



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

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

April 30, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20N04**
Certain 2017 through 2019 Model Year F250/350 4x4 and F450/550 Vehicles
Steering Linkage Damper Extended Coverage

REF: TSB 19-2392

PROGRAM TERMS

This program extends the warranty coverage of the steering linkage damper to 7 years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through October 31, 2020.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-250 – F-550	2017-2019	Kentucky Truck	October 8, 2015 through November 3, 2019
F-250 – F-550	2017-2019	Ohio	February 5, 2016 through November 13, 2019

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, customers may experience sustained steering wheel oscillation after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h).

SERVICE ACTION

A redesigned damper is now available. If an affected vehicle exhibits this condition, dealers are to replace the steering linkage damper. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts are available, owners of affected vehicles will be notified in three separate mailings. Mailing is expected to begin by May 15, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

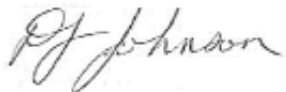
ATTACHMENTS

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,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

Customer Satisfaction Program 20N04
Certain 2017 through 2019 Model Year F250/350 4x4 and F450/550 Vehicles
Steering Linkage Damper Extended Coverage

OASIS ACTIVATION

OASIS will be activated on April 30, 2020.

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

- 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 October 31, 2020.
- 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 of the steering linkage damper and labor to install it. Additional parts and labor are not authorized for refund.

RENTAL VEHICLES

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

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.

Customer Satisfaction Program 20N04

Certain 2017 through 2019 Model Year F250/350 4x4 and F450/550 Vehicles
Steering Linkage Damper Extended Coverage

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 20N04 is the sub code.
 - 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20N04 - 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.

Customer Satisfaction Program 20N04
 Certain 2017 through 2019 Model Year F250/350 4x4 and all F450/550 Vehicles
 Steering Linkage Damper Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Steering Linkage Damper	20N04B	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
KC3Z-3E651-B	Steering Linkage Damper	1	1

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 AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2017 THROUGH 2019 MODEL YEAR F250/350 4X4 AND F450/550 VEHICLES — STEERING LINKAGE DAMPER EXTENDED COVERAGE

SERVICE PROCEDURE

NOTICE: Suspension fasteners are critical parts that affect the performance of vital components and systems. Failure of these fasteners may result in major service expense. Use the same or equivalent parts if replacement is necessary. Do not use a replacement part of lesser quality or substitute design. Tighten all fasteners as specified in the WSM.

1. If a customer reports steering oscillation, replace the steering linkage damper. Please follow the Workshop Manual (WSM) procedures in Section 211-03.

NOTE: If inspecting the steering drag link and tie rods, by design there will be 1-2 mm of vertical movement when pushing on or rotating the drag link and tie rod ends. This movement is characteristic due to the internal spring design and parts should not be replaced for this normal condition. Refer to the WSM procedures in Section 211-03 for additional information.





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

Customer Satisfaction Program 20N04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

May 2020

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?** Although your vehicle's steering linkage damper is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the steering linkage damper.
- What is the effect?** A redesigned steering linkage damper is now available for vehicles that experience sustained steering wheel oscillation after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h).
If your vehicle has already exceeded either the time or mileage limits listed above, this extended warranty coverage will last until October 31, 2020.
- What will Ford and your dealer do?** If your vehicle exhibits sustained steering wheel oscillation after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h) due to the steering linkage damper, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the steering linkage damper with a redesigned part free of charge (parts and labor). This is a one-time repair program and 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. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.
- What should you do?** You do not need to return to your dealer for this repair unless you have experienced sustained steering wheel oscillation after hitting rough pavement or an expansion joint at speeds typically above 45 mph (72 Km/h). Please keep this letter as a reminder of the extended warranty

**What should you do?
(Continued)** coverage for your steering linkage damper. If the steering linkage damper requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20N04. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

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 www.Fordowner.com.

Have you previously paid for this repair? If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before October 31, 2020. 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 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: www.Fordowner.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: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**Can we assist you
further?
(Continued)**

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division