



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

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

September 13, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21N08**
 Certain 2017-2020 Model Year F-150, 2018-2020 Expedition, and 2018-2020
 Navigator Vehicles Equipped with a 3.5L GTDI Engine
 PCM Reprogram Due to Engine Shudder

REF: **Customer Satisfaction Program 21B10 - Supplement #3**
 Dated September 13, 2021

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) covering PCM reprogram due to camshaft induced engine shudder until January 1, 2023 provided the Powertrain Control Module has been reprogrammed under Customer Satisfaction Program 21B10.

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
F-150*	2017-2020	Dearborn	March 10, 2016 through November 30, 2019
		Kansas	April 15, 2016 through November 30, 2019
Expedition	2018-2020	Kentucky Truck	March 14, 2017 through November 30, 2019
Navigator	2018-2020	Kentucky Truck	March 16, 2017 through December 21, 2019

Note: This program includes the F-150 Raptor/Limited variants.

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In a very low percentage of the affected vehicles, an engine shudder may develop after receiving the PCM update provided in program 21B10. For peace of mind, Ford is providing a no-cost, one-time repair for customers who receive the PCM update under program 21B10 to revert the PCM calibration back to its original state before program 21B10.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to revert the PCM calibration back to the original level. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of September 27, 2021. Dealers should repair any affected vehicles that experience undesirable cam phaser noise after field service action 21B10, 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,



David J. Johnson

Customer Satisfaction Program 21N08

Certain 2017-2020 Model Year F-150, 2018-2020 Expedition, and 2018-2020 Navigator Vehicles
Equipped with a 3.5L GTDI Engine
PCM Reprogram Due to Engine Shudder

OASIS ACTIVATION

OASIS will be activated on September 13, 2021.

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

Refunds are not approved for this program.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

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 EFC08708, 2021 Lincoln Pickup & Delivery Updates.

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
 - Lincoln vehicles – 4 years or 50,000 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.

Customer Satisfaction Program 21N08

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PCM Reprogram Due to Engine Shudder

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 21N08 is the sub code.
 - Customer Concern Code (CCC): N09
 - Condition Code (CC): 42
 - Causal Part Number: 6256
 - 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.
- **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 EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.

Customer Satisfaction Program 21N08

Certain 2017-2020 Model Year F-150, 2018-2020 Expedition, and 2018-2020 Navigator Vehicles
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Test drive to verify engine shudder and reprogram PCM to last revision.	21N08B	1.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



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

October 2021

Customer Satisfaction Program 21B10, 21N03, and 21N08

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 to reprogram the powertrain control module (PCM).

Why are you receiving this notice?

On your vehicle, it may be possible that 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 your 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. Ford Motor Company has developed an update to the PCM software that helps protect your cam phasers so that they will not develop an undesirable noise. This PCM update is program 21B10.

In rare instances, some vehicles will experience an engine shudder after reprogramming the PCM with the 21B10 update. Ford Motor Company will provide a no-cost, one-time repair under program 21N08 to return the vehicle's PCM to the prior calibration.

Additionally, for customers who receive the PCM update under program 21B10 prior to February 28, 2022 and continue to experience cam phaser noise, Ford Motor Company will provide an prorated, one-time repair for the cam phasers under Customer Satisfaction Program 21N03, and coverage will expire on January 1, 2023. Program 21N03 will reimburse for a one-time repair based on the mileage chart on the next page.

What is the effect?

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

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 PCM free of charge (parts and labor) under the terms of program 21B10. Receiving this service on or before February 28, 2022 may help avoid additional repairs and will activate Customer Satisfaction Program 21N03 on your vehicle.

Continued...

You can have your vehicle’s PCM reprogrammed under Customer Satisfaction Program 21B10 until July 31, 2022, regardless of mileage. Coverage is automatically transferred to subsequent owners.

If your vehicle exhibits an engine shudder after the 21B10 PCM reprogram, Ford Motor Company has authorized your dealer to revert the PCM programming back to the prior version under Customer Satisfaction Program 21N08. Customer Satisfaction Program 21N08 is a no-cost, one-time repair.

If your vehicle exhibits an undesirable noise generated by the cam phasers, and your cam phasers are no longer covered under your powertrain warranty, Ford Motor Company has authorized your dealer to replace the cam phasers under Customer Satisfaction Program 21N03, provided that you received the 21B10 PCM reprogramming prior to February 28, 2022. The cost of replacing the cam phasers will be prorated using the table below and will use the vehicle mileage at the time of Repair Order creation for program 21N03. This is a one-time repair program.

Ford Vehicles	
Mileage	Ford Will Cover
Up to 69,999	100%
70,000 – 79,999	66%
80,000 – 89,999	33%
90,000 or higher	0%

How long will it take?

The time needed to perform program 21B10 and 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.

The time needed to perform program 21N08 and reprogram the PCM back to the prior level is less than one half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

The time needed to perform program 21N03 and replace the cam phasers is about one and a half days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Please talk to your dealer if you require a rental vehicle while the cam phasers are being replaced.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B10. 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.

**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 have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund under program 21N03. Refunds will only be provided for service related to cam phaser replacement due to noise. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before February 28, 2022. Your refund will be prorated based on the mileage at the time of repair. See table below. To avoid delays, do not send receipts to Ford Motor Company.

Ford Vehicles	
Mileage	Ford Will Cover
Up to 69,999	100%
70,000 – 79,999	66%
80,000 – 89,999	33%
90,000 or higher	0%

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



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

October 2021

Customer Satisfaction Program 21B10, 21N03, and 21N08

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 that 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 your 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. The Lincoln Motor Company has developed an update to the PCM software that helps protect your cam phasers so that they will not develop an undesirable noise. This PCM update is program 21B10.

In rare instances, some vehicles will experience an engine shudder after reprogramming the PCM with the 21B10 update. The Lincoln Motor Company will provide a no-cost, one-time repair under program 21N08 to return the vehicle's PCM to the prior calibration.

Additionally, for customers who receive the PCM update under program 21B10 prior to February 28, 2022 and continue to experience cam phaser noise after receiving that PCM update, The Lincoln Motor Company will provide an extended warranty for the cam phasers. The cam phaser extended warranty is Customer Satisfaction Program 21N03, and coverage will expire on January 1, 2023. Program 21N03 will reimburse for a one-time repair based on the mileage chart on the next page.

What is the effect?

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

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 PCM free of charge (parts and labor) under the terms of program 21B10. Receiving this service on or before February 28, 2022 may help avoid additional

Continued...

repairs and will activate Customer Satisfaction Program 21N03 on your vehicle.

You can have your vehicle’s PCM reprogrammed under Customer Satisfaction Program 21B10 until July 31, 2022, regardless of mileage. Coverage is automatically transferred to subsequent owners.

If your vehicle exhibits an engine shudder after the 21B10 PCM reprogram, The Lincoln Motor Company has authorized your dealer to revert the PCM programming back to the prior version under Customer Satisfaction Program 21N08. Customer Satisfaction Program 21N08 is a no-cost, one-time repair.

If your vehicle exhibits an undesirable noise generated by the cam phasers, and your cam phasers are no longer covered under your powertrain warranty, The Lincoln Motor Company has authorized your dealer to replace the cam phasers under Customer Satisfaction Program 21N03, provided that you received the 21B10 PCM reprogramming prior to February 28, 2022. The cost of replacing the cam phasers will be prorated using the table below and will use the vehicle mileage at the time of Repair Order creation for program 21N03. This is a one-time repair program.

Lincoln Vehicles	
Mileage	Lincoln Will Cover
Up to 79,999	100%
80,000 – 89,999	66%
90,000 – 99,999	33%
100,000 or higher	0%

How long will it take?

The time needed to perform program 21B10 and 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.

The time needed to perform program 21N08 and reprogram the PCM back to the prior level is less than one half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

The time needed to perform program 21N03 and replace the cam phasers is about one and a half days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Please talk to your dealer if you require a rental vehicle while the cam phasers are being replaced.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B10. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

Lincoln owners of 2017 Model Year or later vehicles affected by this recall have the option of requesting complimentary Pickup & Delivery service with

a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your dealership if you would like to take advantage of this option.

If you do not already have a servicing dealer, you can access owner.lincoln.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. The Lincoln 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 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 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 have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund under program 21N03. Refunds will only be provided for service related to cam phaser replacement due to noise. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before February 28, 2022. Your refund will be prorated based on the mileage at the time of repair. See table below. To avoid delays, do not send receipts to The Lincoln Motor Company.

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If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

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If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

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