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September 17, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 20B21 - Supplement #1
 Certain 2020 Model Year Transit Vehicles with 3.5L Engines and F150 / Police
 Interceptor Utility Vehicles with 3.3L Engines
 Cylinder Head Replacement

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 20B21
 Dated June 4, 2020

New! REASON FOR THIS SUPPLEMENT

- *Owner Notification Mailing Schedule: Owner letters were mailed beginning the week of August 24, 2020.*
- *Part Requirements / Ordering Information: Parts are now available for in-stock and sold units. The SSSC will continue to order the proper parts for Dealers until further notice.*

PROGRAM TERMS

This program will be in effect through June 04, 2021. There is no mileage limit for this program.

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of June 04, 2021 to encourage dealers and customers to have this service performed as soon as possible.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2020	Kansas City	March 11, 2020 through March 19, 2020
F-150	2020	Kansas City	March 14, 2020 through March 19, 2020
F-150	2020	Dearborn	March 11, 2020 through March 18, 2020
Police Interceptor Utility	2020	Chicago	March 11, 2020 through March 17, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, there are shallow pressed valve seats in the cylinder heads. This may lead to a rough idle, engine misfires with a reduction in power/torque, and a check engine/wrench light illuminated.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to confirm the repair requirements listed under Attachment II – Part Requirements / Ordering Information. Then, if applicable, replace the suspect cylinder head assembly(s) as directed in Attachment IV-Repair Table and per standard workshop manual procedures. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed beginning the week of August 24, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

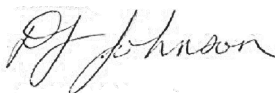
New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Repair Table
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
Customer Satisfaction Program 20B21 – Supplement #1**

Certain 2020 Model Year Transit Vehicles with 3.5L Engines and F150 / Police Interceptor Utility Vehicles with 3.3L Engines - Cylinder Head Replacement

OASIS ACTIVATION

OASIS was activated on April 24, 2020.

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on April 24, 2020. *Owner names and addresses will be available by September 18, 2020.*

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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for non-commercial and non-fleet vehicles for up to two days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than two rental days is required from the SSSC via the SSSC Web Contact Site.

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Vehicles with 3.3L Engines - Cylinder Head 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 powertrain 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 – 5 years or 60,000 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 (20B21) 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:** includes silicone gasket remover, metal surface prep wipes, engine shampoo/degreaser, metal brake parts cleaner, high performance engine RTV silicone, silicone gasket/sealant and flange sealant.
 - Program Code: 20B21
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$150.00
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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LABOR ALLOWANCES

Note: Repair is VIN specific. Refer to Attachment IV – Repair Table to determine proper repair.

Vehicle	Description	Labor Operation	Labor Time
Transit 3.5L	Replace Left-Hand Cylinder Head Assembly	MT20B21B	Up to 12.6 Hours
	Replace Right-Hand Cylinder Head Assembly	MT20B21C	Up to 12.7 Hours
	Replace Both Left-Hand and Right-Hand Cylinder Head Assemblies	MT20B21D	Up to 14.5 Hours
F150 3.3L	Replace Left-Hand Cylinder Head Assembly	20B21F	11.6 Hours
	Replace Right-Hand Cylinder Head Assembly	20B21G	11.7 Hours
	Replace Both Left-Hand and Right-Hand Cylinder Head Assemblies	20B21H	13.5 Hours
Police Interceptor Utility 3.3L	Replace Left-Hand Cylinder Head Assembly	MT20B21J	Up to 11.9 Hours
	Replace Right-Hand Cylinder Head Assembly	MT20B21K	Up to 11.8 Hours
	Replace Both Left-Hand and Right-Hand Cylinder Head Assemblies	MT20B21L	Up to 14.4 Hours

New! PART REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order for a cylinder head assembly and respective parts, please submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
<i>Parts are now available for in-stock and sold units. The SSSC will continue to order the proper parts for Dealers until further notice.</i>			

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

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Certain 2020 Model Year Transit Vehicles with 3.5L Engines and F150 / Police Interceptor Utility
Vehicles with 3.3L Engines - Cylinder Head Replacement

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
AT4Z-6500-**	Tappets - Select Specific Part(s) Based on Measurements	As Needed	
XO-5W50-QGT	Engine oil (6.0qt/5.68L per vehicle, 12qt/pkg.)	1	6
VC-13DL-G	Motorcraft® Yellow Prediluted Antifreeze/Coolant	2	Up to 2 Gallons
ZC-30-A	Motorcraft® Silicone Gasket Remover (or equivalent)	Claim as Misc. OTHER	
ZC-31-B	Motorcraft® Metal Surface Prep Wipes (or equivalent- 2 req.)		
ZC-20	Motorcraft® Engine Shampoo and Degreaser (or equivalent)		
PM-4-A, PM-4-B	Motorcraft® Metal Brake Parts Cleaner (or equivalent)		
TA-357	Motorcraft® High Performance Engine RTV Silicone (or equivalent)		
TA-30	Motorcraft silicone gasket and sealant (or equivalent)		
CU7Z-19B508-A	Flange Sealant (or equivalent)		

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 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.

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Customer Satisfaction Program 20B21 - *Supplement #1***

Certain 2020 Model Year Transit Vehicles with 3.5L Engines and F150 / Police Interceptor Utility
Vehicles with 3.3L Engines - Cylinder Head Replacement

REPAIR TABLE

Use the following chart, arranged by VIN, to identify which cylinder head(s) require replacement:

- Left-hand (LH) cylinder head assembly replacement.
- Right-hand (RH) cylinder head assembly replacement.
- Both LH and RH cylinder head assemblies replaced.

To search for a VIN:

- Press the Ctrl key and the F key simultaneously, insert the VIN, and then press ENTER.
- Or use the Search Function (magnifier icon) in the Menu bar above.

VIN	Engine	Vehicle	Repair Action
1FTEW1EB0LFB73717	3.3L	F150	BOTH LH/RH Cylinder Heads
1FTMF1CB1LKE11550	3.3L	F150	BOTH LH/RH Cylinder Heads
1FTMF1CB8LKE10041	3.3L	F150	BOTH LH/RH Cylinder Heads
1FTEW1CB3LKE11635	3.3L	F150	LH Cylinder Head
1FTEW1CB6LKE25397	3.3L	F150	LH Cylinder Head
1FTEW1EB0LFB57260	3.3L	F150	LH Cylinder Head
1FTEW1EB2LFB70835	3.3L	F150	LH Cylinder Head
1FTEX1CB0LKE13677	3.3L	F150	LH Cylinder Head
1FTEX1CB1LKE13624	3.3L	F150	LH Cylinder Head
1FTEX1CB1LKE23425	3.3L	F150	LH Cylinder Head
1FTEX1CB2LFB63075	3.3L	F150	LH Cylinder Head
1FTEX1CB4LFB84798	3.3L	F150	LH Cylinder Head
1FTEX1CB6LKE10251	3.3L	F150	LH Cylinder Head
1FTEX1CB6LKE26109	3.3L	F150	LH Cylinder Head
1FTEX1CB7LFB84276	3.3L	F150	LH Cylinder Head
1FTEX1CB7LKE09870	3.3L	F150	LH Cylinder Head
1FTEX1CB9LKE13662	3.3L	F150	LH Cylinder Head
1FTEX1CBXLKE13654	3.3L	F150	LH Cylinder Head
1FTEX1EB0LFB69261	3.3L	F150	LH Cylinder Head
1FTEX1EB0LKE10906	3.3L	F150	LH Cylinder Head
1FTMF1CB0LKE22300	3.3L	F150	LH Cylinder Head
1FTMF1CB0LKE26296	3.3L	F150	LH Cylinder Head
1FTMF1CB3LFB71314	3.3L	F150	LH Cylinder Head
1FTMF1CB4LKE02311	3.3L	F150	LH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FTMF1CB6LKE08725	3.3L	F150	LH Cylinder Head
1FTMF1CB7LKE24366	3.3L	F150	LH Cylinder Head
1FTMF1CB8LKE03882	3.3L	F150	LH Cylinder Head
1FTMF1CB8LKE23209	3.3L	F150	LH Cylinder Head
1FTMF1CB9LKE01767	3.3L	F150	LH Cylinder Head
1FTMF1CB9LKE25423	3.3L	F150	LH Cylinder Head
1FTMF1CBXLKE07545	3.3L	F150	LH Cylinder Head
1FTMF1CBXLKE14852	3.3L	F150	LH Cylinder Head
1FTMF1CBXLKE23101	3.3L	F150	LH Cylinder Head
1FTMF1EB2LKE09979	3.3L	F150	LH Cylinder Head
1FTEW1CB4LKE16259	3.3L	F150	RH Cylinder Head
1FTEW1CB7LFB63074	3.3L	F150	RH Cylinder Head
1FTEW1CBXLKE11633	3.3L	F150	RH Cylinder Head
1FTEW1CBXLKE24009	3.3L	F150	RH Cylinder Head
1FTEW1EB2LFB69992	3.3L	F150	RH Cylinder Head
1FTEW1EB3LFB58564	3.3L	F150	RH Cylinder Head
1FTEW1EB5LFB72580	3.3L	F150	RH Cylinder Head
1FTEW1EB5LKE16901	3.3L	F150	RH Cylinder Head
1FTEX1CB0LKE13663	3.3L	F150	RH Cylinder Head
1FTEX1CB2LKE10277	3.3L	F150	RH Cylinder Head
1FTEX1CB3LFB61402	3.3L	F150	RH Cylinder Head
1FTEX1CB3LKE13642	3.3L	F150	RH Cylinder Head
1FTEX1CB4LKE09373	3.3L	F150	RH Cylinder Head
1FTEX1CB5LFB75270	3.3L	F150	RH Cylinder Head
1FTEX1CB6LKE13635	3.3L	F150	RH Cylinder Head
1FTEX1CB7LKE10534	3.3L	F150	RH Cylinder Head
1FTEX1CB9LKE13659	3.3L	F150	RH Cylinder Head
1FTEX1CBXLKE09376	3.3L	F150	RH Cylinder Head
1FTEX1EB0LKE10890	3.3L	F150	RH Cylinder Head
1FTEX1EB5LKE12621	3.3L	F150	RH Cylinder Head
1FTEX1EB7LFB69256	3.3L	F150	RH Cylinder Head
1FTMF1CB0LKD98533	3.3L	F150	RH Cylinder Head
1FTMF1CB0LKE10664	3.3L	F150	RH Cylinder Head
1FTMF1CB1LKE09605	3.3L	F150	RH Cylinder Head
1FTMF1CB1LKE22645	3.3L	F150	RH Cylinder Head
1FTMF1CB2LKE10150	3.3L	F150	RH Cylinder Head
1FTMF1CB2LKE25196	3.3L	F150	RH Cylinder Head
1FTMF1CB3LKE09248	3.3L	F150	RH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FTMF1CB4LKE09968	3.3L	F150	RH Cylinder Head
1FTMF1CB5LKE11213	3.3L	F150	RH Cylinder Head
1FTMF1CB5LKE24365	3.3L	F150	RH Cylinder Head
1FTMF1CB7LKE09530	3.3L	F150	RH Cylinder Head
1FTMF1CB7LKE09978	3.3L	F150	RH Cylinder Head
1FTMF1CB7LKE11147	3.3L	F150	RH Cylinder Head
1FTMF1CB7LKE16980	3.3L	F150	RH Cylinder Head
1FTMF1CB9LKE14499	3.3L	F150	RH Cylinder Head
1FTMF1CB9LKE21047	3.3L	F150	RH Cylinder Head
1FTMF1CB9LKE23977	3.3L	F150	RH Cylinder Head
1FTMF1CBXLFB69768	3.3L	F150	RH Cylinder Head
1FM5K8AB1LGB84144	3.3L	Police Utility	BOTH LH/RH Cylinder Heads
1FM5K8AB2LGB84475	3.3L	Police Utility	LH Cylinder Head
1FM5K8AB3LGB43398	3.3L	Police Utility	LH Cylinder Head
1FM5K8AB6LGB84334	3.3L	Police Utility	LH Cylinder Head
1FM5K8AB7LGB84956	3.3L	Police Utility	LH Cylinder Head
1FM5K8AB7LGC00864	3.3L	Police Utility	LH Cylinder Head
1FM5K8AB8LGB85128	3.3L	Police Utility	LH Cylinder Head
1FM5K8AB8LGB86103	3.3L	Police Utility	LH Cylinder Head
1FM5K8AB9LGC01594	3.3L	Police Utility	LH Cylinder Head
1FM5K8ABXLGB43396	3.3L	Police Utility	LH Cylinder Head
1FM5K8ABXLGB65754	3.3L	Police Utility	LH Cylinder Head
1FM5K8ABXLGB84529	3.3L	Police Utility	LH Cylinder Head
1FM5K8ABXLGB85650	3.3L	Police Utility	LH Cylinder Head
1FM5K8ABXLGC13060	3.3L	Police Utility	LH Cylinder Head
1FM5K8AW5LGC14345	3.3L	Police Utility	LH Cylinder Head
1FM5K8AW6LGC14077	3.3L	Police Utility	LH Cylinder Head
1FM5K8AB0LGB84247	3.3L	Police Utility	RH Cylinder Head
1FM5K8AB0LGC01614	3.3L	Police Utility	RH Cylinder Head
1FM5K8AB1LGB84659	3.3L	Police Utility	RH Cylinder Head
1FM5K8AB2LGB83911	3.3L	Police Utility	RH Cylinder Head
1FM5K8AB2LGB84962	3.3L	Police Utility	RH Cylinder Head
1FM5K8AB3LGB85179	3.3L	Police Utility	RH Cylinder Head
1FM5K8AB4LGB23354	3.3L	Police Utility	RH Cylinder Head
1FM5K8AB7LGB85511	3.3L	Police Utility	RH Cylinder Head
1FM5K8AB9LGB85221	3.3L	Police Utility	RH Cylinder Head
1FBAX2C84LKA59188	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FBAX9C83LKA57487	3.5L	Transit	BOTH LH/RH Cylinder Heads

VIN	Engine	Vehicle	Repair Action
1FMZK1Y86LKA69748	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FMZK1Y8XLKA71146	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FTBR1C89LKA68652	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FTBR1C8XLKA59426	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FTBR1Y86LKA71372	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FTBR1Y8XLKA70239	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FTBR2C88LKA58376	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FTBW3X85LKA66704	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FTYE1Y83LKA66068	3.5L	Transit	BOTH LH/RH Cylinder Heads
1FBAX2C80LKA59155	3.5L	Transit	LH Cylinder Head
1FBAX2C82LKA60369	3.5L	Transit	LH Cylinder Head
1FBAX2C82LKA64020	3.5L	Transit	LH Cylinder Head
1FBAX2C83LKA58050	3.5L	Transit	LH Cylinder Head
1FBAX2C85LKA60379	3.5L	Transit	LH Cylinder Head
1FBAX2C86LKA58043	3.5L	Transit	LH Cylinder Head
1FBAX2C86LKA64019	3.5L	Transit	LH Cylinder Head
1FBAX2C88LKA58366	3.5L	Transit	LH Cylinder Head
1FBAX2C8XLKA58594	3.5L	Transit	LH Cylinder Head
1FBAX2C8XLKA60250	3.5L	Transit	LH Cylinder Head
1FBAX2Y80LKA59553	3.5L	Transit	LH Cylinder Head
1FBAX2Y80LKA59956	3.5L	Transit	LH Cylinder Head
1FBAX2Y80LKA71198	3.5L	Transit	LH Cylinder Head
1FBAX2Y81LKA63854	3.5L	Transit	LH Cylinder Head
1FBAX2Y81LKA65250	3.5L	Transit	LH Cylinder Head
1FBAX2Y82LKA61210	3.5L	Transit	LH Cylinder Head
1FBAX2Y83LKA60213	3.5L	Transit	LH Cylinder Head
1FBAX2Y86LKA63848	3.5L	Transit	LH Cylinder Head
1FBAX2Y89LKA61608	3.5L	Transit	LH Cylinder Head
1FDBR5P8XLKA64574	3.5L	Transit	LH Cylinder Head
1FDBW5P84LKA64594	3.5L	Transit	LH Cylinder Head
1FMZK1Y87LKA61481	3.5L	Transit	LH Cylinder Head
1FMZK1Y88LKA63188	3.5L	Transit	LH Cylinder Head
1FMZK1Y89LKA69744	3.5L	Transit	LH Cylinder Head
1FMZK2C8XLKA57244	3.5L	Transit	LH Cylinder Head
1FMZK2C8XLKA57390	3.5L	Transit	LH Cylinder Head
1FTBR1C80LKA62321	3.5L	Transit	LH Cylinder Head
1FTBR1C81LKA58746	3.5L	Transit	LH Cylinder Head
1FTBR1C81LKA58830	3.5L	Transit	LH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FTBR1C81LKA59377	3.5L	Transit	LH Cylinder Head
1FTBR1C81LKA60786	3.5L	Transit	LH Cylinder Head
1FTBR1C83LKA58747	3.5L	Transit	LH Cylinder Head
1FTBR1C83LKA60143	3.5L	Transit	LH Cylinder Head
1FTBR1C85LKA56935	3.5L	Transit	LH Cylinder Head
1FTBR1C85LKA58619	3.5L	Transit	LH Cylinder Head
1FTBR1C86LKA12460	3.5L	Transit	LH Cylinder Head
1FTBR1C86LKA60105	3.5L	Transit	LH Cylinder Head
1FTBR1C86LKA62422	3.5L	Transit	LH Cylinder Head
1FTBR1C87LKA58119	3.5L	Transit	LH Cylinder Head
1FTBR1C87LKA61845	3.5L	Transit	LH Cylinder Head
1FTBR1C87LKA68603	3.5L	Transit	LH Cylinder Head
1FTBR1C88LKA56945	3.5L	Transit	LH Cylinder Head
1FTBR1C88LKA57562	3.5L	Transit	LH Cylinder Head
1FTBR1C88LKA57609	3.5L	Transit	LH Cylinder Head
1FTBR1C88LKA62096	3.5L	Transit	LH Cylinder Head
1FTBR1C89LKA58610	3.5L	Transit	LH Cylinder Head
1FTBR1C89LKA58803	3.5L	Transit	LH Cylinder Head
1FTBR1C89LKA60972	3.5L	Transit	LH Cylinder Head
1FTBR1C89LKA68151	3.5L	Transit	LH Cylinder Head
1FTBR1V89LKA11106	3.5L	Transit	LH Cylinder Head
1FTBR1X83LKA56846	3.5L	Transit	LH Cylinder Head
1FTBR1X84LKA56192	3.5L	Transit	LH Cylinder Head
1FTBR1X84LKA56841	3.5L	Transit	LH Cylinder Head
1FTBR1X85LKA56783	3.5L	Transit	LH Cylinder Head
1FTBR1X87LKA56722	3.5L	Transit	LH Cylinder Head
1FTBR1X88LKA56793	3.5L	Transit	LH Cylinder Head
1FTBR1X89LKA56267	3.5L	Transit	LH Cylinder Head
1FTBR1X89LKA56804	3.5L	Transit	LH Cylinder Head
1FTBR1X8XLKA57105	3.5L	Transit	LH Cylinder Head
1FTBR1Y80LKA65177	3.5L	Transit	LH Cylinder Head
1FTBR1Y80LKA70928	3.5L	Transit	LH Cylinder Head
1FTBR1Y80LKA71268	3.5L	Transit	LH Cylinder Head
1FTBR1Y81LKA69464	3.5L	Transit	LH Cylinder Head
1FTBR1Y81LKA70260	3.5L	Transit	LH Cylinder Head
1FTBR1Y82LKA69716	3.5L	Transit	LH Cylinder Head
1FTBR1Y82LKA70493	3.5L	Transit	LH Cylinder Head
1FTBR1Y83LKA69708	3.5L	Transit	LH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FTBR1Y83LKA70261	3.5L	Transit	LH Cylinder Head
1FTBR1Y83LKA71314	3.5L	Transit	LH Cylinder Head
1FTBR1Y84LKA61200	3.5L	Transit	LH Cylinder Head
1FTBR1Y84LKA63447	3.5L	Transit	LH Cylinder Head
1FTBR1Y84LKA69457	3.5L	Transit	LH Cylinder Head
1FTBR1Y84LKA70642	3.5L	Transit	LH Cylinder Head
1FTBR1Y84LKA71046	3.5L	Transit	LH Cylinder Head
1FTBR1Y84LKA71242	3.5L	Transit	LH Cylinder Head
1FTBR1Y84LKA73833	3.5L	Transit	LH Cylinder Head
1FTBR1Y85LKA61495	3.5L	Transit	LH Cylinder Head
1FTBR1Y85LKA69452	3.5L	Transit	LH Cylinder Head
1FTBR1Y85LKA71265	3.5L	Transit	LH Cylinder Head
1FTBR1Y85LKA71394	3.5L	Transit	LH Cylinder Head
1FTBR1Y86LKA69346	3.5L	Transit	LH Cylinder Head
1FTBR1Y86LKA69718	3.5L	Transit	LH Cylinder Head
1FTBR1Y87LKA71221	3.5L	Transit	LH Cylinder Head
1FTBR1Y88LKA71017	3.5L	Transit	LH Cylinder Head
1FTBR1Y88LKA71373	3.5L	Transit	LH Cylinder Head
1FTBR1Y89LKA59913	3.5L	Transit	LH Cylinder Head
1FTBR1Y89LKA69499	3.5L	Transit	LH Cylinder Head
1FTBR1Y8XLKA69575	3.5L	Transit	LH Cylinder Head
1FTBR1Y8XLKA69611	3.5L	Transit	LH Cylinder Head
1FTBR2C85LKA67455	3.5L	Transit	LH Cylinder Head
1FTBR2C86LKA58327	3.5L	Transit	LH Cylinder Head
1FTBR2C86LKA58991	3.5L	Transit	LH Cylinder Head
1FTBR2C87LKA06236	3.5L	Transit	LH Cylinder Head
1FTBR2Y89LKA71503	3.5L	Transit	LH Cylinder Head
1FTBR3X82LKA55991	3.5L	Transit	LH Cylinder Head
1FTBR3X83LKA55854	3.5L	Transit	LH Cylinder Head
1FTBR3X83LKA56079	3.5L	Transit	LH Cylinder Head
1FTBR3X84LKA55569	3.5L	Transit	LH Cylinder Head
1FTBR3X85LKA56066	3.5L	Transit	LH Cylinder Head
1FTBR3X85LKA56956	3.5L	Transit	LH Cylinder Head
1FTBR3X88LKA55977	3.5L	Transit	LH Cylinder Head
1FTBR3X89LKA55728	3.5L	Transit	LH Cylinder Head
1FTBR3X89LKA55969	3.5L	Transit	LH Cylinder Head
1FTBR3X89LKA56068	3.5L	Transit	LH Cylinder Head
1FTBR3X8XLKA55589	3.5L	Transit	LH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FTBR3X8XLKA55754	3.5L	Transit	LH Cylinder Head
1FTBW1Y82LKA64685	3.5L	Transit	LH Cylinder Head
1FTBW3X85LKA65150	3.5L	Transit	LH Cylinder Head
1FTBW3X85LKA65651	3.5L	Transit	LH Cylinder Head
1FTBW3X86LKA66825	3.5L	Transit	LH Cylinder Head
1FTBW3X89LKA63496	3.5L	Transit	LH Cylinder Head
1FTBW3X8XLKA63393	3.5L	Transit	LH Cylinder Head
1FTRS4X8XLKA57965	3.5L	Transit	LH Cylinder Head
1FTYE1C84LKA63154	3.5L	Transit	LH Cylinder Head
1FTYE1C84LKA63574	3.5L	Transit	LH Cylinder Head
1FTYE1Y84LKA70033	3.5L	Transit	LH Cylinder Head
1FTYE1Y84LKA70386	3.5L	Transit	LH Cylinder Head
1FTYE1Y85LKA63625	3.5L	Transit	LH Cylinder Head
1FTYE1Y85LKA70347	3.5L	Transit	LH Cylinder Head
1FTYE1Y85LKA70378	3.5L	Transit	LH Cylinder Head
1FTYE1Y88LKA70374	3.5L	Transit	LH Cylinder Head
1FTYE1Y89LKA70061	3.5L	Transit	LH Cylinder Head
1FTYE2C86LKA63128	3.5L	Transit	LH Cylinder Head
1FTYE2C88LKA68010	3.5L	Transit	LH Cylinder Head
1FTYE2C8XLKA66677	3.5L	Transit	LH Cylinder Head
1FTYE2Y81LKA05310	3.5L	Transit	LH Cylinder Head
1FTYE2Y83LKA70093	3.5L	Transit	LH Cylinder Head
1FTYE2Y84LKA67509	3.5L	Transit	LH Cylinder Head
1FTYE2Y85LKA05357	3.5L	Transit	LH Cylinder Head
1FTYE2Y87LKA05361	3.5L	Transit	LH Cylinder Head
1FBAX2C80LKA59138	3.5L	Transit	RH Cylinder Head
1FBAX2C81LKA59858	3.5L	Transit	RH Cylinder Head
1FBAX2C82LKA61084	3.5L	Transit	RH Cylinder Head
1FBAX2C82LKA61313	3.5L	Transit	RH Cylinder Head
1FBAX2C85LKA60561	3.5L	Transit	RH Cylinder Head
1FBAX2C86LKA61170	3.5L	Transit	RH Cylinder Head
1FBAX2C86LKA61380	3.5L	Transit	RH Cylinder Head
1FBAX2C89LKA12920	3.5L	Transit	RH Cylinder Head
1FBAX2Y80LKA63828	3.5L	Transit	RH Cylinder Head
1FBAX2Y86LKA67012	3.5L	Transit	RH Cylinder Head
1FBAX2Y87LKA63874	3.5L	Transit	RH Cylinder Head
1FBAX2Y89LKA63861	3.5L	Transit	RH Cylinder Head
1FBAX2Y8XLKA60595	3.5L	Transit	RH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FBAX2Y8XLKA61472	3.5L	Transit	RH Cylinder Head
1FBAX2Y8XLKA63240	3.5L	Transit	RH Cylinder Head
1FBAX9Y81LKA69209	3.5L	Transit	RH Cylinder Head
1FDAX2C87LKA64022	3.5L	Transit	RH Cylinder Head
1FDBF6P84LKA64262	3.5L	Transit	RH Cylinder Head
1FDDBR5P84LKA64604	3.5L	Transit	RH Cylinder Head
1FDDBR5P86LKA63348	3.5L	Transit	RH Cylinder Head
1FMZK2C82LKA63992	3.5L	Transit	RH Cylinder Head
1FMZK2Y84LKA55403	3.5L	Transit	RH Cylinder Head
1FTBR1C80LKA63954	3.5L	Transit	RH Cylinder Head
1FTBR1C81LKA58441	3.5L	Transit	RH Cylinder Head
1FTBR1C82LKA56911	3.5L	Transit	RH Cylinder Head
1FTBR1C82LKA59078	3.5L	Transit	RH Cylinder Head
1FTBR1C83LKA56951	3.5L	Transit	RH Cylinder Head
1FTBR1C83LKA57453	3.5L	Transit	RH Cylinder Head
1FTBR1C83LKA58439	3.5L	Transit	RH Cylinder Head
1FTBR1C83LKA62376	3.5L	Transit	RH Cylinder Head
1FTBR1C84LKA57915	3.5L	Transit	RH Cylinder Head
1FTBR1C84LKA61852	3.5L	Transit	RH Cylinder Head
1FTBR1C85LKA57843	3.5L	Transit	RH Cylinder Head
1FTBR1C85LKA58149	3.5L	Transit	RH Cylinder Head
1FTBR1C85LKA58880	3.5L	Transit	RH Cylinder Head
1FTBR1C85LKA61990	3.5L	Transit	RH Cylinder Head
1FTBR1C85LKA62234	3.5L	Transit	RH Cylinder Head
1FTBR1C86LKA59097	3.5L	Transit	RH Cylinder Head
1FTBR1C86LKA60766	3.5L	Transit	RH Cylinder Head
1FTBR1C87LKA60954	3.5L	Transit	RH Cylinder Head
1FTBR1C87LKA62333	3.5L	Transit	RH Cylinder Head
1FTBR1C88LKA58422	3.5L	Transit	RH Cylinder Head
1FTBR1C89LKA61927	3.5L	Transit	RH Cylinder Head
1FTBR1C89LKA61961	3.5L	Transit	RH Cylinder Head
1FTBR1C8XLKA58504	3.5L	Transit	RH Cylinder Head
1FTBR1C8XLKA60124	3.5L	Transit	RH Cylinder Head
1FTBR1C8XLKA61953	3.5L	Transit	RH Cylinder Head
1FTBR1C8XLKA62245	3.5L	Transit	RH Cylinder Head
1FTBR1C8XLKA63007	3.5L	Transit	RH Cylinder Head
1FTBR1C8XLKA64058	3.5L	Transit	RH Cylinder Head
1FTBR1C8XLKA64061	3.5L	Transit	RH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FTBR1D88LKA16721	3.5L	Transit	RH Cylinder Head
1FTBR1V82LKA11500	3.5L	Transit	RH Cylinder Head
1FTBR1V84LKA08274	3.5L	Transit	RH Cylinder Head
1FTBR1X80LKA56772	3.5L	Transit	RH Cylinder Head
1FTBR1X81LKA56747	3.5L	Transit	RH Cylinder Head
1FTBR1X81LKA56828	3.5L	Transit	RH Cylinder Head
1FTBR1X83LKA56815	3.5L	Transit	RH Cylinder Head
1FTBR1X85LKA56721	3.5L	Transit	RH Cylinder Head
1FTBR1X86LKA56758	3.5L	Transit	RH Cylinder Head
1FTBR1X86LKA56842	3.5L	Transit	RH Cylinder Head
1FTBR1X86LKA66951	3.5L	Transit	RH Cylinder Head
1FTBR1X87LKA56820	3.5L	Transit	RH Cylinder Head
1FTBR1X87LKA60303	3.5L	Transit	RH Cylinder Head
1FTBR1X88LKA56809	3.5L	Transit	RH Cylinder Head
1FTBR1X89LKA56253	3.5L	Transit	RH Cylinder Head
1FTBR1X89LKA56723	3.5L	Transit	RH Cylinder Head
1FTBR1X89LKA56849	3.5L	Transit	RH Cylinder Head
1FTBR1Y80LKA70539	3.5L	Transit	RH Cylinder Head
1FTBR1Y81LKA69500	3.5L	Transit	RH Cylinder Head
1FTBR1Y83LKA70616	3.5L	Transit	RH Cylinder Head
1FTBR1Y83LKA71216	3.5L	Transit	RH Cylinder Head
1FTBR1Y83LKA71393	3.5L	Transit	RH Cylinder Head
1FTBR1Y84LKA69250	3.5L	Transit	RH Cylinder Head
1FTBR1Y84LKA71192	3.5L	Transit	RH Cylinder Head
1FTBR1Y84LKA71435	3.5L	Transit	RH Cylinder Head
1FTBR1Y85LKA69256	3.5L	Transit	RH Cylinder Head
1FTBR1Y85LKA69306	3.5L	Transit	RH Cylinder Head
1FTBR1Y85LKA71122	3.5L	Transit	RH Cylinder Head
1FTBR1Y85LKA71217	3.5L	Transit	RH Cylinder Head
1FTBR1Y85LKA71346	3.5L	Transit	RH Cylinder Head
1FTBR1Y87LKA56993	3.5L	Transit	RH Cylinder Head
1FTBR1Y87LKA69291	3.5L	Transit	RH Cylinder Head
1FTBR1Y87LKA69310	3.5L	Transit	RH Cylinder Head
1FTBR1Y88LKA69672	3.5L	Transit	RH Cylinder Head
1FTBR1Y88LKA70904	3.5L	Transit	RH Cylinder Head
1FTBR1Y88LKA71339	3.5L	Transit	RH Cylinder Head
1FTBR1Y88LKA71406	3.5L	Transit	RH Cylinder Head
1FTBR1Y89LKA71298	3.5L	Transit	RH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FTBR1Y8XLKA69480	3.5L	Transit	RH Cylinder Head
1FTBR1Y8XLKA69558	3.5L	Transit	RH Cylinder Head
1FTBR1Y8XLKA70628	3.5L	Transit	RH Cylinder Head
1FTBR2C80LKA58338	3.5L	Transit	RH Cylinder Head
1FTBR2C85LKA13976	3.5L	Transit	RH Cylinder Head
1FTBR2C88LKA58233	3.5L	Transit	RH Cylinder Head
1FTBR2C8XLKA57567	3.5L	Transit	RH Cylinder Head
1FTBR2D81LKA15402	3.5L	Transit	RH Cylinder Head
1FTBR2X89LKA64715	3.5L	Transit	RH Cylinder Head
1FTBR2Y8XLKA69243	3.5L	Transit	RH Cylinder Head
1FTBR3X80LKA55844	3.5L	Transit	RH Cylinder Head
1FTBR3X81LKA55710	3.5L	Transit	RH Cylinder Head
1FTBR3X81LKA56114	3.5L	Transit	RH Cylinder Head
1FTBR3X81LKA56923	3.5L	Transit	RH Cylinder Head
1FTBR3X82LKA55943	3.5L	Transit	RH Cylinder Head
1FTBR3X83LKA55904	3.5L	Transit	RH Cylinder Head
1FTBR3X83LKA56986	3.5L	Transit	RH Cylinder Head
1FTBR3X84LKA55846	3.5L	Transit	RH Cylinder Head
1FTBR3X86LKA55752	3.5L	Transit	RH Cylinder Head
1FTBR3X86LKA56139	3.5L	Transit	RH Cylinder Head
1FTBR3X87LKA56960	3.5L	Transit	RH Cylinder Head
1FTBR3X88LKA55817	3.5L	Transit	RH Cylinder Head
1FTBR3X88LKA55915	3.5L	Transit	RH Cylinder Head
1FTBR3X88LKA55946	3.5L	Transit	RH Cylinder Head
1FTBR3X89LKA56099	3.5L	Transit	RH Cylinder Head
1FTBR3X8XLKA55916	3.5L	Transit	RH Cylinder Head
1FTBR3X8XLKA56063	3.5L	Transit	RH Cylinder Head
1FTBW1Y81LKA69800	3.5L	Transit	RH Cylinder Head
1FTBW3X80LKA66836	3.5L	Transit	RH Cylinder Head
1FTBW3X81LKA63735	3.5L	Transit	RH Cylinder Head
1FTBW3X81LKA65632	3.5L	Transit	RH Cylinder Head
1FTBW3X81LKA66828	3.5L	Transit	RH Cylinder Head
1FTBW3X82LKA66837	3.5L	Transit	RH Cylinder Head
1FTBW3X83LKA57953	3.5L	Transit	RH Cylinder Head
1FTBW3X84LKA63485	3.5L	Transit	RH Cylinder Head
1FTBW3X85LKA63477	3.5L	Transit	RH Cylinder Head
1FTBW3X85LKA65746	3.5L	Transit	RH Cylinder Head
1FTBW3X85LKA66802	3.5L	Transit	RH Cylinder Head

VIN	Engine	Vehicle	Repair Action
1FTBW3X87LKA65747	3.5L	Transit	RH Cylinder Head
1FTBW3X89LKA65782	3.5L	Transit	RH Cylinder Head
1FTBW3X89LKA65815	3.5L	Transit	RH Cylinder Head
1FTBW3X89LKA66687	3.5L	Transit	RH Cylinder Head
1FTBW9C82LKA58505	3.5L	Transit	RH Cylinder Head
1FTLR1Y84LKA70404	3.5L	Transit	RH Cylinder Head
1FTYE1C80LKA59361	3.5L	Transit	RH Cylinder Head
1FTYE1C86LKA63155	3.5L	Transit	RH Cylinder Head
1FTYE1C88LKA59334	3.5L	Transit	RH Cylinder Head
1FTYE1C89LKA65174	3.5L	Transit	RH Cylinder Head
1FTYE1Y80LKA70272	3.5L	Transit	RH Cylinder Head
1FTYE1Y81LKA65405	3.5L	Transit	RH Cylinder Head
1FTYE1Y82LKA71181	3.5L	Transit	RH Cylinder Head
1FTYE1Y82LKA71214	3.5L	Transit	RH Cylinder Head
1FTYE1Y88LKA63327	3.5L	Transit	RH Cylinder Head
1FTYE1Y88LKA71461	3.5L	Transit	RH Cylinder Head
1FTYE1Y89LKA63370	3.5L	Transit	RH Cylinder Head
1FTYE1Y89LKA71470	3.5L	Transit	RH Cylinder Head
1FTYE1Y8XLKA70621	3.5L	Transit	RH Cylinder Head
1FTYE1Y8XLKA71056	3.5L	Transit	RH Cylinder Head
1FTYE2Y80LKA63277	3.5L	Transit	RH Cylinder Head
1FTYE2Y82LKA70098	3.5L	Transit	RH Cylinder Head

CERTAIN 2020 MODEL YEAR TRANSIT VEHICLES WITH 3.5L ENGINES AND F150/ POLICE INTERCEPTOR UTILITY VEHICLES WITH 3.3L ENGINES — CYLINDER HEAD REPLACEMENT

SERVICE PROCEDURE

Verify Repair Action Based on VIN

1. Refer to Attachment IV - Repair Table to determine the correct action and parts necessary. To search for a Vehicle Identification Number (VIN), click the search icon in the upper left corner of the Attachment IV, then type the VIN into the search field. See Figure 1.

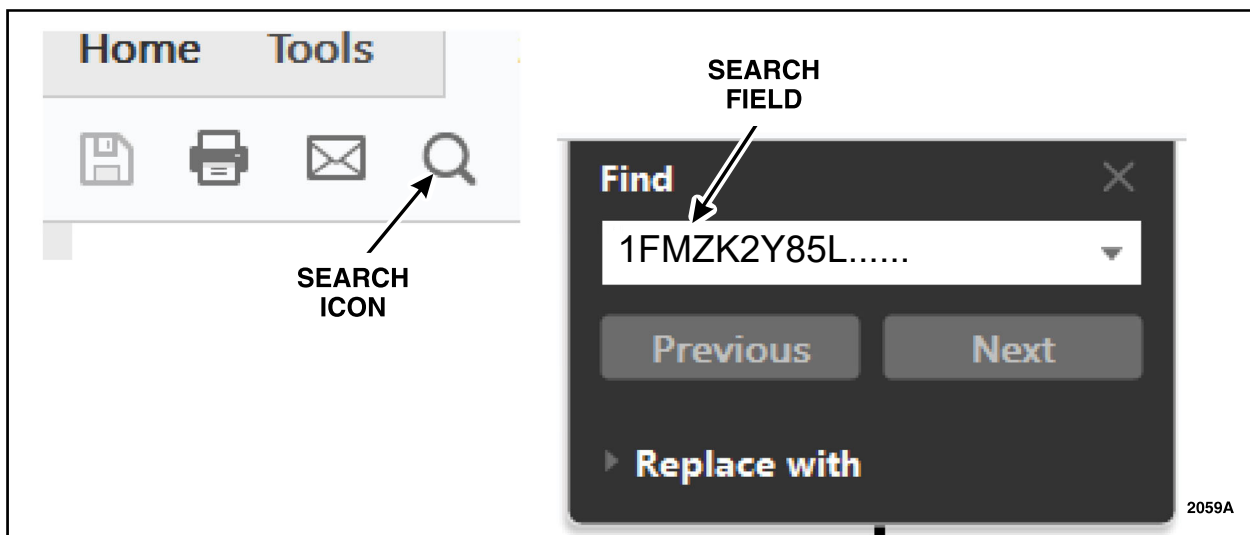


FIGURE 1

2. Is the VIN listed?

- No - This program does not apply to this vehicle.
- Yes - Proceed to Step 3.

3. To place an order for a cylinder head assembly and respective parts, please submit a VIN-specific Part Order contact via the SSSC Web Contact Site. The SSSC will order the proper parts for Dealers until further notice.
4. Remove suspect cylinder head(s) based off direction from Attachment IV-Repair Table. Please follow Workshop Manual (WSM), procedure in Section 303-01C.

NOTE: Tappet measurement and selection is mandatory for all cylinder head replacements. Please follow the WSM procedure in Section 303-01 Valve Clearance Adjustment.

NOTICE: During engine repair procedures, cleanliness is extremely important. Any foreign material, including any material created while cleaning gasket surfaces, that enters the oil passages, coolant passages or the oil pan, can cause engine failure.

