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Ford Motor Company  
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November 23, 2021

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

**SUBJECT: NEW VEHICLE DELIVERY HOLD**  
**Customer Satisfaction Program 20B45**  
 Certain 2020 Model Year Super Duty Vehicles with XL Trim and SYNC 3  
 Instrument Panel Cluster Replacement

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2020	Kentucky Truck	August 12, 2019 through March 19, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

**NOTE: This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether they still own the vehicle or not.**

In some of the affected vehicles, a coding error may have caused a 2.3” display screen instrument panel cluster (IPC) to be installed in place of the 4.2” display screen IPC, as intended with the optional SYNC 3 package. While the display screen size is smaller and appearance differences are noticeable, there is no functional effect on the smaller display screen IPC.

**SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this program, dealers are to replace the IPC and program using the Ford Diagnostic and Repair System (FDRS). Follow Attachment III for specific directions on how to submit required contacts to the SSSC to order a replacement IPC. Information will need to be provided to ensure the correct part number IPC is ordered and the as-built data required to complete the repair is properly updated.

NOTE: Customers that are the original owners of sold units will have the option of receiving financial compensation in lieu of IPC replacement. A voucher with instructions explaining how to receive the new IPC or the financial offer will accompany the owner letter. If IPC replacement is selected, this service must be performed at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed by December 10, 2021. Dealers should only repair affected vehicles that arrive at their dealerships for customers that have opted for IPC replacement.

**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 Society (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 cursive script that reads "D.J. Johnson".

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Customer Satisfaction Program 20B45**  
Certain 2020 Model Year Super Duty Vehicles with XL Trim and SYNC 3  
Instrument Panel Cluster Replacement

**Incorrect Instrument Cluster OASIS ACTIVATION**

OASIS will be activated on November 23, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 23, 2021. Owner names and addresses will be available by December 17, 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**

Original owner customers of sold units will receive a voucher form to complete and return to Ford, advising of their decision of IPC replacement or financial compensation. If they choose the financial compensation, a check will be processed and mailed to the qualifying original owner customer.

**STOCK VEHICLES**

Correct all affected new/unsold units in your new vehicle inventory before delivery.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for financial compensation.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

For customers choosing IPC replacement, due to the new IPC needing to be configured with the vehicle's current mileage and engine hours, federal odometer regulations mandate the vehicle will need to remain at the dealer while waiting for the new IPC and as-built data configuration.

Dealers are pre-approved for up to 4 days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than 4 rental days is required from the SSSC via the SSSC Web Contact Site.

If you have a unique owner circumstance which may require an extended rental vehicle, please contact the SSSC via the SSSC Web Contact Site for consideration.

**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.

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**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) continued**

- 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 20B45 is the sub code.
    - Customer Concern Code (CCC): G32 - Inst. cluster/message center
    - Condition Code (CC): 12 - Improper Assembly
    - Causal Part Number: 10849
    - 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.
- **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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace IPC and update as-built data using FDRS (includes time to submit SSSC request for correct part number ordering information, as well as the follow up submission for As-Built change request)	20B45B	0.7 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

To request revised IPC part number order, submit a VIN-specific Module Update contact via the SSSC Web Contact Site.

NOTE: HVBOM and E-Cat do not contain the correct replacement part numbers to properly complete this FSA repair procedure and therefore should not be used to order a new IPC.

Part Number	Description	Order Quantity	Claim Quantity
Base Part 10849	IPC – Submit VIN-specific Module Update contact to the SSSC to obtain the correct part number to order.	1	1

**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.

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

- 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<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 MODEL YEAR SUPER DUTY VEHICLES – INSTRUMENT PANEL CLUSTER

### UNIQUE REQUIREMENTS - MULTIPLE CONTACTS REQUIRED

Prior to scheduling customer appointments or beginning repairs, submit a Special Service Support Center (SSSC) Module Update type contact for parts ordering information and to initiate the as-built data change request. Do not submit an 1878 part order using the vehicle's HVBoM. The SSSC will provide the correct IPC part number to order. Processing this request is expected to take 2-4 days. Therefore, proceed with customer appointments or repairs ONLY AFTER receiving confirmation via a follow up response from the SSSC.

### Removal Procedure

**⚠ IMPORTANT: DO NOT** connect a diagnostic scan tool to the vehicle as this may cause the new module configuration data to be deleted.

**NOTE: DO NOT** connect a scan tool to the vehicle at this time.

**NOTE:** Push button start vehicle shown, all others similar.

1. Lower the steering column opening trim panel. See Figure 1.

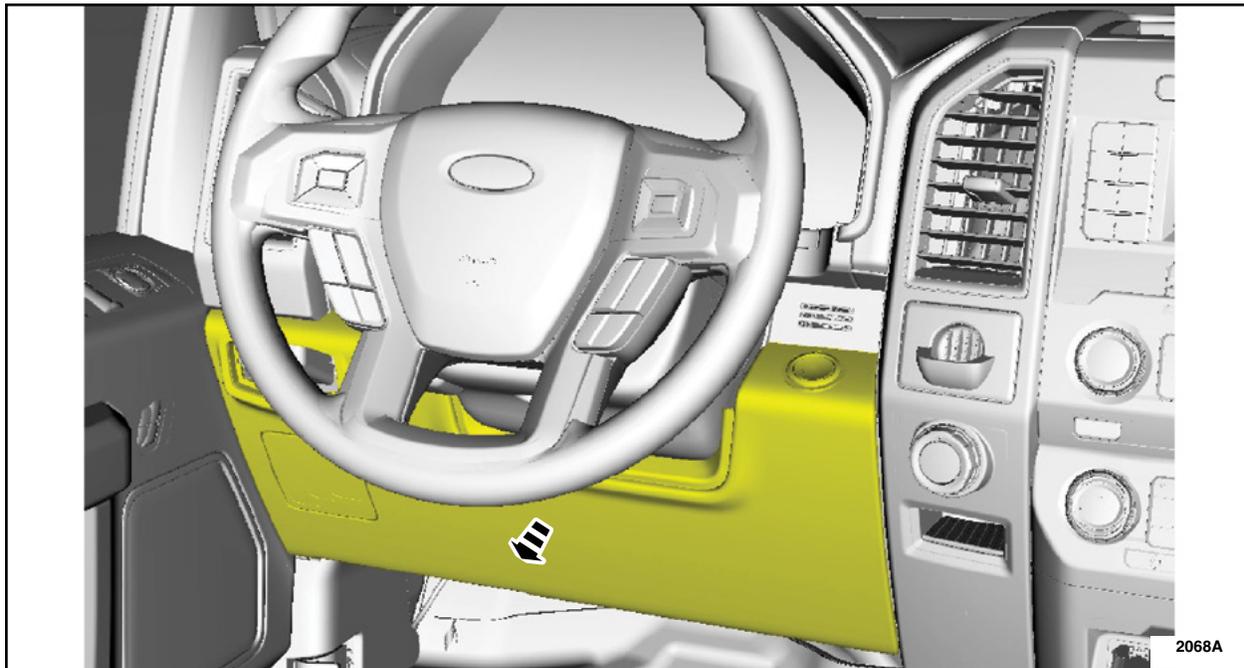
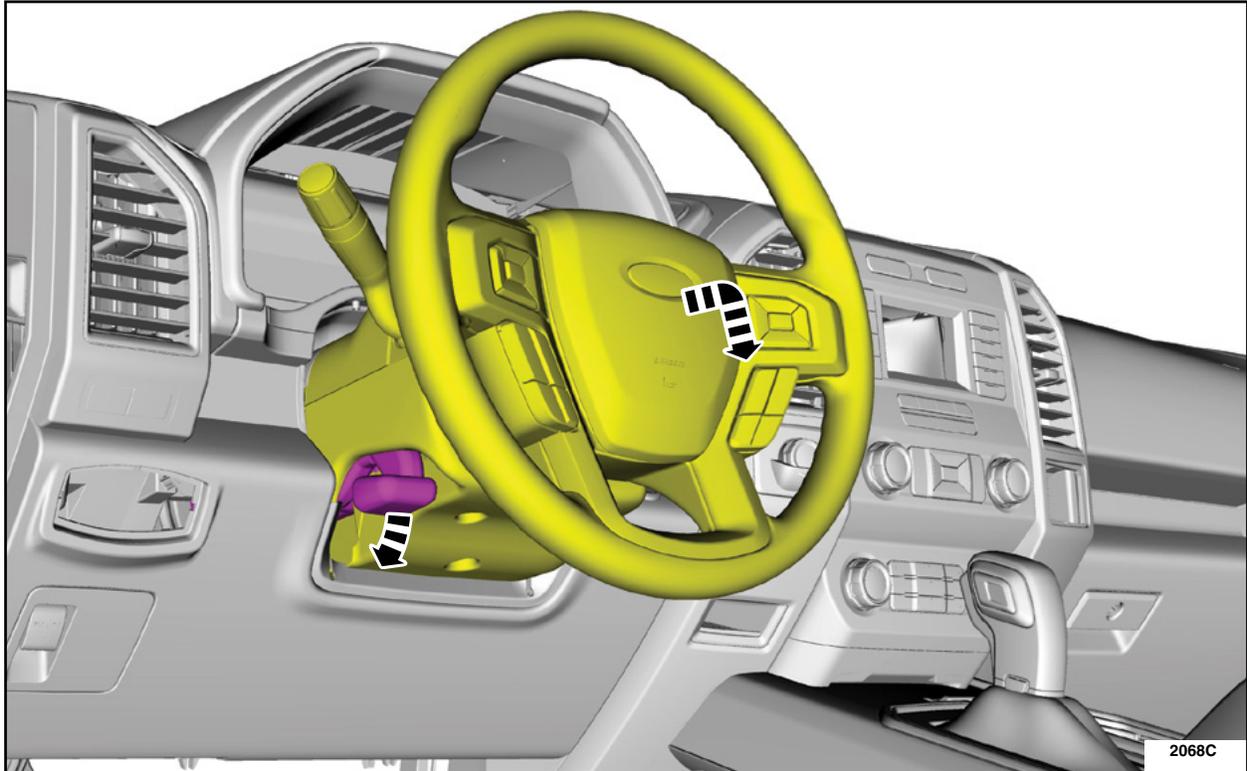


FIGURE 1



2. Fully extend and lower the steering column. See Figure 2.



**FIGURE 2**



3. Remove the 2 bolts, release the clips and remove Instrument Panel Cluster (IPC) trim panel.
- Detach the gap hider from the upper steering column shroud. See Figure 3.
  - Torque: 22 lb.in (2.5 Nm)

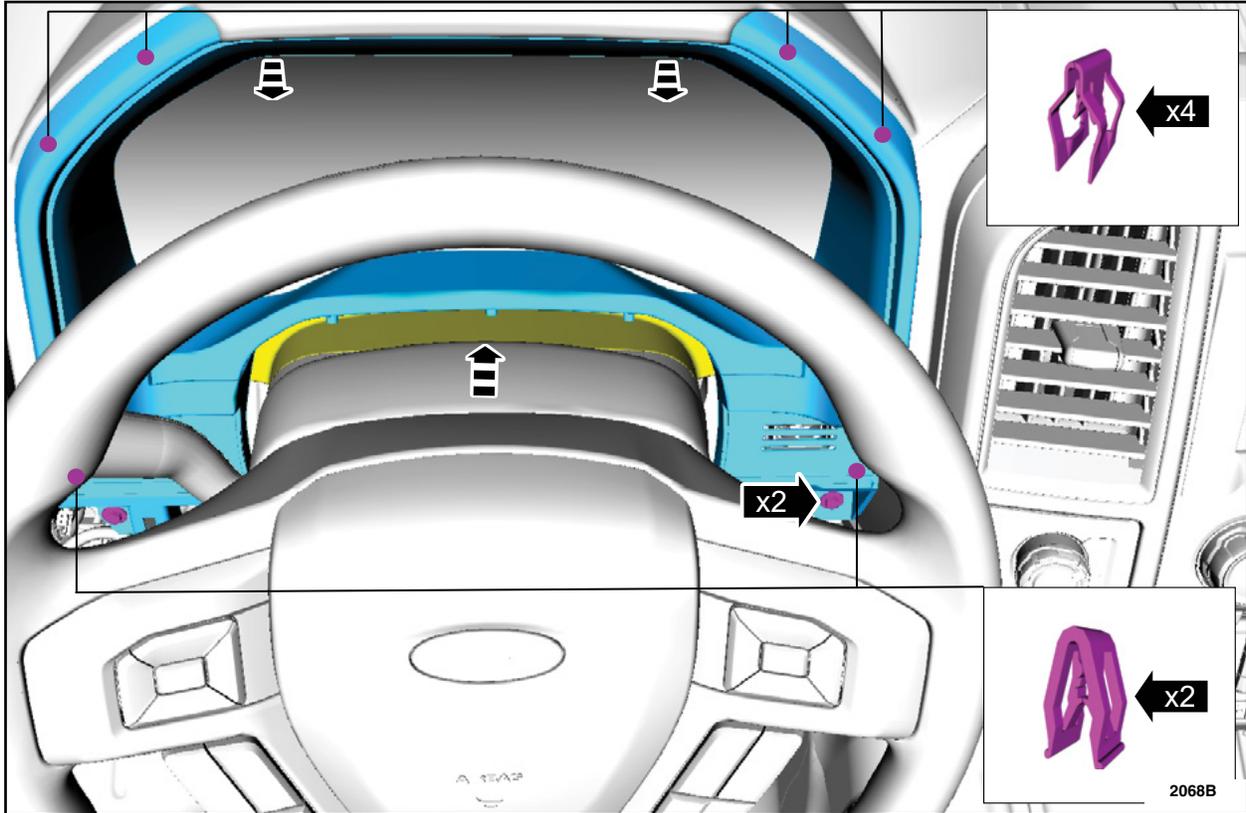


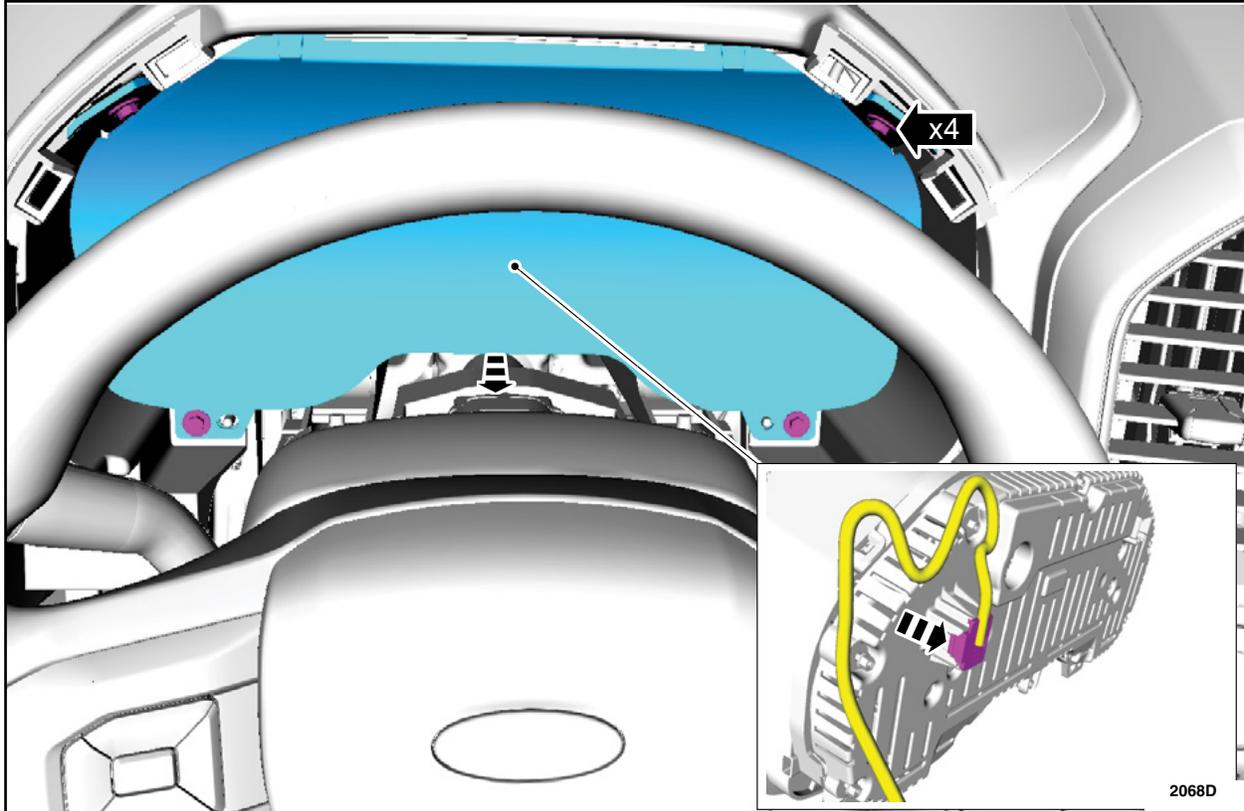
FIGURE 3



4. Remove the 4 bolts and the IPC. See Figure 4.

- Disconnect the electrical connector.

- Torque: 21 lb.in (2.4 Nm)



**FIGURE 4**

5. Install the *new* IPC by reversing the removal procedure.



## Module Programming

**⚠ IMPORTANT: ONLY proceed if you have received the confirmation from SSSC.**

**⚠ IMPORTANT: DO NOT allow the diagnostic scan tool to read the Vehicle Identification Number (VIN) automatically, MANUALLY enter the VIN ONLY.**

1. Connect a battery charger to the 12V battery.

**NOTE:** Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

2. Log into Ford Diagnostic and Repair System (FDRS).

**NOTE: DO NOT allow the diagnostic scan tool to read the VIN automatically, MANUALLY enter the VIN ONLY.**

3. Manually enter the VIN and then select "Go".

4. When prompted with "Vehicle Communication Device not detected" Select continue. See Figure 5.



**FIGURE 5**

5. Select Toolbox tab.

6. From the list on the Left Hand (LH) side of the screen, select the IPC.

7. From the list on the Right Hand (RH) side of the screen, locate IPC - Instrument Panel Cluster (IPC) Programmable Module Installation and click "Download".



8. Connect the Vehicle Communication Module II (VCM II). See Figure 6.

- a. Plug the VCM II into the diagnostic scan tool and into the vehicles Data Link Connector (DLC).
- b. Click the red icon of the vehicle communication device in the bottom right hand of the screen.
- c. Select "Ok".

• The vehicle communication device icon (b) will turn green once the VCM II is connected.

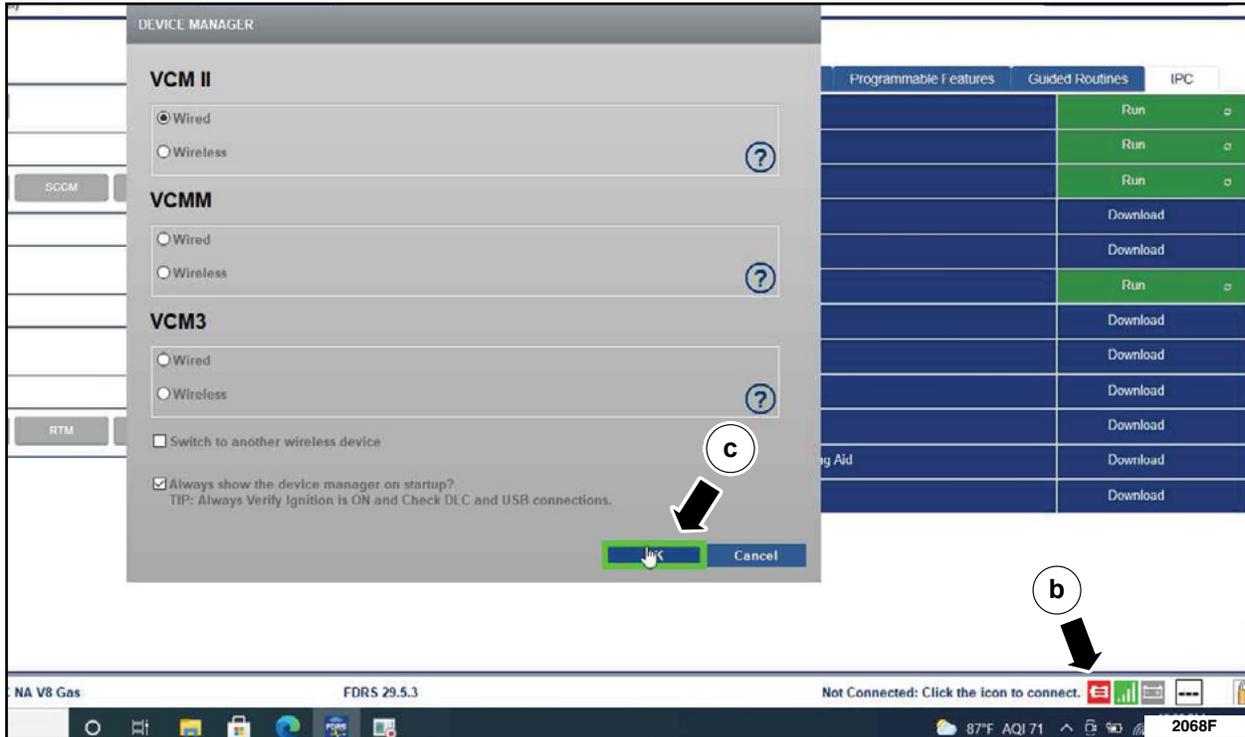


FIGURE 6

9. Click "RUN" on the IPC - Instrument Panel Cluster (IPC) Programmable Module Installation. Follow all on-screen instructions carefully.

10. When prompted with the question "Is the original module installed?" select "No". See Figure 7.

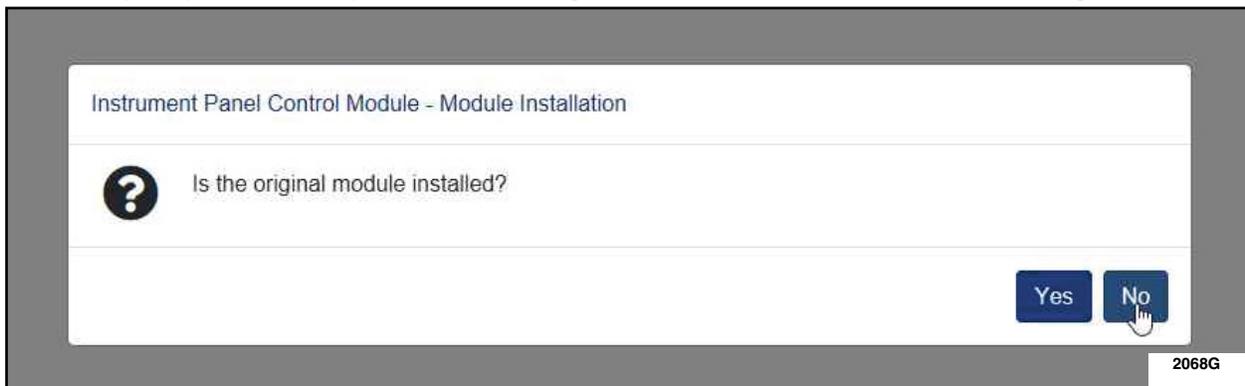


FIGURE 7



11. Continue to follow the on-screen instructions carefully.
12. From the list on the RH side of the screen, select Self-Test and click RUN.
13. Click the Run Selected Tests button in the lower right.
14. Click the Clear & Retest button at the top of the screen to clear DTC's in all modules.
15. Disconnect the battery charger from the 12V battery once the programming has completed.

### Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect VCM II/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

### Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the DLC and from the diagnostic scan tool.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and diagnostic scan tool. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

**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

December 2021

Customer Satisfaction Program 20B45

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?** A 2.3" instrument panel cluster display screen is installed in your vehicle instead of the 4.2" display screen that was ordered.

**What is the effect?** While the display screen size is noticeable, there is not a functional effect on the instrument panel cluster.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized two options for your choosing. You can choose only one of the two 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 by replacing the instrument panel with the 2.3" display screen with an instrument panel cluster with a 4.2" display screen, free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until November 30, 2022 regardless of mileage. Coverage is only for the original owner or lessee of the vehicle and will not be transferred to subsequent owners.

**How long will it take?** The time needed for the instrument panel cluster replacement is less than one-half day. However, federal odometer regulations require the new instrument panel cluster to be configured with the current mileage and engine hours which may require the vehicle to remain at the dealer for several days or weeks, depending on part availability.

**What should you do?** Please check the box for the option of your choosing on the voucher below, and return using the included self-addressed stamped envelope. If you are choosing the instrument panel cluster replacement, call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B45. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

**What should you do?  
(Continued)**

If you are choosing the financial compensation, a refund check will be mailed back to you at the address on the voucher in approximately 2-3 weeks of receipt.

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.

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

**What if you are not the original owner of this vehicle?**

**NOTE: This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether they still own the vehicle or not.**

If you are not the original owner of this vehicle, and have an address for the original owner, please forward this letter to the original owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the original 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.



**OWNER INFORMATION WAIVER – CUSTOMER SATISFACTION PROGRAM 20B45**

As an alternative to IPC replacement, Ford Motor Company is offering the vehicle's original owner \$200 in a cash check.

If you are the original owner of the vehicle, please make your selection on the voucher, fill in the name and address, sign your full name, and mail it back using the self-addressed stamped envelope included with this letter.

You are confirming your selection of either a replacement IPC or the financial compensation of \$200, the equivalent value of the vehicle specification originally ordered.

By choosing the financial compensation, you will waive your eligibility to receive the 4.2" display IPC.

		<b>NOT A CHECK</b>	
REQUEST CHECK IN THE AMOUNT OF:	<b>\$200 Hundred Dollars</b>	<input type="checkbox"/>	<b>Request IPC Replacement from Dealer</b>
MAIL CHECK TO:	ORIGINAL OWNER/LESSEE:	_____	
	ADDRESS:	_____	
	CITY/STATE:	_____	
	ZIP:	_____	
<small>Please select your preferred option below, sign the voucher and return in the postage pre-paid envelope included with this letter:</small>			
<input type="checkbox"/> Replacement IPC		<input type="checkbox"/> Financial Compensation of \$200	
			_____ <b>Printed Vehicle Owner Name</b>

12345678901234567

TEST OWNER NAME  
12345 TEST STREET  
TEST CITY, XX 12345

\_\_\_\_\_

**ORIGINAL VEHICLE OWNER SIGNATURE**