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February 21, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 19B40

Certain 2009-2016 Econoline Shuttle Bus Vehicles Equipped with a 5.4L Engine and 5R110W Transmission (Transporting Limited Mobility Individuals)
Coast Clutch Cylinder and One-Way Clutch Replacement

PROGRAM TERMS

This program will be in effect through February 21, 2021. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Econoline	2009-2016	Ohio	August 19, 2008 through December 15, 2015

OASIS will only be activated for the applicable VINs once approved for this program.

This program only includes shuttle bus vehicles which have a **Primary Use** to transport individuals with unique mobility issues as follows:

- Handicapped / Physically disabled / Limited mobility
- Young children requiring adult supervision
- Medical transport service

ACTION REQUIRED: To request adding a shuttle bus that meets the primary use criteria, model year, engine and transmission 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 PROGRAM

In the affected vehicles, the single-engaging coast one-way clutch (OWC) inside the transmission may experience a weld concern. If this weld fails, it can affect the ability of the transmission to transmit torque. Loss of vehicle mobility in this application may result in the need to transfer passengers if the vehicle is immobilized.

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 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. 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 March 02, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
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 Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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Coast Clutch Cylinder and One-Way Clutch Replacement

OASIS ACTIVATION

OASIS will only be activated for the applicable VINs once approved for this program.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

Adding a VIN:

- Submit a Non-Involved contact type to the SSSC via the SSSC Web Contact Site.
- Be prepared to provide pictures that clearly demonstrate each vehicle's **Primary Usage** and the vehicle's VIN label.

SOLD VEHICLES

- Owners of potentially affected vehicles 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

- Correct all affected units in your new vehicle inventory before delivery.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are 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 **February 21, 2021**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 a shuttle bus vehicle, for transporting vulnerable people, equipped with a 5.4L Engine.

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Coast Clutch Cylinder and One-Way Clutch Replacement

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.

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 (**19B40**) 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: **19B40**
- Misc Expense: OTHER
- Amount: Actual cost up to \$2.00
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: **19B40** - 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
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Certain 2009-2016 Econoline Shuttle Bus Vehicles Equipped with a 5.4L Engine and 5R110W
Transmission (Transporting Limited Mobility Individuals)
Coast Clutch Cylinder and One-Way Clutch Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Coast Clutch Cylinder and One-Way Clutch	19B40B	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.

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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 SHUTTLE BUS VEHICLES EQUIPPED WITH A 5.4L ENGINE AND 5R110W TRANSMISSION (TRANSPORTING LIMITED MOBILITY INDIVIDUALS) — COAST CLUTCH CYLINDER AND ONE-WAY CLUTCH REPLACEMENT

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.

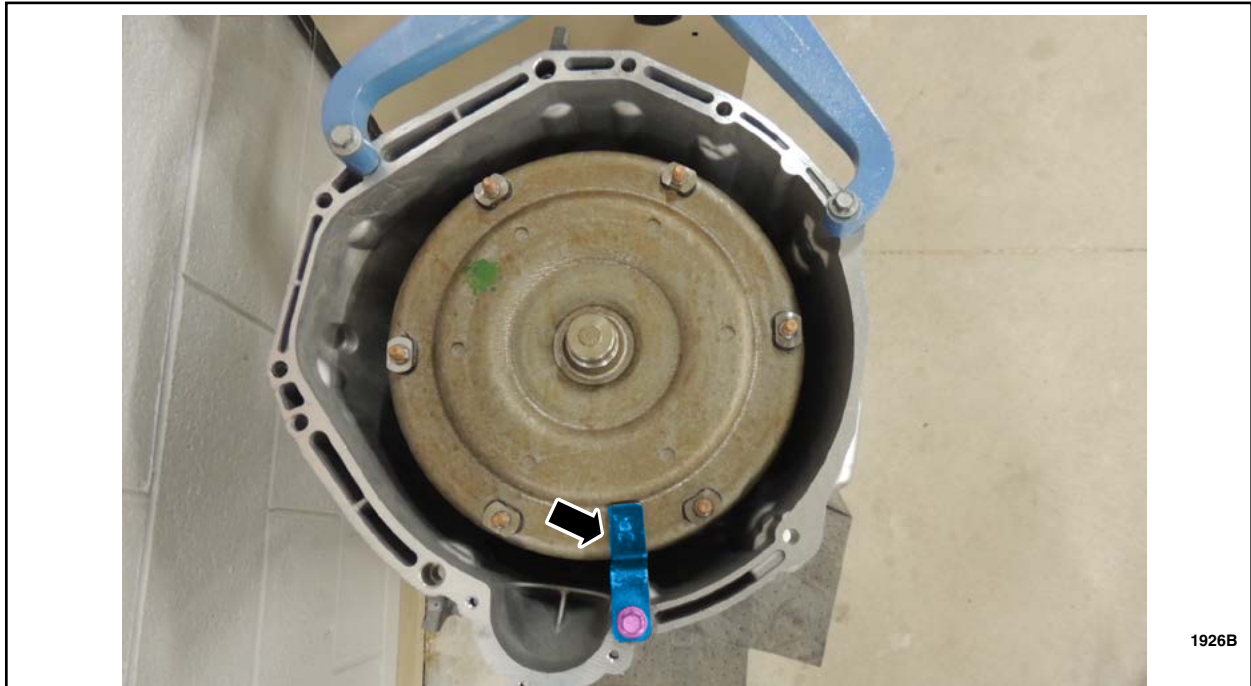


FIGURE 2

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

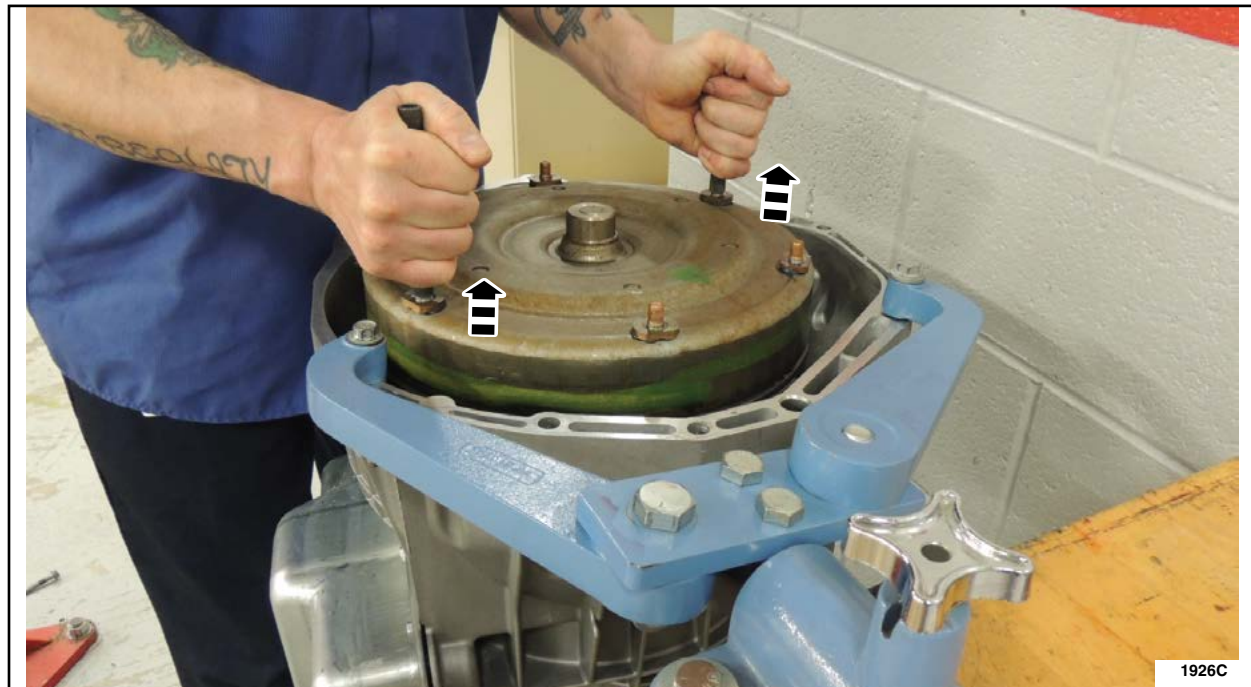


FIGURE 3



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

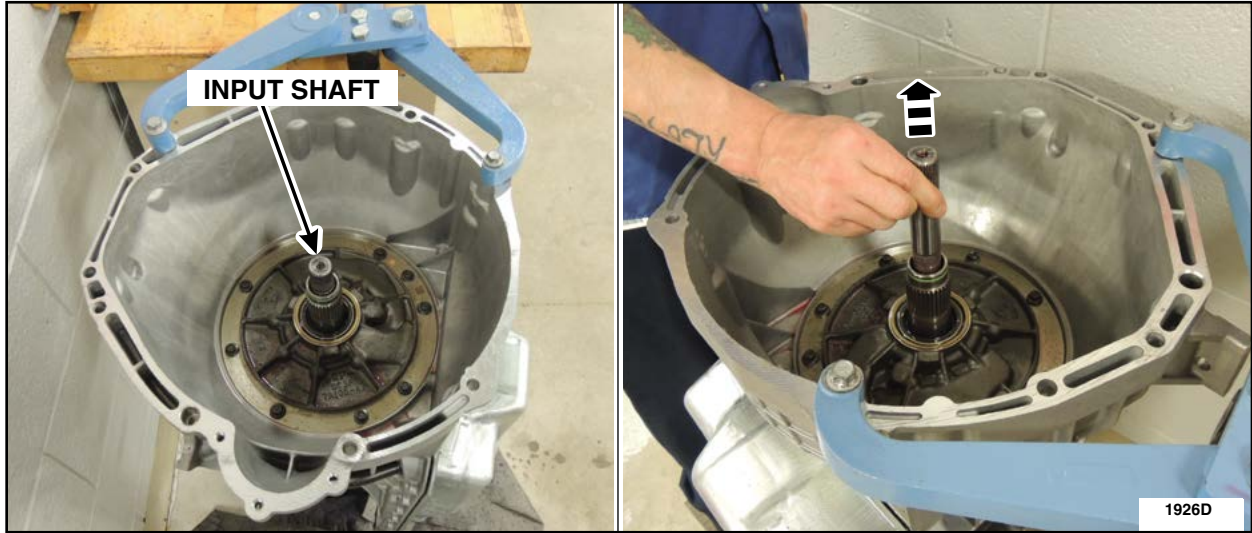


FIGURE 4

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.

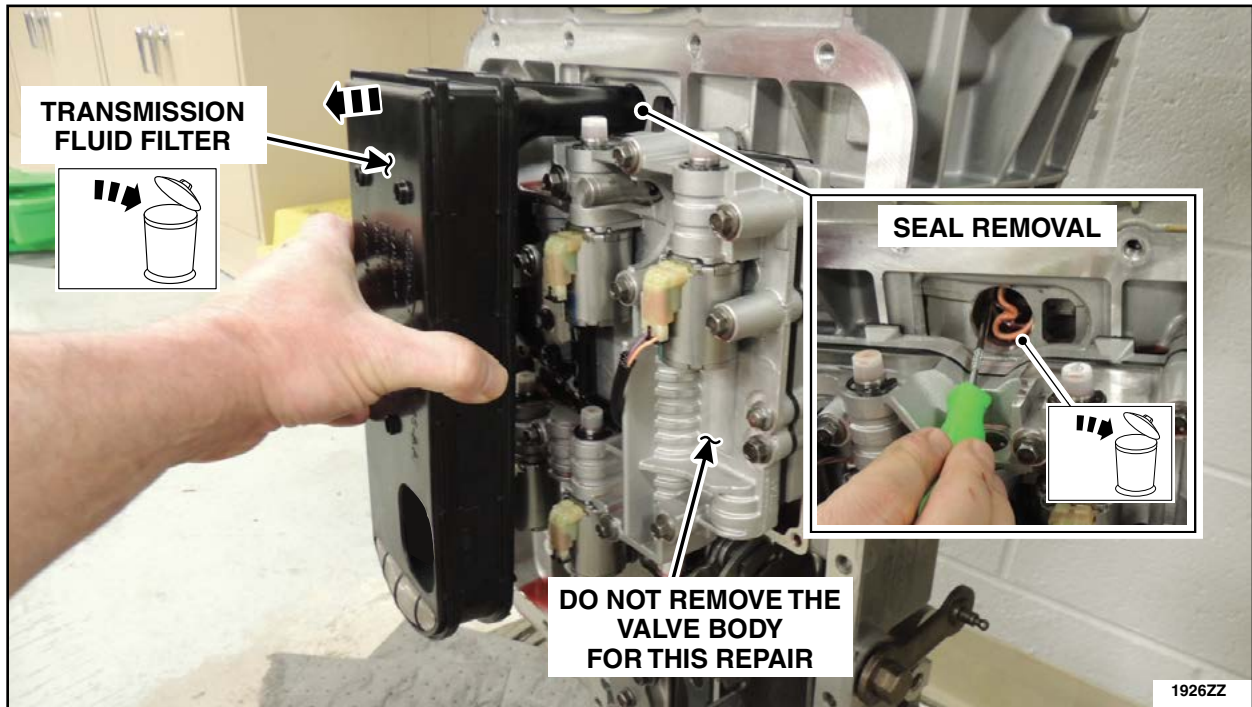


FIGURE 6



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

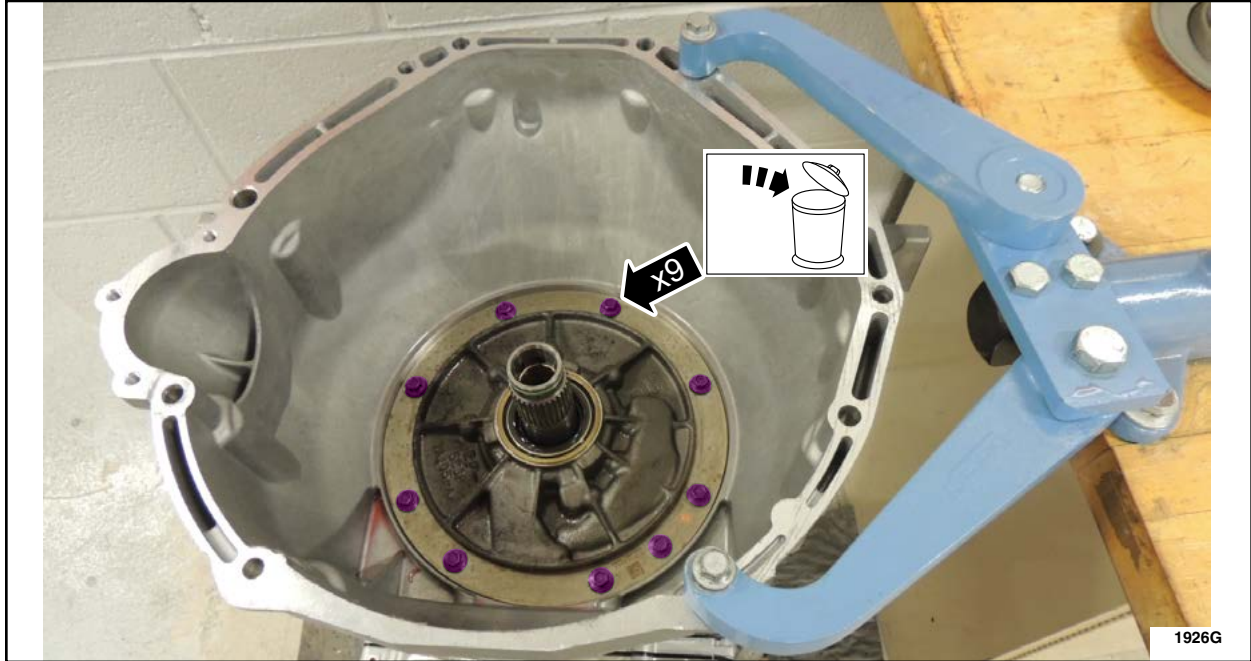


FIGURE 7

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

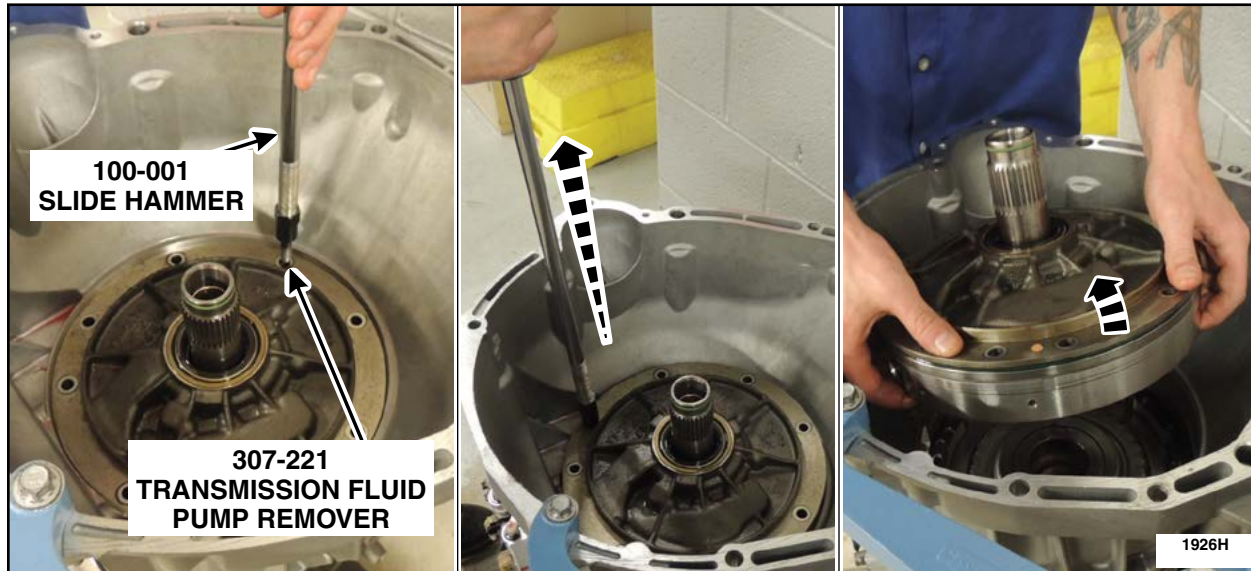


FIGURE 8



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

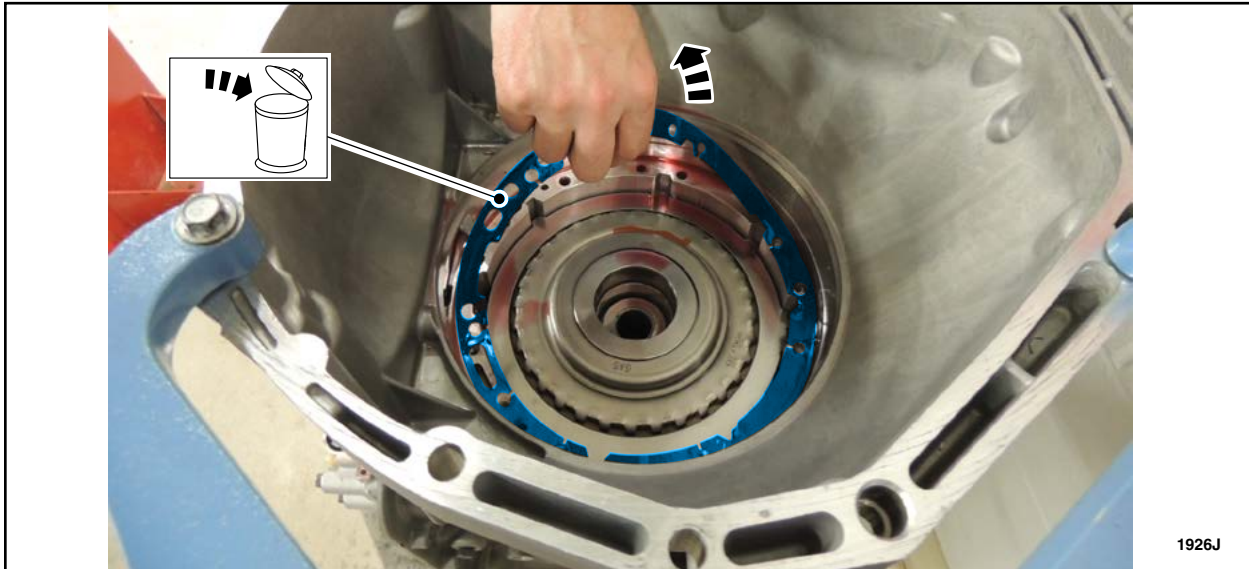


FIGURE 9

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

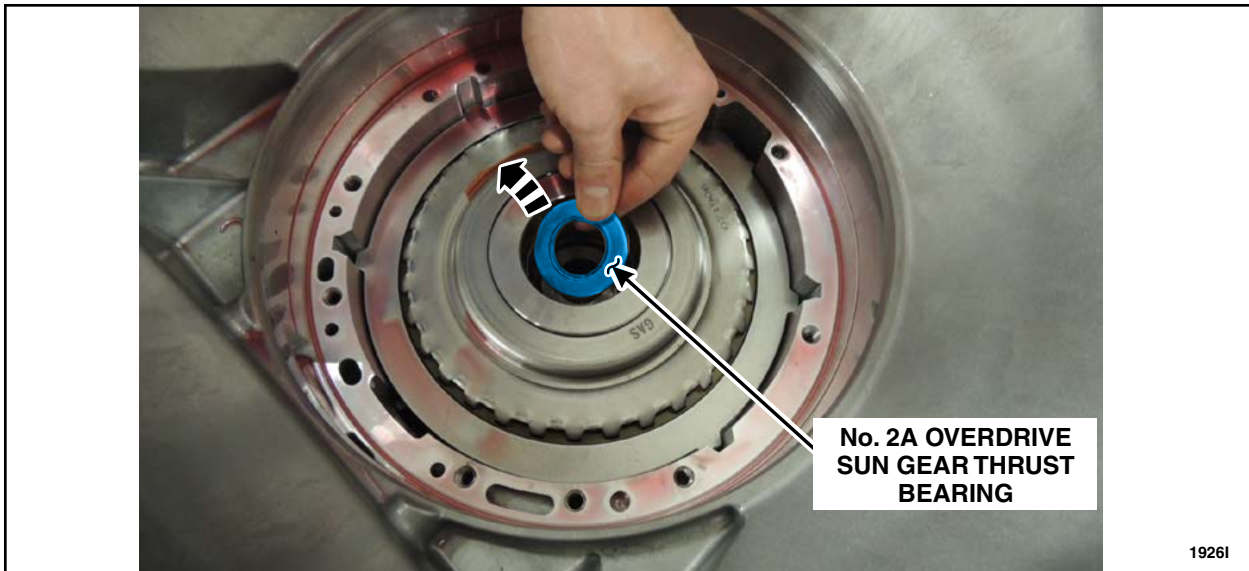


FIGURE 10



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

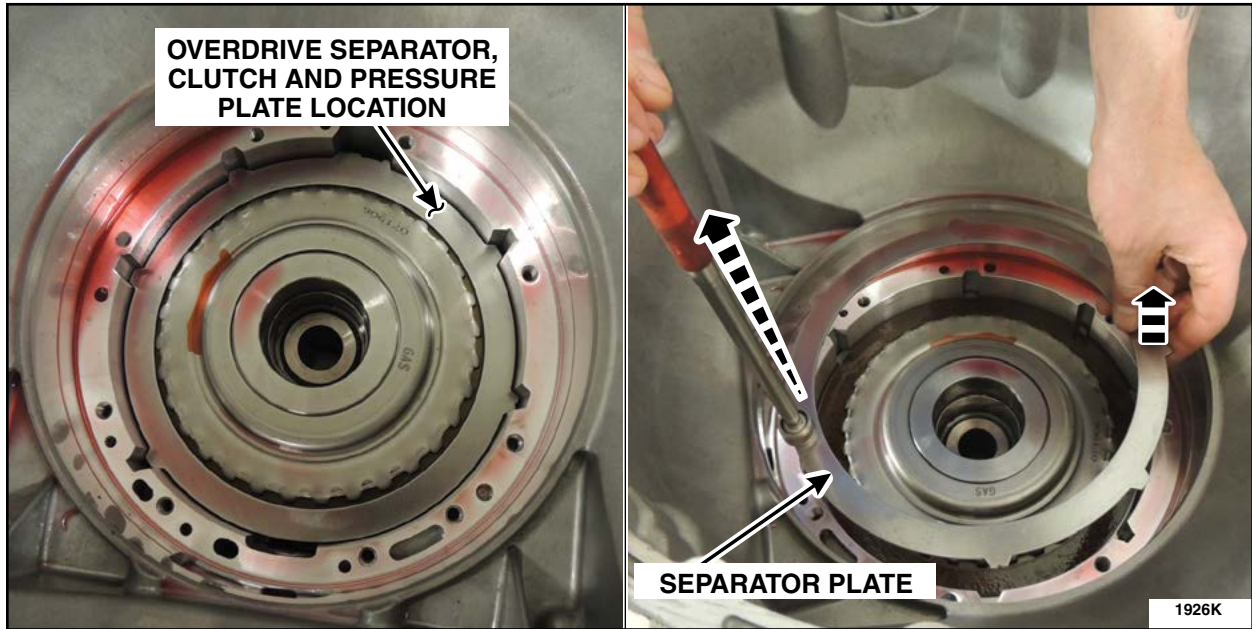


FIGURE 11

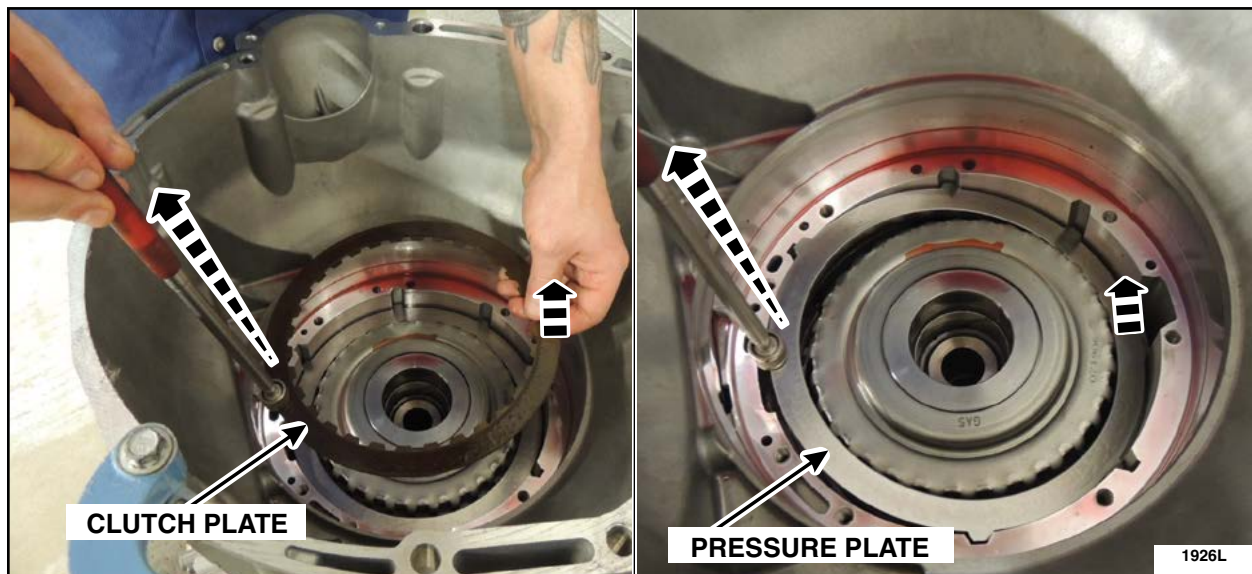


FIGURE 12



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

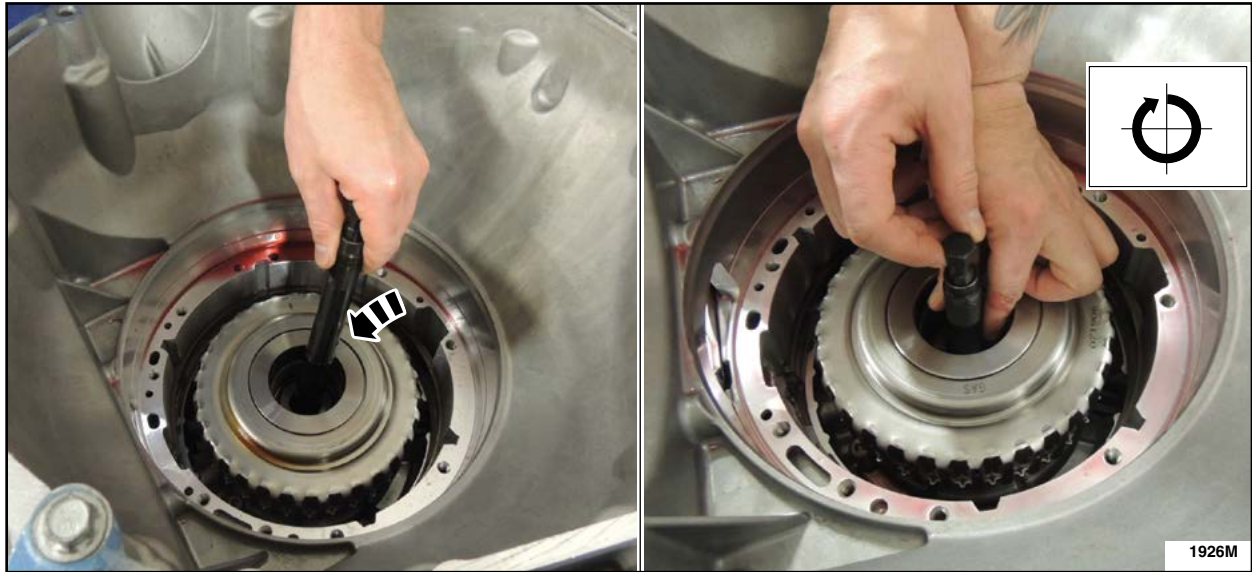


FIGURE 13

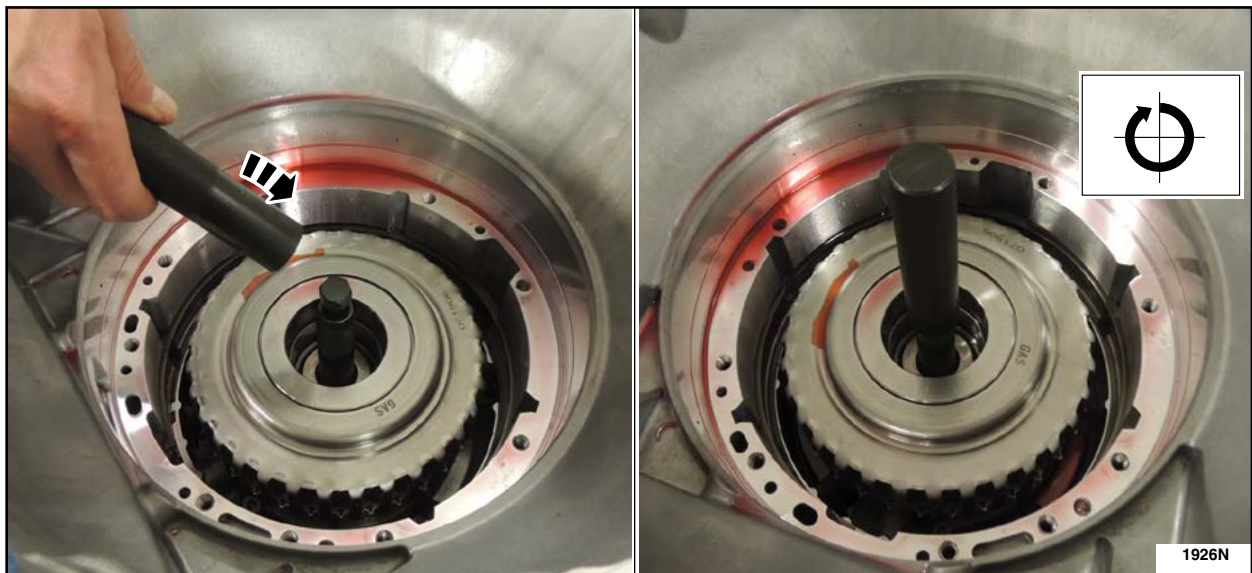


FIGURE 14



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

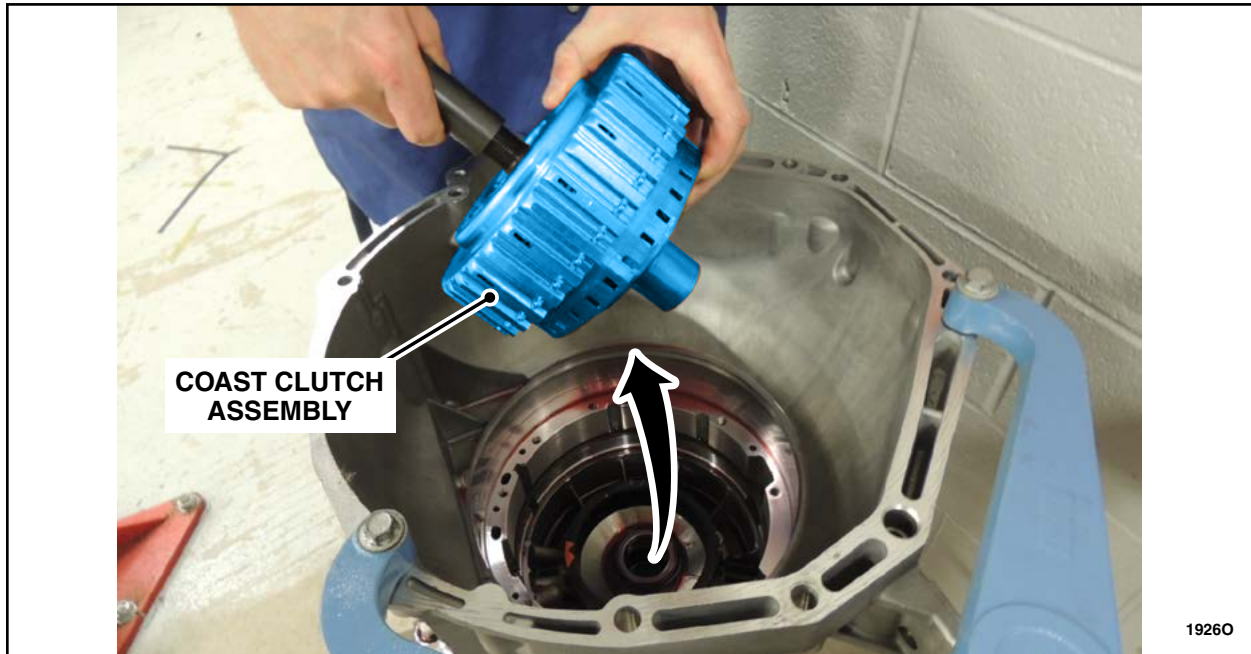


FIGURE 15



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

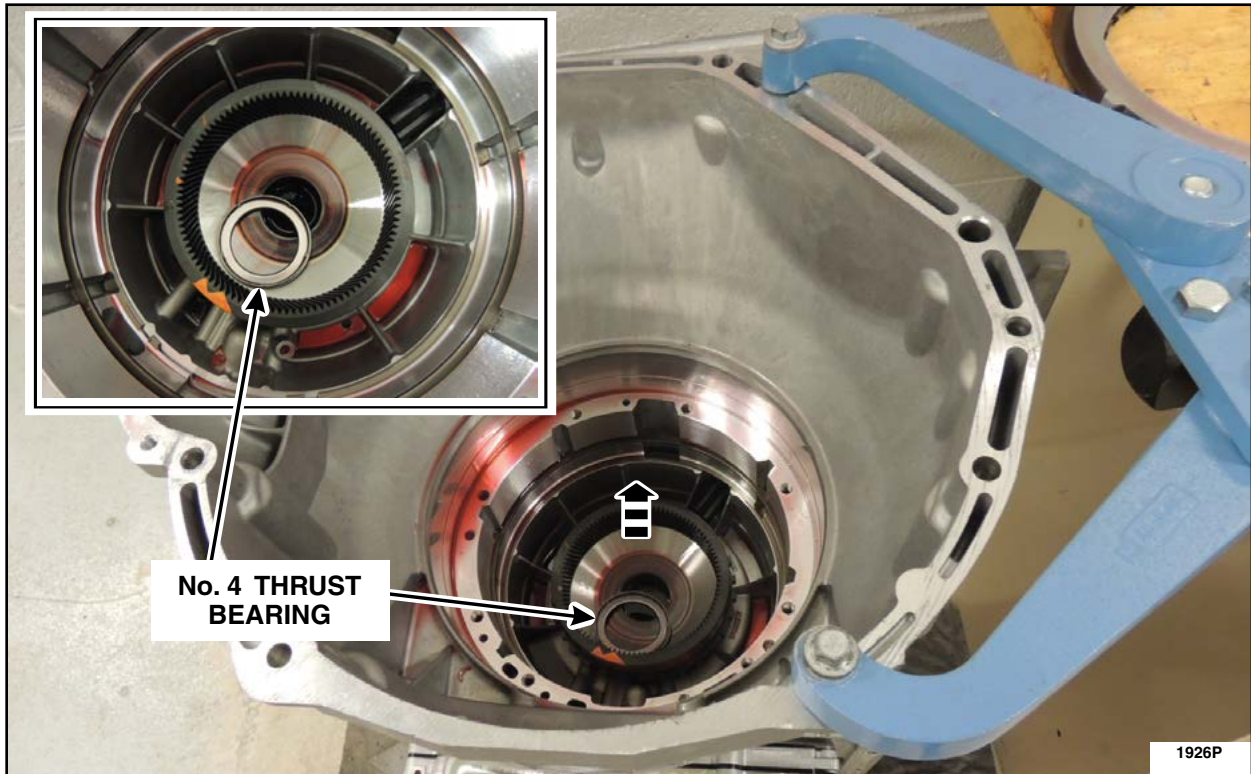


FIGURE 16

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.

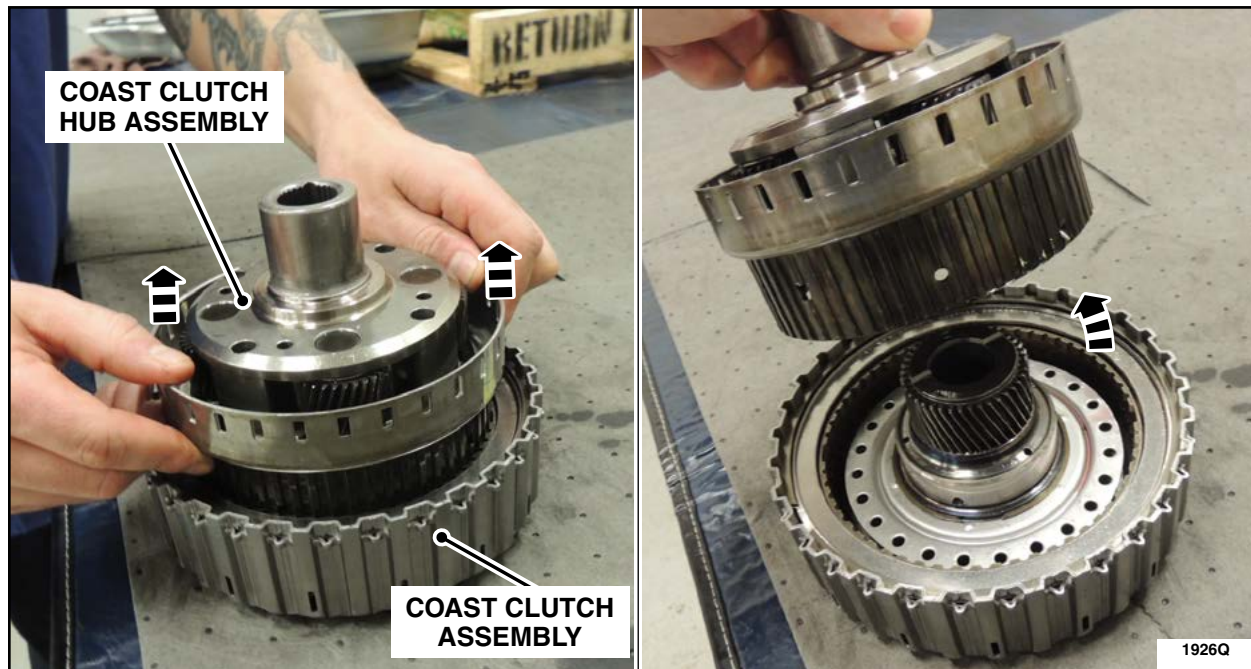


FIGURE 17



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

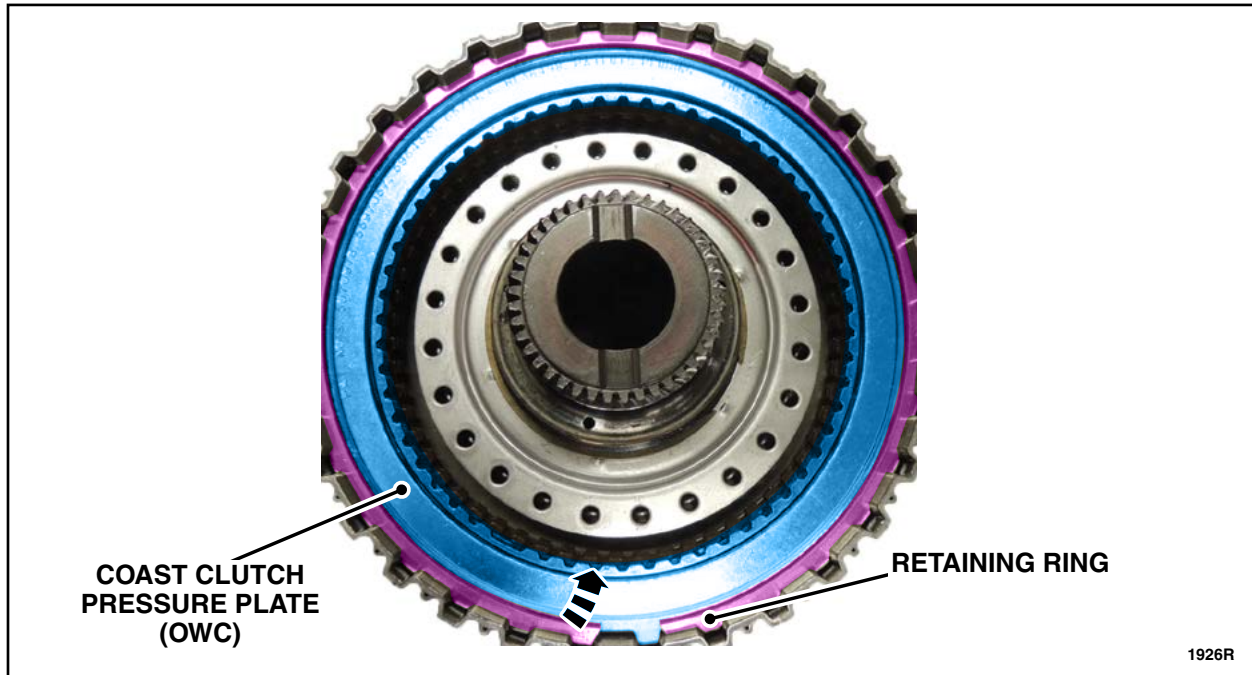


FIGURE 18

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.

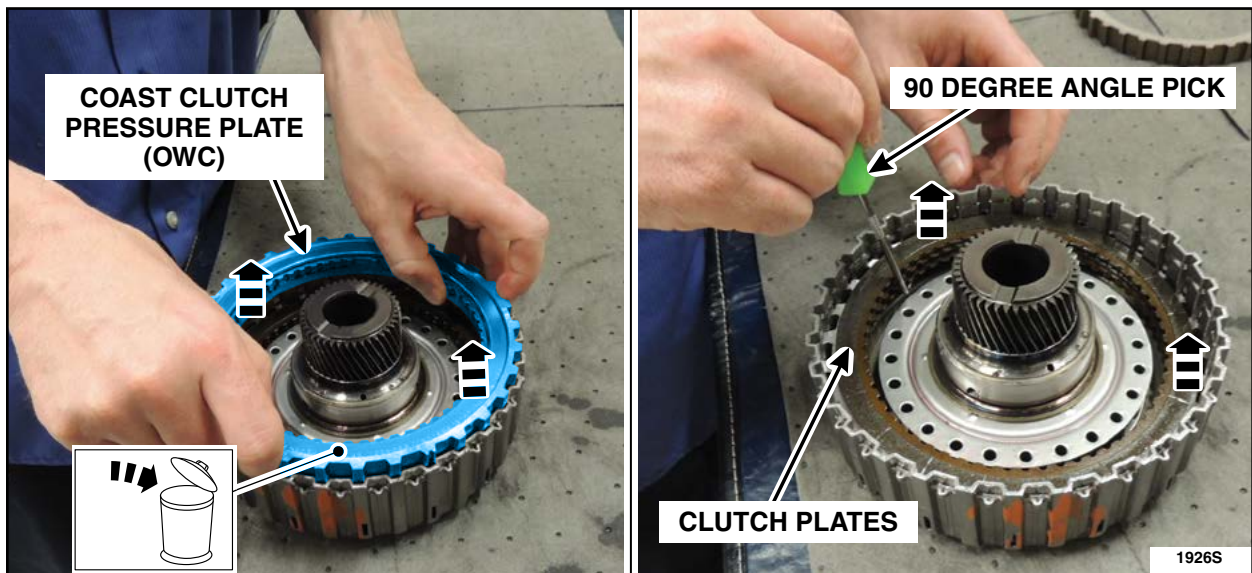


FIGURE 19



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.

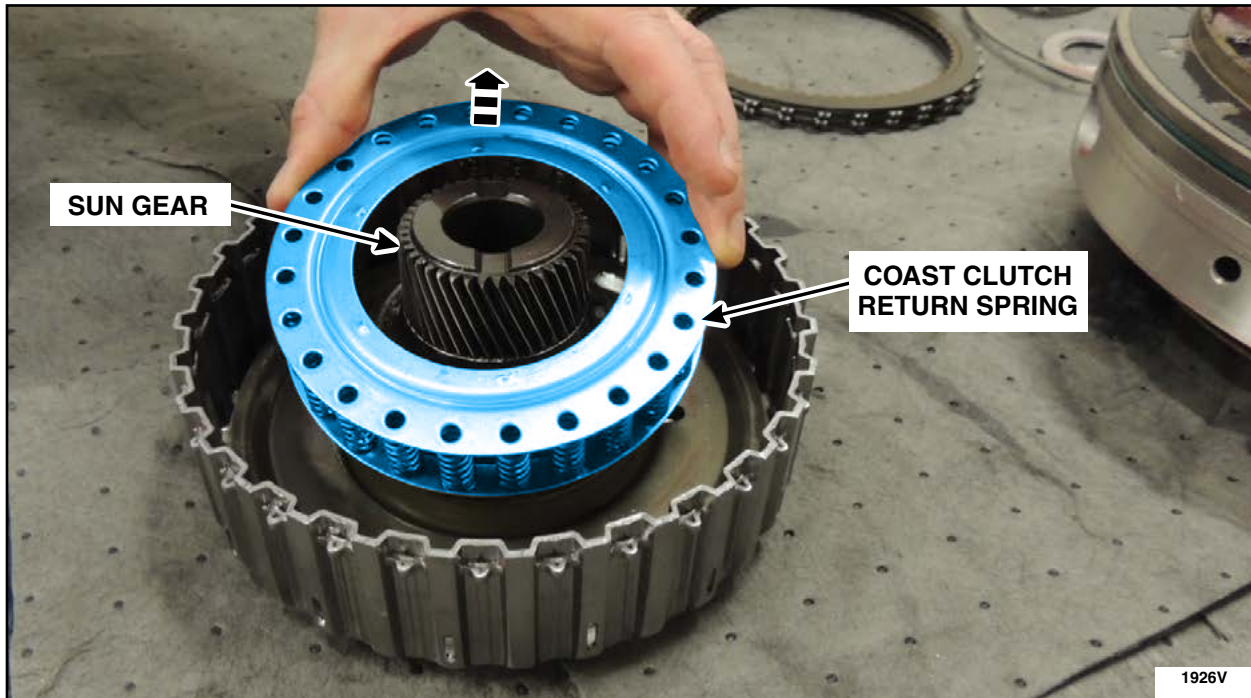


FIGURE 22



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.

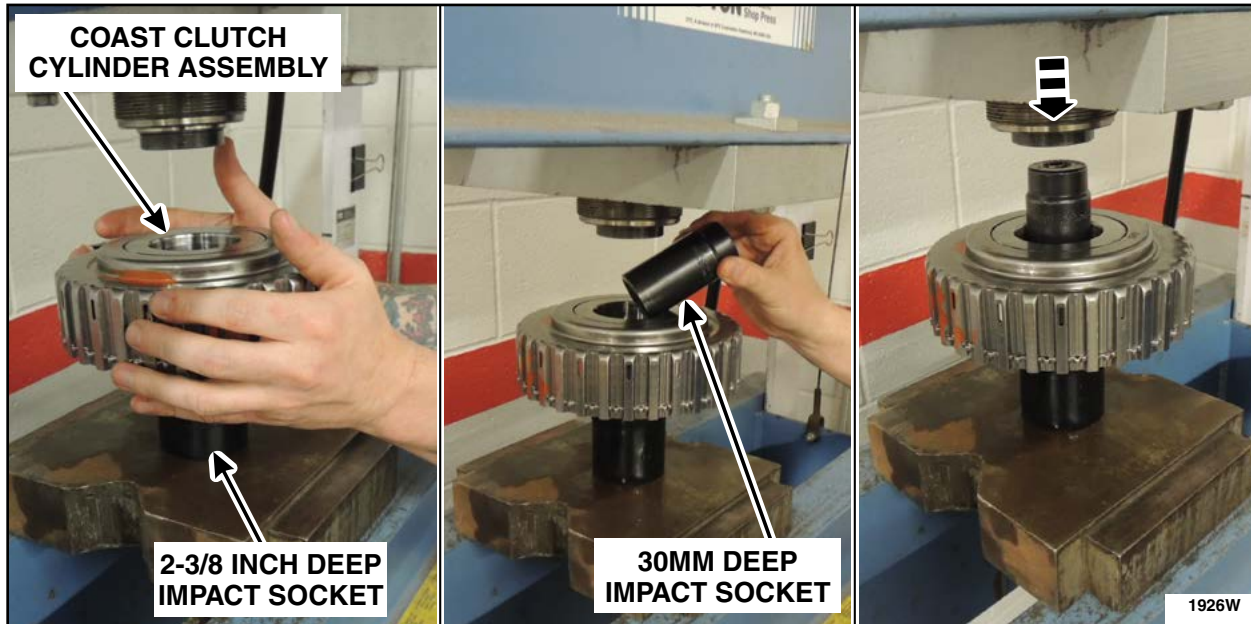


FIGURE 23

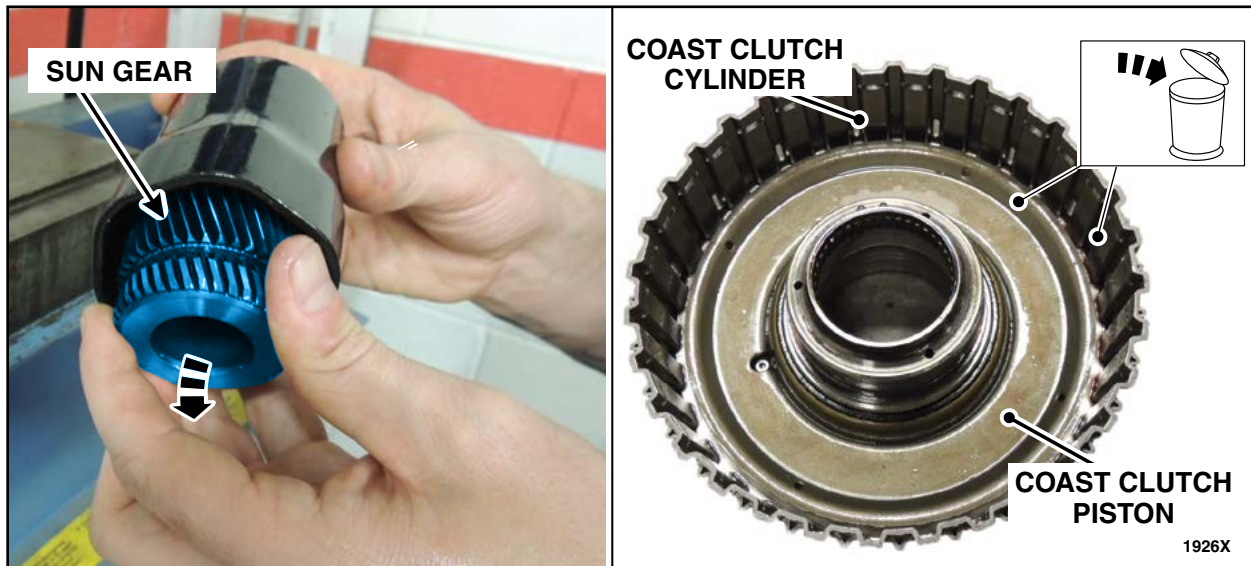


FIGURE 24



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

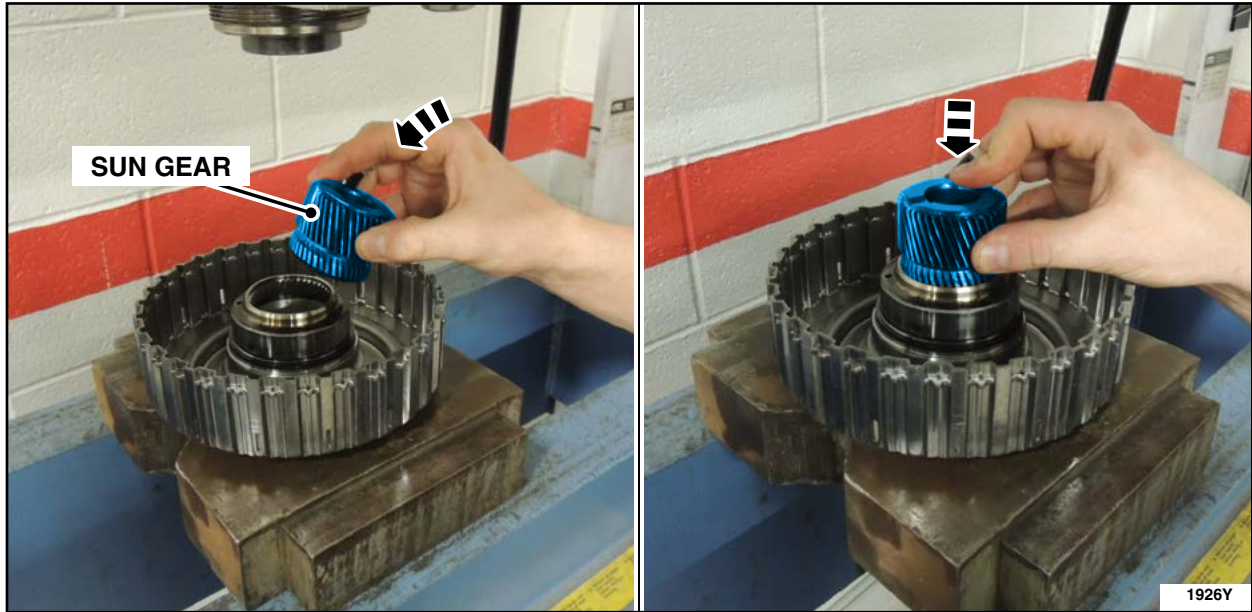


FIGURE 25

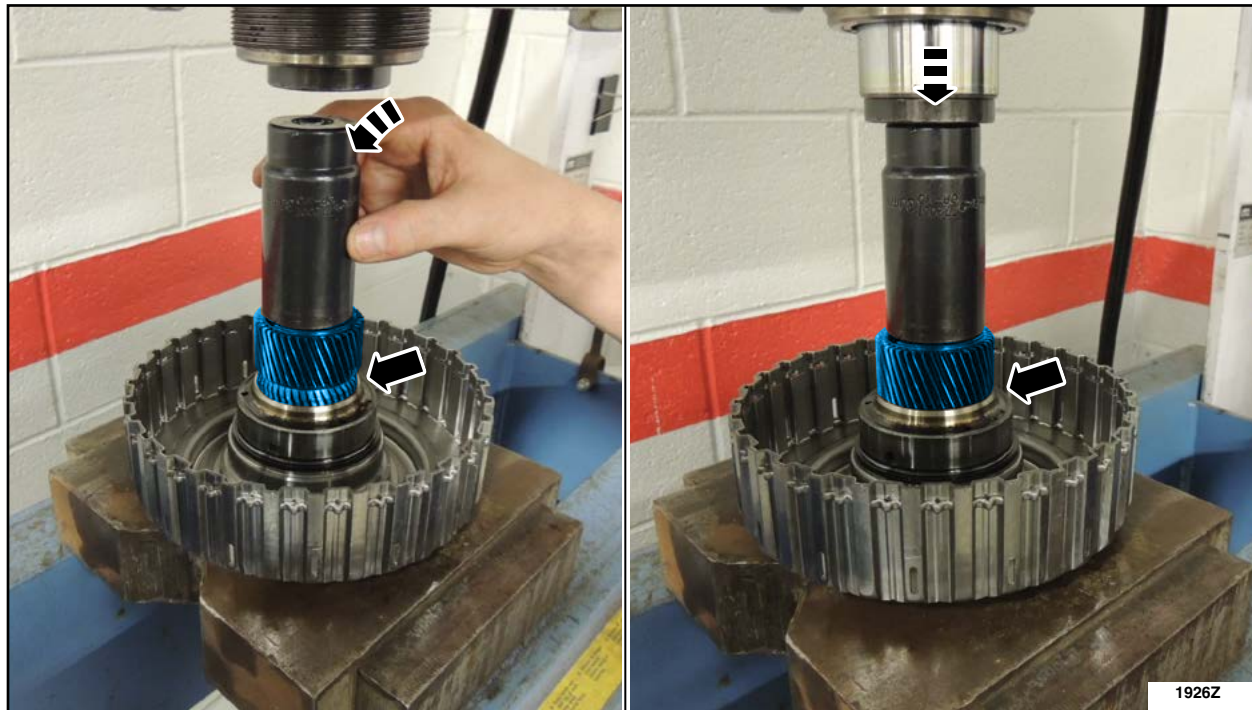


FIGURE 26



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.

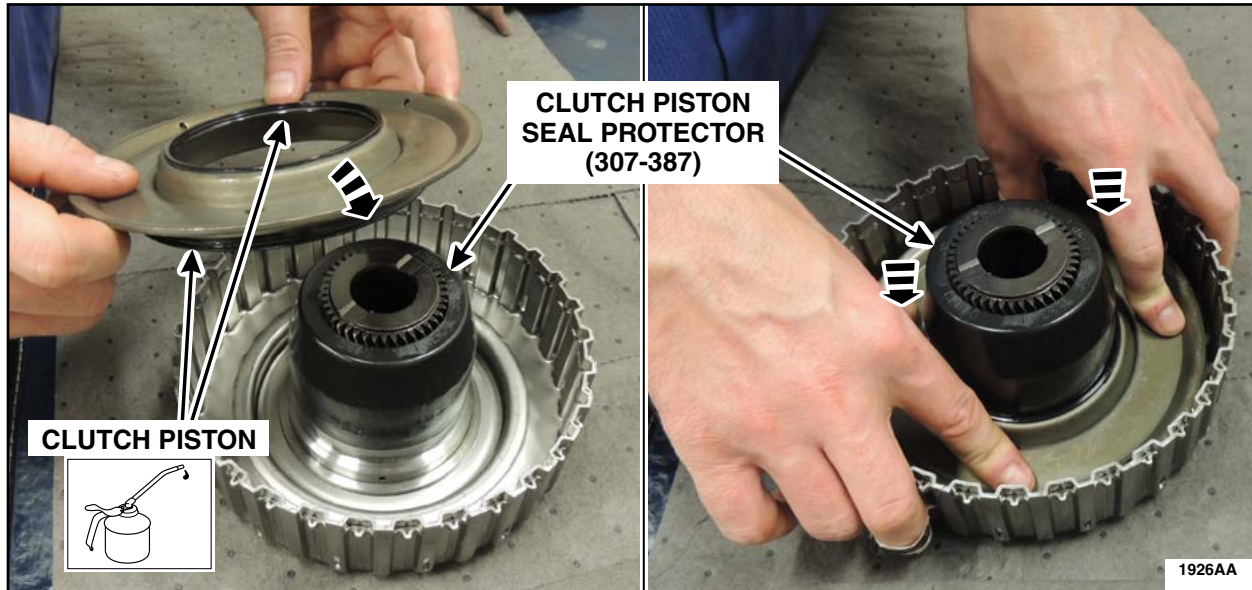


FIGURE 27

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.

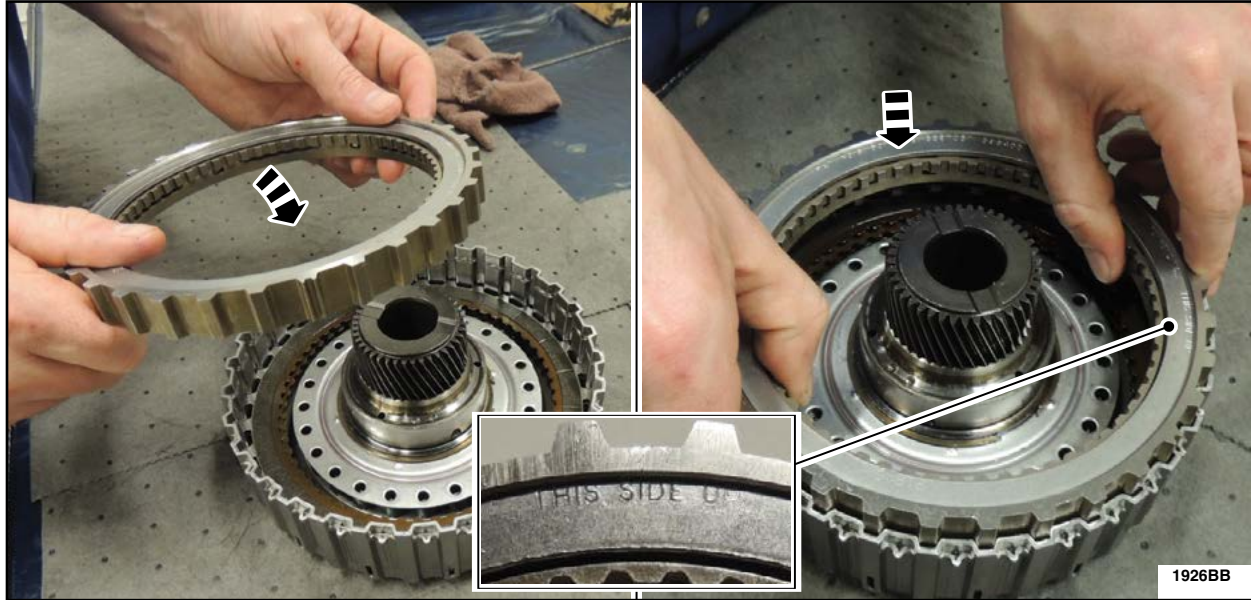


FIGURE 28a

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

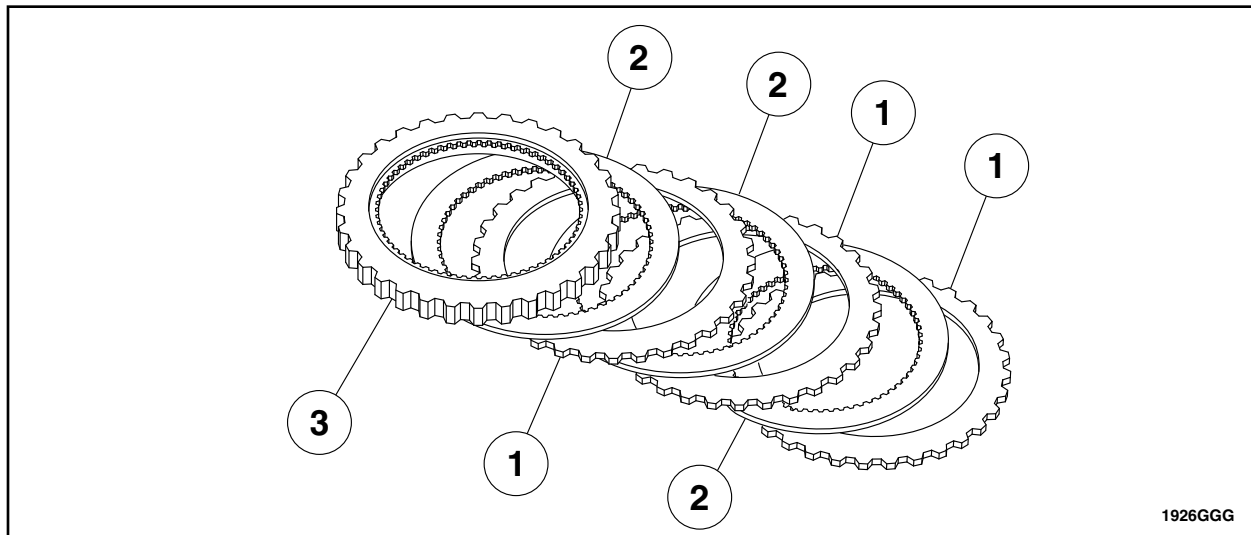


FIGURE 28b



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.

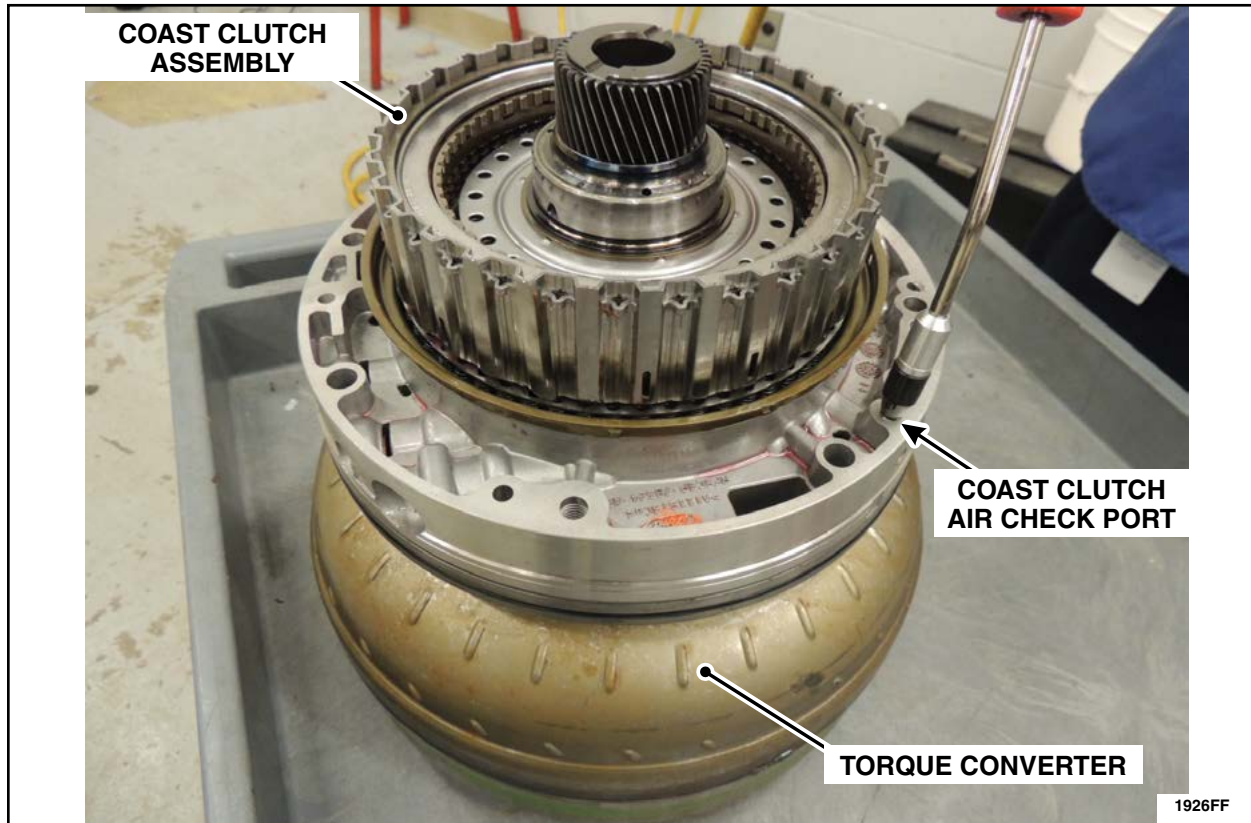


FIGURE 29



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

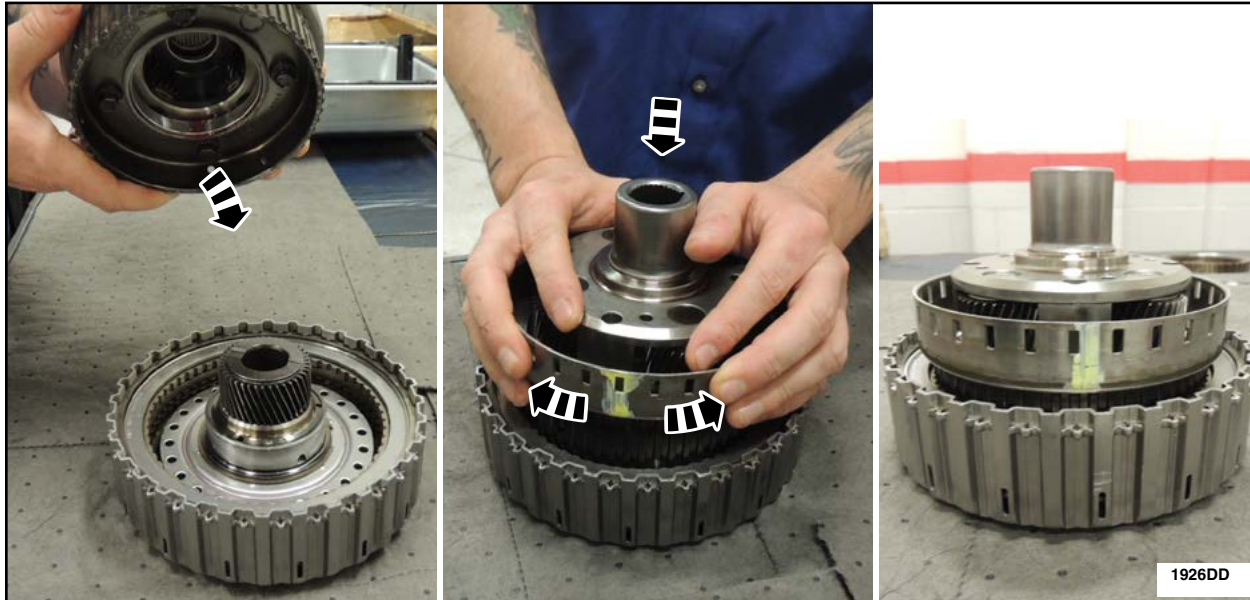


FIGURE 30

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.

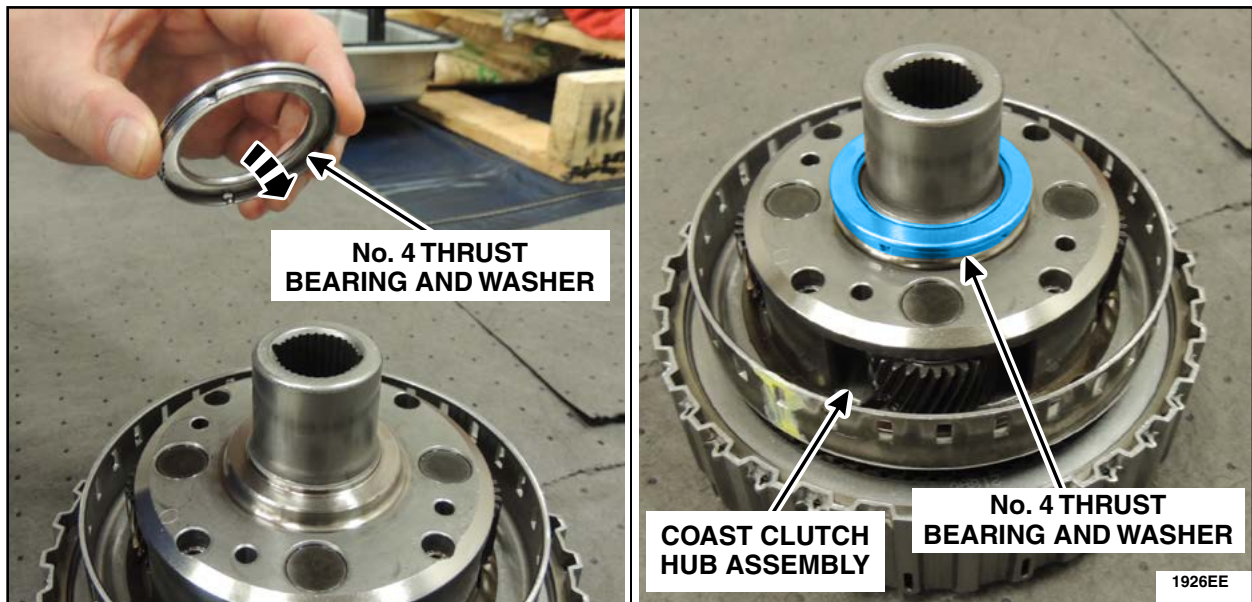


FIGURE 31



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

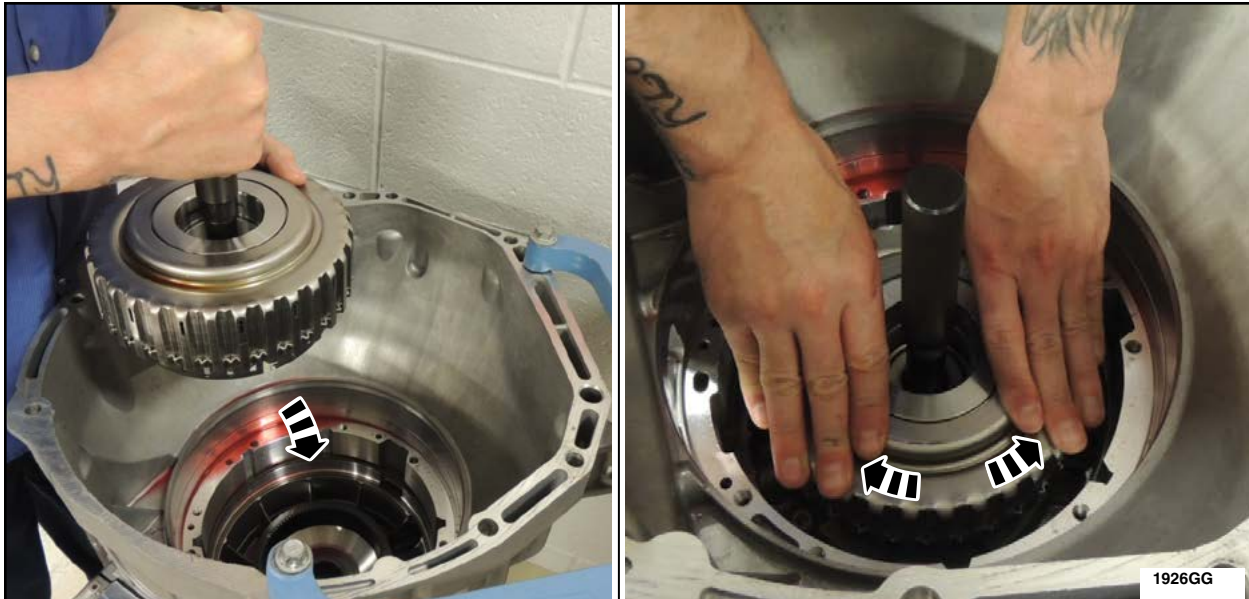


FIGURE 32

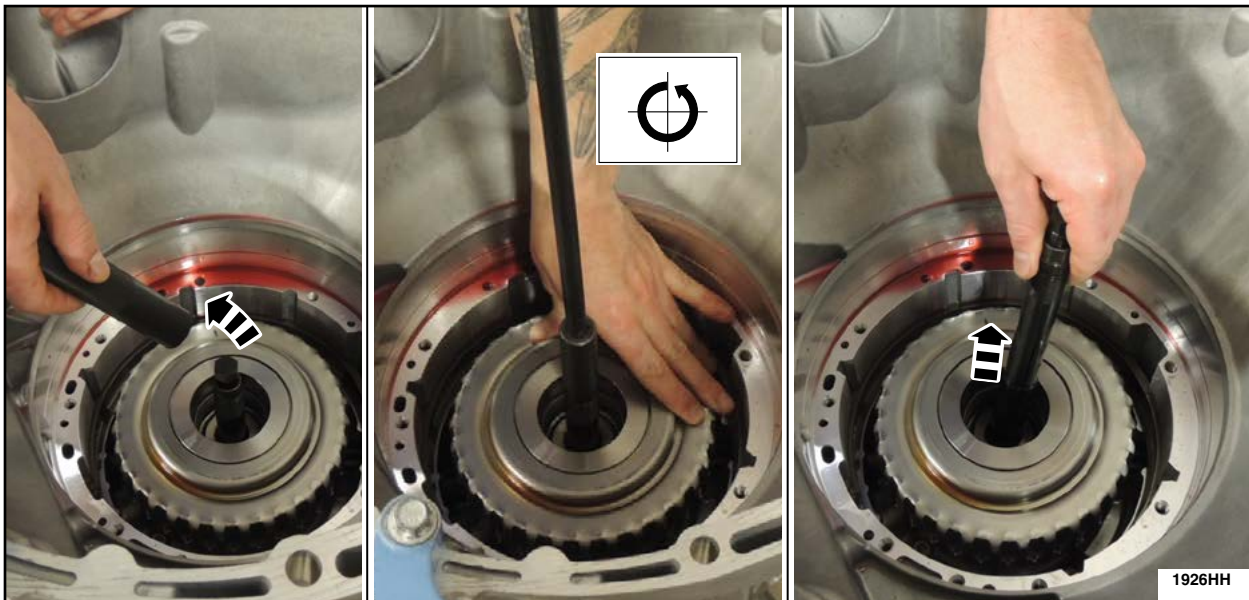


FIGURE 33



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

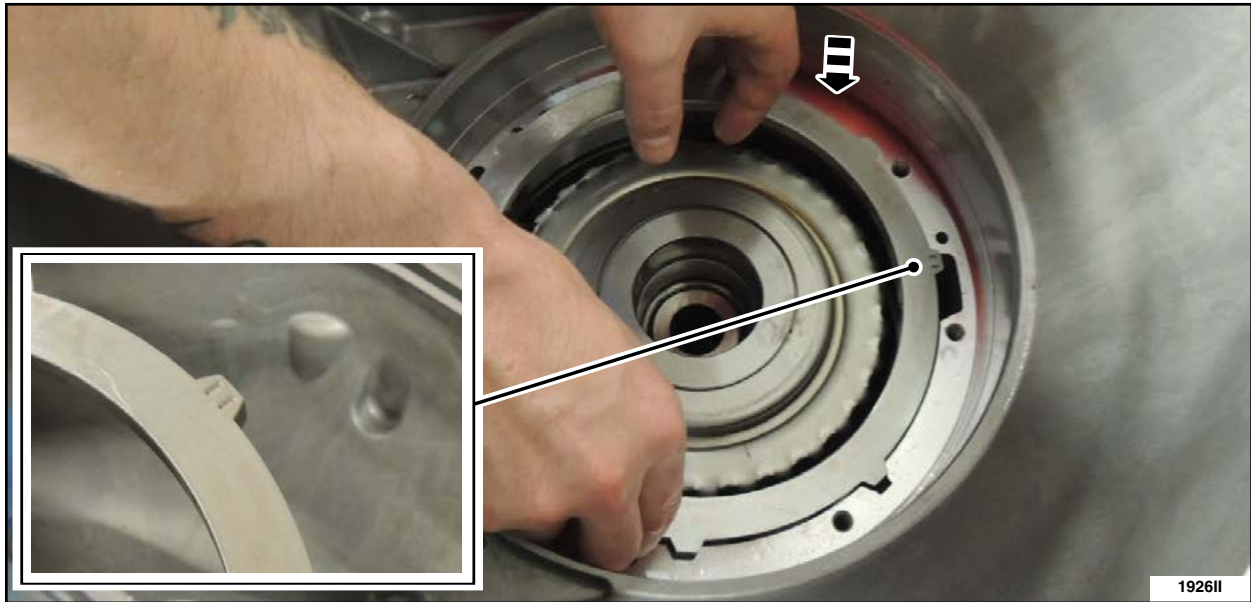


FIGURE 34

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

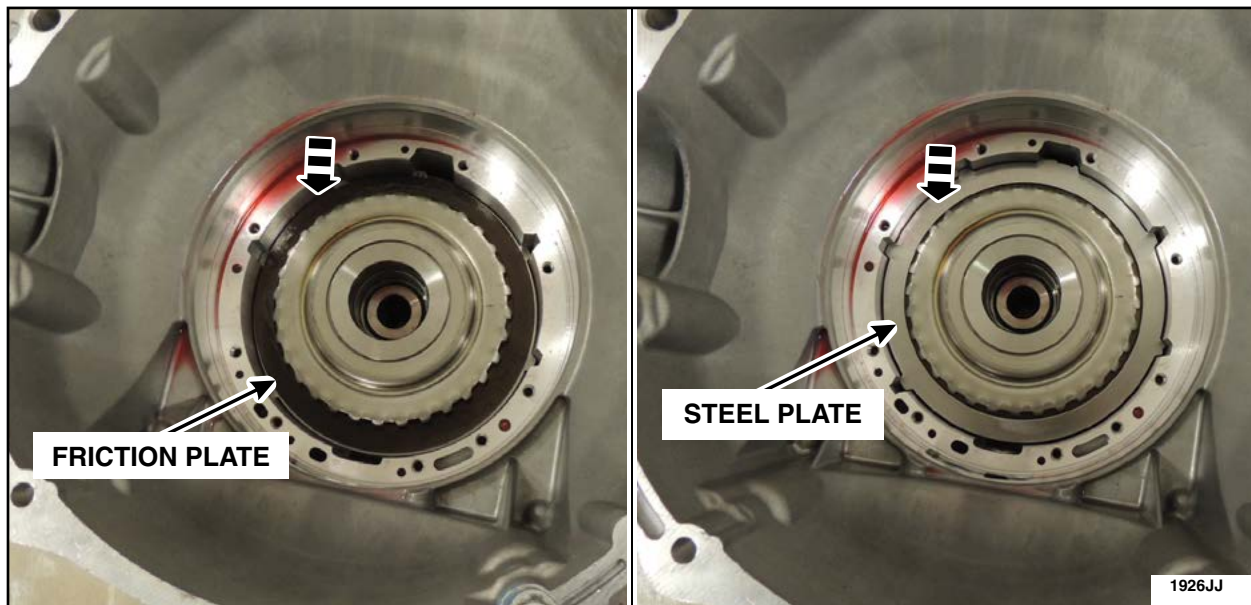


FIGURE 35a



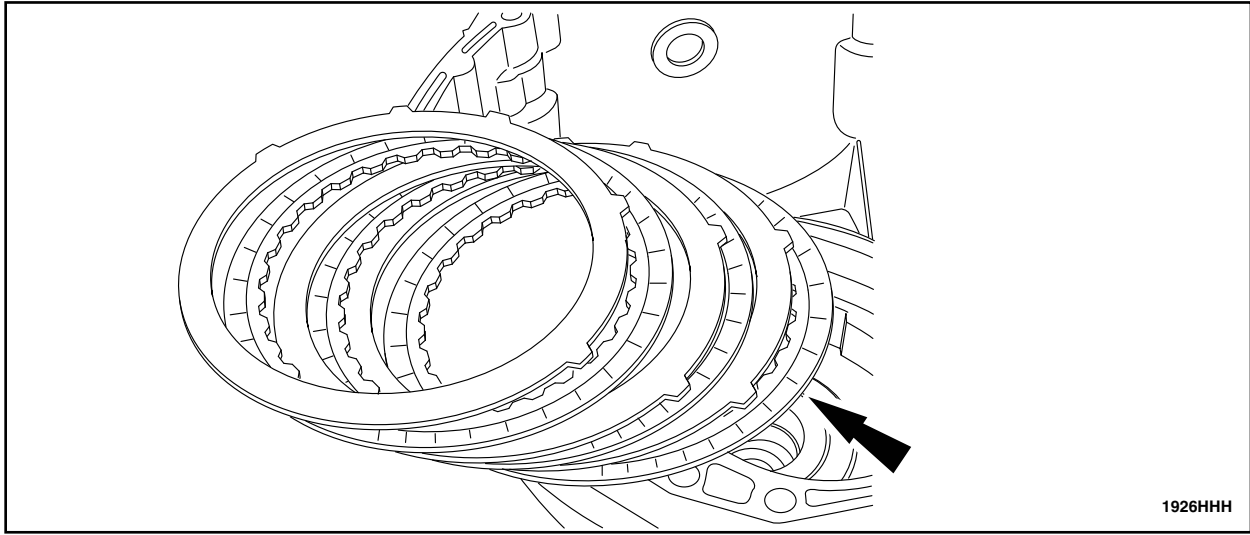


FIGURE 35b

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.

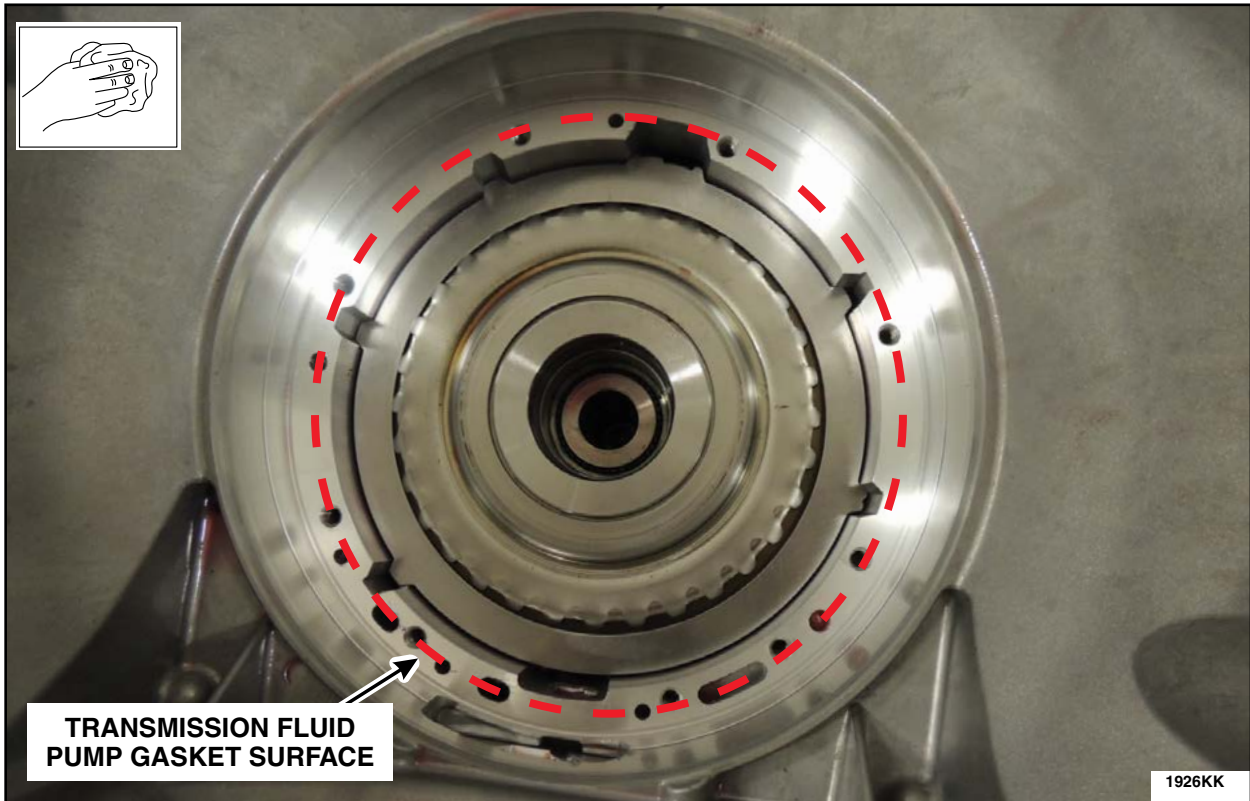


FIGURE 36



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

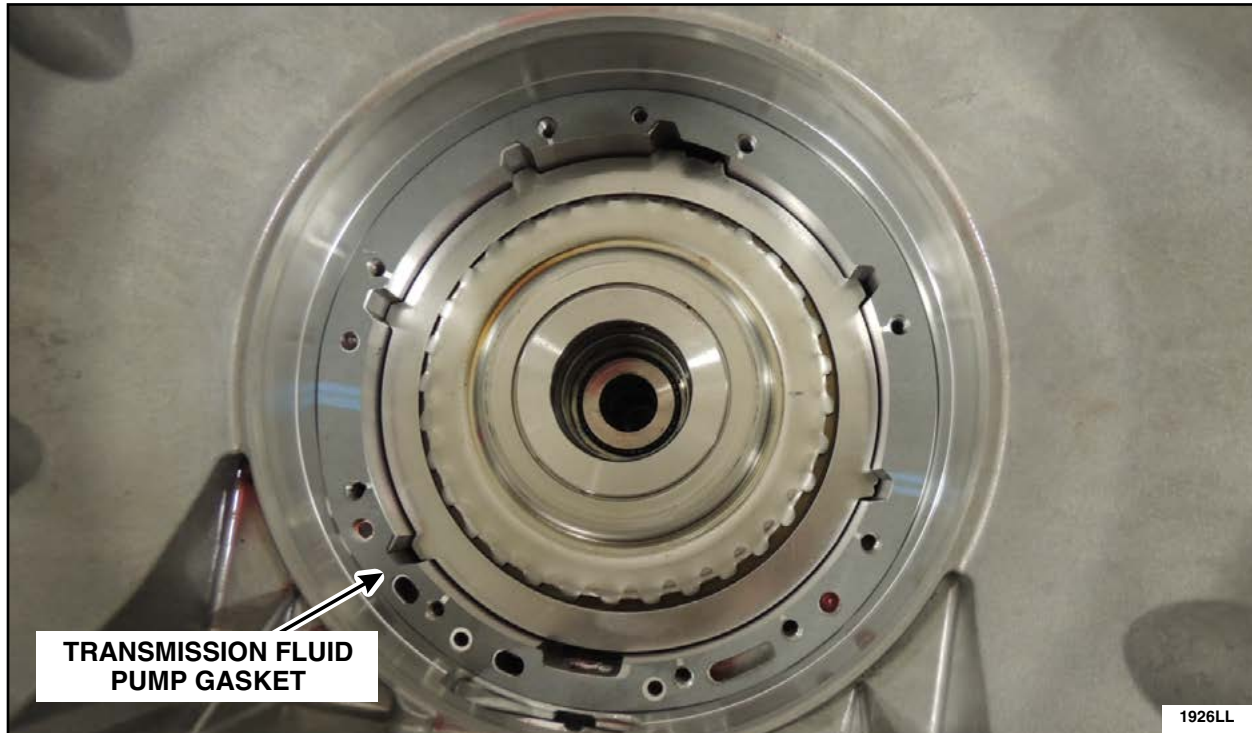


FIGURE 37

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

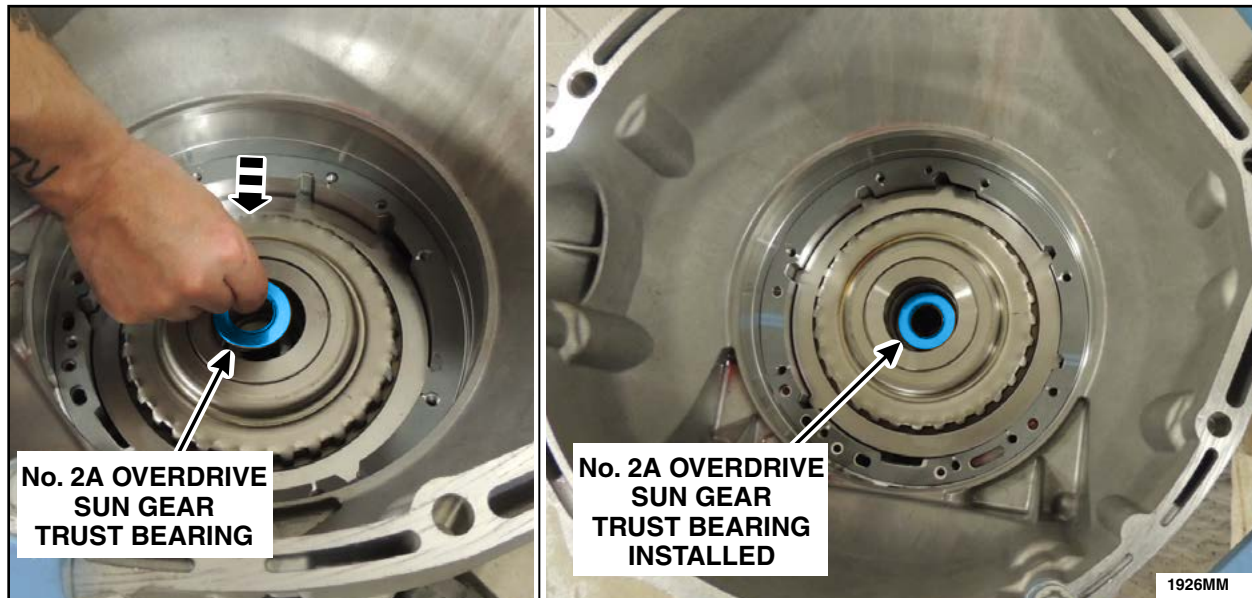


FIGURE 38



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

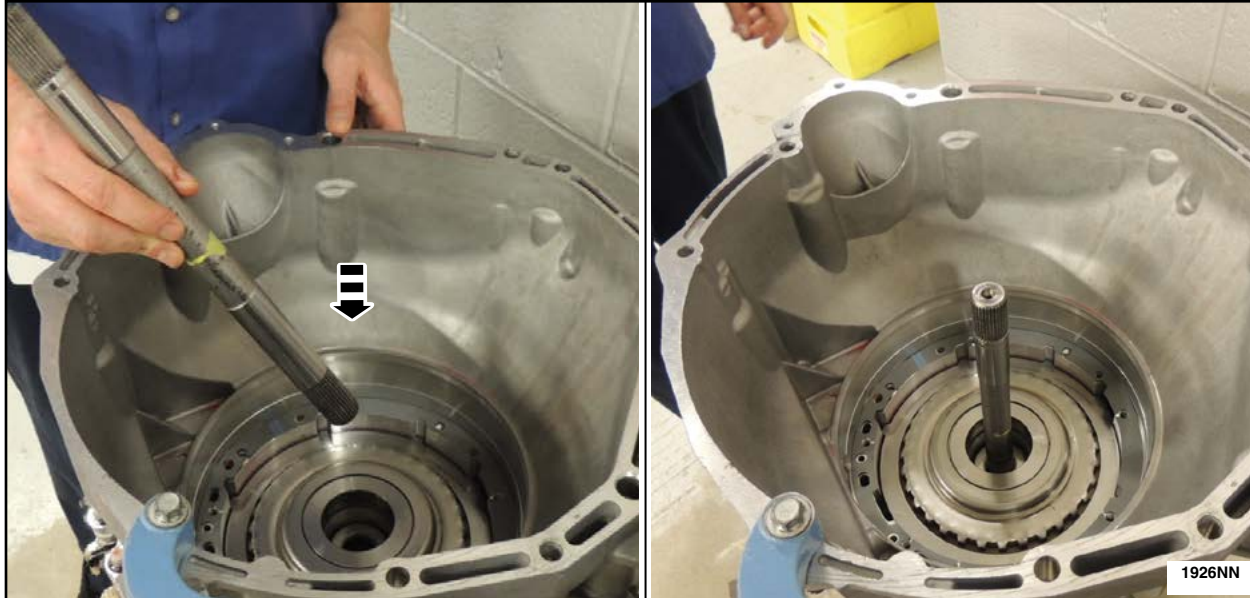


FIGURE 39

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.

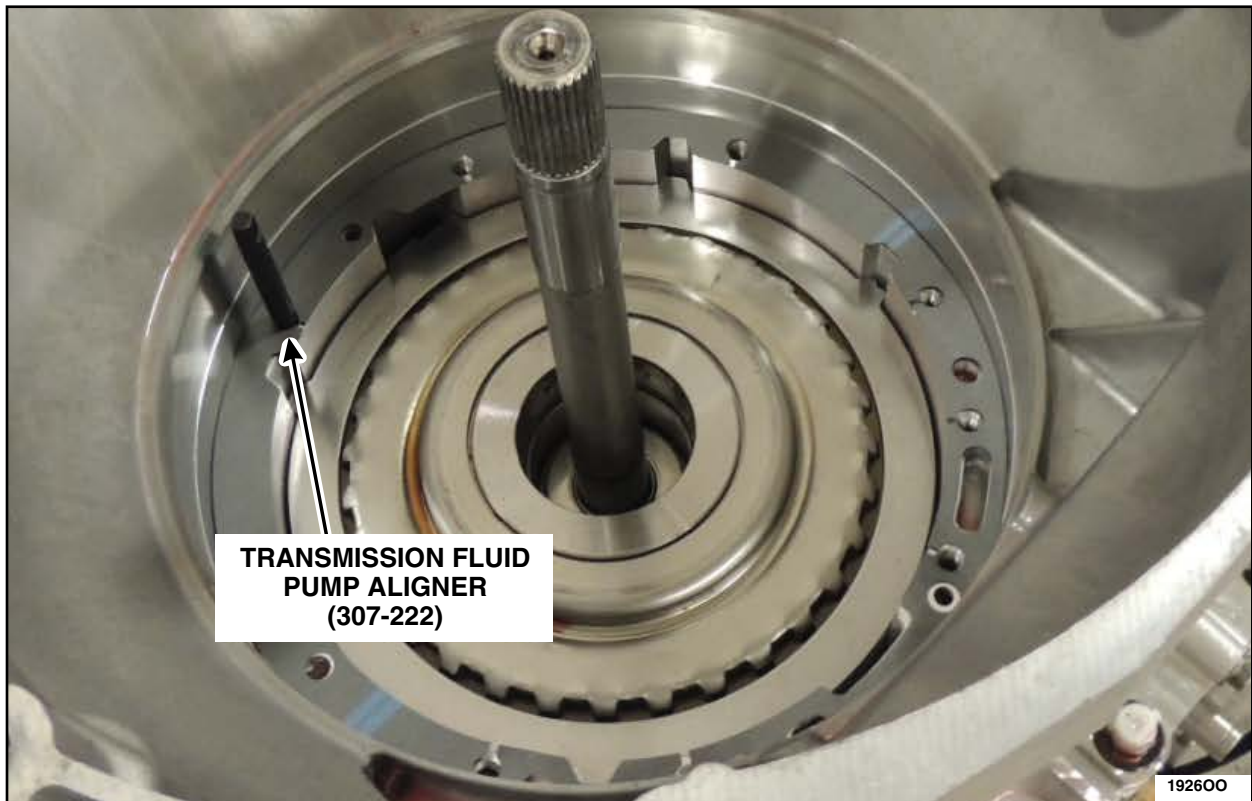


FIGURE 40



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

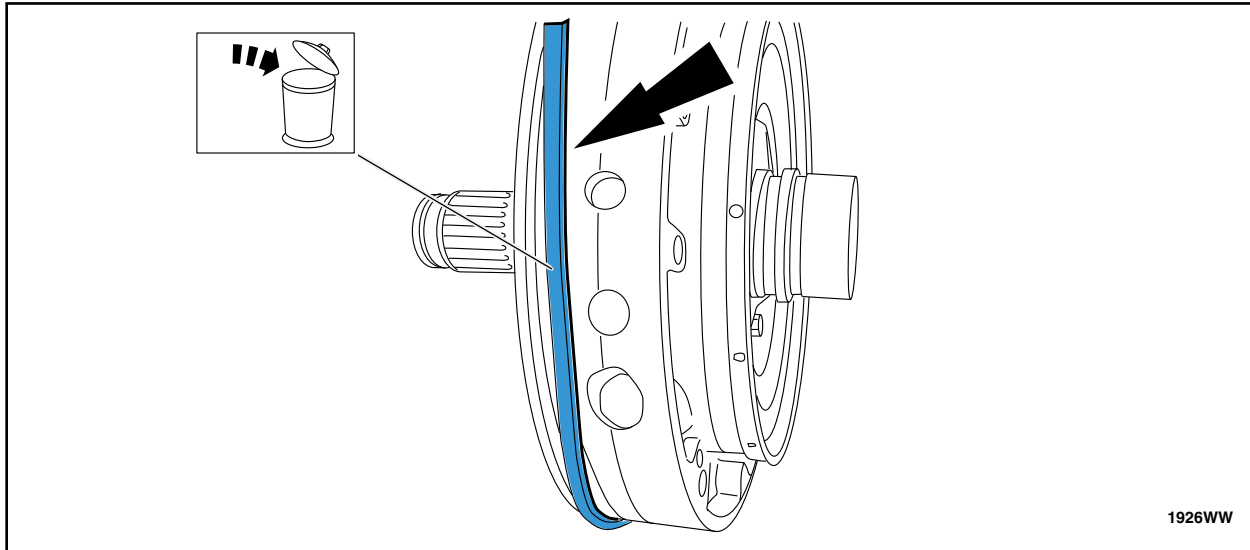


FIGURE 41

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

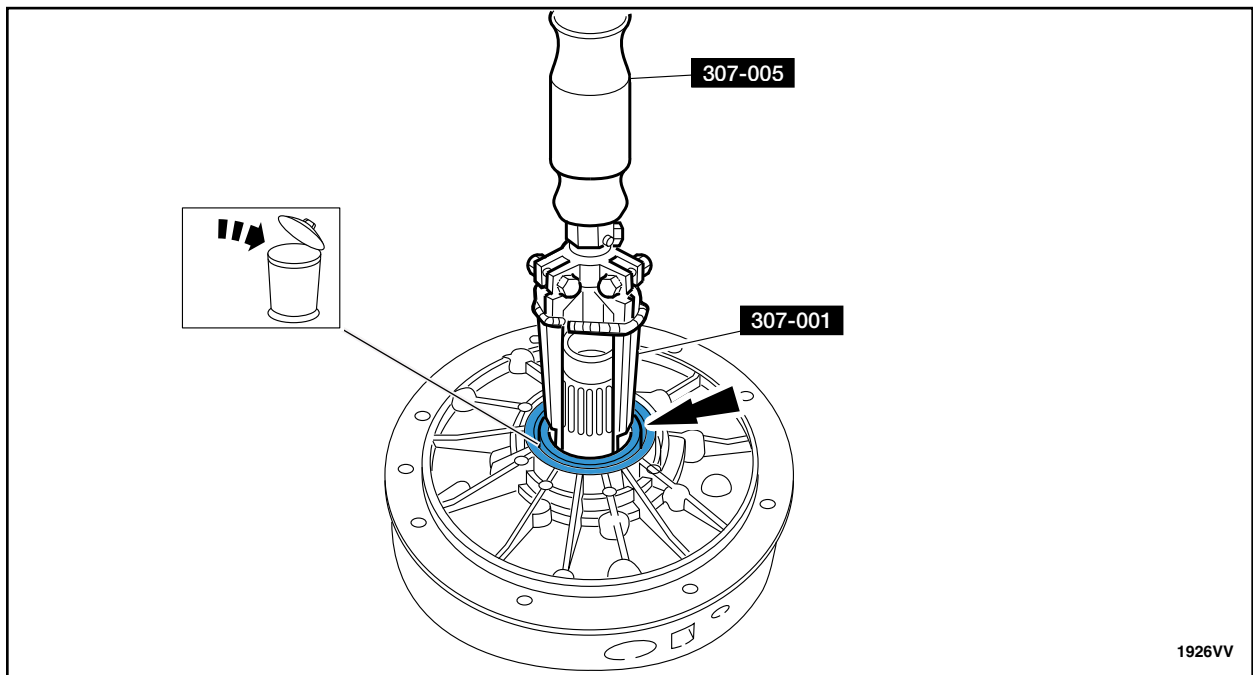


FIGURE 42



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

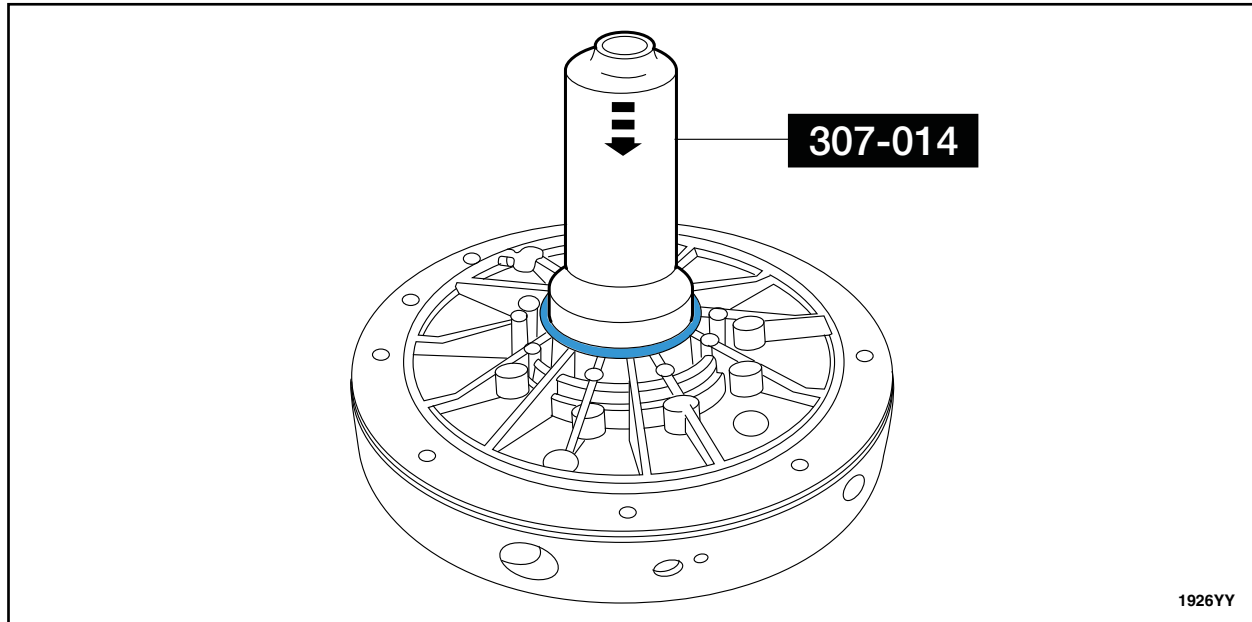


FIGURE 43

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.

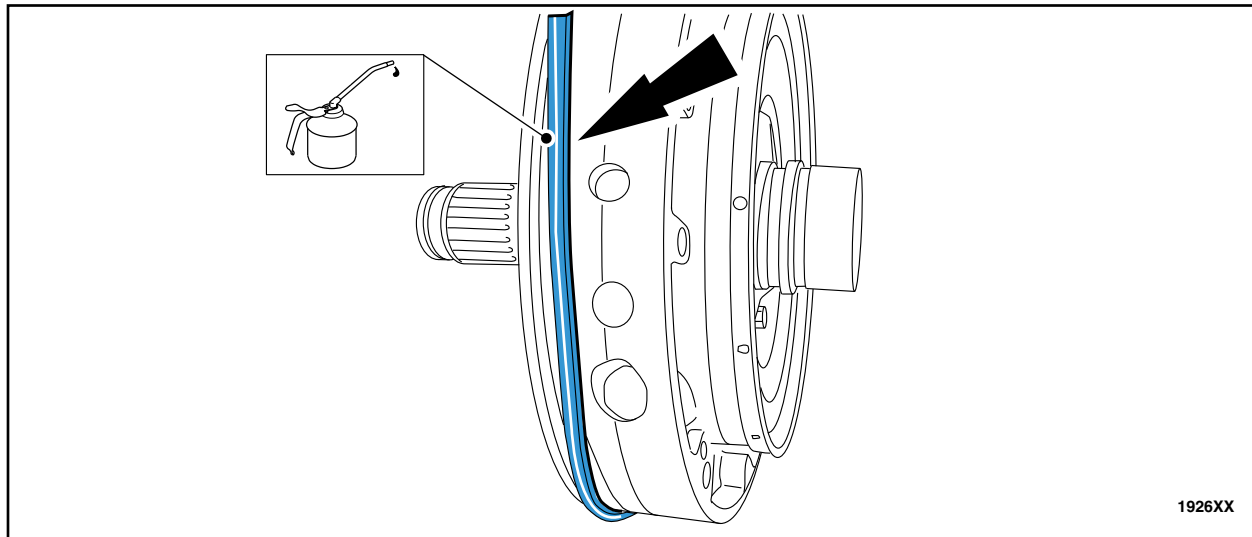


FIGURE 44

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.

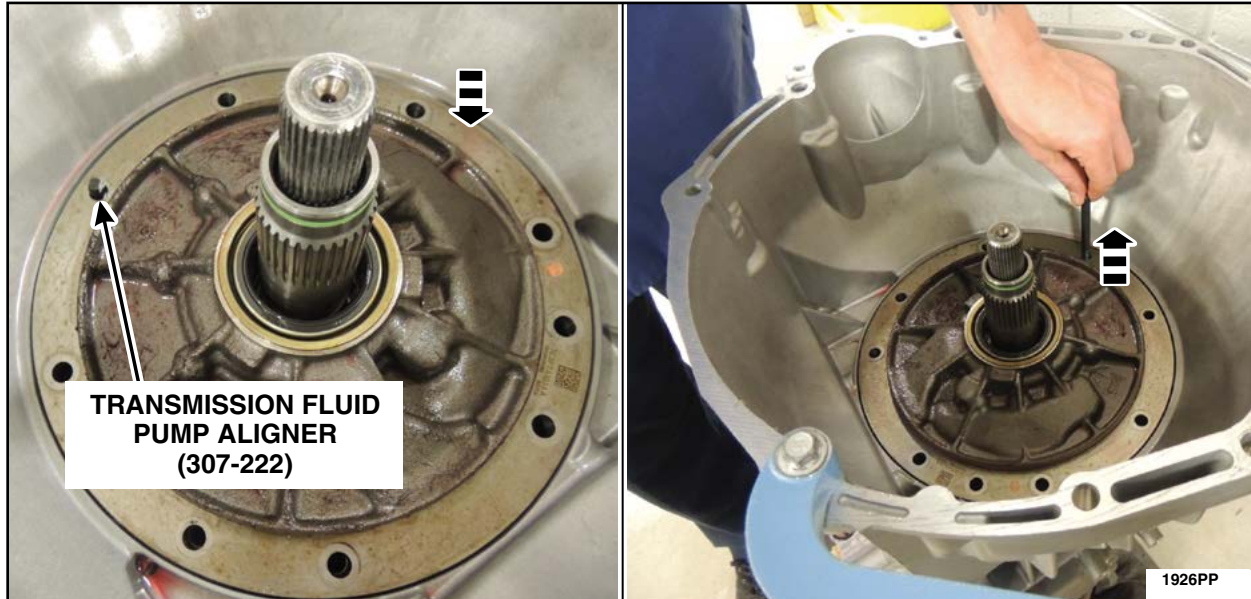


FIGURE 45

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

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

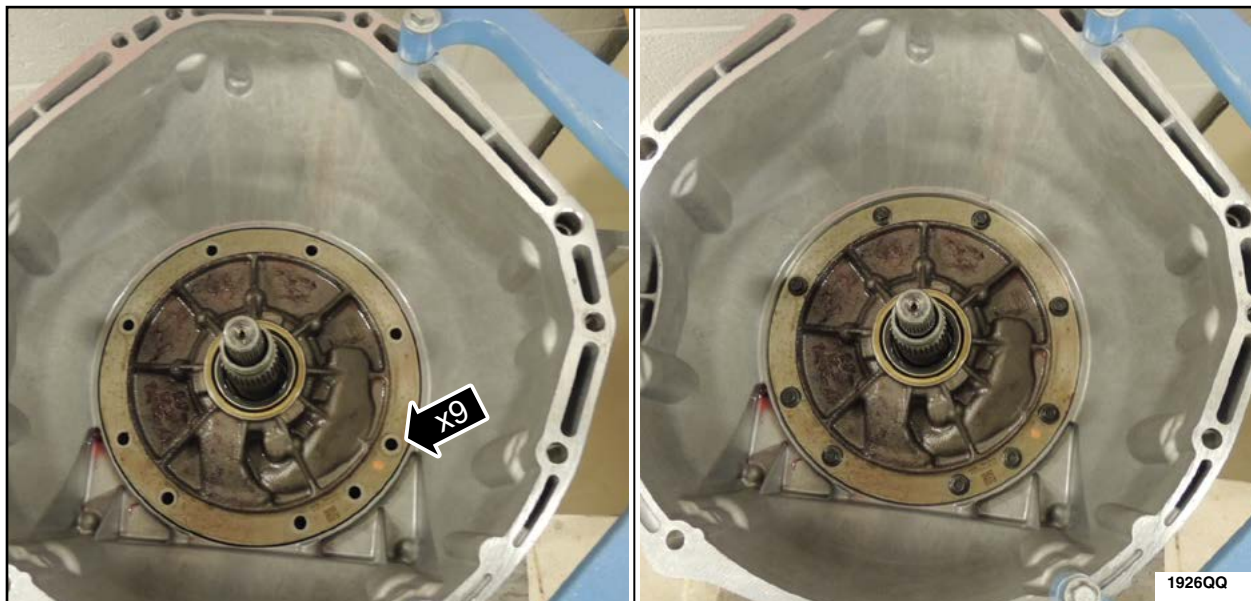


FIGURE 46



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.

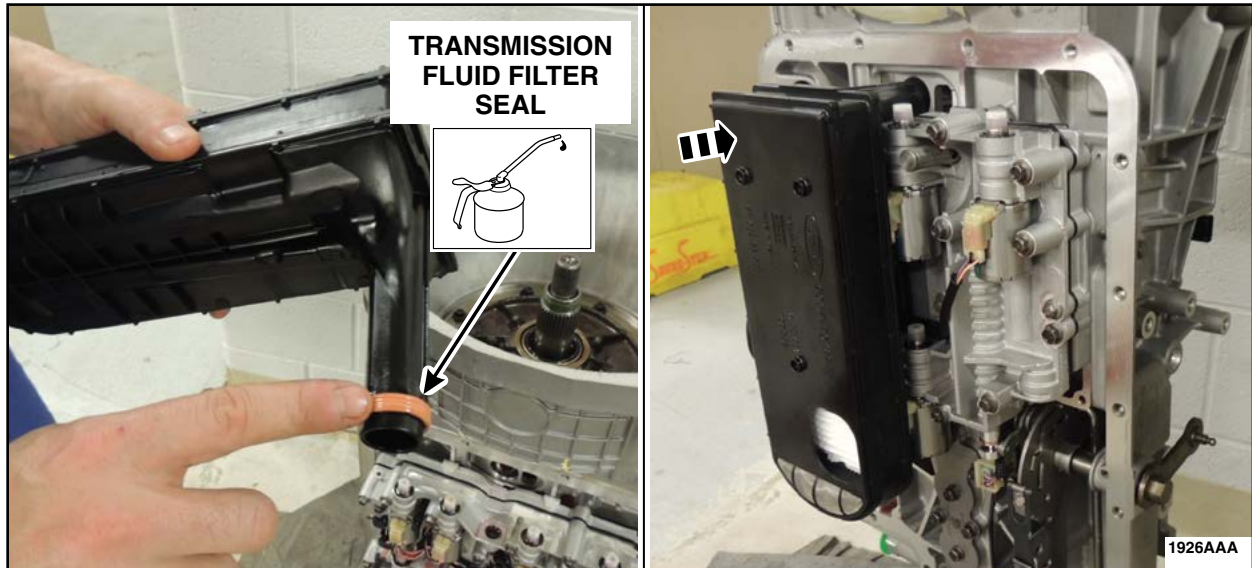


FIGURE 47

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.

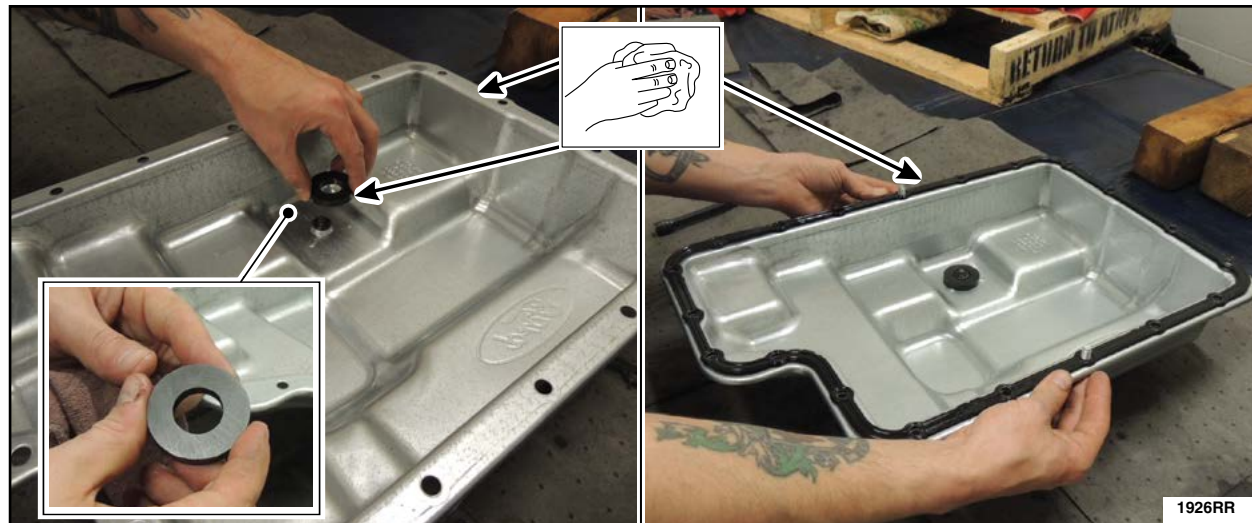


FIGURE 48



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.

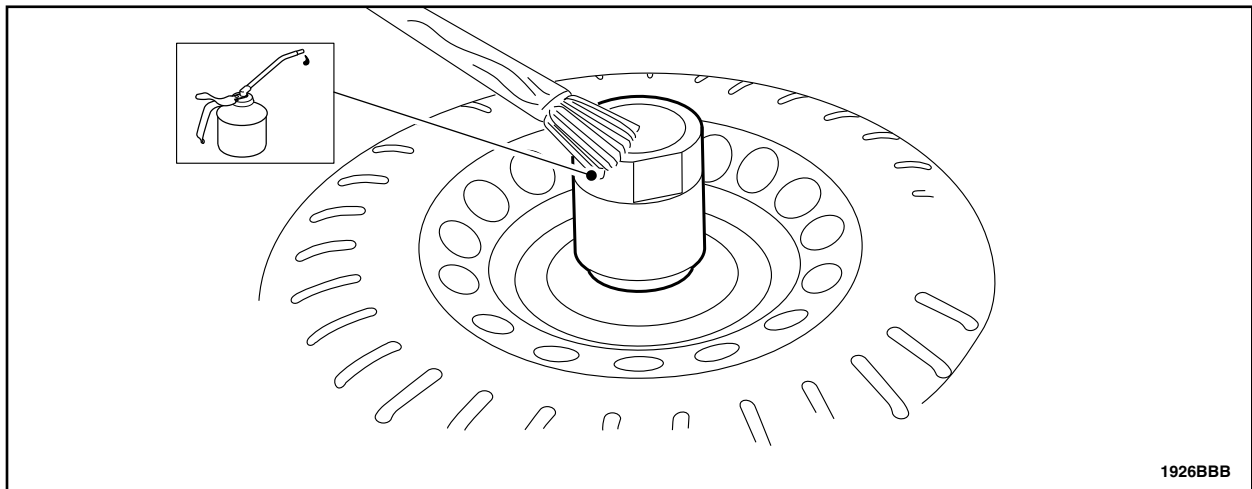


FIGURE 50



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.

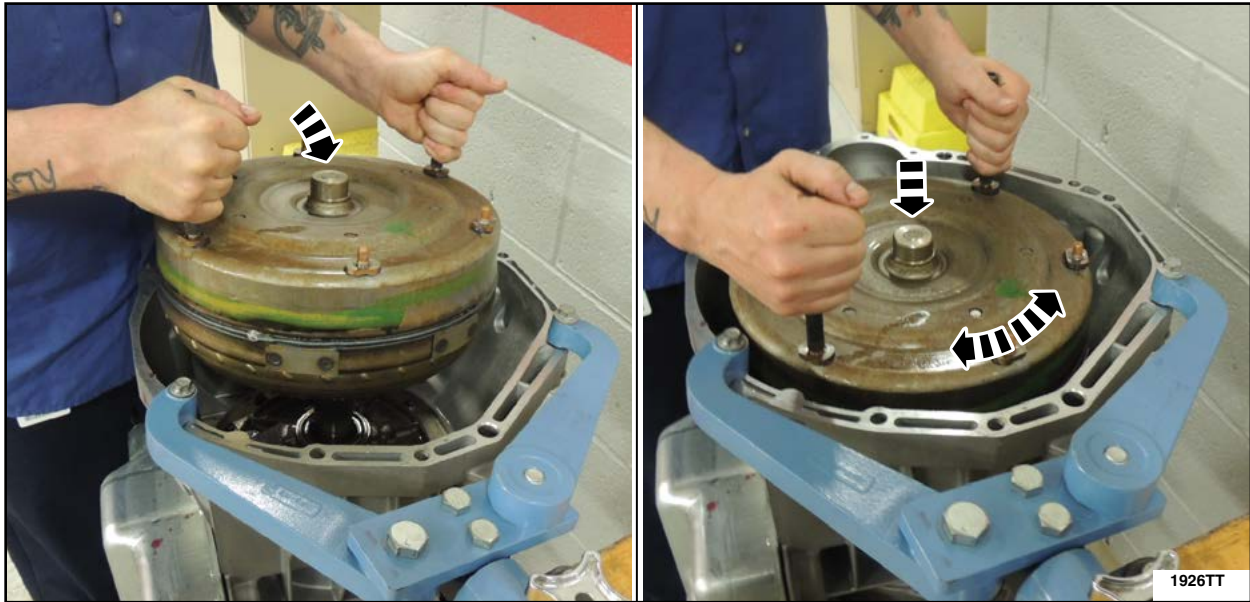


FIGURE 51

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.

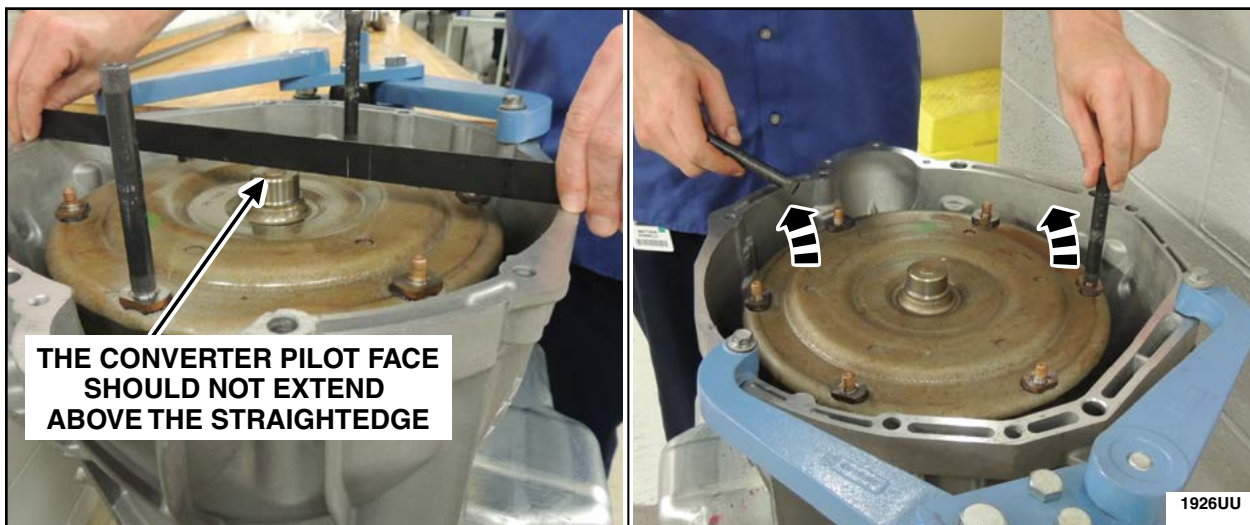


FIGURE 52



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

March 2020

Customer Satisfaction Program 19B40

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Why are you receiving this notice? On your vehicle, the single-engaging coast one-way clutch (OWC) inside the transmission may experience a weld concern.

What is the effect? If this weld fails, it can affect the ability of the transmission to transfer torque to the wheels. If the weld failure occurs while the vehicle is moving, the vehicle will lose drive power, with all normal engine, braking and steering functionality, as if the transmission was shifted into neutral.

What will Ford and your dealer do? If your E-Series is a shuttle bus and the **Primary Use** is transporting individuals with unique mobility issues (e.g. handicapped, physically disabled, limited mobility, young children requiring adult supervision, medical transport service), Ford Motor Company has authorized your dealer to replace the coast clutch cylinder and replace the single-engaging coast one-way clutch (OWC) with a dual-engaging OWC free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until February 21, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is approximately one full day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B40. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

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

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving 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 have previously paid for a repair that addresses the issue described in this letter, you may still need to have this service performed. Please contact your dealer to determine whether the updated parts were installed during the previous repair.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to a 5R110W transmission coast clutch cylinder failure and one-way clutch replacement on shuttle bus vehicles equipped with a 5.4L Engine, which have a primary use to transport individuals with unique mobility issues such as the elderly or handicapped. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **February 21, 2021**. 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, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

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

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

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

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

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

Thank you for your attention to this important matter.

Ford Customer Service Division