



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

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

November 4, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 20B41**

Certain 2020 Model Year Super Duty and 2021 Model Year Medium Duty Vehicles
Equipped with a 6.7L Engine
Left Hand Side High Pressure Fuel Rail Replacement

PROGRAM TERMS

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

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2020	Kentucky	July 28, 2020 through September 13, 2020
Super Duty	2020	Ohio	August 3, 2020 through September 3, 2020
Medium Duty	2021	Ohio	July 30, 2020 through September 3, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the vehicle may have been built with a high pressure fuel rail where the internal fuel orifice may become dislodged. If the fuel orifice becomes dislodged, it can travel down and damage the pressure control valve pintle resulting in a Diagnostic Trouble Code (DTC) P0088.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the left hand side high pressure fuel rail using the technical instructions, even if DTC P0088 is not present. 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 November 16, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

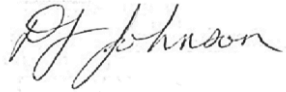
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification 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 cursive script that reads "D. Johnson".

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 20B41

Certain 2020 Model Year Super Duty and 2021 Model Year Medium Duty Vehicles

Equipped with a 6.7L Engine

Left Hand Side High Pressure Fuel Rail Replacement

OASIS ACTIVATION

OASIS will be activated on November 4, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 4, 2020. Owner names and addresses will be available by week of November 30, 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Customer Satisfaction Program 20B41

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Equipped with a 6.7L Engine

Left Hand Side High Pressure Fuel Rail 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
 - F-650/F-750 trucks – 2 years, regardless of miles driven

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 20B41 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.
- **Repair/Claim Coding**
 - Casual Part: 9D280
 - Customer Concern Code: E29
- **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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Customer Satisfaction Program 20B41**

Certain 2020 Model Year Super Duty and 2021 Model Year Medium Duty Vehicles

Equipped with a 6.7L Engine

Left Hand Side High Pressure Fuel Rail Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2020MY Super Duty 6.7L - Replace Left Hand Side High Pressure Fuel Rail	20B41B	1.5 Hours
2021MY Medium Duty 6.7L 0 Replace Left Hand Side High Pressure Fuel Rail	20B41C	1.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

IMPORTANT NOTE: Ford Engineering has determined that high pressure fuel lines can be reused for this Field Service Action directed repair of newer vehicles. These fuel lines are normally directed to be discarded in workshop manual procedures, due to unknown history of past repairs and mix of vehicle ages, which can compromise threads and sealing surfaces. However, any high pressure fuel lines that are dropped, or otherwise suspect as damaged, should be replaced per regular workshop manual procedure.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
LC3Z-9D280-D	Left Hand Side High Pressure Fuel Rail	1	1

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, RETURN, & SCRAPPING


Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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 2020 MODEL YEAR SUPER DUTY AND 2021 MODEL YEAR MEDIUM DUTY VEHICLES EQUIPPED WITH A 6.7L ENGINE — LEFT HAND (LH) SIDE HIGH PRESSURE FUEL RAIL REPLACEMENT

SERVICE PROCEDURE

 **WARNING:** When handling fuel, always observe fuel handling precautions and be prepared in the event of fuel spillage. Spilled fuel may be ignited by hot vehicle components or other ignition sources. Failure to follow these instructions may result in serious personal injury.

NOTICE: Do not work on the fuel system until the pressure has been released and the engine has cooled. Fuel in the high-pressure fuel system is hot and under very high pressure. High pressure fuel may cause cuts and contact with hot fuel may cause burns. Failure to follow these instructions may result in serious personal injury.

NOTICE: Fuel injection equipment is manufactured to very precise tolerances and fine clearances. To prevent fuel system damage, it is essential that absolute cleanliness is observed when working with these components.



All Vehicles

IMPORTANT NOTE: Ford Engineering has determined that high pressure fuel lines can be reused for this Field Service Action directed repair of newer vehicles. These fuel lines are normally directed to be discarded in workshop manual procedures, due to unknown history of past repairs and mix of vehicle ages, which can compromise threads and sealing surfaces. However, any high pressure fuel lines that are dropped, or otherwise suspect as damaged, should be replaced per regular workshop manual procedures.

1. Release the fuel system pressure. Please follow the Workshop Manual (WSM) procedures in Section 310-00B.

Super Duty Vehicles (For F650/750 Vehicles proceed to Page 3)

2. Remove the secondary (LH side) battery tray. Please follow the WSM procedures in Section 414-01.
3. If equipped, remove the left engine sound shield retainers, then remove the sound shield. See Figure 1.

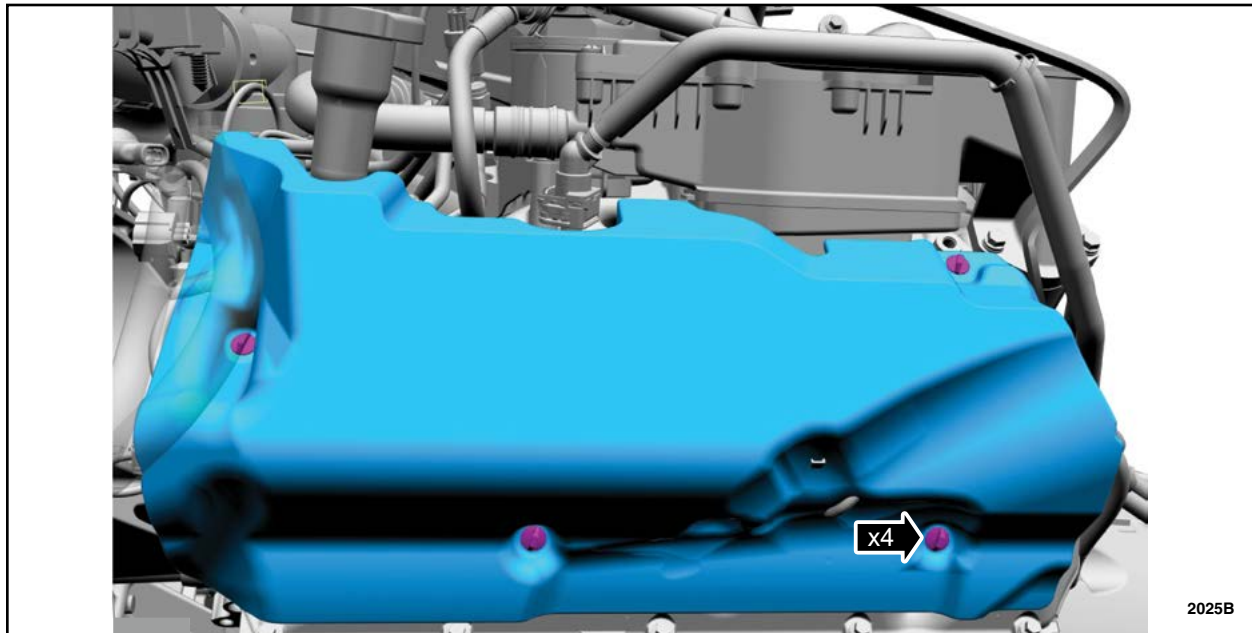


FIGURE 1



F650/750 Vehicles

4. Disconnect the battery ground cables (both if equipped). Please follow the WSM procedures in Section 414-01.
5. Remove the bolts and position aside the power steering fluid reservoir. See Figure 2.

Torque to:

- Vehicles with metal mounting bracket: 22 lb.ft (30 Nm).
- Vehicles with all plastic reservoir: 30 lb.ft (40 Nm).

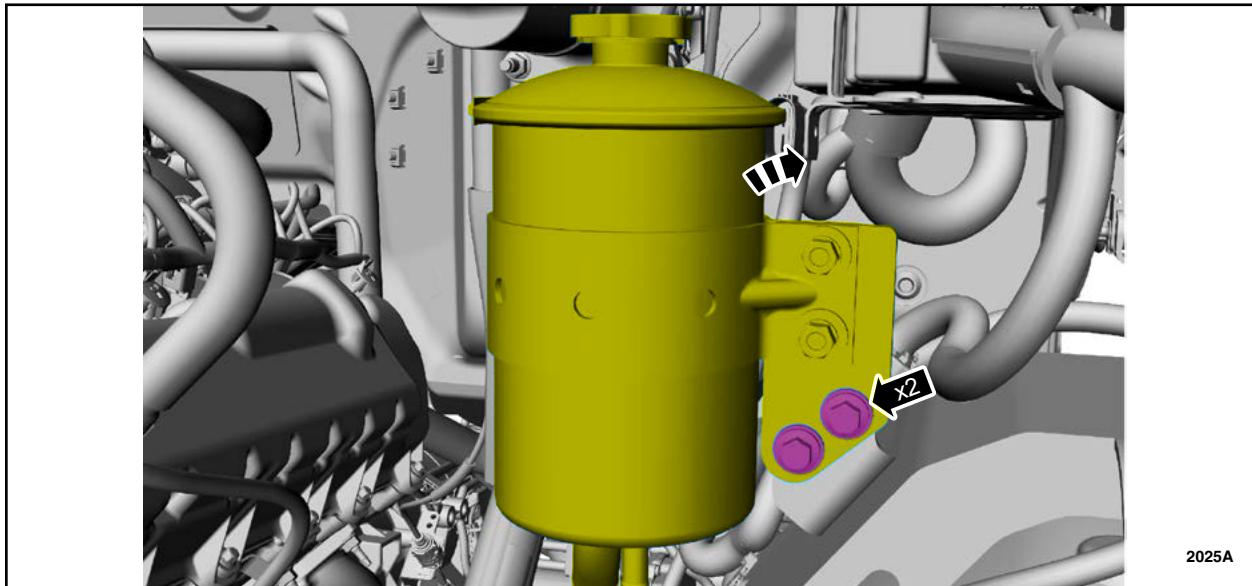


FIGURE 2



All Vehicles

NOTE: Pay close attention to the fuel injector wiring harness routing and the connection points for reassembly.

6. Position aside the left hand (LH) fuel rail wiring harness. See Figure 3.

- Disconnect the four (4) fuel injector electrical connectors.
- Disconnect the electrical connector.
- Disconnect the three (3) fuel wiring harness retainers from the fuel rail and position aside the harness.

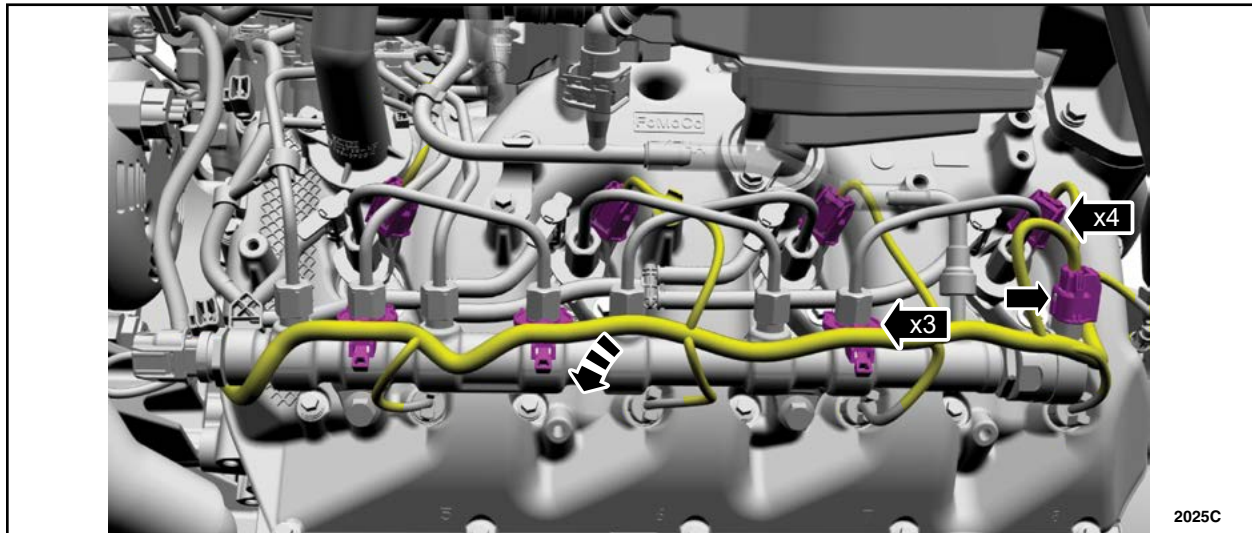


FIGURE 3



7. NOTICE: Fuel injection equipment is manufactured to very precise tolerances and fine clearances. To prevent fuel system damage, it is essential that absolute cleanliness is observed when working with these components.

- Position aside the LH fuel injector supply tubes. See Figure 4.

- a. Loosen the four (4) fuel injector supply tube fittings at the injectors.
- b. Fully remove the four (4) fuel injector supply tube-to-fuel rail tube fittings and position aside all four tubes.

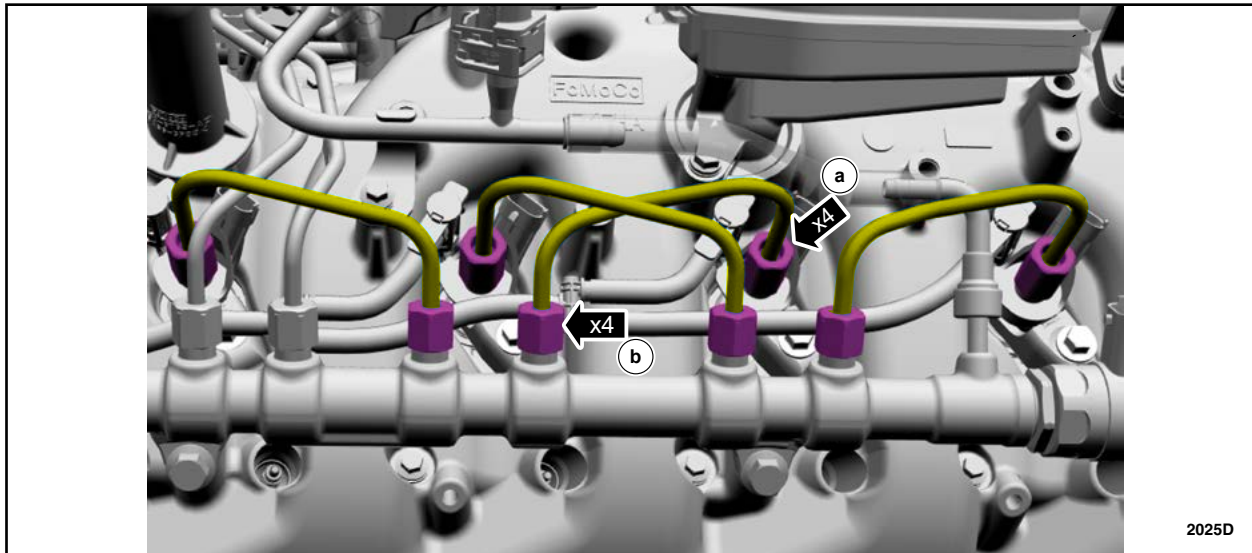


FIGURE 4

8. Loosen and disconnect the three (3) LH fuel rail supply tube fittings at the LH fuel rail. See Figure 5.

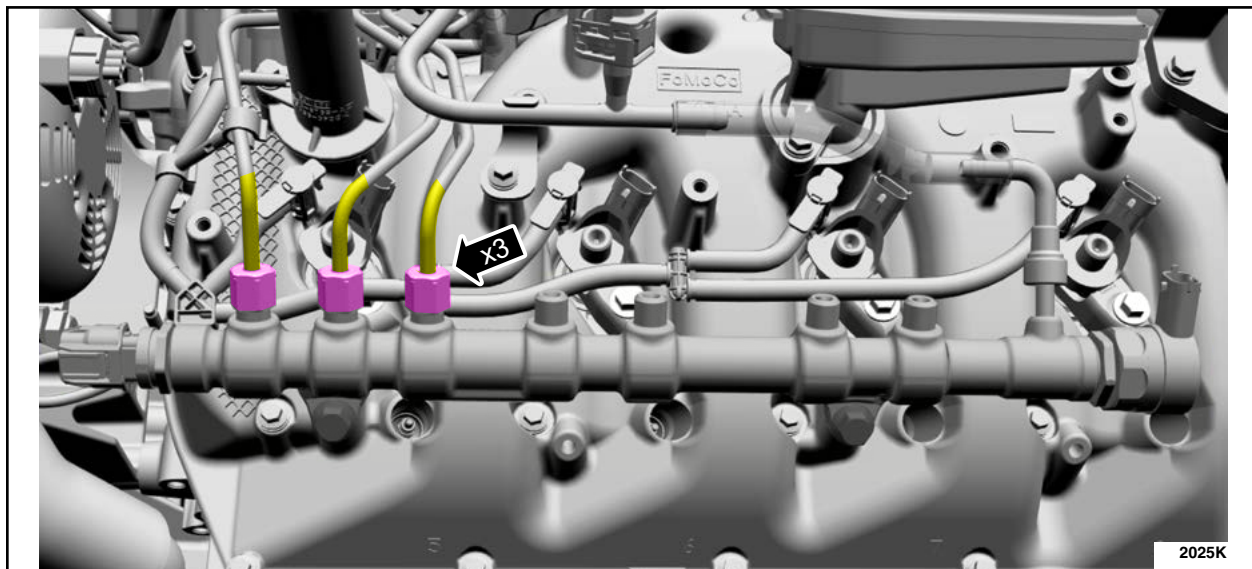


FIGURE 5



9. Disconnect the fuel rail supply tube from the fuel rail. Please follow the WSM procedures in Section 310-00B. See Figure 6.

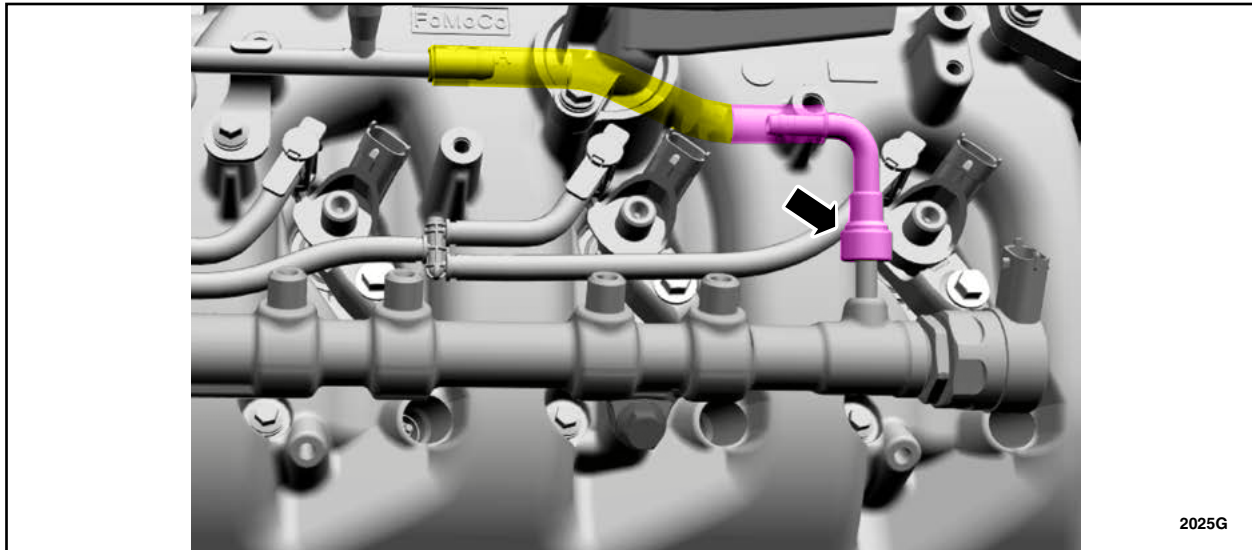


FIGURE 6

10. **NOTE:** The use of a pair of long needle nose pliers or another commercially available tool may aid in the releasing of the center fuel injector return hose fitting lock. See Figure 7.

- Pull up on the center of the fuel injector return hose fittings to release the center fuel injector return hose fitting locks, then pull up on the fuel injector return hose fittings to disconnect.
- Detach the retainer and position aside the fuel injector return hoses.

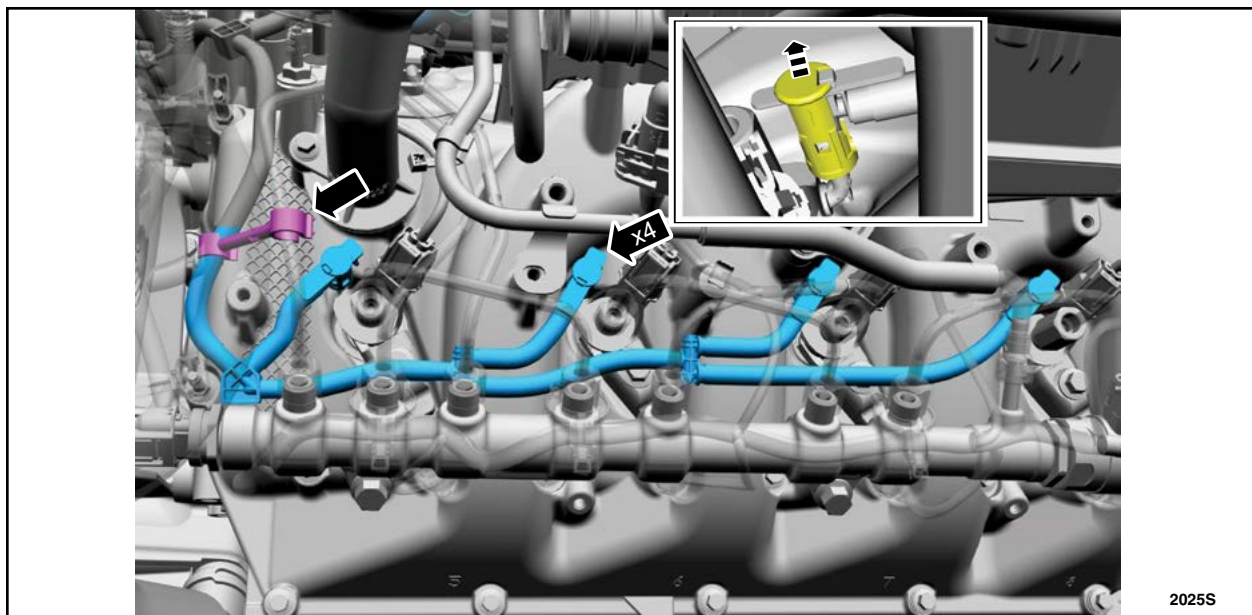


FIGURE 7



11. Disconnect the LH fuel rail electrical connector. See Figure 8.

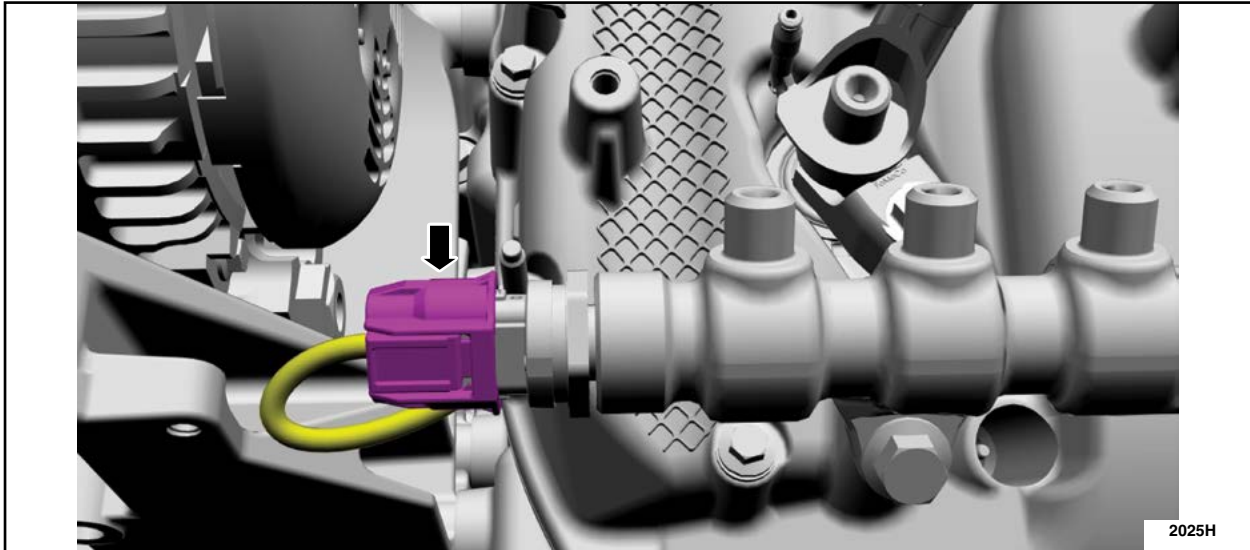


FIGURE 8

12. Remove the LH fuel rail bolts, then remove and discard the LH fuel rail only. See Figure 9.

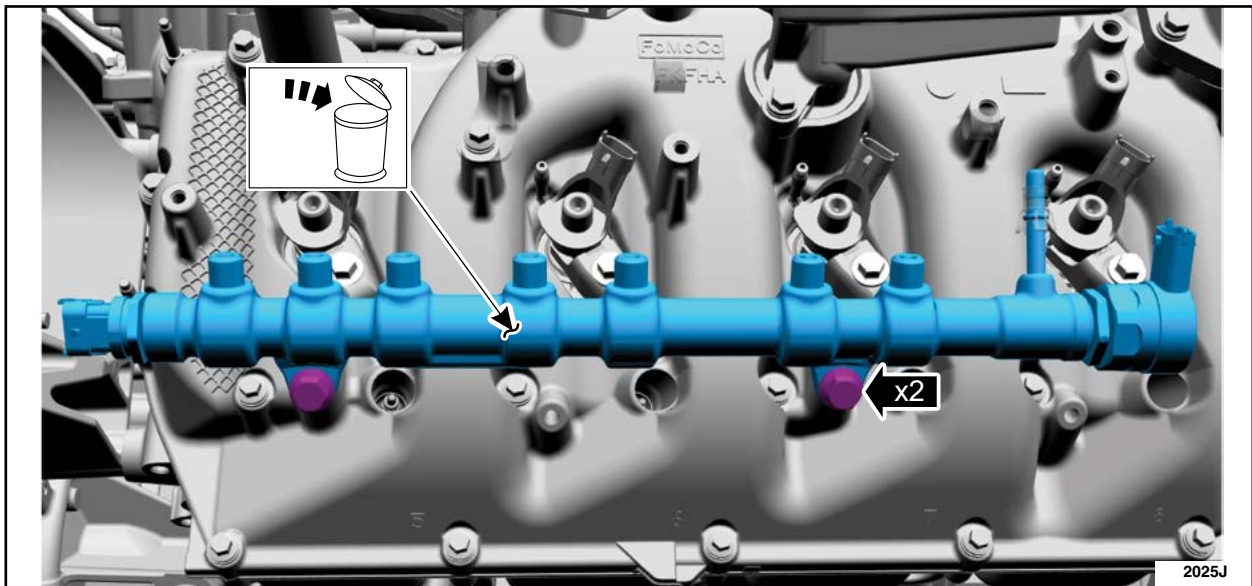


FIGURE 9



13. Position the new fuel rail in place and hand start the fuel rail bolts at this stage. See Figure 10.

NOTE: The fuel rail bolts will be tightened later in this procedure.

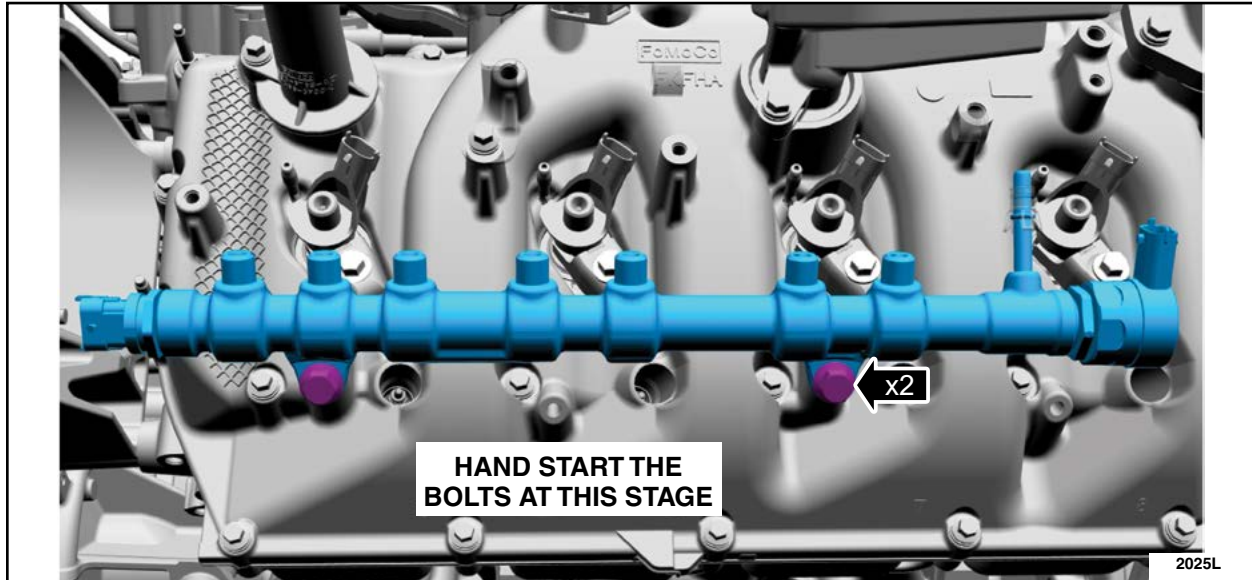


FIGURE 10

14. Install the fuel injector return hoses to the left side of the engine, then attach the left fuel injector return hose to the hose retainers. See Figure 11.

- Push down on the fuel injector return hose fitting tabs to connect the fuel injector return hose fittings to the fuel injectors.
- Push down on the center of the fuel injector return hose fittings to lock the fittings to the fuel injectors.

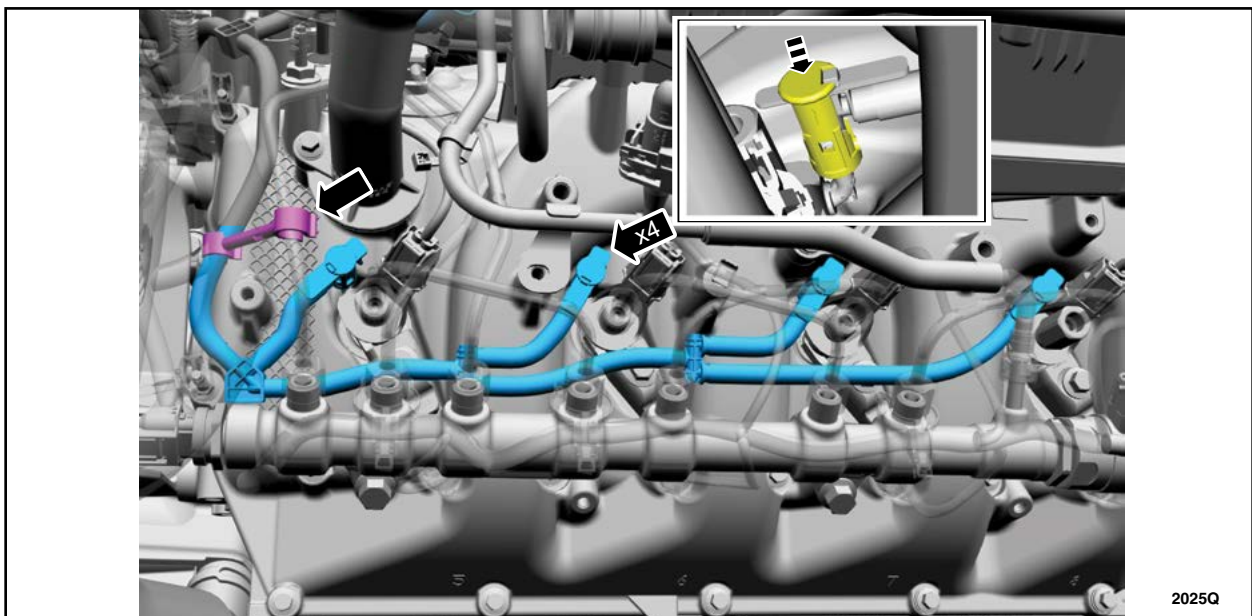


FIGURE 11



15. Connect the LH fuel rail electrical connector. See Figure 8.

16. **NOTE:** The fuel rail supply tube fittings will be tightened later in this procedure.

- Connect, but do not tighten at this time, the three (3) LH fuel rail supply tube fittings to the LH fuel rail. See Figure 12.

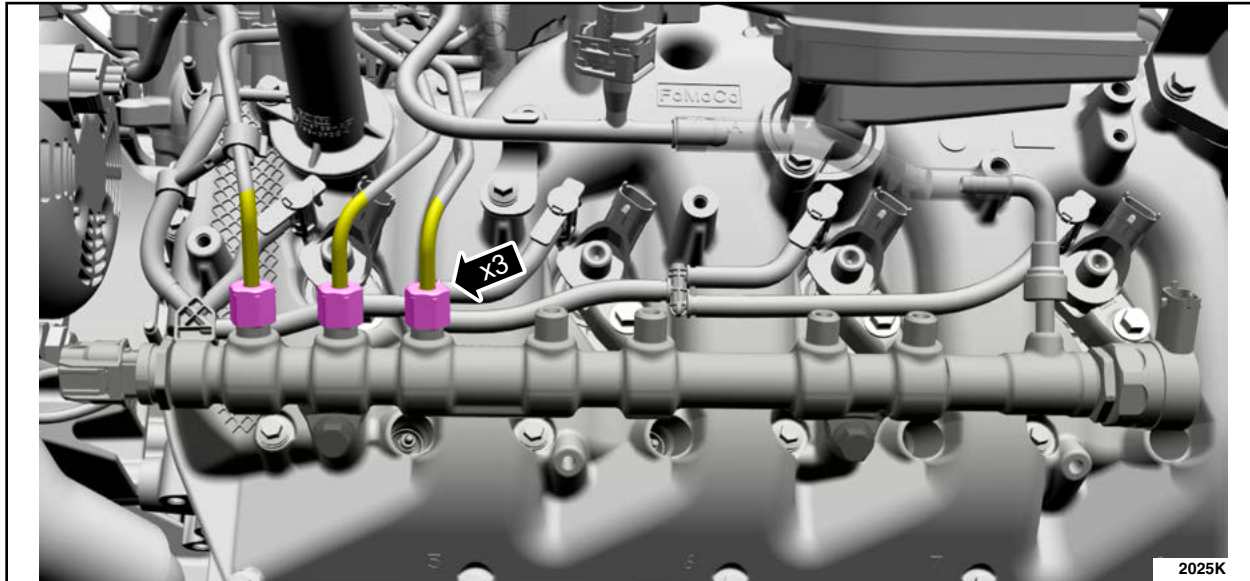


FIGURE 12



17. Connect the fuel rail supply tube to the fuel rail. See Figure 6.

18. Position back the fuel injector supply tubes between the fuel rail and the fuel injectors. Fully hand-start and seat the fuel injector supply tube fittings onto the fuel rail and the fuel injectors. Tighten the fuel rail and the fuel rail supply tube fittings in the stages and in the sequence shown below. See Figure 13.

Torque:

1-2 fuel rail mounting bolts : 18 lb.ft (24 Nm)

3-6 fuel injector supply tube fittings to fuel injectors : 89 lb.in (10 Nm)

7-10 fuel injector supply tube fittings to fuel rail : 89 lb.in (10 Nm)

3-6 fuel injector supply tube fittings to fuel injectors : 65°

7-10 fuel injector supply tube fittings to fuel rail : 65°

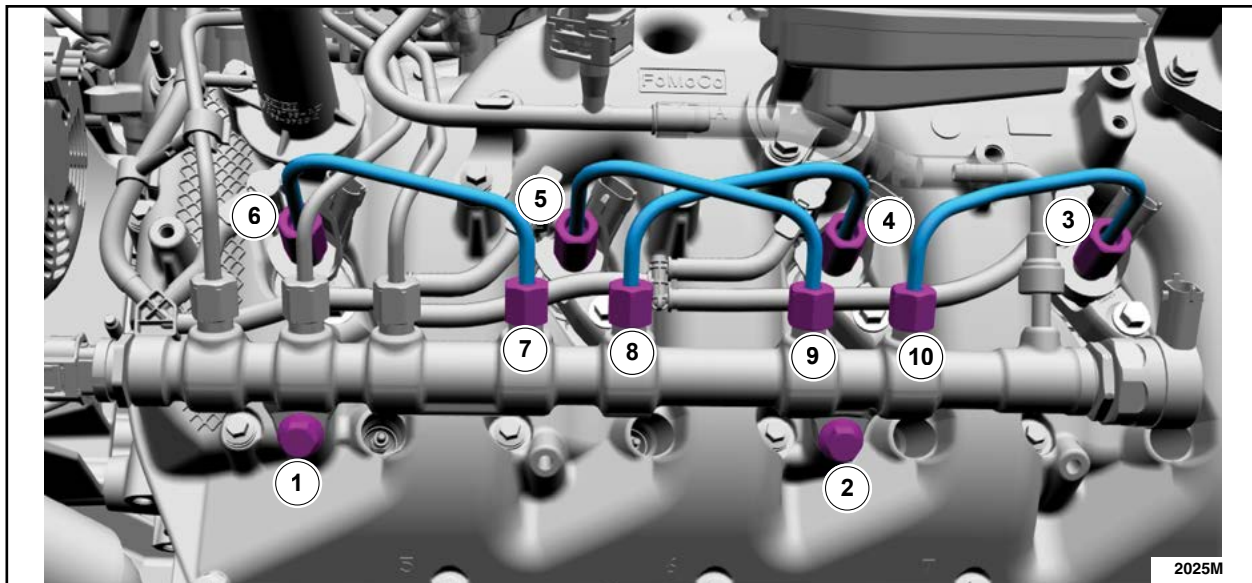


FIGURE 13



19. Tighten the fuel rail supply tube fittings in the following stages and in the sequence shown.
See Figures 5 and 14.

Torque:

Stage 1: Tighten to: 89 lb.in (10 Nm)

Stage 2: Tighten an additional: 65°

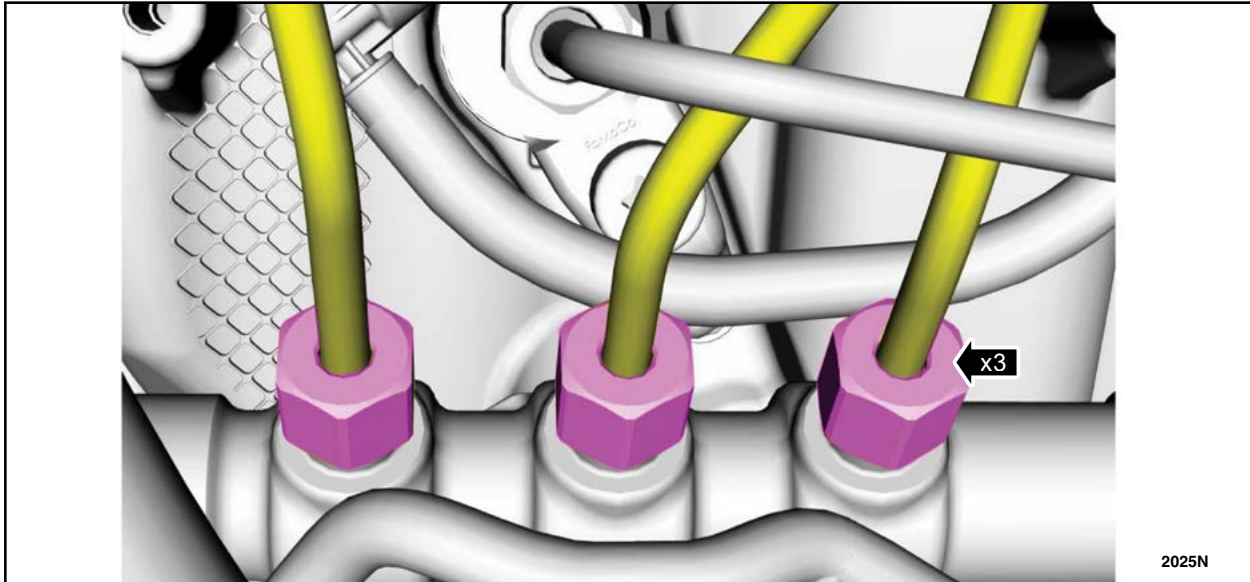


FIGURE 14

20. Position back the left hand (LH) fuel rail wiring harness. See Figure 15.

- Connect the four (4) fuel injector electrical connectors.
- Connect the electrical connector.
- Connect the three (3) fuel wiring harness retainers to the fuel rail.

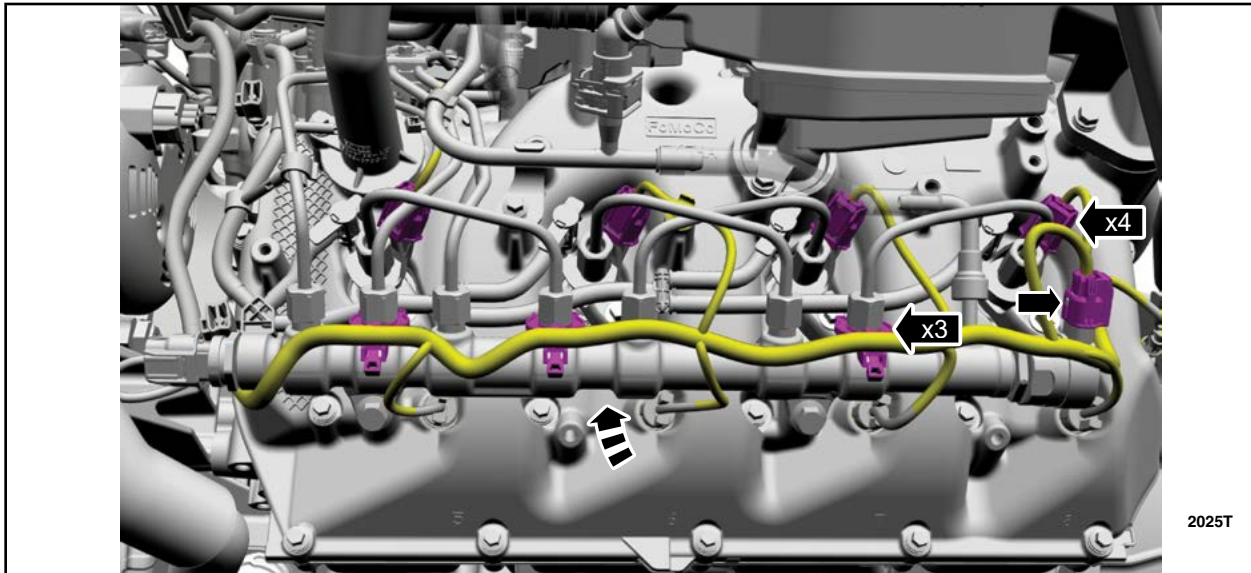


FIGURE 15



F650/750 Vehicles

21. Position back and install the power steering fluid reservoir by reversing Step 5. See Figure 2.
22. Connect the battery. Please follow the WSM procedures in Section 414-01.

Super Duty Vehicles

23. If equipped, install the left engine sound shield and retainers. See Figure 1.
24. Install the secondary battery tray and battery. Please follow the WSM procedures in Section 414-01.

All Vehicles

25. Fill the degas bottle with the recommended coolant mixture and fill level. Please follow the WSM procedures in Section 303-03B.
26. Bleed the fuel system. Please follow the WSM procedures in Section 310-00B.

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.





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

November 2020

Customer Satisfaction Program 20B41

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 one of the high pressure fuel rails was assembled incorrectly.

What is the effect? This may result in a rough running engine with the malfunction indicator lamp illumination, potentially followed by a reduction in power.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the high pressure fuel rail free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until November 30, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.

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

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.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B41. 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.

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.

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