



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

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

April 9, 2021

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Customer Satisfaction Program 21B10 - Supplement #1**
 Certain 2017-2020 Model Year F-150 Equipped with a 3.5L GTDI Engine
 Powertrain Control Module Reprogram for Cam Phaser Rattle
REF: **Customer Satisfaction Program 21B10**
 Dated March 2, 2021

New! REASON FOR THIS SUPPLEMENT

- **Reports of “Transmission Shudder” after PCM Reprogram: Dealers are instructed to STOP PERFORMING THIS FIELD SERVICE ACTION UNTIL FURTHER NOTICE.** There are reports that the latest calibration may cause a shudder (which may be described as a transmission shudder). This shudder is under investigation.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150*	2017-2020	Dearborn	March 10, 2016 through November 30, 2019
		Kansas	April 15, 2016 through November 30, 2019

Note: This program does NOT include the F-150 Raptor/Limited variants.

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, an undesirable noise may develop from the cam phasers in the 3.5L GTDI engine. This noise might occur as a rattle when starting the engine after the vehicle was turned off for an extended period of time, or as a knocking noise when the engine is idling after it is warmed up.

A cam phaser that has developed an undesirable noise does not affect the vehicle safety, performance, or emissions.

New! SERVICE ACTION

Do not perform any action at this time on these vehicles. Please monitor PTS for updated information.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of record will be notified via first-class mail after repair instructions information have been provided to dealers.

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 System (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.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

David J. Johnson