



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

May 31, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Equipment Safety Recall 22S38**
Certain 2021-2022 F150
Trailer Brake Controller Kits

AFFECTED PARTS

This recall affects Ford Motor Company Trailer Brake Controller kits, service part number ML3Z-19H332-AA / ML3Z-19H332-BA / ML3Z-19H332-CA, that were either dealer installed or sold "Over-The-Counter" (OTA).

REASON FOR THIS EQUIPMENT SAFETY RECALL

If the Trailer Brake Controller kits were sold and installed prior to March 29, 2022, they may contain a software error. A software error within the Trailer Brake Controller can result in failure to provide the trailer brake output signal when the towing vehicle's brakes are applied. This may result in no trailer brake function while driving, loss of trailer brakes, and extended stopping distances increasing the risk of a crash.

SERVICE ACTION

Dealers are to review their part sales records and contact any customers to whom a suspect Trailer Brake Controller kit was sold to prior to March 29, 2022. Please perform this part sales review and contact your customer(s) as soon as possible to schedule a service appointment. Dealers are to reprogram the Trailer Brake Controller using FDRS with the latest level software. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Please contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request, to request adding a vehicle to this equipment recall prior to performing this service action.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Equipment Recall Information
Dealer Principal Information
Parts Manager Information

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.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

David J. Johnson

**Equipment Recall 22S38
Certain 2021-2022 F150
Trailer Brake Controller Kits**

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 reprogramming the Trailer Brake Controller.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 (22S38) 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22S38 - 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.

**Equipment Recall 22S38
Certain 2021-2022 F150
Trailer Brake Controller Kit**

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Administrative time to retrieve invoice(s) and contact customer(s)	MT22S38B	Up to 1.0 Hour(s)
Repair: Reprogram Integrated Trailer Brake Module (TRM) with FDRS with the latest level software.	22S38C	0.4 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

Trailer Brake Controller kits, service part number ML3Z-19H332-AA / ML3Z-19H332-BA / ML3Z-19H332-CA sold or installed on or after March 29, 2022, are not part of this Equipment Recall.

Trailer Brake Controller kits, service part number ML3Z-19H332-AA / ML3Z-19H332-BA / ML3Z-19H332-CA currently in stock do not need to be returned or reworked.



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May 2022

***** IMPORTANT EQUIPMENT SAFETY RECALL *****

Equipment Safety Recall Notice 22S38

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in Trailer Brake Controller kits that were purchased and installed prior to March 29, 2022, for 2021-2022 MY F-150 vehicles may contain a software error.

What is the risk?

A software error can result in failure to provide the trailer brake output signal when the towing vehicle's brakes are applied. This may result in no trailer brake function while driving, loss of trailer brakes, and extended stopping distances, increasing the risk of a crash.

Affected Trailer Brake Controller kit part numbers are:

- **ML3Z-19H332-AA**
- **ML3Z-19H332-BA**
- **ML3Z-19H332-CA**

What should you do?

If you purchased an affected Trailer Brake Controller and installed it prior to March 29, 2022, please contact your local dealer without delay to have the software updated per Equipment Safety Recall 22S38.

Ford Motor Company has authorized your dealer to update the software on your Trailer Brake Controller, free of charge.

If you do not already have a servicing dealer, you can access www.owner.Ford.com for dealer addresses, maps, and driving instructions.

If you have questions or concerns, please contact our **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: www.owner.Ford.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

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***** IMPORTANT SAFETY RECALL *****

Equipment Safety Recall Notice 22S38

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in at least one of your dealership's purchased or sold as accessory parts "Over-The-Counter" (OTC) Trailer Brake Controller kits for 2021-2022 MY F-150 vehicles.

What is the issue? According to our records, your dealership purchased and may have installed or sold OTC one of the suspect Trailer Brake Controller kits, service part numbers ML3Z-19H332-AA / ML3Z-19H332-BA / ML3Z-19H332-CA, which may contain a software error if installed prior to March 29, 2022.
There is no vehicle traceability for these non-compliant service parts, and as such you are listed as the owner of record.

What is the risk? A software error within the Trailer Brake Controller can result in failure to provide the trailer brake output signal when the towing vehicle's brakes are applied. This may result in no trailer brake function while driving, loss of trailer brakes, and extended stopping distances increasing the risk of a crash.

What should you do? Please have your parts and service departments complete the following:

- Review your customer-pay invoices to determine if you have sold or installed any of the affected Integrated Trailer Brake Controller Kits prior to March 29, 2022, on U.S.-based vehicles.

Affected Trailer Brake Controller kit part numbers are:

- **ML3Z-19H332-AA**
- **ML3Z-19H332-BA**
- **ML3Z-19H332-CA**

**What should you do:
(continued)**

- Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) that purchased the suspect parts from you over the counter.
- Arrange to inspect potentially affected vehicles. Please contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request, to request adding a vehicle to this equipment recall prior to performing this service action.
- Post the customer flyer in your parts department where customers can view it. The flyer is included with this letter and available on PTS as an attachment to 22S38.
- Check to see if you have any suspect service parts in inventory and return them as needed following the normal part return process.

Thank you for your attention to this important matter.

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