



David J. Johnson
Director
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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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June 09, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21N12**
Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine – Short Block Replacement After Coolant Intrusion

REF: **Customer Satisfaction Program 19B37 - Supplement #4**
Dated: June 09, 2022

REF: **Technical Service Bulletin (TSB) 22-2134**
Dated: December 19, 2019

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the 1.5L short block, due to coolant intrusion to the cylinder bores, for 7 years of service or 84,000 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 no-cost, one-time repair will last through November 30, 2022.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2017-2019	Louisville	September 17, 2015 through April 8, 2019
Fusion	2017	Flat Rock	October 1, 2015 through October 16, 2015
Fusion	2017-2019	Hermosillo	October 6, 2015 through June 10, 2019

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles the 1.5L EcoBoost engine may exhibit a low coolant level, white exhaust smoke and/or may run in a rough condition with or without an illuminated malfunction indicator light (MIL) with only diagnostic trouble codes (DTCs) P0300, P0301-P0304, P0316, P0217, P1285 and/or P1299 stored in powertrain control module (PCM). This may be due to coolant intrusion into a cylinder bore.

SERVICE ACTION

Dealers are to inspect for DTCs P0300, P0301-P0304, P0316, P0217, P1285 and/or P1299 stored in the PCM, and confirm presence of coolant intrusion into one or more cylinder bores. If the above criteria are met, replace the short block using the provided kit listed in the parts table. This service must be performed at no charge to the vehicle owner.

NOTE: 19B37 must be completed in OASIS prior to 21N12 being available.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of June 20, 2022. Dealers should repair any affected vehicles that experience coolant intrusion into the cylinder bores, 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 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, appearing to read "D. Johnson", is positioned above the printed name.

David J. Johnson

Customer Satisfaction Program 21N12

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Short Block Replacement After Coolant Intrusion

OASIS ACTIVATION

OASIS will be activated on June 9, 2022.

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

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 November 30, 2022.
- 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 a short block and/or head gasket replacement due to coolant intrusion.

RENTAL VEHICLES

Dealers are pre-approved for up to 3 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

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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 powertrain 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 – 5 years or 60,000 miles
- For vehicles outside new vehicle powertrain warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 21N12 if vehicle is still within time and mileage limits.
- **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 21N12 is the sub code.
 - Customer Concern Code (CCC): L87 - Coolant Leak
 - Condition Code (CC): D8 - Failed Gasket/Seal
 - Causal Part Number: 6009
 - 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.

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- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 21N12 - 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.
- **Provision for Locally Obtained Supply:** Includes flange sealant, Loctite® anaerobic flange sealant 51031, distilled water and the following Motorcraft® products - SAE 5W-20 synthetic blend motor oil, threadlock 262, high performance engine RTV silicone, silicone gasket remover, metal surface prep wipes, engine shampoo/degreaser, metal brake parts cleaner (Low VOC), high temperature nickel anti-seize lubricant, multi-purpose grease spray, threadlock and sealer, MERCON® LV automatic transmission fluid, R-1234yf (or R-134a where applicable) refrigerant PAG oil, and orange concentrated antifreeze/coolant. Most consumables are expected to be used on multiple vehicles.
 - Program Code: 21N12 - Misc Expense: OTHER
 - Amount: Actual cost up to \$350

Parts Handling Allowance: A handling allowance of \$600 is being provided unless otherwise notified by the Company or as provided by state law.

- To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.

Customer Satisfaction Program 21N12

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Short Block Replacement After Coolant Intrusion

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Escape FWD - For Coolant Intrusion - Replace the Short Block and Cylinder Head Gasket. Includes Inspection. (Can be claimed with E)	21N12B	19.7 Hours
Escape AWD - For Coolant Intrusion - Replace the Short Block and Cylinder Head Gasket. Includes Inspection. (Can be claimed with E)	21N12C	21.2 Hours
Fusion - For Coolant Intrusion - Replace the Short Block and Cylinder Head Gasket. Includes Inspection. (Can be claimed with E or F)	21N12D	19.2 Hours
Fusion or Escape <u>Without</u> Lane Departure: - Additional Time To Check And Correct Front Toe (Can be claimed with B,C or D)	21N12E	0.6 Hours
Fusion <u>With</u> Lane Departure: - Additional Time To Check And Correct Front Toe (Can be claimed with D)	21N12F	0.8 hours

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

To place an order for **short block kits**, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Reference TSB 22-2134 for part ordering and claiming information.

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.

HANDLING ALLOWANCE

A handling allowance of \$600 is being provided unless otherwise notified by the Company or as provided by state law.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

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

Customer Satisfaction Program 21N12

Certain 2017-2019 Model Year Fusion and Escape Vehicles Equipped with a 1.5L GTDI Engine
Short Block Replacement After Coolant Intrusion

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2017-2019 MODEL YEAR ESCAPE AND FUSION VEHICLES EQUIPPED WITH A 1.5L GTDI ENGINE — SHORT BLOCK REPLACEMENT AFTER COOLANT INTRUSION

SERVICE PROCEDURE

1. Using the Integrated Diagnostic Software (IDS), check the Powertrain Control Module (PCM) for DTC's. Are any of the following DTC's present in the PCM P0300-P0304, P0316, P0217, P1285 and/or P1299?

YES - Proceed to Step 2.

NO - This program does not apply. Follow normal diagnosis to determine the root cause.

NOTE: If any other DTC's are present in the PCM and the engine light is illuminated, record them on the repair order and advise the customer that this update will not repair these issues and that the DTC's will be cleared but will return again after this update.

2. With the engine at normal operating temperature, pressurize the cooling system to 138 kPa (20 psi) and hold for 2 hours. Please follow the Workshop Manual (WSM) procedures in Section 303-03A and check for cooling system combustion gases. Did coolant system pressure drop more than 27.57 kPa (4 psi) after 2 hours or is there combustion gasses in the coolant?

For Combustion Gasses in the Coolant - Proceed to Step 5.

For Coolant Pressure Drop - Proceed to Step 3.

For a vehicle that does not have a coolant pressure drop nor combustion gasses in the coolant - This program does not apply. Follow normal diagnosis to determine the root cause.

3. Remove the spark plugs. Please follow the WSM procedures in Section 303-07A.
4. Using a borescope or equivalent, inspect and determine if coolant has entered the cylinders. Is coolant present in any cylinder?

YES - Proceed to Step 5.

NO - Reinstall the spark plugs. Please follow the WSM procedures in Section 303-07A. This program does not apply. Follow normal diagnosis to determine the root cause.

5. Remove the engine and replace the short block. Please follow the WSM procedures in Section 303-01.

NOTE: Advise the customer that some odor may be present after the repair has been completed until the residual coolant dissipates from the exhaust.

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

Customer Satisfaction Programs 19B37 and 21N12

Mr. John Sample
123 Main Street
Anywhere, USA 12345

June 2022

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 no-charge Customer Satisfaction Programs for your vehicle with the VIN shown above.

**Why are you
receiving this notice?**

On your vehicle, it may be possible for coolant to intrude into the cylinder bores.

What is the effect?

Coolant intrusion into the cylinder bores can lead to coolant loss, excessive tailpipe smoke, or illuminated malfunction indicator lights (MIL) due to engine misfire and could potentially lead to engine damage.

**What will Ford and
your dealer do?**

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the powertrain control module (PCM) free of charge (parts and labor) under the terms of Customer Satisfaction Program 19B37. Receiving this service will improve engine cooling and may help avoid additional engine repairs. Customer Satisfaction Program 19B37 will be in effect until November 30, 2022, regardless of mileage. Coverage is automatically transferred to subsequent owners.

Additionally, if engine damage has occurred due to coolant intrusion, Ford Motor Company is providing a one-time repair of the engine short block. The short block one-time repair is covered under Customer Satisfaction Program 21N12.

In order to qualify for Customer Satisfaction Program 21N12, Customer Satisfaction program 19B37, PCM reprogram, must be completed on the vehicle first before program 21N12 will take effect.

**What will Ford and
your dealer do?**
(continued)

If your vehicle exhibits coolant leakage into the cylinder bores causing engine damage within 7 years of 84,000 miles from the warranty start date and the engine short block is no longer covered under the powertrain warranty, Ford Motor Company has authorized your dealer to replace the engine short block free of charge (parts and labor) under Customer Satisfaction Program 21N12. This is a one-time repair program dependent upon program 19B37 completion

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through November 30, 2022. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for the 19B37 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.

If the engine short block requires replacement under 21N12, the time needed for this repair is less than three (3) days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B37. Provide the dealer with your VIN, which 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 engine short block under Customer Satisfaction Program 21N12. If the engine short block requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

If you do not already have a servicing dealer, you can access ford.com/support 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 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 ford.com/support.

Do you need a rental vehicle?

If your dealer determines that engine short block replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

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 an engine short block or head gasket replacement due to coolant intrusion into the engine cylinder bores. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2022. 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: 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.

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

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

Ford Customer Service Division