



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

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

October 9, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Customer Satisfaction Program 20B27**

Certain 2015-2019 MKC and 2016-2019 Explorer Vehicles Equipped With the 2.3L Engine and 6F35 Transmission  
Powertrain Control Module Reprogram

**REF:** **Customer Satisfaction Program 20N07**

Certain 2015-2019 MKC and 2016-2019 Explorer Vehicles Equipped With the 2.3L Engine and 6F35 Transmission  
Transmission Extended Warranty Coverage

### **PROGRAM TERMS**

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

### **EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of November 30, 2021 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN List name and address available by November 10, 2020 to contact customers with affected vehicles. This will help minimize the number of vehicles that may overheat the torque converter, which could require an additional repair.

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Lincoln MKC	2015 - 2019	Louisville	August 20, 2013 through July 31, 2019
Ford Explorer	2016 - 2019	Chicago	September 29, 2014 through March 3, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS PROGRAM**

In affected vehicles, the transmission torque converter may overheat in certain driving conditions. If the torque converter overheats it can lead to adverse NVH, rough idle, and low performance concerns. Ultimately this will require internal transmission repairs to resolve the concern. Ford Motor Company has developed and update to the Powertrain Control Module software that helps protect the transmission torque converter from overheating when exposed to certain driving styles.

### **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to check for available powertrain control module (PCM) software update and reprogram the PCM using IDS Release 117.01 or higher, while connected to the internet. Some vehicles may already have the latest software. 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 October 26, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

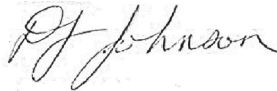
## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Instructions  
Owner Notification

## **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 20B27**

Certain 2015-2019 MKC and 2016-19 Explorer Vehicles Equipped With the 2.3L Engine and 6F35 Transmission – Powertrain Control Module Reprogram

**OASIS ACTIVATION**

OASIS will be activated on October 9, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 9, 2020. Owner names and addresses will be available by November 10, 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**

Rental vehicles are not approved for this program.

**LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07715, 2020 Lincoln Pickup & Delivery Updates.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Customer Satisfaction Program 20B27**

Certain 2015-2019 MKC and 2016-19 Explorer Vehicles Equipped With the 2.3L Engine and 6F35 Transmission – Powertrain Control Module Reprogram

**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 – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 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 20B27 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

**Customer Satisfaction Program 20B27**

Certain 2015-2019 MKC and 2016-19 Explorer Vehicles Equipped With the 2.3L Engine and 6F35  
Transmission  
PCM Reprogram

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Check for a PCM Software Update using IDS release 117.01 or higher and Reprogram if available	20B27B	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2015-2019 MODEL YEAR MKC AND 2016-2019 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH THE 2.3L ENGINE AND A 6F35 TRANSMISSION — POWERTRAIN CONTROL MODULE (PCM) REPROGRAM

### SERVICE PROCEDURE

#### Module Reprogramming

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

**NOTE:** Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** Make sure the IDS computer does not enter sleep mode during programming.

2. Reprogram the PCM using Integrated Diagnostic Software (IDS) release 117.01 or higher. Make sure you are connected to the Internet prior to reprogramming.

**NOTE:** Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

**NOTE:** Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

**NOTE:** Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.



## Important Information for Module Programming

**NOTE:** When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

**NOTE:** If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





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

October 2020

Customer Satisfaction Program 20B27 and 20N07

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, it may be possible for the transmission torque converter to overheat in certain driving conditions. Ford Motor Company has developed and update to the Powertrain Control Module software that helps protect your transmission torque converter from overheating when exposed to certain driving styles.

Additionally, for your peace of mind, Ford Motor Company is providing a one-time repair on the torque converter if you experience symptoms within twelve (12) months from the date that the Powertrain Control Module (PCM) software is updated. The torque converter one-time repair is covered under Customer Satisfaction Program 20N07.

**What is the effect?**

An overheated torque converter may result in degraded torque converter function. This can cause noise, vibration, rough idle, or other low performance concerns.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to address this issue by reprogramming the Powertrain Control Module free of charge (parts and labor) under the terms of this program. Receiving this service may help avoid additional transmission repairs.

The Customer Satisfaction Program to reprogram the PCM will be in effect until **November 30, 2021** regardless of mileage. Coverage is automatically transferred to subsequent owners.

If your vehicle exhibits symptoms consistent with degraded torque converter function within twelve (12) months from the 20B27 PCM software update, and the torque converter is no longer covered under powertrain warranty, Ford Motor Company has authorized your dealer to replace the torque converter free of charge (parts and labor). This is a one-time repair program.



**How long will it take?** The time needed to reprogram the PCM is less than one-half 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 20B27. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

Please also keep this letter as a reminder of the service warranty coverage for your vehicle's torque converter under Customer Satisfaction Program 20N07. If the torque converter requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

If you do not already have a servicing dealer, you can access [owner.ford.com](http://owner.ford.com) for dealer addresses, maps, and driving instructions.

The 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.

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.

**COVID-19  
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [owner.ford.com](http://owner.ford.com).

**Have you previously  
paid for this repair?**

If you paid to have the torque converter replaced before the date of this letter, you may be eligible for a refund under the terms of 20N07. Refunds will only be provided for service related to replacing the torque converter. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **March 31, 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 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: [owner.ford.com](http://owner.ford.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](http://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



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

October 2020

Customer Satisfaction Program 20B27 and 20N07

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln 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, it may be possible for the transmission torque converter to overheat in certain driving conditions. The Lincoln Motor Company has developed and update to the Powertrain Control Module software that helps protect your transmission torque converter from overheating when exposed to certain driving styles.

Additionally, for your peace of mind, the Lincoln Motor Company is providing a one-time repair on the torque converter if you experience symptoms within twelve (12) months from the date that the Powertrain Control Module (PCM) software is updated. The torque converter one-time repair is covered under Customer Satisfaction Program 20N07.

**What is the effect?**

An overheated torque converter may result in degraded torque converter function. This can cause noise, vibration, rough idle, or other low performance concerns.

**What will Lincoln and your dealer do?**

In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to address this issue by reprogramming the Powertrain Control Module free of charge (parts and labor) under the terms of this program. Receiving this service may help avoid additional transmission repairs.

The Customer Satisfaction Program to reprogram the PCM will be in effect until **November 30, 2021** regardless of mileage. Coverage is automatically transferred to subsequent owners.

If your vehicle exhibits symptoms consistent with degraded torque converter function within twelve (12) months from the 20B27 PCM software update, and the torque converter is no longer covered under powertrain warranty, the Lincoln Motor Company has authorized your dealer to replace the torque converter free of charge (parts and labor). This is a one-time repair program.

**How long will it take?** The time needed to reprogram the PCM is less than one-half 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 20B27. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

Please also keep this letter as a reminder of the service warranty coverage for your vehicle's torque converter under Customer Satisfaction Program 20N07. If the torque converter requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions. The Lincoln 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.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner 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.

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(CORONAVIRUS)**

Lincoln dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting client vehicles and vehicles used for Pickup & Delivery\* both before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Lincoln and your local dealer are working hard to keep you on the road during these challenging times, please visit [owner.lincoln.com](http://owner.lincoln.com).

*\*Complimentary Lincoln Pickup & Delivery Service is available for all 2017 model year and newer Lincoln vehicles within the 4-year/50,000 mile New Vehicle Limited Warranty. Contact your preferred dealer for important details. Mileage limitations may apply.*

**Have you previously paid for this repair?**

If you paid to have the torque converter replaced before the date of this letter, you may be eligible for a refund under the terms of 20N07. Refunds will only be provided for service related to replacing the torque converter. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **March 31, 2021**. To avoid delays, do not send receipts to the Lincoln 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 **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.Lincolnowner.com](http://www.Lincolnowner.com).

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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](http://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.

The Lincoln Motor Company