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Director  
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Ford Customer Service Division

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

January 20, 2021

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Customer Satisfaction Program 20B53**  
Certain 2015 Model Year Transit Vehicles with 3.5L and 3.7L Engine  
Fuel Pump Control Module Replacement

### **PROGRAM TERMS**

This program will be in effect through January 31, 2023. There is no mileage limit for this program.

### **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015	Kansas City	February 3, 2014 through August 11, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS PROGRAM**

In some of the affected vehicles, the fuel pump control module that powers the fuel pump may fail prematurely. This would most likely occur at engine start, resulting in a malfunction indicator light illumination and an engine no-start symptom.

### **SERVICE ACTION**

Dealers are to replace the fuel pump control module. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of February 8, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. Quarterly reminder notifications will be mailed out due to the potential of fleet customers vehicles.

### **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,

David J. Johnson

**Customer Satisfaction Program 20B53**  
Certain 2015 Model Year Transit with 3.5L and 3.7L Engine  
Fuel Pump Control Module Replacement

**OASIS ACTIVATION**

OASIS will be activated on January 20, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 20, 2021. Owner names and addresses will be available by February 23, 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**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of used vehicle inventory.

**STOCK VEHICLES**

Use OASIS to identify any affected vehicles in your used vehicle inventory.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are 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 July 31, 2021.
- 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 associated with fuel pump control module replacement.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

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**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 20B53 is the sub code.
  - Customer Concern Code (CCC): E29
  - Condition Code (CC): 42
  - Causal Part Number: 9D370
- 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: 20B53                      - 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.

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 Fuel Pump Control Module Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace fuel pump control module.	20B53B	0.3 Hours
If vehicle has illuminated MIL, hook up IDS and clear any fuel pump control module related codes.	20B53C	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
AA8Z-9D370-B	Fuel pump control module	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 2015 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH 3.5L AND 3.7L ENGINE — FUEL PUMP CONTROL MODULE REPLACEMENT**

### **SERVICE PROCEDURE**

1. Replace the fuel pump driver module. Please follow the Workshop Manual (WSM) procedures in Section 303-04.
2. Using the Integrated Diagnostic System (IDS), clear any fuel pump control module related Diagnostic Trouble Codes (DTC's). For all other DTC's, please refer to the Powertrain Control and Emission Diagnostics (PC/ED) Manual for normal diagnostics as required.

**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

February 2021

## Customer Satisfaction Program 20B53

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?** On your vehicle, the module that powers the fuel pump may fail prematurely.

### What is the effect?



This would most likely occur at engine start, resulting in a malfunction indicator light illumination and an engine no-start symptom.

### What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the fuel pump control module free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until January 31, 2023 regardless of mileage. 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.

### 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 should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B53. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
- 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. Refunds will only be provided for service related to a faulty fuel pump control module. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 31, 2021. To avoid delays, do not send receipts to the 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: [www.Fordowner.com](http://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](http://www.fleet.ford.com).  
Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).  
**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.

Thank you for your attention to this important matter.

Ford Customer Service Division