



David J. Johnson
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Service Engineering Operations
Ford Customer Service Division

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

June 8, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 21B26 – Supplement #1
Certain 2020 Model Year Mustang GT500/GT350 Equipped with a 5.2L Engine
Secondary Timing Chain Tensioner

New! REASON FOR THIS SUPPLEMENT

- **Attachment III Technical Instructions:** Technical instructions have been updated to clarify cylinder head replacements.
- **Parts List:** Removed Con Rod Bearing from parts list, as part was deemed unnecessary for replacement.
- **Attachment IV: 21B36 Mobile Inspection Record.** Required to be filled out when implementing a Mobile Inspection.
- **Mobile Inspection Additional Information:** Added verbiage on how to execute Attachment IV

PROGRAM TERMS

This program will be in effect through April 30, 2022. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of one year from April 26, 2021 to April 30, 2022 to encourage dealers and customers to have this service performed as soon as possible. We recommend dealers utilize their FSA VIN Lists name and address on or after May 20, 2021 to contact customers.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang GT500/GT350	2020	Flatrock Assembly	December 2, 2019 through December 16, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the engine's secondary timing chain tensioner may not have been properly activated during assembly, which could result in a timing loss. Timing loss could lead to internal engine damage, a rough running engine, and engine misfires.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect the vehicle for secondary timing chain tensioner activation. 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 May 10, 2021. 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

New! Attachment III: Technical Information

New! Attachment IV: Mobile Inspection Record

Owner Notification Letter

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,



David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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Mobile Inspection Recommendations

- Mobile Inspection is only for inspecting the timing chain tensioner through the oil fill.
- Confirm with customer a mobile inspection is feasible.
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of these inspections, a specialty vehicle is not required.

New! Mobile Inspection Additional Information

Please ensure the technician brings the following to the mobile inspection destination:

- *Dealers must retain a Mobile Inspection Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.*
- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Charged cell phone, and laptop.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.
- Recommended tools for inspection: mirror, flashlight, tools to reposition degas bottle.

Mobile Inspection Questions and Assistance

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on April 26, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since April 26, 2021. Owner names and addresses have been available since May 24, 2021.

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.

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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.

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
- 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.

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CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 21B26 is the sub code.
 - Customer Concern Code (CCC): D50
 - Condition Code (CC): 12
 - Causal Part Number: 6K254
 - Part Quantity: 0
 - 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.
- **Towing Allowance:** A towing allowance is being provided for vehicles that require repair at the dealership. To claim the allowance, enter the actual towing cost as OTHER in the Misc. Expense area of the claim form. Please provide a Towing Invoice to the SSSC. Contact the SSSC if the vehicle is inaccessible for mobile inspection and requires additional support for towing.

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LABOR ALLOWANCES

Description – GT500 and GT350	Labor Operation	Labor Time
Dealership Inspection – Inspect tensioner through oil fill	21B26A	0.4 Hours
Mobile Inspection – Can be used with 21B26A when inspection takes place away from the dealership <ul style="list-style-type: none"> • If additional time is required due to travel, please submit an SSSC approval form 	21B26MM	0.5 Hours
Does Not Pass Inspection - Remove cam covers to check if timing is out <u>Timing is good</u> , remove front cover, replace secondary drive tensioner, guide, and chain	MT21B26B	Up to 8.0 Hours
Does Not Pass Inspection - Remove cam covers to check if timing is out: <u>Timing is out</u> , remove spark plugs perform cylinder leak down <u>No contact</u> - remove front cover replace secondary drive tensioner, guide, chain, Cylinder head and set timing	MT21B26C	Up to 16.5 Hours
Does Not Pass Inspection - Remove cam covers to check if timing is out: <u>Timing is out</u> , remove spark plugs perform cylinder leak down <u>Contact</u> - remove front cover replace secondary drive tensioner, guide, chain, cylinder head, set timing and replace pistons and rod	MT21B26D	Up to 20.0 Hours

- **IMPORTANT:** Please contact the SSSC before moving forward with the following repair labor operations: MT21B26B, MT21B26C and MT21B26D. Only one “Does Not Pass Inspection” labor operation can be claimed per vehicle if the vehicle does not pass inspection. The “Does Not Pass Inspection” labor operation can be claimed with dealership inspection “21B26A” and mobile inspection “21B26MM” if utilized.

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New! PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

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

Part Number	Description – GT500	Order Quantity	Claim Quantity
-6268-	Chain (Secondary)	2	2
-6K254-	Tensioner (Secondary)	2	2
-6K297-	Guide/Shoe (Secondary)	2	2
-6731-	Oil Filter	1	1
-6108-	PST (GT500)	8	8
-6135-	PIN PST (GT500)	8	8
-6140-	RET PST PIN (GT500)	16	16
-6200-	ROD ASY (GT500)	8	8
-6148-	Ring Pack (GT500)	8	8
-6049-	Cylinder Head Assembly RH (GT500)	1	1
-6049-	Cylinder Head Assembly LH (GT500)	1	1
-6065-	Cylinder Head Bolt	20	20
-6564-	Rocker Arm (GT500)	16	16
-6079-	Gasket Set (GT500)	1	1

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Part Number	Description – GT350	Order Quantity	Claim Quantity
-6268-	Chain (Secondary)	2	2
-6K254-	Tensioner (Secondary)	2	2
-6K297-	Guide/Shoe (Secondary)	2	2
-6108-	PST RH (GT350)	4	4
-6135-	PIN PST (GT350)	8	8
-6140-	RET PST PIN (GT350)	16	16
-6200-	ROD ASY (GT350)	8	8
-6148-	Ring Pack (GT350)	8	8
-6108-	PST LH (GT350)	4	4
-6731-	Oil Filter	1	1
-6049-	Cylinder Head Assembly RH (GT350)	1	1
-6049-	Cylinder Head Assembly LH (GT350)	1	1
-6065-	Cylinder Head Bolt	20	20
-6564-	Rocker Roller Finger (GT350)	32	32
-6079-	Gasket Set (GT350)	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.

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.

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Secondary Timing Chain Tensioner

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1, 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2020 MODEL YEAR MUSTANG GT500 AND GT350 VEHICLES EQUIPPED WITH A 5.2L ENGINE — SECONDARY TIMING CHAIN TENSIONER

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MOBILE / DEALERSHIP INSPECTION

1. Remove the oil fill cap. See Figure 1.

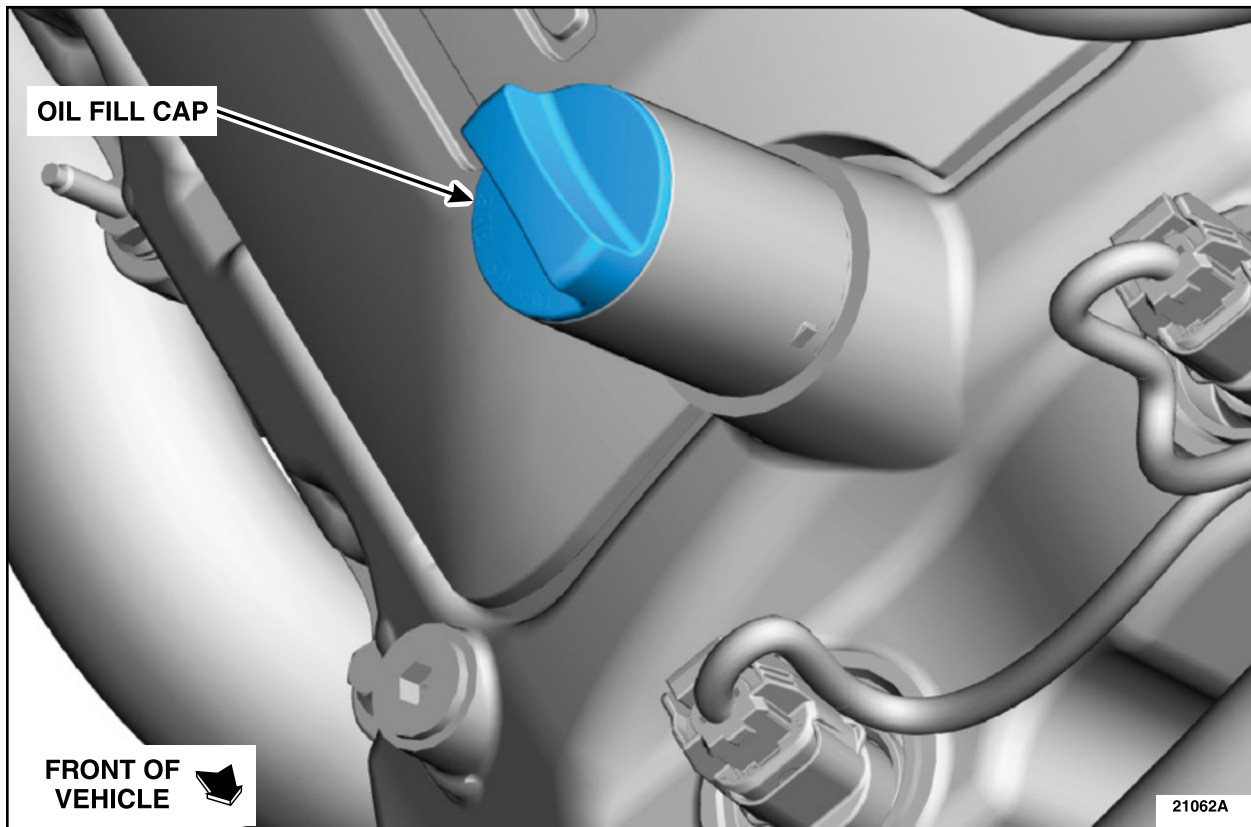


FIGURE 1



2. Inspect the Right Hand (RH) secondary timing chain tensioner for activation. The RH secondary timing chain tensioner is inspected through the oil fill opening using a mirror and when activated will show the groove in the shaft of the tensioner. See Figures 2 and 3. Is the groove on the RH secondary timing chain tensioner visible?

If YES - Install the oil fill cap. This recall does not apply to this vehicle.

If NO - Proceed to Step 3.

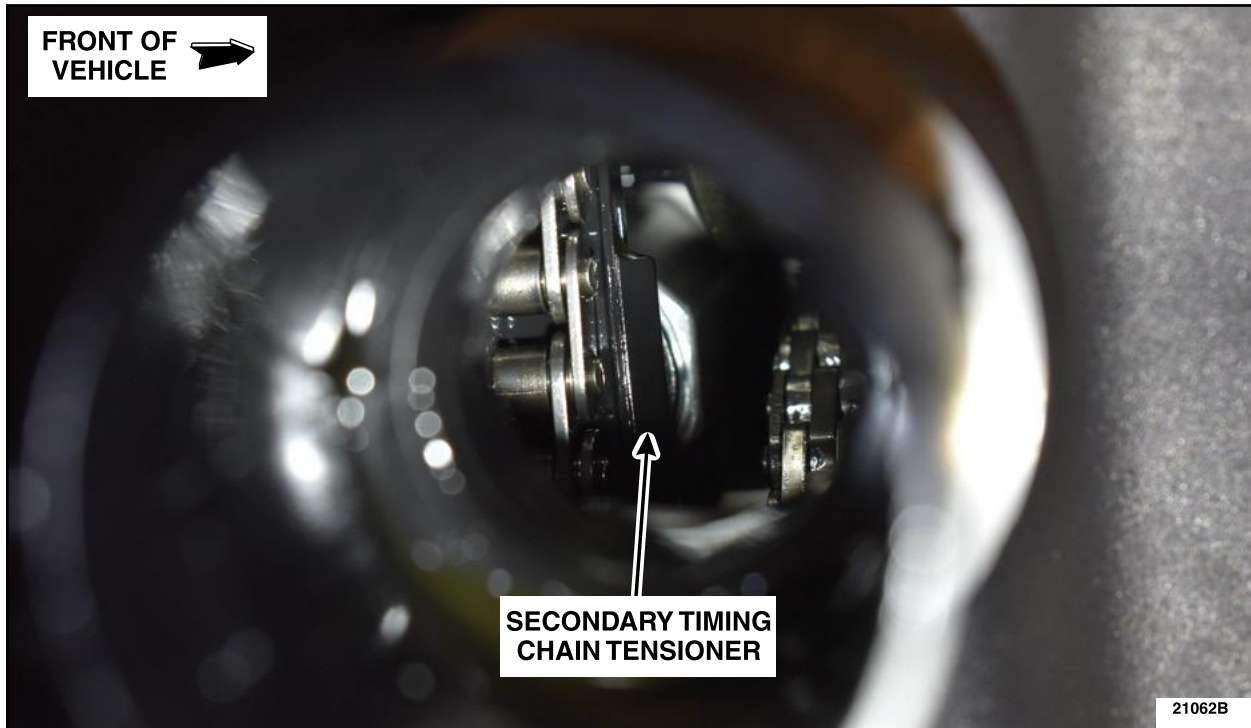


FIGURE 2

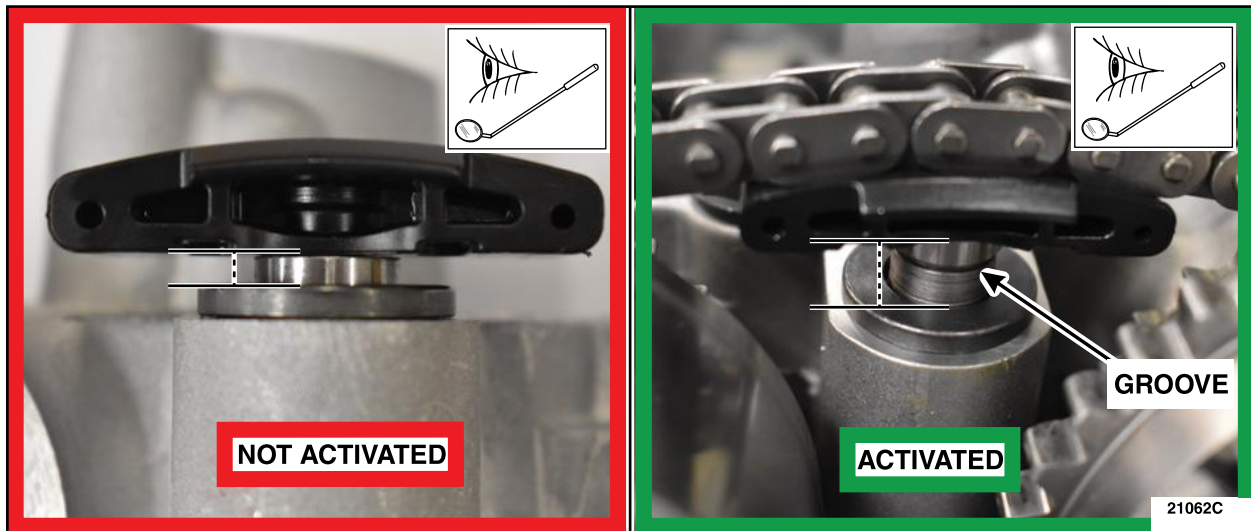


FIGURE 3



NOTE: Do not disconnect any of the coolant hoses.

3. Remove the retainers and position aside the degas bottle. See Figure 4.

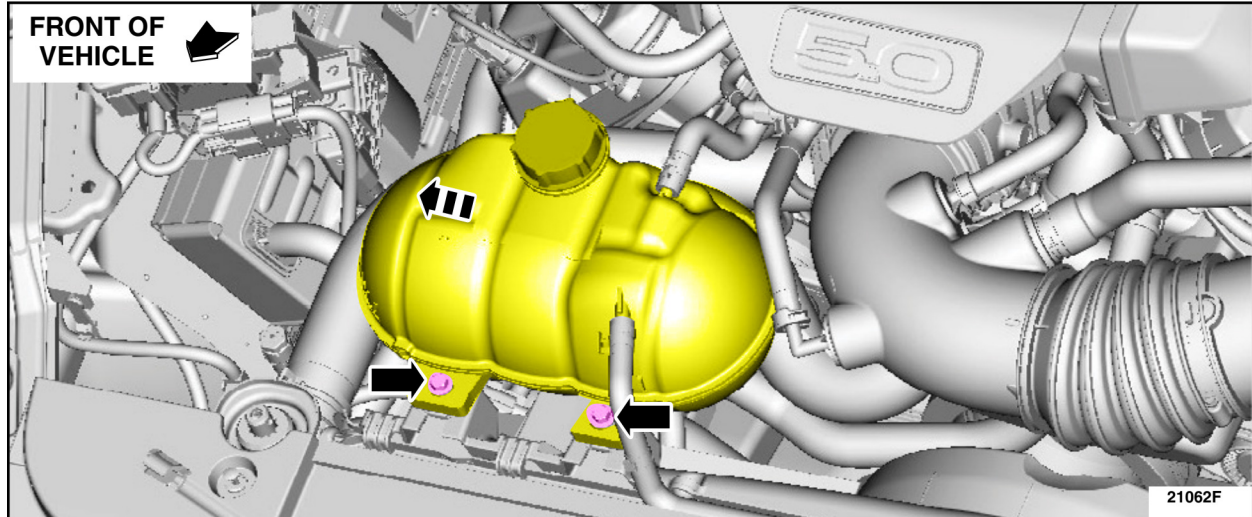


FIGURE 4

4. Rotate the engine from the 12 o'clock position to the 8:30 position and reinspect the secondary timing chain tensioner. See Figures 2 and 3. Is the groove on the secondary timing chain tensioner visible after rotating the engine?

If YES - Proceed to Step 5.

If NO - For Mobile Inspection: Contact the SSSC. Vehicle will need to be towed to the dealership for repair.

- For Dealer Inspection: Proceed to the Service Procedure on Page 4.

5. Position back the degas bottle and install the retainers. See Figure 4.

• Torque: 80 lb.in (9 Nm)

6. Install the oil fill cap. See Figure 1. This recall does not apply to this vehicle.



NEW! SERVICE PROCEDURE

NOTE: Proceed with the Service Procedure only after a vehicle has failed Inspection.

1. Remove the valve covers. Please follow the Workshop Manual (WSM) procedures in Section 303-01.
2. Using the crank bolt, rotate the engine until the single blue timing link is aligned to the timing mark on the exhaust VCT. See Figure 5.

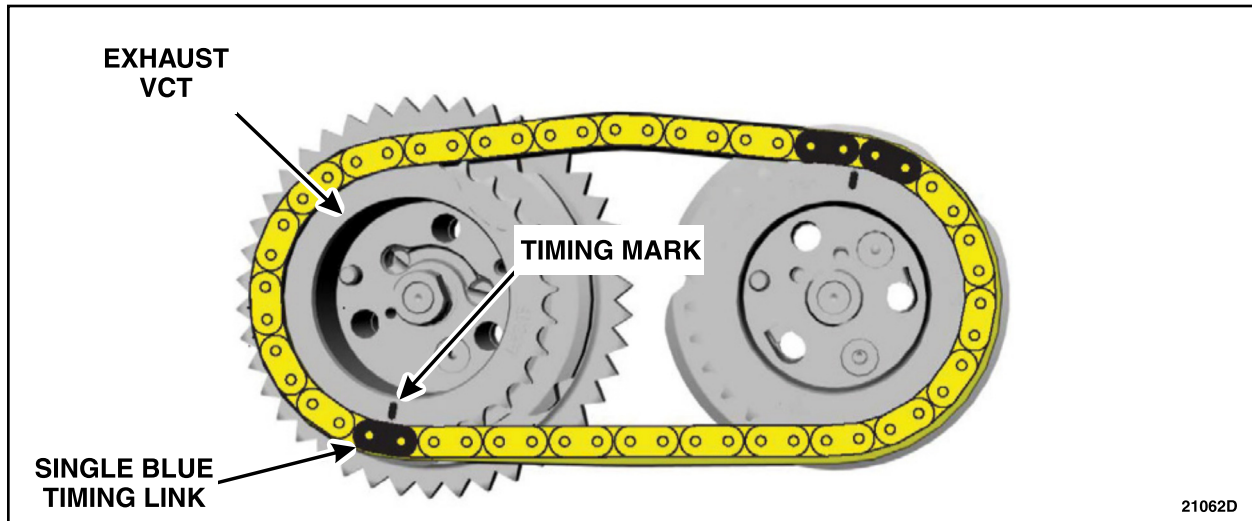


FIGURE 5

3. Check the timing on both the RH and LH secondary timing chain. Is the intake VCT timing mark between the double blue timing link? See Figure 6.

If YES for BOTH sides - Proceed to Step 6.

If NO for ONE or BOTH sides - Proceed to Step 4.

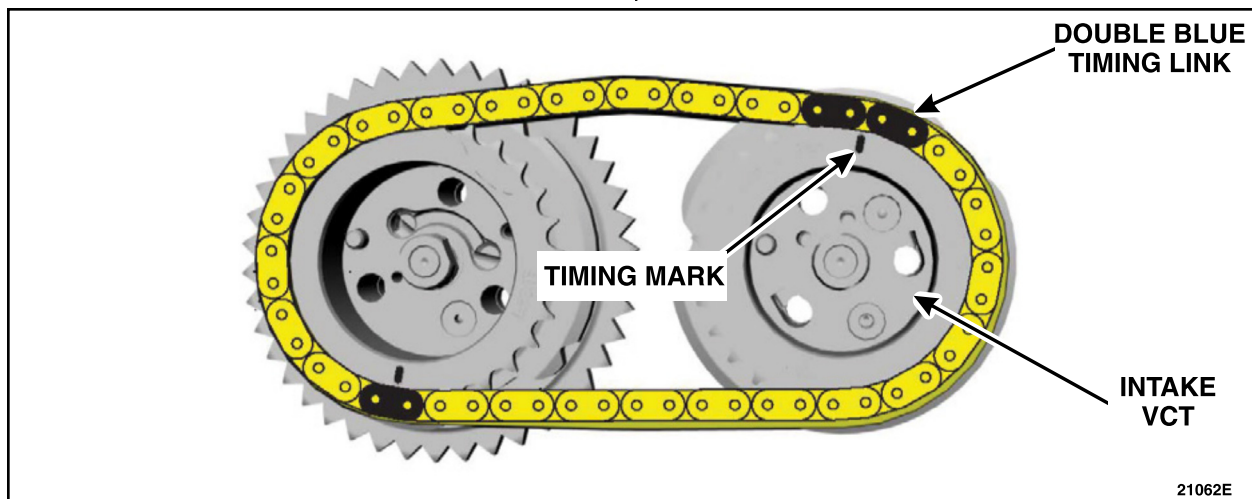


FIGURE 6



4. Remove the spark plugs on the affected side(s). Please follow the WSM procedures in Section 303-07.
5. Perform a Cylinder Leakage Detection Test on the affected side(s). Please follow the WSM procedures in Section 303-00.

Pass - Proceed to Step 8.

Does Not Pass - Proceed to Step 7.

6. Replace both the RH and LH Secondary Timing Chain Tensioner, Secondary Timing Chain Tensioner Shoes/Guides, and the Secondary Timing Chain. Please follow the WSM procedures in Section 303-01. This completes this recall.

7. Replace both the RH and LH Secondary Timing Chain Tensioner, Secondary Timing Chain Tensioner Shoes/Guides, and the Secondary Timing Chains. On the affected side(s), replace the Pistons, Connecting Rods, Cylinder Head. *Transfer existing Connecting Rod bearings from the discarding connecting rods to the new connecting rods. The bearing surface conforms to the Pin Journal, keep the bearings with the same location on the Crankshaft Pin Journal.* Please follow the WSM procedures in Section 303-01. This completes this recall.

8. Replace both the RH and LH Secondary Timing Chain Tensioner, Secondary Timing Chain Tensioner Shoes/Guides, and the Secondary Timing Chains. On the affected side(s), replace the Cylinder Head. Please follow the WSM procedures in Section 303-01. This completes this recall.

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.



Customer Satisfaction Program 21B26 – Supplement #1
Certain 2020 Model Year Mustang Vehicles Equipped with a 5.2L Engine Secondary Timing Chain Tensioner

MOBILE INSPECTION

VIN _____ received:

As outlined below for the 21B26 Field Service Action program.

Mobile Inspection – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date



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

May 2021

Customer Satisfaction Program 21B26

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, the engine's secondary timing chain tensioner may not have been properly activated during assembly, which can result in a loss of camshaft timing.

What is the effect? Camshaft timing loss may result in internal engine damage, a rough running engine, and/or engine misfires.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to perform a mobile or in dealership inspection free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until April 30, 2022 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for the mobile or in dealership inspection is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. If a repair is determined during the mobile inspection, your vehicle will be towed and repaired at your local dealership.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B26. 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 owner.ford.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 parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Mobile Inspection

With customer authorization, Ford has authorized your local dealership to inspect your vehicle at a convenient time and location.

**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 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: 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: 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