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 Service Engineering Operations
 Ford Customer Service Division

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

December 9, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20N07 – Supplement #1**
 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
Customer Satisfaction Program 20N07
 Published October 9, 2020

New! REASON FOR THIS SUPPLEMENT

- **Parts Requirements:** All parts are now available through normal ordering procedures.
- **Parts Retention and Scrapping Policy:** Updated with scrapping policy.

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 have been 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.

NEW! 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 – Supplement #1

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Transmission Extended Warranty Coverage

OASIS ACTIVATION

OASIS was 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.

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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.

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- **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.

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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

NEW! PARTS REQUIREMENTS / ORDERING INFORMATION

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

Order your parts 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.

NEW! PARTS RETENTION AND 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 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.





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 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.

**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.

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



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 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.

**COVID-19
(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.

**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.

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.

The Lincoln Motor Company