



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

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.

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



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

May 2022

***** 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.

Ford Customer Service Division



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

May 2022

***** 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 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.

Ford Customer Service Division