



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:** **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

**REF:** **Customer Satisfaction Program 20B27**  
 Published October 9, 2020

**PROGRAM TERMS**

This program extends the warranty coverage of the automatic transmission torque converter for twelve (12) months from the RO date of Powertrain Control Module reflash under Customer Satisfaction Program 20B27.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty or Emissions Warranty.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

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

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In some of the affected vehicles, customers may experience adverse NVH, vibration and/or rough idle in Drive or Reverse, low performance / lack of acceleration during launch, sluggish vehicle operation and shudder while driving.

**SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace the torque converter and inspect the internal transmission components and replace as necessary. This service must be performed 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 experience adverse NVH, vibration and/or rough idle in Drive or Reverse, low performance / lack of acceleration during launch, sluggish vehicle operation and shudder while driving, 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 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,



David J. Johnson

**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

**OASIS ACTIVATION**

OASIS will be activated on October 9, 2020.

**FSA VIN LISTS ACTIVATION**

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

**SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition 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**

- Do not perform this program unless the affected vehicle exhibits the covered condition.

**TITLE BRANDED / SALVAGED VEHICLES**

Vehicles with cancelled warranties are not 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 March 31, 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 internal transmission repairs due to the torque converter overheating.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 3 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 3 rental days is required from the SSSC via the SSSC Web Contact Site.

**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. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

**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

**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, dealers are pre-approved to claim up to \$400 in related damage.
  - For claims exceeding the pre-approved amount, 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 20N07 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.
- **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.
  - Any additional rental days outside Lincoln Pickup & Delivery, either pre-approved or approved by the SSSC, should be claimed on a separate line with the approval code for the approved days.

**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

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 20N07
  - 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.
- **Additional parts not listed in the parts section:** Additional parts such as fasteners required to remove and reinstall the transmission may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$400 requires prior approval from the SSSC.

**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

**LABOR ALLOWANCES**

| Description   | Labor Operation | Labor Time |
|---|-----------------|------------|
| 2015-2019 MKC AWD 2.3L: Replace the Torque Converter, Main Control Valve Body, and Solenoid Body. Includes time to disassemble and clean the transmission following the service procedure.      | 20N07B          | 15.8 Hours |
| 2016-2019 Explorer FWD 2.3L: Replace the Torque Converter, Main Control Valve Body, and Solenoid Body. Includes time to disassemble and clean the transmission following the service procedure. | 20N07C          | 13.1 Hours |
| 2016-2019 Explorer AWD 2.3L: Replace the Torque Converter, Main Control Valve Body, and Solenoid Body. Includes time to disassemble and clean the transmission following the service procedure. | 20N07D          | 15.1 Hours |

**PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

To place an order for the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

| Part Number  | Description           | Order Quantity | Claim Quantity |
|--------------|-----------------------|----------------|----------------|
| W714890-S440 | Lower Ball Joint Nut  | 1              | 1              |
| BB5Z-7153-K  | Transmission Seal Kit | 1              | 1              |

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

**Order the parts below through normal order processing channels:**

| Part Number  | Description        | Order Quantity | Claim Quantity |
|--------------|--------------------|----------------|----------------|
| EJ7Z-7902-J  | Torque Converter   | 1              | 1              |
| CV6Z-7A100-B | Main Control Body  | 1              | 1              |
| CV6Z-7G391-A | Solenoid Body      | 1              | 1              |
| XT-10-QLVC   | Transmission Fluid | As Required    |                |

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

**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

**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 2015-2019 MODEL YEAR MKC AND 2016-2019 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH THE 2.3L ENGINE AND A 6F35 TRANSMISSION — TORQUE CONVERTER TEMPERATURE

**NOTE:** Symptoms of an overheated torque converter include: NVH, vibration and/or rough idle in Drive or Reverse, low performance/lack of acceleration during launch, sluggish vehicle operation and/or shudder while driving.

### PRELIMINARY INSPECTION

1. Check OASIS to verify that FSA 20B27 has been performed within the last twelve (12) months.
  - a. If the FSA has NOT been performed within the last twelve (12) months, then this FSA does not apply. Use the Workshop Manual to continue diagnosis.
2. Using normal diagnosis confirm that the customer symptoms are coming from the transmission and indicate an overheated torque converter.
  - a. This procedure will only address internal transmission concerns. If the concerns are not related to the internal transmission, then this FSA does not apply. Use the Workshop Manual to continue diagnosis.

### SERVICE PROCEDURE

1. Remove the transmission. Please follow the Workshop Manual (WSM) procedures in Section 307-01.
2. Remove and discard the torque converter.
3. Remove and discard the main control valve body and solenoid body. Please follow the WSM in Section 307-01.
4. Replace the main control valve body and solenoid body. Follow the instructions included with the solenoid module kit to verify the new solenoid body strategy is downloaded to the PCM.
5. Completely disassemble the transmission and clean any contaminants from the internal components of the transmission. Please follow the WSM procedures in Section 307-01.
6. Thoroughly inspect all of the clutch packs. Replace the frictions, steels, pressure plates, or wave springs if the clutch end clearance cannot be achieved or those components are damaged. Please follow the WSM procedures Section 307-01.
7. Remove the transmission fluid pump assembly and discard the fluid filter.

- **For Explorer Vehicles:** Please follow Steps 107-118 of the WSM procedure in Section 307-01, (Overhaul > Transmission).
- **For MKC Vehicles:** Please follow Steps 101-113 of the WSM procedure in Section 307-01, (Overhaul > Transmission).



8. Perform the fluid pump assembly inspection.

- **For Explorer Vehicles:** Please follow Steps 119-132 of the WSM procedure in Section 307-01, (Overhaul > Transmission).
- **For MKC Vehicles:** Please follow Steps 114-127 of the WSM procedure in Section 307-01, (Overhaul > Transmission).

9. Does the transmission fluid pump assembly pass inspection?

Yes - Reassemble the transmission fluid pump assembly. Please follow the WSM procedures in Section 307-01. Then, proceed to Step 10.

No - Replace the transmission fluid pump assembly. Please follow the WSM procedures in Section 307-01, (Overhaul > Transmission). Then, proceed to Step 10.

10. Reassemble the transmission. Please follow the WSM procedures in Section 307-01.

11. Carry out the transmission fluid cooler back flushing and cleaning. Clean the transmission-mounted transmission fluid cooler tubes by hand. Please follow the WSM procedures in Section 307-02.

12. Reinstall the transmission in the vehicle. Please follow the WSM procedures in Section 307-01.

**IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.**

