



David J. Johnson
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Ford Customer Service Division

Ford Motor Company
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July 20, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 20B23

Certain 2016 through 2017 Model Year Focus equipped with a DPS6 Automatic Transmission
Replacement of Clutch Actuator Motors

PROGRAM TERMS

This program will be in effect through July 31, 2021. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Focus	2016-2017	Michigan	June 1, 2016 through September 1, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, customer may report erratic shifting, missed gear shifting, vibration, and check engine light illumination with one or more of following codes P0809, P0805, P087A, P087B, P0806, P0900 or P090D, due to the clutch actuator motor failure.

SERVICE ACTION

Dealers are to replace both clutch actuator motors. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: At this time, parts are not available to repair all vehicles. Until parts are available to repair all vehicles, dealers may submit a VIN based order to the SSSC to receive clutch actuator motors to perform the repair.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all the affected vehicles. Owner letters are expected to be mailed in mid-3rd quarter when it is expected there will be enough supply of clutch actuator motors. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

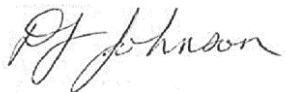
ATTACHMENTS

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 black ink, appearing to read "D. Johnson", written over a light gray rectangular background.

David J. Johnson

Customer Satisfaction Program 20B23

Certain 2016 through 2017 Model Year Focus equipped with a DPS6 Automatic Transmission
Clutch Actuator Motor Replacement

OASIS ACTIVATION

OASIS will be activated on July 20, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 20, 2020. Owner names and addresses will be available once parts are available to repair all vehicles.

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

- 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 December 31, 2020.
- Refunds will only be provided for the cost associated with Clutch Motor Actuator 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, select claim type 31: Field Service Action. The FSA number 20B23 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.

- Provision for Locally Obtained Supplies: XL-2 Motorcraft High Temperature Nickel Anti-Seize Lubricant or equivalent.

NOTE: The listed locally obtained supplies can be used on multiple vehicles.

- Program Code: 20B23
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$2.00
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20B23 - 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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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Both Clutch Actuator Motors	20B23B	1.0 Hours

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

To place an order for Clutch Actuator Motors, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
AE8Z-7C604-A	Clutch Actuator Motor	2	2

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
XL-2	Motorcraft High Temperature Nickel Anti-Seize Lubricant	1	MISC.

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 2016 THROUGH 2017 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH A DPS6 TRANSMISSION — REPLACEMENT OF CLUTCH ACTUATOR MOTORS

SERVICE PROCEDURE

1. Replace both transmission clutch actuator motors. Please follow the Workshop Manual (WSM) procedures in Section 307-01A.

