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April 26, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 21B26**

Certain 2020 Model Year Mustang GT500/GT350 Equipped with a 5.2L Engine
Secondary Timing Chain Tensioner

PROGRAM TERMS

This program will be in effect through April 30, 2022. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of one year from April 26, 2021 to April 30, 2022 to encourage dealers and customers to have this service performed as soon as possible. We recommend dealers utilize their FSA VIN Lists name and address on or after May 20, 2021 to contact customers.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang GT500/GT350	2020	Flat Rock Assembly	December 2, 2019 through December 16, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the engine's secondary timing chain tensioner may not have been properly activated during assembly, which could result in a timing loss. Timing loss could lead to internal engine damage, a rough running engine, and engine misfires.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect the vehicle for secondary timing chain tensioner activation. 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 May 10, 2021. 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 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 cursive script that reads "D. Johnson".

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Mobile Inspection Recommendations

- Mobile Inspection is only for inspecting the timing chain tensioner through the oil fill.
- Confirm with customer a mobile inspection is feasible.
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of these inspections, a specialty vehicle is not required.

Mobile Inspection Additional Information

Please ensure the technician brings the following to the mobile inspection destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Charged cell phone, and laptop.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.
- Recommended tools for inspection: mirror, flashlight, tools to reposition degas bottle.

Mobile Inspection Questions and Assistance

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on April 26, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 26, 2021. Owner names and addresses will be available by May 24, 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.

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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 new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- 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

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are 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.

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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 21B26 is the sub code.
 - Customer Concern Code (CCC): D50
 - Condition Code (CC): 12
 - Causal Part Number: 6K254
 - 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.
- **Towing Allowance:** A towing allowance is being provided for vehicles that require repair at the dealership. To claim the allowance, enter the actual towing cost as OTHER in the Misc. Expense area of the claim form. Please provide a Towing Invoice to the SSSC. Contact the SSSC if the vehicle is inaccessible for mobile inspection and requires additional support for towing.

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LABOR ALLOWANCES

Description – GT500 and GT350	Labor Operation	Labor Time
Dealership Inspection – Inspect tensioner through oil fill	21B26A	0.4 Hours
Mobile Inspection – Can be used with 21B26A when inspection takes place away from the dealership <ul style="list-style-type: none"> If additional time is required due to travel, please submit an SSSC approval form 	21B26MM	0.5 Hours
Does Not Pass Inspection - Remove cam covers to check if timing is out <u>Timing is good</u> , remove front cover, replace secondary drive tensioner, guide, and chain	MT21B26B	Up to 8.0 Hours
Does Not Pass Inspection - Remove cam covers to check if timing is out: <u>Timing is out</u> , remove spark plugs perform cylinder leak down <u>No contact</u> - remove front cover replace secondary drive tensioner, guide, chain, Cylinder head and set timing	MT21B26C	Up to 16.5 Hours
Does Not Pass Inspection - Remove cam covers to check if timing is out: <u>Timing is out</u> , remove spark plugs perform cylinder leak down <u>Contact</u> - remove front cover replace secondary drive tensioner, guide, chain, cylinder head, set timing and replace pistons and rod	MT21B26D	Up to 20.0 Hours

- IMPORTANT:** Please contact the SSSC before moving forward with the following repair labor operations: MT21B26B, MT21B26C and MT21B26D. Only one “Does Not Pass Inspection” labor operation can be claimed per vehicle if the vehicle does not pass inspection. The “Does Not Pass Inspection” labor operation can be claimed with dealership inspection “21B26A” and mobile inspection “21B26MM” if utilized.

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

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

Part Number	Description – GT500	Order Quantity	Claim Quantity
-6268-	Chain (Secondary)	2	2
-6K254-	Tensioner (Secondary)	2	2
-6K297-	Guide/Shoe (Secondary)	2	2
-6731-	Oil Filter	1	1
-6108-	PST (GT500)	8	8
-6135-	PIN PST (GT500)	8	8
-6140-	RET PST PIN (GT500)	16	16
-6200-	ROD ASY (GT500)	8	8
-6148-	Ring Pack (GT500)	8	8
-6049-	Cylinder Head Assembly RH (GT500)	1	1
-6049-	Cylinder Head Assembly LH (GT500)	1	1
-6065-	Cylinder Head Bolt	20	20
-6211-	Con Rod Bearing (do not replace)	16	16
-6564-	Rocker Arm (GT500)	16	16
-6079-	Gasket Set (GT500)	1	1

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Part Number	Description – GT350	Order Quantity	Claim Quantity
-6268-	Chain (Secondary)	2	2
-6K254-	Tensioner (Secondary)	2	2
-6K297-	Guide/Shoe (Secondary)	2	2
-6108-	PST RH (GT350)	4	4
-6135-	PIN PST (GT350)	8	8
-6140-	RET PST PIN (GT350)	16	16
-6200-	ROD ASY (GT350)	8	8
-6148-	Ring Pack (GT350)	8	8
-6108-	PST LH (GT350)	4	4
-6731-	Oil Filter	1	1
-6049-	Cylinder Head Assembly RH (GT350)	1	1
-6049-	Cylinder Head Assembly LH (GT350)	1	1
-6065-	Cylinder Head Bolt	20	20
-6211-	Con Rod Bearing (do not replace)	16	16
-6564-	Rocker Roller Finger (GT350)	32	32
-6079-	Gasket Set (GT350)	1	1

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

DEALER PRICE

For latest prices, refer to DOES II.

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. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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EXCESS STOCK RETURN

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

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1, 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 1, 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.