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 Director  
 Service Engineering Operations  
 Ford Customer Service Division

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

*August 4, 2021*

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 21B42 – Supplement #1**  
 Certain 2020-2021 Model Year F-350 to F-550 Ambulance and Wrecker Vehicles  
 Equipped with a 6.7L Diesel or 7.3L Gas Engine  
 Certification Label and Front Spring Mismatch to Order Guide

**REF:** **Customer Satisfaction Program 21B42**  
 Dated: July 13, 2021

**New! REASON FOR THIS SUPPLEMENT**

- *Service Action and Technical Information: Clarification regarding the Incomplete Vehicle Label.*

**PROGRAM TERMS**

This program will be in effect through July 31, 2022. There is no mileage limit for this program.

**URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of July 31, 2022.

We recommend dealers utilize their FSA VIN Lists name and address available on July 13, 2021 to contact customers with affected vehicles to determine which of the three options, as described below, the customer will be selecting.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty F-350 F-450 F-550	2020-2021	Kentucky Truck, Ohio Assembly	November 16, 2019 through November 09, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

All of the affected vehicles were built with front spring and front gross axle weight rating (FGAWR) below the customer expected value. The marketing Order Guide stated that on units equipped with Ambulance & Wrecker packages, customers would get up to 7000 lb front spring FGAWR. The front coil springs were built to match the FGAWR labels on these units. The customer did not receive the front coil spring capability they were expecting based on the data in the marketing Order Guide and their reserve capacity might be lower than expected.

## **New! SERVICE ACTION**

**For in-stock vehicles:** Before delivering any new in-stock vehicles involved in this program, dealers are to replace the vehicle's certification weight label, both front coil springs, and for F-350 4X2 Twin I Beam vehicles only perform a front wheel alignment.

**Upfitter NOTE:** *For incomplete vehicles, apply the Incomplete Vehicle (larger) Label to the Incomplete Vehicle book on top of the current label.*

**Dealer NOTE:** *For complete vehicles, destroy the Incomplete Vehicle Label (there should be no incomplete book for built up ambulances or wreckers).*

**For sold vehicles:** Customers have three options associated with this program (Refer to the Owner Letter for more information):

1. Compensation for the equivalent value of the vehicle specification originally ordered (\$125). See Customer Waiver at the bottom of the Customer Letter.
2. Dealer to modify the vehicle to meet the original specified FGAWR of up to 7000 lbs by replacing both front coil springs and the safety certification label at no charge to the vehicle owner.
3. Dealer to process a refund request for a previously paid repair of front coil springs. See Refund section below for more information.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of July 26, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, 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 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

**Customer Satisfaction Program 21B42 - Supplement #1**

Certain 2020-2021 Model Year F-350 to F-550 Ambulance and Wrecker Vehicles Equipped with a 6.7L Diesel or 7.3L Gas Engine - Certification Label and Front Spring Mismatch to Order Guide

**OASIS ACTIVATION**

OASIS will be activated on July 13, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 13, 2021. Owner names and addresses will be available by August 13, 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.

**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**

- 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 **July 31, 2022**.
- 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 front coil spring replacement.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

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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 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.

**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 (21B42) is the sub code.
    - Customer Concern Code (CCC): A99 - Administrative, mis-built
    - Condition Code (CC): 38 - Wrong Part
    - Causal Part Number: 5310
    - 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.

- **Provision for Locally Obtained Supply:** Includes the following Motorcraft chemicals or equivalent - XL-2 High Temp Nickel Anti-Seize Lubricant and XO-5W20-QFS SAE Full Synthetic Motor Oil (containers cover multiple vehicles).
  - Program Code: 21B42
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$3.00
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 21B42                      - 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.

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**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Certification Label (Includes SSSC Contact) and Replace Both (LH/RH) Front Coil Springs <i>Incomplete vehicles: Apply Incomplete Vehicle Label to the Incomplete Vehicle book on top of the current label.</i> <i>Completed Vehicles: Destroy the Incomplete Vehicle Label.</i>	21B42B	1.3 Hours
Alignment for Front Total Toe F-350 4X2 Twin I beam Vehicles Only.	21B42C	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
<b>F-450 - F-550 Monobeam Frame Only - 4X4 and 4X2</b>			
5C3Z-5310-AA	Front Coil Spring	2	2
W717718-S439	Flange Nut - Shock Absorber Lower	2	2
W500765-S439	Bolt - Shock Absorber Lower	2	2
W520214-S440	Nut - Stabilizer Link Upper	2	2
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	Claim as Misc. Other Up to \$3.00 Total	
XO-5W20-QFS	Motorcraft® SAE 5W-20 Full Synthetic Motor Oil (Use 1 drop on Wheel Stud Threads per WSM)		

Part Number	Description	Order Quantity	Claim Quantity
<b>F350 Twin-I Beam Frame Only - 4X2</b>			
7C3Z-5310-ZC	Front Coil Spring - F-350 4X2 Twin-I Beam	2	2
N806085-S441	Nut - Shock Absorber Lower	2	2
N802455-S439	Fastener - Upper Spring Bracket	2	2
34992-S2	Nut - Lower Spring	2	2
W706345-S439	Bolt - Sway Bar Link Upper	2	2
W520117-S441	Nut - Sway Bar Link Upper	2	2
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	Claim as Misc. Other Up to \$3.00 Total	
XO-5W20-QFS	Motorcraft® SAE 5W-20 Full Synthetic Motor Oil (Use 1 drop on Wheel Stud Threads per WSM)		

PARTS REQUIREMENTS / ORDERING INFORMATION Continued on Next Page

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**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

Part Number	Description	Order Quantity	Claim Quantity
<b>F-350 Monobeam Frame Only - 4X4</b>			
5C3Z-5310-CA	Front Coil Spring - F-350 4X4 Monobeam	2	2
W717718-S439	Flange Nut - Shock Absorber Lower	2	2
W500765-S439	Bolt - Shock Absorber Lower	2	2
W520214-S440	Nut - Stabilizer Link Upper	2	2
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	Claim as Misc. Other Up to \$3.00 Total	
XO-5W20-QFS	Motorcraft® SAE 5W-20 Full Synthetic Motor Oil (Use 1 drop on Wheel Stud Threads per WSM)		

Order your parts requirements 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.

**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.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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.

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**REPLACED FSA PARTS INSPECTION AND SIGN OFF (Continued)**

- 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<sup>st</sup> 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 2020-2021 MODEL YEAR SUPER DUTY F-350 TO F-550 AMBULANCE AND WRECKER VEHICLES EQUIPPED WITH A 6.7L DIESEL OR 7.3L GAS ENGINE CERTIFICATION LABEL AND FRONT SPRING MISMATCH TO ORDER GUIDE

### **NEW !** SERVICE PROCEDURE

- Dealers are to order a new Safety Certification label *and an Incomplete Vehicle Label (not necessary for all vehicles)* per Vehicle Identification Number (VIN), from the Special Service Support Center (SSSC) **BEFORE** scheduling a vehicle for service.

**NOTE:** It may take several days for label to arrive.

**NOTE:** *All orders will include two labels, and both labels are VIN specific.*

- With labels in hand, confirm that the VIN on the respective *new* labels match the VIN on the vehicle. See Figure 1.

- If the VIN does not match, contact the SSSC before proceeding with this program.



**FIGURE 1**

**NOTE:** National Highway Traffic Safety Administration 49 CFR Part 567.4 requires the label be permanently affixed in such a manner that it cannot be removed without destroying or defacing it. Placing one label over another without removing the first would violate this federal safety requirement.

**NOTE:** Laws may vary by state and region. Concealing or misrepresenting the identity of motor vehicle could be a violation of code resulting in a misdemeanor or felony punishable by imprisonment and/or fines.

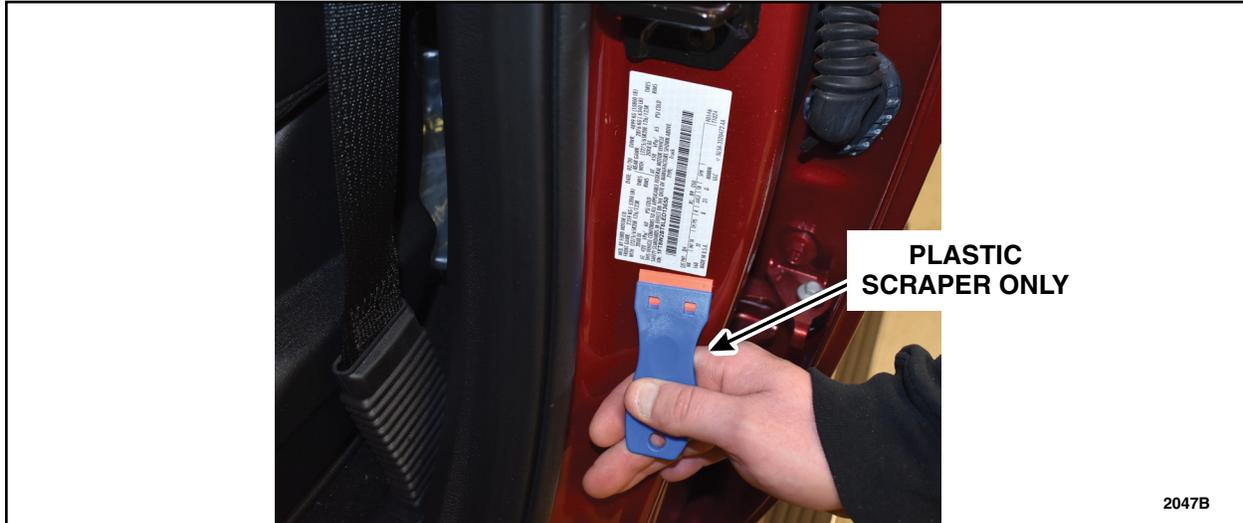
*3. Upfitter: For incomplete vehicles, apply the Incomplete Vehicle (larger) Label to the Incomplete Vehicle book on top of the current label.*

*Dealer: For complete (ambulance or wrecker) vehicles, destroy the Incomplete Vehicle Label (there should be no incomplete book for built up ambulances or wreckers).*



- Note orientation of the label on the driver side B-pillar.
- Using a plastic scraper, remove the Safety Certification label. See Figure 2.

**NOTICE: Do NOT use a metal scraper tool, this could cause paint damage.**



**FIGURE 2**

- Using mineral spirits and a suitable clean cloth rag remove excess residue from the labels. See Figure 3.



**FIGURE 3**



- Using a clean cloth and isopropyl alcohol remove any remaining residue left from the mineral spirits.
- Install the *new* label in the same location and orientation in which it was removed on the B-Pillar.  
See Figure 4.



FIGURE 4

- Refer to Dealer Bulletin Parts table for corrected spring part numbers.
- Replace both Right Hand and Left Hand front coil springs. Please follow Workshop Manual procedures in Section 204-01.

**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

July 2021

Customer Satisfaction Program 21B42

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?**

You did not receive the expected front spring gross vehicle weight rating (FGAWR) of up to 7000 lbs on units equipped with the Ambulance or Wrecker package that you ordered. Your vehicle's FGAWR matches the lower FGAWR listed on the safety certification label on your vehicle.

**What is the effect?**

Lower than expected FGAWR may result in reduced reserve capacity at the front axle, depending on vehicle loading and occupants.

**What will Ford and your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized three options for your choosing. You can choose only one of the three options.

First Option: Compensation for the equivalent value of the vehicle specification originally ordered. See Customer Waiver at the bottom of this letter for more information.

Second Option: Your dealer will modify your vehicle to meet the original specified FGAWR of up to 7000 lbs by replacing both front coil springs and the safety certification label. For, F-350 4X2 vehicles only your dealer will perform a front wheel alignment free of charge (parts and labor) under the terms of this program.

Third Option: A refund for a previously paid repair of a front coil spring upgrade. See Refund section below for more information.

This Customer Satisfaction Program will be in effect until July 31, 2022 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.

**What should you do?** Customers should consider vehicle usage, payload, and current GAWR indicated on the drive side door panel certification sticker. The front coil spring and label replacement are recommended for vehicles over or near capacity.

If you plan to select the first option, compensation, see the Customer Waiver at the bottom of this letter for more information.

If you plan to select the second option, spring replacement, please call your dealer to schedule a service appointment for Customer Satisfaction Program **21B42**. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you plan to select the third option, please see the section of this letter titled; "Have you previously paid for this repair?"

If you do not already have a servicing dealer, you can access [owner.ford.com](http://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.

**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](http://owner.ford.com).

**Have you previously paid for this repair?** If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to replacing the front coil springs. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **July 31, 2022**. 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 **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](http://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](http://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

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Please detach this portion and send signed form in the return envelope provided.



**OWNER INFORMATION WAIVER – CUSTOMER SATISFACTION  
PROGRAM 21B42**

As an alternative to a front coil spring replacement that would increase the gross axel weight rating on your vehicle to the orderguide specification, or a refund of a repair already performed, Ford Motor Company is offering you \$125 in a cash check.

To redeem this check of \$125, the equivalent value of the vehicle specification originally ordered, please sign your fullname below and mail it back using the self-addressed stamped envelope included with this letter. By signing and returning this completed form, you are opting out of a front coil spring replacement that would increase the FGAWR on your vehicle to the specification originally ordered.

12345678901234567

OWNER NAME

12345 TEST STREET TEST CITY, XX 12345

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**YOUR SIGNATURE**