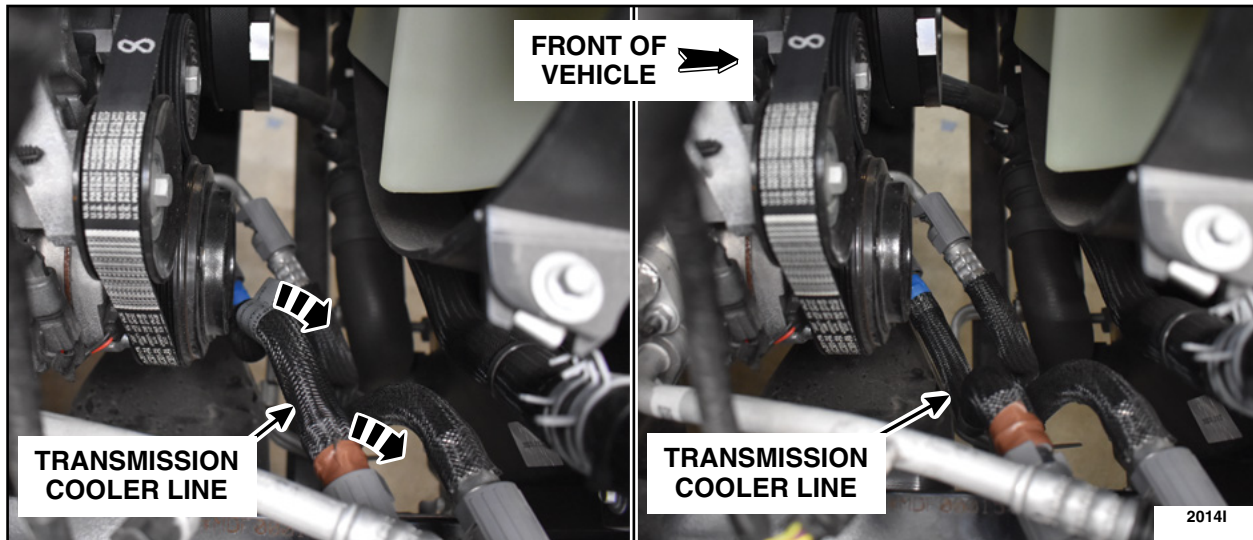


FIGURE 4

NOTE: This step is only if transmission oil cooler line has to be replaced from damage, if no damage proceed to Step 10.

6. Remove the transmission cooler line quick-connect coupling secondary latches. See Figure 5.

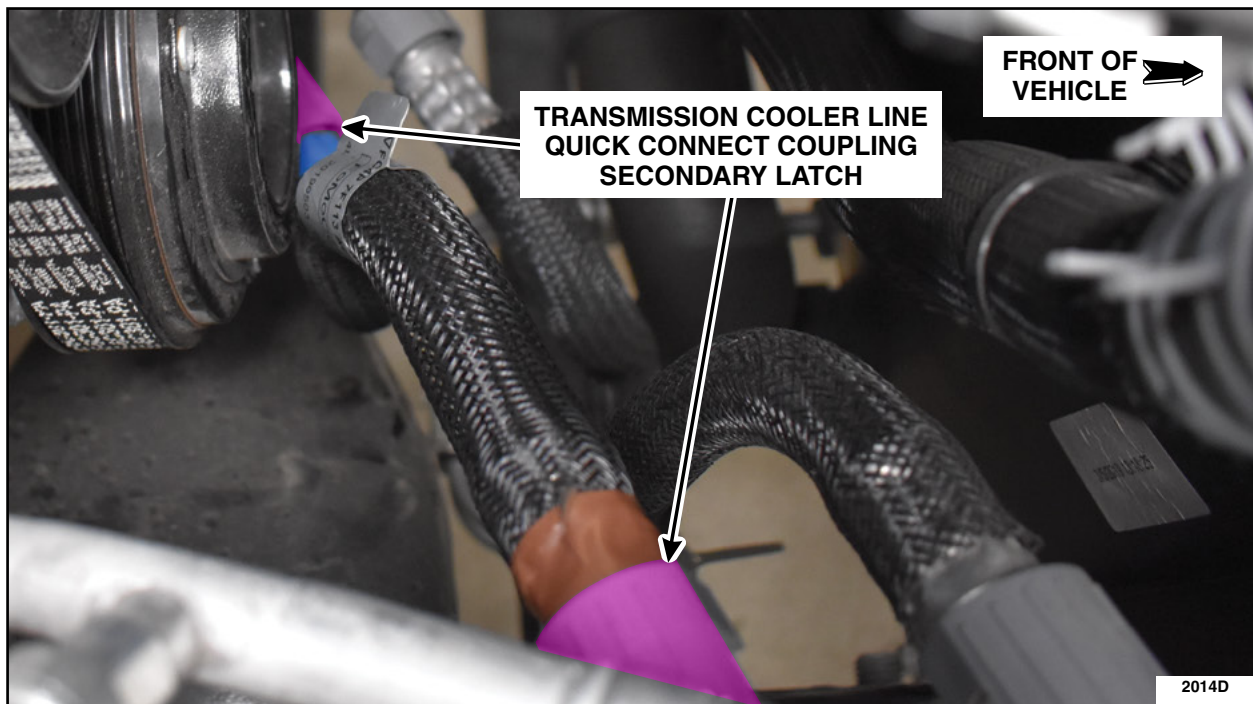


FIGURE 5



NOTE: Be prepared to collect escaping fluid.

7. Disconnect, remove and discard the transmission cooler line using special tool 307-569. See Figure 6.

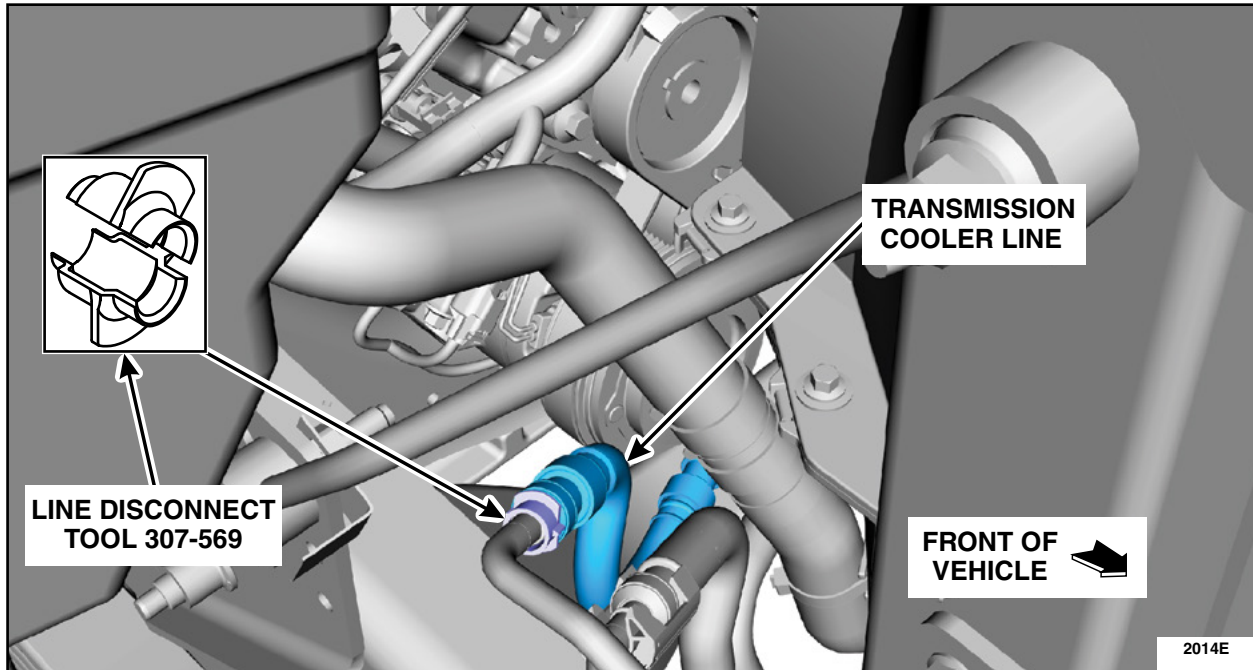


FIGURE 6

8. Install the new transmission cooler line in the proper orientation. See Figure 7.

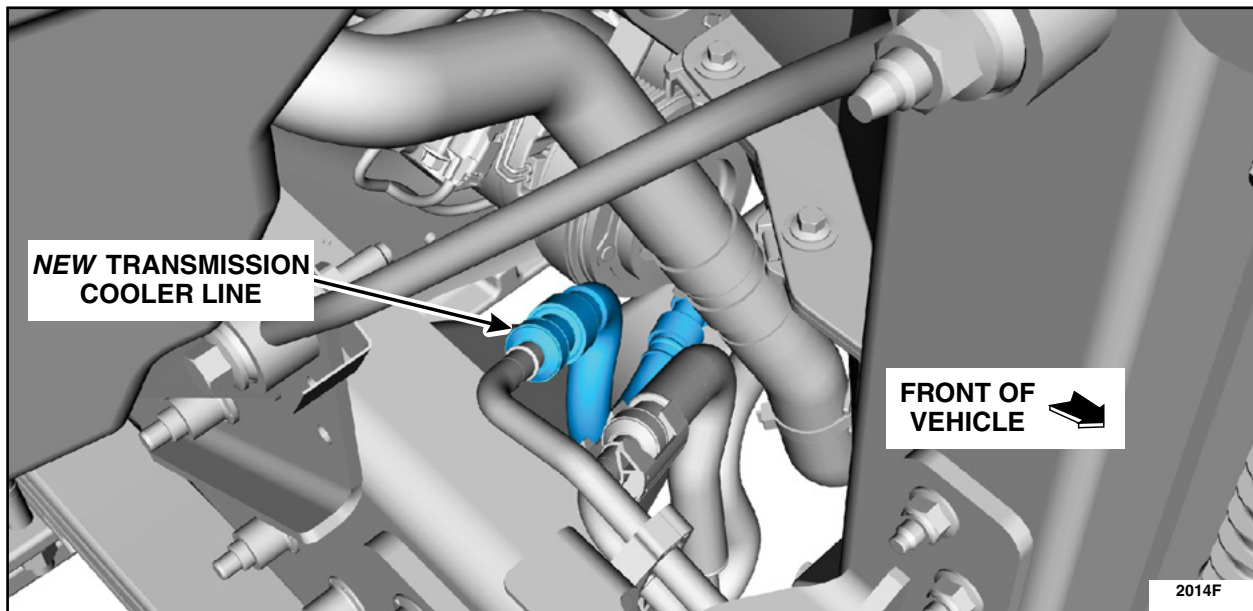


FIGURE 7



9. Install the transmission cooler line quick-connect coupling secondary latches. See Figure 8.

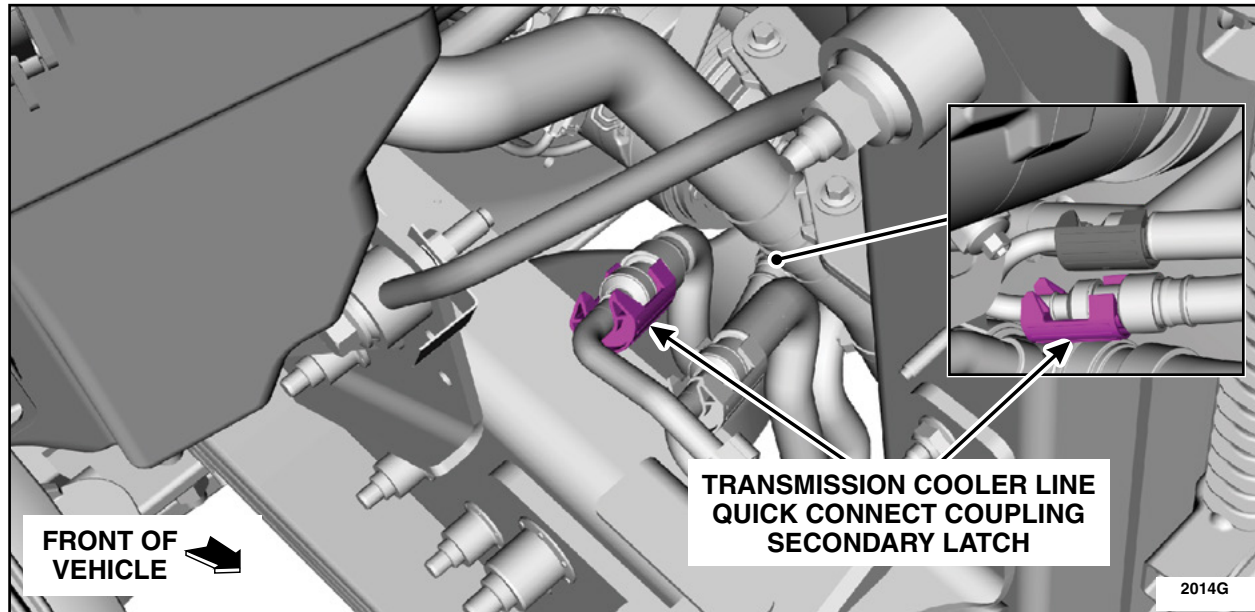


FIGURE 8

10. Install the air cleaner. Please follow the WSM procedures in Section 303-12B.

11. If the transmission cooler line was replaced, check the transmission fluid level and adjust as necessary. Please follow the WSM procedures in Section 307-01.

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.

