
**URGENT ACTION REQUIRED CONCERNING YOUR VEHICLE
THIS IS NOT A CIRCULAR - PLEASE READ IMMEDIATELY**

20B44 - Transit & Transit Custom Timing Belt Inspection - Service Program

Dear Customer,

Ford Motor Company Limited constantly monitors production processes and vehicles in service. Some Transit and Transit Custom vehicles fitted with a 2.0l EcoBlue diesel engine may be affected by premature wear / delamination of the timing belt. The timing belt is situated within the engine and runs in the vehicle's engine oil. If the engine oil in the vehicle has been subject to high levels of oil dilution and degradation it may have reduced the service life of the timing belt. A vehicle with a timing belt that has a reduced service life, could suffer a timing belt failure before the recommended service interval. If the timing belt fails the vehicle may display a warning message on the instrument cluster, the engine will suffer a loss of power, a gradual loss of braking assistance and immediate loss of steering assistance. Full control of the vehicle will be maintained to allow the vehicle to be brought to a safe and controlled stop.

Our records indicate that you are the owner of a vehicle which may be affected by this condition. Your Ford Authorised Dealer will carry out a complementary inspection of the vehicle's timing belt, this check takes 30 minutes and can be carried out while you wait or as part of your service. In the unlikely event that your timing belt is deemed to have a reduced service life, your vehicle will likely need to be re-booked to have the timing belt changed free of charge. If the timing belt does need to be replaced, your dealer will require your vehicle for a day and a courtesy vehicle can be provided upon request. Please discuss the availability of these services with your Dealer at the time of booking.

What you should do now

If the vehicle is due to be taken in for a routine service visit within the next three weeks then the inspection can be completed then and no additional service appointment is needed. If however the vehicle is more than three weeks away from its next routine service, we recommend the vehicle is booked in with your Ford Authorised Dealer at your earliest convenience.

This letter must be given to your Ford Authorised Dealer whilst your vehicle is with them. There will be no charge and your dealer will do their best to minimise your inconvenience.

We apologise for any inconvenience this may cause you and thank you for your co-operation in this important matter. If you require further advice, please contact your Customer Relationship Centre on the above number.

If you no longer own or have responsibility for the vehicle.

Please advise us of a 'Change of Address or Ownership' at the below website. To do this all you need is your Vehicle Identification Number and Letter Reference above. Alternatively please complete the attached form and return it in the reply-paid envelope provided. This will help us contact the new owner and advise them of the check/rework.