



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

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

September 11, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 20B38

Certain 2020 Model Year Ranger Vehicles with a 10R80 Transmission
Automatic Transmission Replacement

PROGRAM TERMS

This program will be in effect through September 30, 2021. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2020	Michigan	July 28, 2020 through August 1, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: All affected vehicles under 20U16 New Vehicles Demonstration / Delivery Hold – Advance Notice for Certain 2020 Model Year Ranger Vehicles with a 10R80 Transmission has been included in this Customer Satisfaction Program. 20U16 has been closed for those affected vehicles.

REASON FOR THIS PROGRAM

Affected vehicles are identified in Attachment IV. Some of the affected vehicles may have a transmission case with shallow cut clearance surface for the Output Shaft (OPS) Seal. A shallow clearance cut may cause bearing failure, noise and / or OPS seal leak that may lead to transmission damage, eventually resulting in transmission failure.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the automatic transmission assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Ford Technical Assistance Center prior approval is not required for automatic transmission assembly replacement under this program.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 28, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

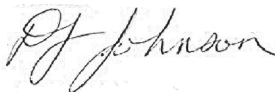
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Affected Vehicles VIN List
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 that reads "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
Customer Satisfaction Program 20B38
Certain 2020 Model Year Ranger Vehicles with a 10R80 Transmission
Automatic Transmission Replacement

OASIS ACTIVATION

OASIS will be activated on September 11, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 11, 2020. Owner names and addresses will be available by week of October 12, 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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 up to 2 days for a comparable 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 2 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 20B38
Certain 2020 Model Year Ranger Vehicles with a 10R80 Transmission
Automatic Transmission Replacement

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles

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 20B38 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.
- **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.
- **Parts Handling Allowance:** A parts handling allowance is being provided in lieu of part mark-up for transmission assembly. To claim the allowance, enter \$330.00 as HANDLG in the Misc. Expense area of the claim form.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 20B38
 Certain 2020 Model Year Ranger Vehicles with a 10R80 Transmission
 Automatic Transmission Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Transmission 4X2	20B38B	7.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
KB3Z-7000-A	Automatic Transmission Assembly	1	1
W715618-S437	Torque Converter Nuts (6 required, 4 in pkg)	2	6
W716344-S437	Rear Driveshaft Flange Bolts (4 required, 1 in pkg)	4	4
W714780-S439	Center Support Driveshaft Bolts (2 required, 4 in pkg)	1	2
W700056-S450B	Selector Lever Cable Bolts (2 required, 4 in pkg)	1	2
XT-12-QULV	Mercon ULV	1 quart as needed	1 qt

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

DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330.00 per repair is being provided in lieu of part mark-up.

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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 20B38
Certain 2020 Model Year Ranger Vehicles with a 10R80 Transmission
Automatic Transmission Replacement

AFFECTED VEHICLES

The following table contains a list of VINs for vehicles that were delivered to dealerships.

1FTER4EH7LLA63620
1FTER4EHXLLA60243
1FTER1EH1LLA61795
1FTER4EH2LLA68157
1FTER4EH5LLA67259
1FTER1EH9LLA60460
1FTER4EH3LLA60178
1FTER4EH6LLA64435
1FTER4EH8LLA60807
1FTER4EH7LLA62015