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May 17, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DELIVERY HOLD - Special Field Action 21L04
Certain 2020-2021 Model Year Transit Vehicles Equipped with a 3.5L Ecoboost
Engine - Fuel Filler Door E85 Label Removal

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2020-2021	Kansas City	December 01, 2020 through July 20, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

In all of the affected vehicles, the fuel tank filler door may incorrectly have an E85 fuel label installed on units that are not rated for E85 fuel. The use of E85 fuel in vehicles not rated for E85 fuel may cause a lean condition along with a Malfunction Indicator Lamp (MIL) and a P0172 Diagnostic Trouble Code (DTC). Continued driving with E85 fuel may lead to drivability symptoms including hard to start, rough idle, stalling, hesitation, surging, or lack of power.

SERVICE ACTION

Before delivering any of the vehicles involved in this program, dealers are to inspect the fuel filler door for an E85 fuel label and remove it if present. This service will be performed on the affected vehicles at no charge to the vehicle owner.

This can be completed by the dealer utilizing a mobile repair process. To assist vehicle owners to have this repair completed, dealers are to arrange for a mobile repair at the owner's location. Refer to the Special Allowances section in Attachment I for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of June 6, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

EXPIRATION DATE

This program has no expiration date. We encourage dealers to complete this service as soon as possible.

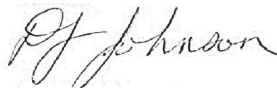
ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Mobile Repair 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,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

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MOBILE REPAIR RECOMMENDATIONS

- Confirm with customer a mobile repair 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 this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

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

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.
- Recommended tools and cleaning supplies: plastic scraper, mineral spirits, isopropyl alcohol and a clean lint free shop towel.

MOBILE REPAIR 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 May 17, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 17, 2022. Owner names and addresses will be available by June 21, 2022.

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.
- 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.

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TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

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 (21L04) is the sub code.
 - Customer Concern Code (CCC): A99 – Administrative, Maintenance, Misbuilt, etc.
 - Condition Code (CC): 38 – Wrong Part
 - Causal Part Number: 9A095 – Label
 - 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.
- **Special Allowances**
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Attachment VI), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 21L04MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).

Claims Preparation and Submission Continued On The Next Page

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Provision for Locally Obtained Supplies:** Includes mineral spirit, isopropyl alcohol, and a clean lint free shop towel. Submit on the same line as the repair. Fluids will support multiple repairs.
 - Program Code: 21L04
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$1.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove E85 Label from Fuel Filler Door	21L04B	0.3 Hours
<u>Mobile Repair</u> Can be Used With 21L04B When Repair Takes Place Away from The Dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form	21L04MM	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

See CLAIMS PREPARATION AND SUBMISSION section for locally obtained supplies.

CERTAIN 2020-2021 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH A 3.5L ECOBOOST ENGINE — FUEL FILLER DOOR E85 LABEL REMOVAL

SERVICE PROCEDURE

1. Open the fuel filler door following the owners manual and locate the yellow E85 fuel label. See Figure 1.

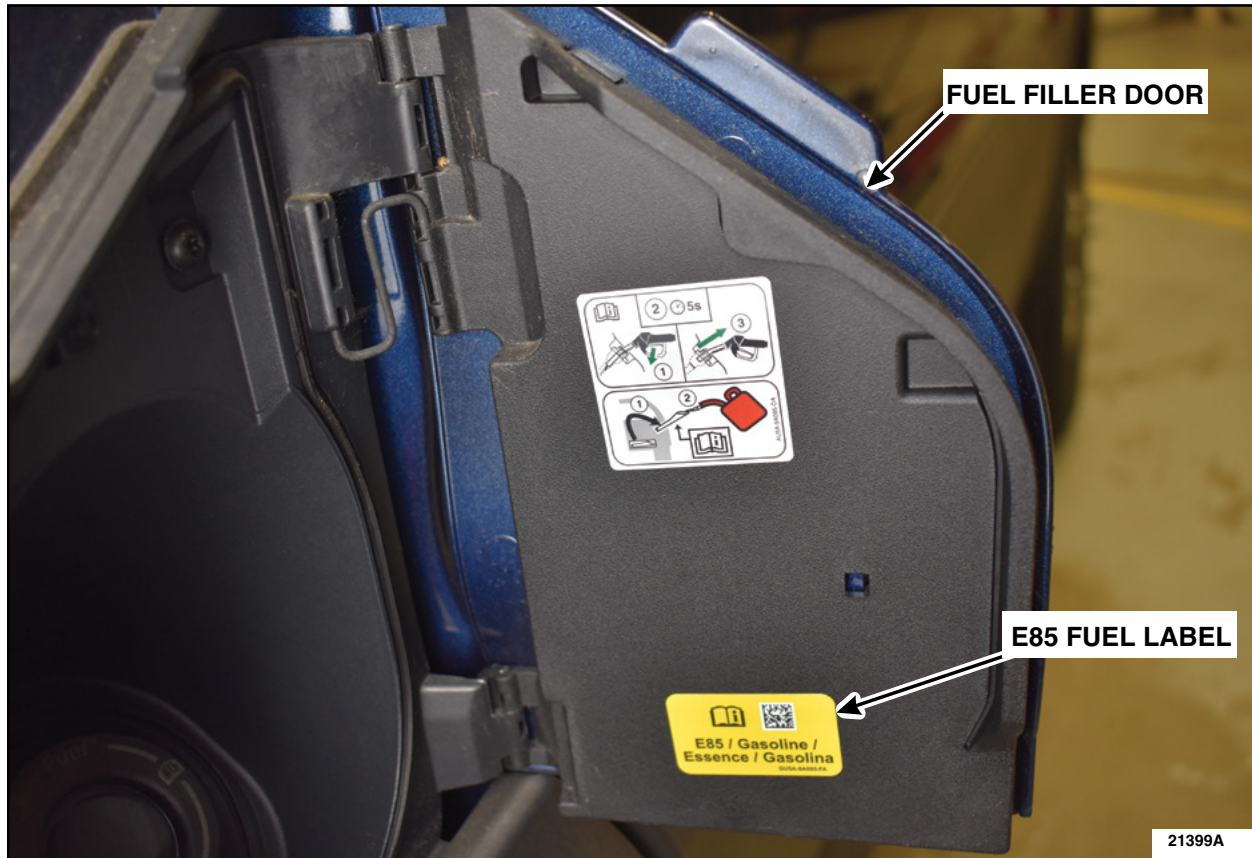


FIGURE 1



2. Using your finger or a plastic scraper, remove the yellow E85 fuel label. See Figure 2.



FIGURE 2

3. Using mineral spirits and a clean lint free shop towel, remove any residue left behind from the E85 fuel label. See Figure 3.



FIGURE 3



- Using isopropyl alcohol and a clean lint free shop towel, clean any mineral spirits residue left behind.
See Figure 4.



FIGURE 4

- Close the fuel filler door. This completes the repair.



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MOBILE REPAIR RECORD

VIN _____ received:

As outlined below for the 21L04 Field Service Action program.

Mobile Repair – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date