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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 22S26 Supplement # 2

Certain 2020-2021 MY Expedition, 2020-2021 F-150,
2020-2021 Navigator, 2020-2022 Super Duty Vehicles
Both Front Wiper Arm Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition/ Navigator	2020-2021	Kentucky Truck Plant	August 1, 2020 through October 20, 2021
F-150	2020	Dearborn Truck Plant	August 1, 2020 through September 5, 2020
F-150	2021	Dearborn Truck Plant	May 3, 2021 through August 16, 2021
F-150	2020	Kansas City Truck Plant	August 1, 2020 through October 22, 2020
Super Duty	2020-2022	Kentucky Truck Plant	August 1, 2020 through October 20, 2021
Super Duty	2020-2022	Ohio Assembly Plant	August 3, 2020 through October 20, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REASON FOR THIS SUPPLEMENT

- Added an inspection procedure of wiper arm date code for vehicles with a manufacture build date on or after June 7, 2021.
- Due to a limited supply of wiper arms, all current backorders for wiper arms will be canceled and a seed stock program will be implemented immediately.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible for the vehicle wiper arms to perform erratically. This condition can potentially lead to a wiper arm that becomes inoperable and/or separated from the vehicle which can result in reduced visibility in certain conditions.

New! SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Dealers are to *replace wiper arms on vehicles with manufacture build dates prior to June 7, 2021 and inspect wiper arms on vehicles with a manufacture build date on or after June 7, 2021, if necessary*, replace both Left hand and Right-hand wiper arms and install a new wiper blade ONLY if the wiper arm is missing. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles, which are customer-owned vehicles currently in the dealership. Dealers with unsold vehicles will receive seed stock of wiper arms. Repair your unsold inventory of vehicles upon receipt of parts.

OWNER NOTIFICATION MAILING SCHEDULE

Part available letters are expected to be mailed 3 Qtr of 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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical 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,



David J. Johnson

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OASIS ACTIVATION

OASIS was activated on April 19, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on April 19, 2022. Owner names and addresses will be available 3 Qtr. 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 safety 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.
- 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.

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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.
- Refunds will only be provided for the cost associated with wiper arm replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08708, 2021 Lincoln Pickup & Delivery Updates.

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
 - Lincoln vehicles – 4 years or 50,000 miles

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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, select claim type 31: Field Service Action. The FSA number (22S26) is the subcode.
 - 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: 22S26 - 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.

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New! **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> • <i>Expedition / Navigator Built on or after June 7, 2021-Remove and Inspect wiper arm date codes, if necessary, replace Front LH and/or RH Wiper Arm(s) and transfer or install wiper Blade(s)</i> • <i>Built on or before June 6, 2021- replace both front wiper arms and transfer or install wiper Blades</i> • <i>If the wiper arm was missing when the vehicle arrived for service, install new wiper arm(s) and Blade(s)</i> • <i>Close recall</i> 	22S26B	0.3 Hour
<ul style="list-style-type: none"> • <i>F-150 Built on or after June 7, 2021-Remove and Inspect wiper arm date codes, if necessary, replace Front LH and/or RH Wiper Arm(s) and transfer or install wiper Blade(s)</i> • <i>Built on or before June 6, 2021- replace both front wiper arms and transfer or install wiper Blades</i> • <i>If the wiper arm was missing when the vehicle arrived for service, install new wiper arm(s) and Blade(s)</i> • <i>Close recall</i> 	22S26C	0.3 Hour
<ul style="list-style-type: none"> • <i>Super Duty Built on or after June 7, 2021-Remove and Inspect wiper arm date codes, if necessary, replace Front LH and/or RH Wiper Arm(s) and transfer or install wiper Blade(s)</i> • <i>Built on or before June 6, 2021- replace both front wiper arms and transfer or install wiper Blades</i> • <i>If the wiper arm was missing when the vehicle arrived for service, install new wiper arm(s) and Blade(s)</i> • <i>Close recall</i> 	22S26D	0.3 Hour
<p><i>Inspection photo submission: Inspect number stamp on wiper arms and submit photos. (Can only be used if the build date is on or after June 7, 2021)</i></p>	22S26ZZ	0.2 Hour

Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles, which are customer-owned vehicles currently in the dealership.

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PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order for the wiper arms, for customer-owned vehicles currently in the dealership with an inoperable wiper arm and open RO, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Seed Stock:

To ensure an equitable distribution of service parts, all Wiper Arm part numbers listed below will be seed stocked.

1. Effective immediately, Wiper Arms will be provided through the seed stock program.
2. The quantity shipped to each dealer will be equal to a percentage of the vehicles assigned to them.
3. *Due to current supply-chain constraints, dealers began to receive seed stock late June 2022. Timing of the second and sequential seed stocks will follow as parts are available.*
4. The SSSC will **only** accept orders if:
 - a. The dealer is out of seed stock and:
 - i. The vehicle is currently at the dealership with an inoperable wiper arm.
 - ii. The dealer has an open RO on the VIN with an inoperable wiper arm.

Part Number	Description	Order Quantity	Claim Quantity
FL3Z-17527-A	Left Front Wiper Arm	1	1
FL3Z-17526-A	Right Front Wiper Arm	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.

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Order the parts below through normal order processing channels only if the vehicle arrives at the dealership with the wiper arm missing:

Part Number	Description	Order Quantity	Claim Quantity
*KL3Z-17528-AA	Genuine OEM Wiper Blade (if wiper arm was missing)	Up to 2	Up to 2

*NOTE: Motorcraft (WW2248A) wiper blades can be used as replacement if genuine parts are not available.

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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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 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 1st, 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 2020-2021 MODEL YEAR EXPEDITION , 2020-2021 MODEL YEAR F-150, 2020-2021 NAVIGATOR, AND 2020-2022 SUPER DUTY VEHICLES BOTH FRONT WIPER ARM REPLACEMENT

SERVICE PROCEDURE

- NEW !** 1. *Is vehicle's manufacture build date on or after June 7, 2021?*
Yes - Proceed to Step 2.
No - Replace wiper arms. Please follow Workshop Manual (WSM) procedures in Section 501-16
2. *Remove the left-hand side wiper arm.* Please follow WSM procedures in Section 501-16.
3. *Looking inside the arm head, locate the date code wheel. See Figure 1.*



FIGURE 1

4. *Using a camera or cell phone, photograph the date code wheel on the wiper arm. Regardless of pass or fail status the pictures will need to be submitted through Report a Problem in PTS.*
- See page 2 for instructions for using PTS (Report a Vehicle Concern).*
5. *If the date code wheel has a 19 with 12 dots or a 21 with 5 or more dots, then the wiper arm is considered good. Refer to Figure 1. Does the wiper arm meet this criteria?*
Yes - Wiper arm passes, reinstall wiper arm. Please follow WSM procedures in Section 501-16.
No - Wiper arm fails. Replace wiper arm.
6. *Repeat steps 3-5 for right-hand side wiper arm.*



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 your PC you’re 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.**

