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December 17, 2021

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Compliance Recall 21C35**

Certain 2022 Model Year Maverick Vehicles with a Spray-In Bedliner  
Fuel Tank Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2022	Hermosillo	May 20, 2021 through October 29, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) 301-Fuel System Integrity. To ensure adequate drain opening, Ford's supplier cleared nine truck bed drain holes that had been filled with sprayed-in bedliner by drilling out the bedliner material. The use of a drill to clear drain holes was not authorized by Ford. The fuel tank may have inadvertently been punctured or damaged from this unauthorized process, potentially allowing fuel to leak onto the ground or fuel odor noticed by the customer. Additionally, the evaporative emissions monitor may illuminate the malfunction indicator light in the cluster. A damaged fuel tank could result in a fuel leak during a crash, increasing the risk of fire.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to lower the fuel tank and inspect for damage or holes to the fuel tank below the nine drain hole locations in the bed. If any damage is found in the drain hole locations, the fuel tank is to be replaced. This service must be performed on all affected vehicles at no charge to the vehicle owner.

A Dealer Bulletin Supplement will be provided to dealers when parts ordering information and repair instructions become available, anticipated by end of January 2022.

Until parts are adequately available, dealers should complete the fuel tank inspection. If fuel tank replacement is required, the customer should be provided a rental until parts and repair directions are available.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to start mailing by January 28, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **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 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".

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on December 17, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 17, 2021. Owner names and addresses will be available by February 18, 2022.

**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 recall 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 recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles providing they do not notice fuel leaking onto the ground or notice abnormal fuel odors.
- 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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**OWNER REFUNDS**

Refunds are not approved for this program.

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**RENTAL VEHICLES**

For customer vehicles that **require fuel tank replacement**, dealers are to submit pictures to the SSSC of the fuel tank damage per the technical instructions and request a rental vehicle for the customer. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. The number of rental days initially approved will vary depending on when the request is submitted and parts availability. Prior approval for additional rental days, if necessary, should be requested from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**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 21C35 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.
- **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.
- **Provision for Locally Obtained Supplies:** Motorcraft® TA-25-B Threadlock and Sealer or equivalent
  - Program Code: 21C35
  - Misc. Expense: OTHER
  - Amount: Up to \$0.50 per vehicle

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect fuel tank and reinstall (no damage found; closes recall) AWD vehicles only Includes time to submit GCR with photos: one overall top of the tank and one of the bar code label on the rear of the tank.	21C35B	2.8 Hours
Inspect fuel tank and reinstall (no damage found; closes recall) 2.0L GTDI FWD vehicles only Includes time to submit GCR with photos: one overall top of the tank and one of the bar code label on the rear of the tank.	21C35C	2.3 Hours
Inspect fuel tank and reinstall (no damage found; closes recall) 2.5L Hybrid vehicles only Includes time to submit GCR with photos: one overall top of the tank and one of the bar code label on the rear of the tank.	21C35D	2.0 Hours
Inspect fuel tank: damage found, protect open fuel lines and tank, wait for parts (FSA remains open) AWD vehicles only	21C35EE	1.4 Hours
Inspect fuel tank: damage found, protect open fuel lines and tank, wait for parts (FSA remains open) 2.0L GTDI FWD vehicles only	21C35FF	1.2 Hours
Inspect fuel tank: damage found, protect open fuel lines and tank, wait for parts (FSA remains open) 2.5L Hybrid vehicles only	21C35GG	1.1 Hours
Rental request - Customer owned vehicles only– tank damaged Time to submit photos to SSSC for rental approval: one overall top of the tank and one of the bar code label on the rear of the tank.	21C35ZZ	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
LX6Z-5A215-D	Exhaust tail pipe and muffler clamp (all vehicles)	1	1
LX6Z-4B496-B	Driveshaft bolts (AWD vehicles only – 6 req./pkg. 3)	2	6
TA-25-B	Motorcraft® TA-25-B Threadlock and Sealer or equivalent	Claim as Misc. OTHER	

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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**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.

**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<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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<sup>st</sup> 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 2022 MODEL YEAR MAVERICK VEHICLES WITH SPRAY-IN BEDLINER — FUEL TANK INSPECTION

### SERVICE PROCEDURE

1. Remove the fuel tank. Please follow the Workshop Manual (WSM) procedures in Section 310-01.

**NOTE:** The socket must fit square to the bolt to prevent stripping when removing fuel tank straps.

2. Inspect the fuel tank for any drill bit contact, holes or damage in any of nine possible locations. See Figures 1 and 2.



FIGURE 1

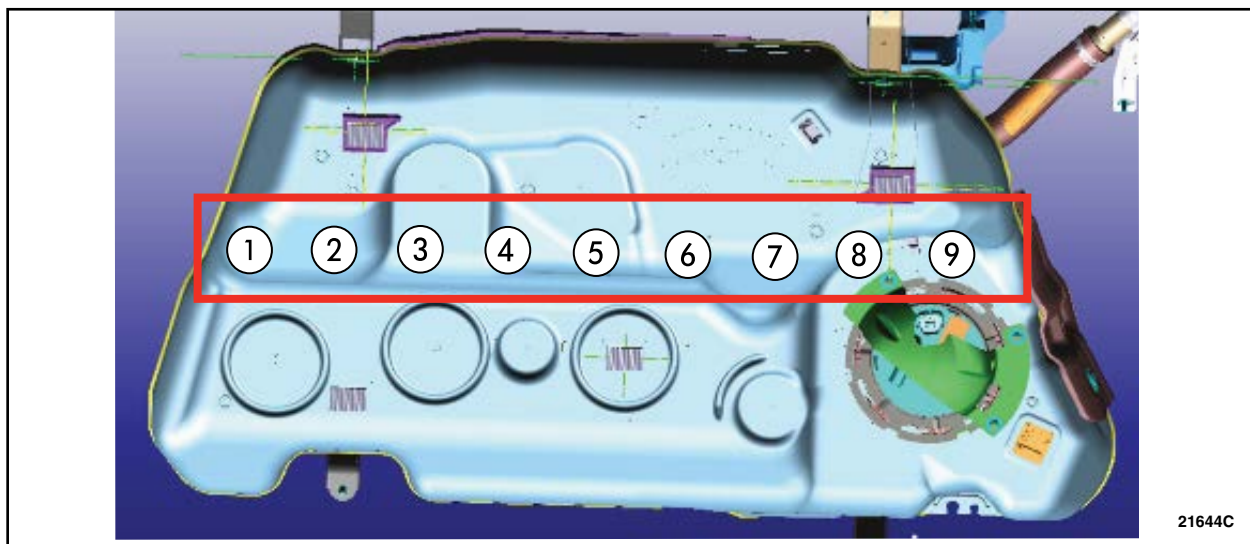


FIGURE 2



3. Was there any damage or marring due to drill bit contact in any of nine possible locations?  
See Figure 3.

**NOTE:** There may be bedliner over spray on the tank directly below the drain hole, this would **NOT** be considered damage to the fuel tank as listed above.

Yes - Does **NOT** Pass Inspection - Proceed to Step 6.

No - Passes Inspection - Proceed to Step 4.



**FIGURE 3**

4. If the fuel tank **PASSES** Inspection, photo submission will be required. Submit clear photos of the **TOP** of the fuel tank and the barcode located on the back of the fuel tank. See Figures 4 and 5 for proper examples of photo submission.

- Dealers must submit their photos via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones).

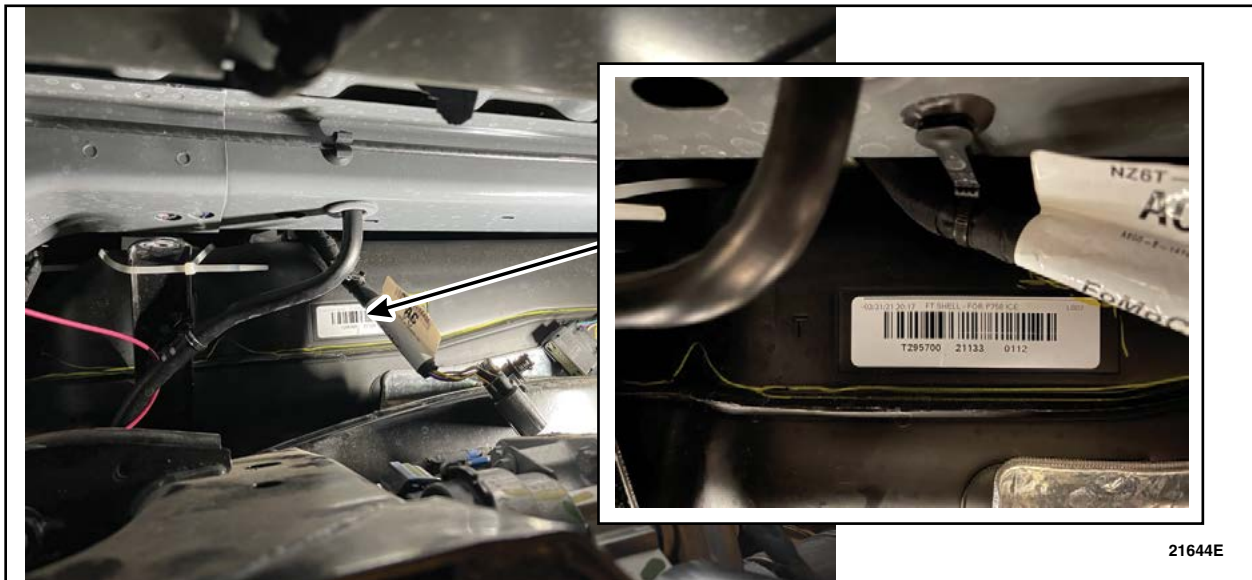






21644D

FIGURE 4



21644E

FIGURE 5



### Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

### Using Mobile PTS “Report a Vehicle Concern”

**IMPORTANT:** If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.



5. Install the fuel tank. Please follow WSM procedures in Section 310-01. Recall is complete.

**NOTE:** The fuel tank strap bolts may be reused by cleaning the threads using a wire brush and removing all residual adhesive. Apply 2-3 drops of Motorcraft® blue thread locker TA-25-B or equivalent, to the original bolt in the original location of residual adhesive.

6. Is this a customer owned vehicle?

Yes - This is a customer owned vehicle, take one overall clear photo of the top of the tank, one clear high resolution photo of the damage, and one photo of the bar code on the rear of the fuel tank. If the customer requests a rental, submit an SSSC contact with the photos attached requesting rental approval, then proceed to Step 7.

No - This is not a customer owned vehicle, proceed to Step 7.

7. Prepare vehicle and fuel tank for storage. Cap off and protect any open fuel or vapor lines, wiring harness connectors and secure or protect parts and fuel tank from the elements using a plastic bag or equivalent.

8. Monitor OASIS for supplement publication when parts and repair instructions become available.

**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.**

