



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

September 2022

Customer Satisfaction Program 20B27 and 20N07

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?**

Ford Motor Company is reopening 20B27 on your vehicle for an additional twelve (12) months.

On your vehicle, it may be possible for the transmission torque converter to overheat in certain driving conditions. Ford Motor Company has developed an update to the Powertrain Control Module software that helps protect your transmission torque converter from overheating when exposed to certain driving styles.

Additionally, for your peace of mind, Ford Motor Company is providing a one-time repair on the torque converter if you experience symptoms within twelve (12) months from the date that the Powertrain Control Module (PCM) software is updated. The torque converter one-time repair is covered under Customer Satisfaction Program 20N07.

**What is the effect?**

An overheated torque converter may result in degraded torque converter function. This can cause noise, vibration, rough idle, or other low performance concerns.

**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 Powertrain Control Module free of charge (parts and labor) under the terms of this program. Receiving this service may help avoid additional transmission repairs.

For your convenience, a mobile software update at the vehicle's location may be available – for **FREE**. Please check with your dealer for availability of a mobile software update.

The Customer Satisfaction Program to reprogram the PCM will be in effect until **August 31, 2023** regardless of mileage. Coverage is automatically transferred to subsequent owners.

If your vehicle exhibits symptoms consistent with degraded torque converter function within twelve (12) months from the 20B27 PCM software update, and the torque converter is no longer covered under powertrain warranty, Ford Motor Company has authorized your dealer to replace the torque converter free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

The time needed to 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.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B27. 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 [ford.com/support](https://ford.com/support) 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 parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?**

If you paid to have the torque converter replaced before the date of this letter, you may be eligible for a refund under the terms of 20N07. Refunds will only be provided for service related to replacing the torque converter. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **January 31, 2023**. 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: [ford.com/support](https://ford.com/support)

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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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](https://fleet.ford.com).

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division



Lincoln  
P. O. Box 1904  
Dearborn, Michigan 48121

September 2022

Customer Satisfaction Program 20B27 and 20N07

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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?** Lincoln is reopening 20B27 on your vehicle for an additional twelve (12) months.

On your vehicle, it may be possible for the transmission torque converter to overheat in certain driving conditions. Lincoln has developed an update to the Powertrain Control Module software that helps protect your transmission torque converter from overheating when exposed to certain driving styles.

Additionally, for your peace of mind, Lincoln is providing a one-time repair on the torque converter if you experience symptoms within twelve (12) months from the date that the Powertrain Control Module (PCM) software is updated. The torque converter one-time repair is covered under Customer Satisfaction Program 20N07.

**What is the effect?** An overheated torque converter may result in degraded torque converter function. This can cause noise, vibration, rough idle, or other low performance concerns.

**What will Lincoln and your retailer do?** In the interest of customer satisfaction, Lincoln has authorized your dealer to address this issue by reprogramming the Powertrain Control Module free of charge (parts and labor) under the terms of this program. Receiving this service may help avoid additional transmission repairs.

For your convenience, a mobile software update at the vehicle's location may be available – for **FREE**. Please check with your dealer for availability of a mobile software update.

The Customer Satisfaction Program to reprogram the PCM will be in effect until **August 31, 2023** regardless of mileage. Coverage is automatically transferred to subsequent owners.

If your vehicle exhibits symptoms consistent with degraded torque converter function within twelve (12) months from the 20B27 PCM software update, and the torque converter is no longer covered under powertrain warranty, Lincoln has authorized your dealer to replace the torque converter free of charge (parts and labor). This is a one-time repair program.

- How long will it take?** The time needed to 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
- What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 20B27. Provide the retailer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.
- Please also keep this letter as a reminder of the service warranty coverage for your vehicle's torque converter under Customer Satisfaction Program 20N07. If the torque converter requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.
- If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.
- Lincoln 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 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 controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Have you previously paid for this repair?** If you paid to have the torque converter replaced before the date of this letter, you may be eligible for a refund under the terms of 20N07. Refunds will only be provided for service related to replacing the torque converter. To verify eligibility and expedite reimbursement, give your paid original receipt to your retailer before January 31, 2023. To avoid delays, do not send receipts to Lincoln.
- 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 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 retailer's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at [Lincoln.com/support](https://lincoln.com/support).

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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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](https://fleet.ford.com).

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Thank you for your attention to this important matter.

Lincoln