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June 7, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 22S36 – Supplement #1**
 Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles
 Underhood Fire

New! REASON FOR THIS SUPPLEMENT

The technical instructions have been updated with information contained in the dealer bulletin to clarify:

- *Disconnecting the battery cable is an interim service action for dealers and customers who cannot park outside away from structures, customers would typically be provided a rental vehicle.*
- *Disconnecting the battery cable does not close the recall.*
- *Disconnecting the battery cable is to be used to put a vehicle into storage until a repair is available. Although the procedure can be performed multiple times (example - a customer wants to take their vehicle out of storage to go on a trip), this procedure should not be done on a regular basis (daily or weekly).*
- *Clarified the rental reimbursement guidelines.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2021	Kentucky Truck	December 1, 2020 through April 27, 2021
Navigator	2021	Kentucky Truck	December 2, 2020 through April 25, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Certain vehicles built during this time frame may pose a risk of underhood fire, including while the vehicle is parked, and the engine is off. Ford Motor Company is currently investigating the cause of this condition. Until Ford's investigation concludes, affected vehicles should be parked outside away from structures and other property.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Ford Motor Company's investigation is on-going at this time, dealers and customers will be contacted when further information is available.

Note: Owners should be instructed to park their vehicle outside away from structures and other vehicles due to the risk of fire.

If a dealer or customer is unable to park a vehicle outside, away from structures and other property, the vehicle's negative battery cable should be disconnected and securely positioned to the side. To assist vehicle owners who would prefer to store their vehicle at home, dealers are to arrange for a mobile service at the owner's location, so they may have the battery disconnected. Refer to the Special Allowances section in Attachment I for further details.

This is an interim procedure and disconnecting the battery cable does not close this recall program.

Disconnecting the battery cable is to be used to put a vehicle into storage until a repair is available. Although the procedure can be performed multiple times (example - a customer wants to take their vehicle out of storage to go on a trip), this procedure should not be done on a regular basis (daily or weekly).

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of May 23, 2022, to instruct customers to park their vehicles away from structures and other property due to the risk of fire.

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
Attachment IV: Mobile Repair Record
Owner Notification Letters
Recall Reimbursement Plan

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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MOBILE REPAIR RECOMMENDATIONS

- Confirm with customer a mobile repair is feasible.
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.
- Recommended tools and cleaning supplies: ¼" ratchet, 10mm socket or wrench, electrical tape and/or zip tie, and a clean lint free shop towel. Side cutters will be needed to cut a zip-tie when reconnecting the negative battery cable.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS was activated on May 19, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on May 19, 2022. Owner names and addresses will be available by June 13, 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.

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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

- **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 unknown repair at this time.

RENTAL VEHICLES

- Ford has not issued instructions to stop driving vehicles under this safety recall.
- Submit a request to SSSC under FSA 22A03 using contact-type APPROVAL REQUEST for consideration and approval if customers have unique circumstances requiring a rental. Examples of unique circumstances may include things like:
 - Live in a high-rise condo with a parking structure
 - Have a designated parking spot in multiple-story parking garage for work
 - Have a short driveway which only has room for one vehicle, with no alternate place to park
 - Other – Please submit a request to the SSSC with the details of the request
- Follow Extended Service Plan (ESP) guidelines for dollar amounts.

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 EFC08749, 2021 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

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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
- 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 (22S36) 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; up to \$72/day for Navigator and up to \$60/day for Expedition (Enhanced Rental). Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **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 EFC08749, 2021 Lincoln Pickup & Delivery Updates for details.
- **Rental Vehicle Reimbursement**
 - For Long-Term (greater than one day) rental due to unique circumstances, submit a rental request to the SSSC using FSA Contact Type APPROVAL REQUEST.
 - **If requesting a daily rental amount above guidelines, please provide evidence of locally higher rates.**
 - If SSSC approval is provided under program number 22A03, eligible rental expenses and the administrative fee should be claimed on an RO line that is separate from the repair.
 - Use Misc. Expense Code "RENTAL" for the rental expenses.
 - Use sub code 22A03 on the claim.
 - The maximum number of days that can be requested on one RO line is 30 days.
 - Rental extensions beyond the initial 30 day request must be submitted to SSSC for approval.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22S36 - 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.
- **Special Allowances**
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Attachment IV), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 22S36MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).
- **Provision for Locally Obtained Supplies:** Includes electrical tape and a clean lint free shop towel. Submit on the same line as the repair.
 - Program Code: 22S36
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$1.00

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LABOR ALLOWANCES

Note: Owners should be instructed to park their vehicle outside away from structures and other vehicles due to the risk of fire.

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This is an interim procedure and disconnecting the battery cable does not close this recall program.

Description	Labor Operation	Labor Time
<u>Mobile Service:</u> Can be Used With 22S36BB When Repair Takes Place Away from The Dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form (Does Not Close the Recall)	22S36MM	0.5 Hours
Time to disconnect negative battery cable and securely position to the side (Does Not Close the Recall)	22S36BB	0.3 Hours

Note: Labor operation codes 22S36MM and 22S36BB are interim labor operation codes, intended to be used one time, the vehicle is no longer intended for daily use until a repair is available.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 MODEL YEAR EXPEDITION AND LINCOLN NAVIGATOR VEHICLES — UNDERHOOD FIRE

NEW! INTERIM SERVICE PROCEDURE

⚠ *Disconnecting the battery cable does not close the recall.*

NOTE: *If a dealer or customer is unable to park a vehicle outside, away from structures and other property, the vehicle's negative battery cable should be disconnected and securely positioned to the side. To assist vehicle owners who would prefer to store their vehicle at home, dealers are to arrange for a mobile service at the owner's location, so they may have the battery disconnected.*

NOTE: *Disconnecting the battery cable is to be used to put a vehicle into storage until a repair is available. Although the procedure can be performed multiple times (example - a customer wants to take their vehicle out of storage to go on a trip), this procedure should not be done on a regular basis (daily or weekly).*

Recommended Tool List

For Battery Disconnect:	For Battery Reconnect:
1/4" ratchet and 10mm socket or 10mm wrench	1/4" ratchet and 10mm socket or 10mm wrench
Electrical Tape	Side Cutters
One standard zip tie	Torque wrench with 10mm socket

1. Ensure the customer has both keys, including the manual entry key. See Figure 1.



FIGURE 1



2. Open hood, roll-up windows, and make sure the keys are removed from the vehicle.
3. Lock and close all doors.
4. Disconnect the negative battery cable following the battery disconnect procedure. Please follow Workshop Manual (WSM) procedures in section 414-01.
5. Disconnect the Battery Monitor Sensor. See Figure 2.

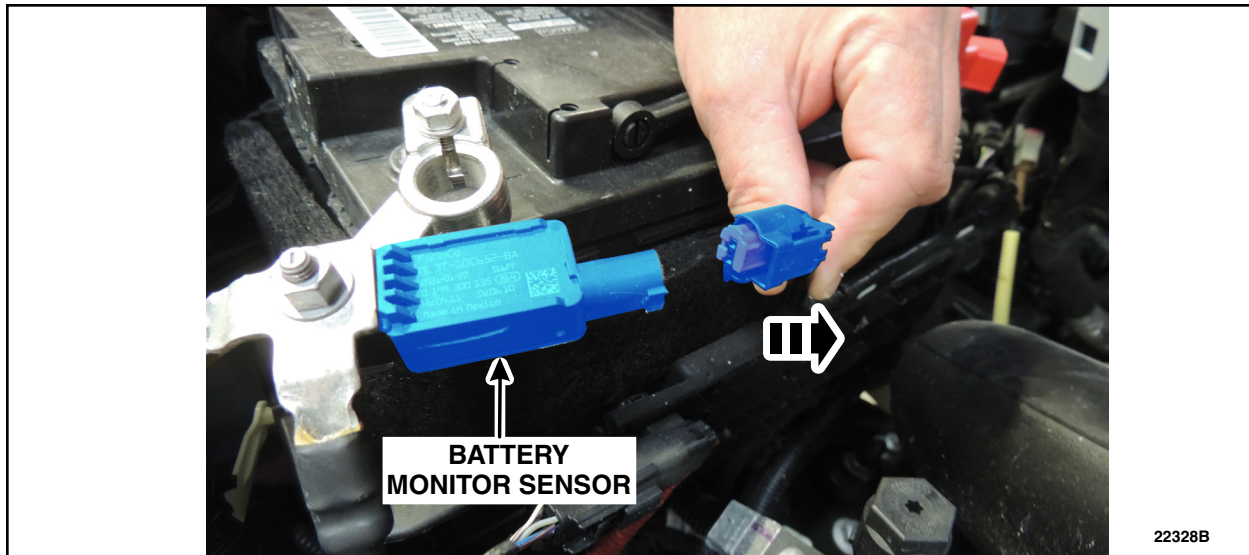


FIGURE 2

6. Apply electrical tape to sufficiently cover the negative battery cable. See Figure 3.

NOTE: Apply no less than 4 layers of electrical tape.

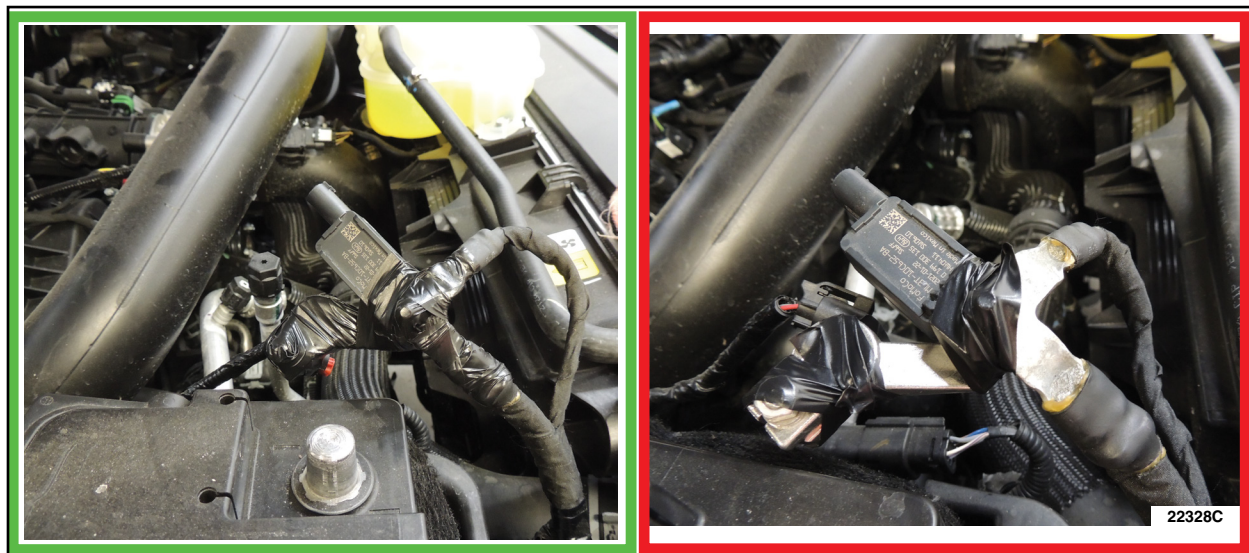


FIGURE 3



7. Reconnect the Battery Monitor Sensor.

8. Using a tie strap, secure the negative battery cable to the identified harness. See Figure 4.

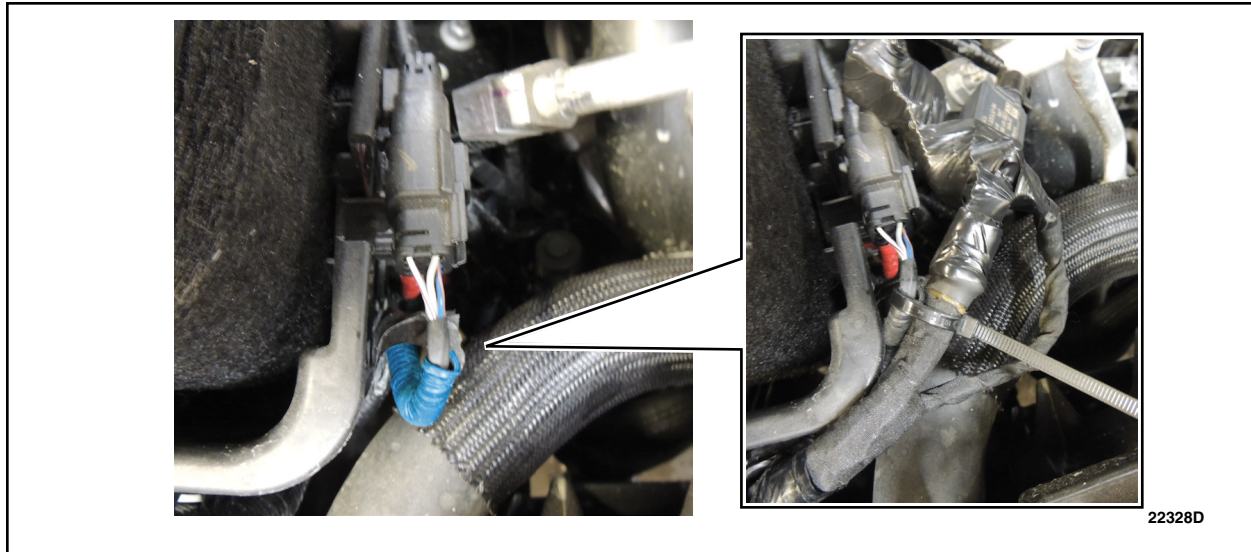


FIGURE 4

Reconnection Procedures on next page.



⚠ *Reconnecting the battery cable does not close the recall.*

TO RECONNECT BATTERY

NOTE: *Disconnecting the battery cable is to be used to put a vehicle into storage until a repair is available. Although the procedure can be performed multiple times (example - a customer wants to take their vehicle out of storage to go on a trip), this procedure should not be done on a regular basis (daily or weekly).*

9. Manually unlock door with key. See Figure 5.



FIGURE 5

10. Open hood.
11. Remove zip tie and disconnect Battery Monitor Sensor.
12. Remove electrical tape and reconnect Battery Monitor Sensor.
13. Position the negative battery cable and torque bolt to 55 lb.in (6.2 Nm).
14. If the vehicle is equipped with power running boards, make sure to enable the running boards in the IPC message center.



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MOBILE REPAIR RECORD

VIN _____ received:

As outlined below for the 22S36 Field Service Action program.

Mobile Repair – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 22S36

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 22S36, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to June 13, 2022. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.