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April 17, 2023

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Compliance Recall 22C13 – Supplement #1**  
 Certain 2022 Model Year Aviator and Explorer Vehicles  
 Inspect Engine Frame Rail Assembly

**REF:** **Compliance Recall 22C13**  
 Dated: August 19, 2022

**New! REASON FOR THIS SUPPLEMENT**

- **Service Action:** Added instructions for vehicle buyback process.
- **Pick-Up and Delivery:** Section Added.
- **Alternative Transportation:** Section Added.
- **Additional Repair (Labor Time and/or Parts):** Note added to contact the SSSC for approval to replace the affected frame rails.
- **Claims Preparation and Submission:** Pick-Up, Delivery and Sublet claiming instructions added.
- **Labor Allowances Update:** The labor allowances chart has been updated to include the labor operations for engine frame rail replacement.
- **Parts Ordering Information and Parts List Update:** Parts are available for open orders. Parts lists have been updated to include parts required for engine frame rail replacement.
- **Technical Information:** Updated Technical Information.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2022	Chicago	April 4, 2022 through May 2, 2022
		Chicago SHO Center	April 5, 2022 through May 3, 2022
Explorer	2022	Chicago	April 4, 2022 through May 2, 2022
		Chicago SHO Center	April 4, 2022 through May 4, 2022

*U.S. Population of affected vehicles is 776.*

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles were built with an engine frame rail that does not maintain its integrity in a crash and as a result does not meet the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 208 Occupant Crash Protection and FMVSS No. 301 Fuel System Integrity. A vehicle that does not comply with FMVSS 208/301 increases the risk of injury in a crash.

**New! SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to test the hardness of both left hand (LH) and right hand (RH) engine frame rails per technical instructions. If both engine frame rails pass the initial hardness test, then this recall is complete. If an engine frame rail fails the initial hardness test, then the suspect engine frame rail must be checked again using a calibrated hardness tester. If the rail does not meet a minimum specified hardness, customers will be given the option of a replacement of the engine frame rail assembly or, because of the extensive nature of this repair, a vehicle buyback. This service must be performed on all affected vehicles at no charge to the vehicle owner.

*Note: To be eligible for a vehicle buyback program, one or both engine frame rail(s) must not meet the hardness test specification per the outlined Tech Instructions. If the customer wants to pursue vehicle buyback, please provide a signed copy of the customers vehicle Bill-Of-Sale (B.O.S.) and contact the SSSC Center for next steps.*

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of August 22, 2022. Dealers should inspect and 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 \$26,315 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*

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,



Stacy L. Balzer

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**OASIS ACTIVATION**

OASIS was activated on August 19, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on August 19, 2022. Owner names and addresses were available on September 5, 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.
- 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 compliance 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 front engine frame rail replacement.

**RENTAL VEHICLES**

If the owner's vehicle fails the first portion of the inspection test, dealers are pre-approved for up to 2 days for a comparable rental vehicle while waiting for the handheld hardness tester. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership waiting for the handheld hardness tester portion of the inspection and for part replacement (if needed). Prior approval for more than 2 rental day(s) is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**New! PICK-UP AND DELIVERY**

*All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) instead of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.*

**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 EFC09879, 2022 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.

**New! ALTERNATIVE TRANSPORTATION**

*If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).*

- *Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.*
- *Any amount over the cost-per-day limits will be the customer's responsibility.*
- *The customer will need to pay upfront and provide proof of payment to the dealer.*

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**New! ALTERNATIVE TRANSPORTATION (Continued)**

- *Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process to refund the customer.*

*Examples of alternative transportation:*

- *Taxi*
- *Public Transportation - Subway, Train, or Bus*
- *Rideshare alternatives (Uber, Lyft, etc.)*

**New! 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.

***IMPORTANT: If the vehicle Failed the Initial Torque Test or the Handheld Hardness Test for One Left/Right (LH/RH) Hand or Both - Engine Front Side Member (Frame Rails) - Contact SSSC Center for further approval to replace the One LH/RH or Both Front Side Member (Frame Rail) (Base Part Number -7810463- Or -7810462) . Once approved, return the hardness tester, and order the required parts through normal part ordering process.***

**New! 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 22C13 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.

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**New: CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22C13                      - 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 EFC09879, 2022 Lincoln Pickup & Delivery Updates for details.
- **Pickup & Delivery:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Sublet Provision for Frame Rail Removal/Installation:** Sublet repairs to remove and replace One Left/Right Hand (LH/RH) or Both - Front Side Member - (Base - 7810463/7810462) engine frame rail(s) can be claimed instead of MT22C13D and/or MT22C13E. Sublet documentation must be retained. Submit on the same line as the repair.
  - Program Code: 22C13                      - Misc. Expense: FSAOSL
  - **Misc. Expense:**
    1. If replacing **Only One** Side Front Side Member (LH/RH): Claim up to \$8,000.00
    2. If replacing **BOTH** Front Side Members LH and RH: Claim up to \$8,600.00

**Note: Check and Verify VIN and Engine Applications for Correct Claim Up to \$ Costs:**

*(It Includes Labor Time and Costs associated to the repair. Repairs include: Removal/Installation of: Engine (Materials/Fluids/Gaskets) Body Front Bumper, Fender(s) Radiator/Condenser Support, Headlamps, Modules, Harness, Fender Apron Panel, Fender Apron Panel Reinforcement, Front Side Member - Engine Front Frame Rail, Hood, Engine, Suspension, and Chassis Components).  
Recommended Ford Workshop Manual Section 501-27.*

- **Provision for Locally Obtained Supplies:** Submit on the same line as the repair.
  - Program Code: 22C13                      - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$200

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**New! LABOR ALLOWANCES**

*The labor allowances chart has been updated to include the labor operations for engine frame rail replacement.*

Description	Labor Operation	Labor Time
<b>Process Step 1: Explorer 2.3L – Initial Torque Test</b>		
Perform torque test at specified locations on the LH and RH rails. • Both <b>PASS</b> , no further action is needed.	22C13A	0.4 Hours
Perform torque test at specified locations on the LH and RH rails. • One or Both <b>FAIL</b> , perform <b>Handheld Hardness Test</b> below.	22C13AA	0.4 Hours
<b>Process Step 1: Explorer 3.0L, 3.3L Duratec &amp; HEV, Aviator 3.0L, 3.0L PHEV – Initial Torque Test</b>		
Perform torque test at specified locations on the LH and RH rails. • Both <b>PASS</b> , no further action is needed.	22C13B	0.5 Hours
Perform torque test at specified locations on the LH and RH rails. • One or both <b>FAIL</b> , perform handheld hardness test below.	22C13BB	0.5 Hours
<b>Process Step 2: Handheld Hardness Tester</b>		
If either Initial Torque Test fails, • Contact SSSC to request loan of <b>Handheld Hardness Tester</b> . • Perform hardness test at specified locations on LH and RH rails. • <b>BOTH PASS</b> , no further action is needed. • Return <b>Handheld Hardness Tester</b> to the SSSC Center.	22C13C	0.3 Hours
If either Initial Torque Test fails, • Contact SSSC to request loan of handheld hardness tester. • Perform hardness test at specified locations on LH and RH rails. • <b>ONE OR BOTH FAIL:</b> 1. Return the <b>Handheld Hardness Tester</b> to the SSSC Center. 2. Contact the SSSC Center, request approval to replace <b>ONE</b> (LH/RH) or <b>BOTH - Engine Front Side Member (Frame Rail)</b> . Proceed to <b>Process Step 3</b> , For additional Time and correct Labor Operation.	22C13CC	0.3 Hours

*Labor Allowances Continue On Next Page*

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**New: LABOR ALLOWANCES (continued)**

Description	Labor Operation	Labor Time
<b><i>Process Step 3: Engine Front Side Member (Frame Rail) Replacement</i></b>		
<i>Replace <b>One Side Left or Right</b> (LH/RH) Engine Front Side Member (frame rail) that failed the handheld hardness test following workshop manual.</i>	<i>MT22C13D</i>	<i>M-time up to 34.1 Hours</i>
<i>Replace <b>Both left and right</b> Engine Front Side Member (frame rails)- that failed the handheld hardness tests following workshop manual.</i>	<i>MT22C13E</i>	<i>M-time up to 38.2 Hours</i>

**New: Note: Claim the following labor operation combinations**

- **Process Step 1:** For vehicles that **Pass** the **Initial Torque Test**: Claim 22C13A or 22C13B as appropriate.
- **Process Step 2:** For vehicles that **Fail** the initial **Handheld Hardness Test** but pass the second test: Claim 22C13C with 22C13AA or 22C13BB as appropriate.
- **Process Step 3:** For vehicles that require **Engine Front Side Member (Frame Rail) Replacement**: Claim 22C13CC, MT22C13D or MT22C13E, and 22C13AA or 22C13BB as appropriate.
  - **NOTE:** Labor Operations MT22C13D or MT22C13E CANNOT be claimed with FSAOSL.

*Parts Requirements / Ordering Information Start On Next Page*



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**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

*Parts are available for open orders.*

*Parts lists have been updated to include parts required for engine frame rail replacement.*

Part Number	Description	Order Quantity	Claim Quantity
<b>Parts To Order For First Inspection Test</b>			
W505255-S450	Torque test bolt – Package contains 4 pieces <b>NOTE: The Ford bolt shown must be used for the inspection procedure as it has been validated for this process. Due to the nature of this procedure, a non-Ford bolt is not authorized.</b>	1	2
W712961-S439	Steering shaft bolt for torque test ( <b>all except 2.3L</b> ) - Package contains 2 pieces	1	1
<b>All Vehicles - Parts To Order If Replacing One Engine Front Side Member (Frame Rail) – Left Hand (LH) Or Right Hand (RH) Only</b>			
DS7Z-19B596-A	Condenser fitting O-ring seals	As Required	
*-6758-*	Crankcase vent tube without quick connects (as needed)	As Required	
W712961-S439	Steering shaft bolt	1	1
*-19B596-*	A/C compressor line O-ring seal	As Required	
W714660-S439	Brake caliper anchor plate bolts - Package contains 4 pieces	1	4
LB5Z-3B477-A	Wheel hub nut	2	2
W520517-S440	Lower strut to wheel knuckle nuts - Package contains 4 pieces	1	4
W715932-S439	Lower strut to wheel knuckle bolts - Package contains 4 pieces	1	4
W715618-S437	Torque converter nuts 6 ( <b>4 for 3.3L</b> ) - Package contains 4 pieces	As Required	
W719506-S440	Sway bar link to strut nut - Package contains 4 pieces	1	2
W719413-S439	Front and Middle subframe bolts - Package contains 4 pieces	1	4
W716979-S439	Rear subframe bolts - Package contains 4 pieces	1	2
W708777-S900C	Blind Rivet - Package contains 100 pieces	1	5
W702512-S900C	Blind Rivet - Package contains 100 pieces	1	18

*Part Requirements are Continued on the next page*

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
<b>All Vehicles - Parts To Order - If Replacing – Both - Engine Front Side Members (Frame Rails)</b>			
DS7Z-19B596-A	Condenser fitting O-ring seals	As Required	
*-6758-*	Crankcase vent tube without quick connects (as needed)	As Required	
W712961-S439	Steering shaft bolt	1	1
*-19B596-*	A/C compressor line O-ring seal	As Required	
W714660-S439	Brake caliper anchor plate bolts - Package contains 4 pieces	1	4
LB5Z-3B477-A	Wheel hub nut	2	2
W520517-S440	Lower strut to wheel knuckle nuts - Package contains 4 pieces	1	4
W715932-S439	Lower strut to wheel knuckle bolts - Package contains 4 pieces	1	4
W715618-S437	Torque converter nuts 6 ( <b>4 for 3.3L</b> ) - Package contains 4 pieces	As Required	
W719506-S440	Sway bar link to strut nut - Package contains 4 pieces	1	2
W719413-S439	Front and Middle subframe bolts - Package contains 4 pieces	1	4
W716979-S439	Rear subframe bolts - Package contains 4 pieces	1	2
W708777-S900C	Blind Rivet - Package contains 100 pieces	1	10
W702512-S900C	Blind Rivet - Package contains 100 pieces	1	36
<b>Include Engine Front Side Member(s) – (Frame Rail(s) – That Failed Handheld Hardness Test -- Left/Right Hand Only Or Both</b>			
*-7810463-*	Engine Front Side Member (Frame Rail) Assembly - Floor Side – LH 2.3L, 3.0L, 3.3L	VIN Specific	
*-7810463-*	Engine Front Side Member (Frame Rail) Assembly - Floor Side – LH 3.3L Hybrid and 3.0L PHEV	VIN Specific	
*-7810462-*	Engine Front Side Member (Frame Rail) Assembly - Floor Side – RH 2.3L, 3.0L, 3.3L	VIN Specific	
*-7810462-*	Engine Front Side Member (Frame Rail) Assembly - Floor Side - RH 3.3L Hybrid and 3.0L PHEV	VIN Specific	

Part Requirements are Continued on the next page

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
<b>VIN Specific - Include With Required Parts For: 2WD And/Or AWD/4WD Wheel Drive Units</b>			
*-4B422-*	AWD RH halfshaft circlip	1	1
*-4B422-*	AWD LH halfshaft circlip	1	1
*-00815-*	AWD LH halfshaft O-ring	1	1
CN1Z-7H424-B	Front axle seal	1	1
*-9F598-*	Front axle sealing ring	1	1
W716375-S900	Transfer case mounting bolts - Package contains 5 pieces	2	8
*-4421-*	Front driveshaft slip yoke boot	1	1
*-3B478-*	Front driveshaft slip yoke clamp	1	1
*-7H424-*	RH front halfshaft seal (only RH needed)	1	1
*-4B422-*	Front axle pinion stem circlip	1	1
*-00815-*	Front axle pinion stem O-ring	1	1
W719431-S439	4WD transmission support bolts - Package contains 4 pieces	1	3
W520214-S440	4WD transmission support nut - Package contains 2 pieces	1	1
W719511-S439	If RWD Only driveshaft flex coupling to transmission flange bolts - Package contains 4 pieces	1	3
W719431-S439	If RWD Only transmission support bolts - Package contains 4 pieces	1	2
W520214-S440	If RWD transmission support nut - Package contains 2 pieces	1	1

Part Requirements are Continued on the next page

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
<b>Include With 2.3L Engine</b>			
L1MZ-6L612-A	2.3L Catalytic converter to turbocharger gasket	1	1
W719699-S442	2.3L Catalytic converter to turbocharger nuts	3	3
W720485-S439	2.3L LH motor mount bolts HB1 - Package contains 4 pieces	1	1
W719326-S439	2.3L LH motor mount bolts HB2 - Package contains 4 pieces	1	2
W720485-S439	2.3L RH motor mount bolts HB1 - Package contains 4 pieces	1	1
*-4382-*	2.3L RH motor mount bolts HB3	2	2
L1MZ-6L612-A	2.3L Turbocharger to catalytic converter gasket	1	1
W719699-S442	2.3L Turbocharger to catalytic converter nuts	3	3
W721083-S439	2.3L Transmission support insulator bolts - Package contains 4 pieces	1	4
W715131-S442	Park manual release cable bolts - hybrid with rotary or button gear selector - Package contains 4 pieces	1	2
<b>Include With 3.0L And 3.0L PHEV</b>			
*-6N652-*	3.0L Turbocharger coolant supply tube O-ring seal	2	2
L1MZ-6L612-B	3.0L Turbocharger gasket to catalytic converter	2	2
W716117-S437	3.0L Turbocharger mounting bolt to exhaust manifold	2	2
*-6N652-*	3.0L Turbocharger oil return tube O-ring seal	2	2
*-6N652-*	3.0L Turbocharger oil return tube to engine block gasket	2	2
*-6C683-*	3.0L Turbocharger oil supply tube filter	2	2
*-6N652-*	3.0L Turbocharger oil supply tube O-ring seal lower	2	2
*-6N652-*	3.0L Turbocharger oil supply tube O-ring seal upper	2	2
W717521-S440	3.0L LH & RH engine mount nut	2	2
L1MZ-6L612-B	3.0L LH & RH catalytic converter gasket	2	2
W719699-S442	3.0L LH & RH catalytic converter nuts - Package contains 4 pieces	1	4
*-6A666-*	3.0L PCV non-hybrid valve	1	1

Part Requirements are Continued on the next page

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
W715131-S442	Park manual release cable bolts - hybrid with rotary or button gear selector - Package contains 4 pieces	1	2
<b>Include With 3.3L Duratec And 3.3L Hybrid</b>			
W721083-S439	3.3L Transmission support insulator bolts - Package contains 4 pieces	1	4
W717521-S440	3.3L LH & RH engine mount nuts	2	2
W714265-S442	3.3L LH & RH Catalytic converter to exhaust manifold nuts - Package contains 4 pieces	1	4
JL3Z-9E464-F	3.3L EGR tube gasket	1	1
9L8Z-9J469-A	3.3L EGR tube O-ring seal	1	1
JL3Z-9E464-F	3.3L EGR valve inlet tube gasket	1	1
W710726-S442	3.3L Police Park manual release cable bolts - Package contains 4 pieces	1	2
7T4Z-8590-A	3.3L Thermostat housing O-ring seal	1	1
W715131-S442	Park manual release cable bolts - hybrid with rotary or button gear selector - Package contains 4 pieces	1	2

Part Requirements are Continued on the next page

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
<b>Include Following Parts Needed For Engine Front Side Member – (Frame Rails) Replacement</b>			
Obtain Locally	Metal Bonding Adhesive (Or Equivalent) TA-1, TA-1-B, 3M™ 08115, LORD Fusor® 108B, Henkel Teroson EP 5055	As Required	
Obtain Locally	Seam Sealer (Or Equivalent) TA-2-B, 3M™ 08308, LORD Fusor® 803DTM	As Required	
Obtain Locally	Flexible Foam Repair (Or Equivalent) 3M™ 08463, LORD Fusor® 121	As Required	
PM-4-A	Motorcraft® Metal Brake Parts Cleaner PM-4-A, PM-4-B, APM-4-C	2	2
PM-20	Motorcraft® DOT 4 LV High Performance Motor Vehicle Brake Fluid	2	2
XG-3-A	Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound XG-3-A	2	2
XG-1-E1	Motorcraft® Premium Long-Life Grease XG-1-E1	2	2
Obtain Locally	ValuGard™ Premium Undercoating (Or Equivalent) VG101, VG101A	As Required	
Obtain Locally	ValuGard™ Rust Inhibitor (Or Equivalent) VG104, VG104A	As Required	
ZC-31-B	Motorcraft® Metal Surface Prep Wipes ZC-31-B	2	2
VC-13DL-G	Motorcraft® Yellow Prediluted Antifreeze/Coolant	As Required	

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

Note: Less than 8% of the affected vehicle population is expected to require Engine Front Side Member (Frame Rail) assembly replacement. Ensure to enter the Vehicle Identification Number (VIN) on Professional Technical System (PTS) and refer to the correct Workshop Manual (WSM) service procedures when selecting the parts for the repair.

**DEALER PRICE**

For latest prices, refer to DOES II.

Part Requirements are Continued on the next page

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Supplement #1**  
**Compliance Recall 22C13**  
Certain 2022 Model Year Aviator and Explorer Vehicles  
Inspect Engine Frame Rail Assembly

**New! 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 FSAs require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.*

## CERTAIN 2022 MODEL YEAR AVIATOR AND EXPLORER VEHICLES — INSPECT ENGINE RAIL ASSEMBLY

### **NEW !** SERVICE PROCEDURE

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Vehicles Equipped with a 2.3L Engine.....	1
Bolt Torque Test.....	1
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Bolt Torque Test.....	5
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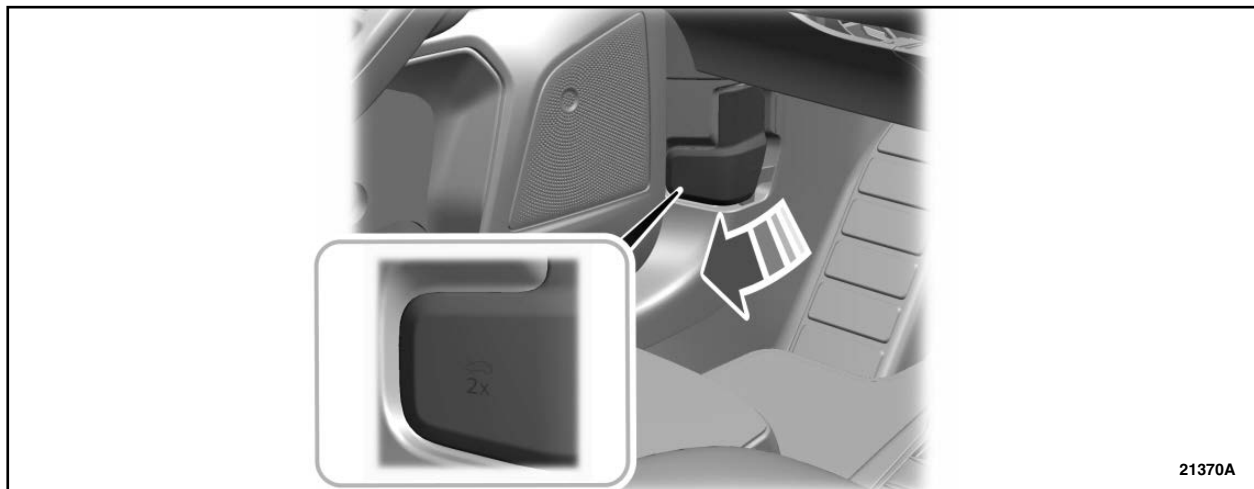
#### Vehicles Equipped with a 2.3L Engine

##### Bolt Torque Test

**NOTE:** The Ford bolt shown must be used for the inspection procedure as it has been validated for this process. Due to the nature of this procedure, a non-Ford bolt is not authorized.

1. Open the LH (left-hand) front door.
2. Fully pull the hood release lever and let it completely retract. See Figure 1.

**NOTE:** This action releases the hood latch.



**FIGURE 1**

3. Fully pull the hood release lever for a second time.

**NOTE:** This action fully releases the hood.

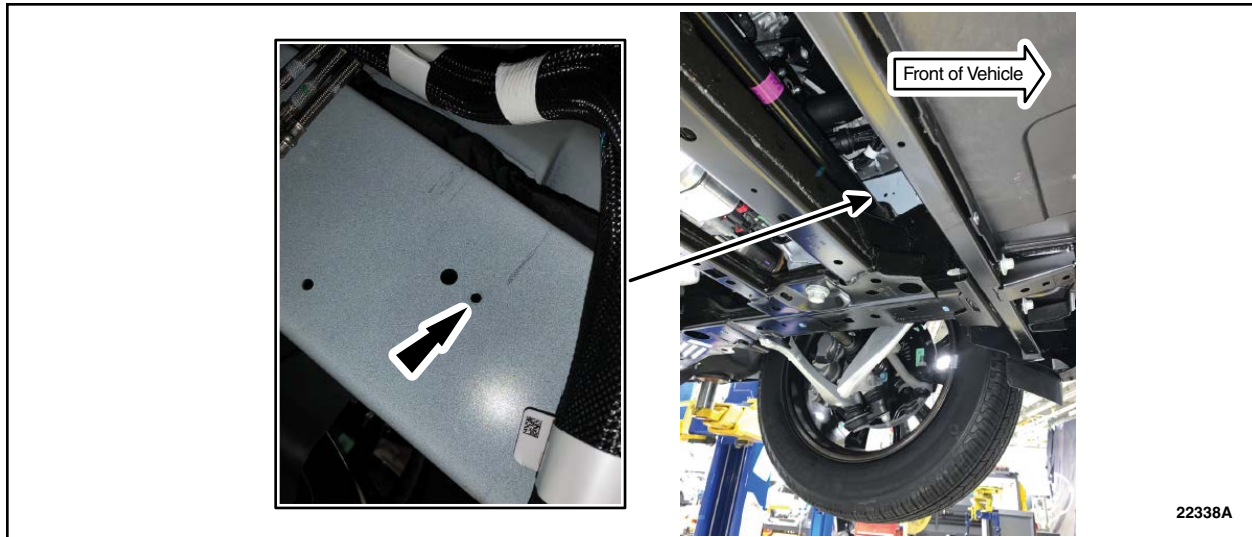




4. Open the hood.

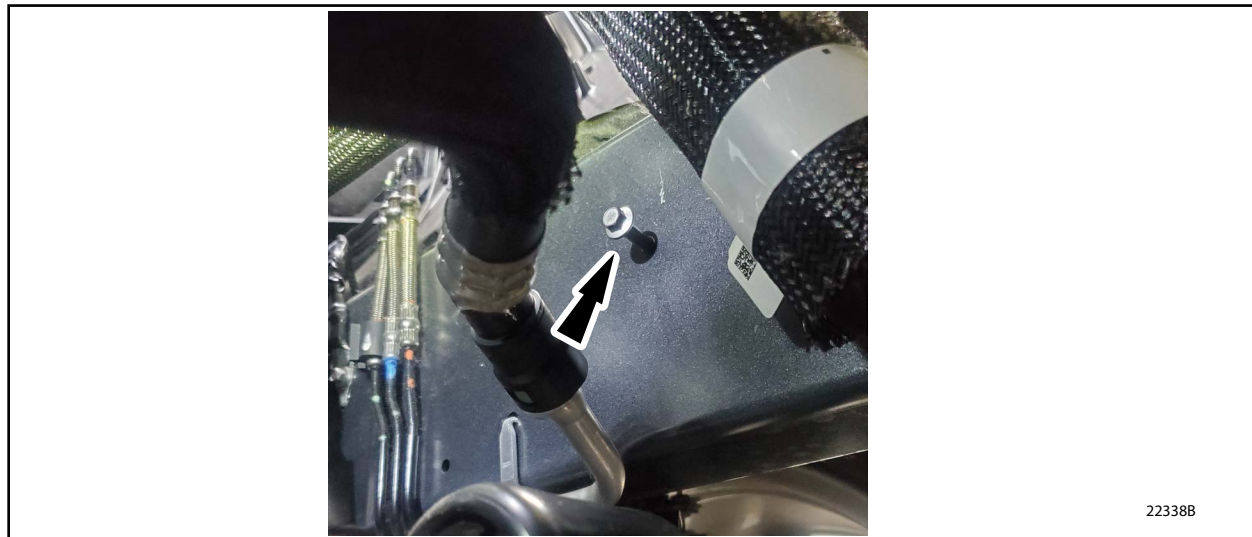
**NOTE:** There is no secondary latch under the hood.

5. In the engine compartment, locate the existing hole on the inboard side of the LH frame rail. See Figure 2, showing the hole from underneath the vehicle for better clarity.



**FIGURE 2**

6. Hand start the bolt part number W505255-S450 into the existing hole. See Figure 3.



**FIGURE 3**

7. Using a digital torque wrench, tighten and torque the bolt to 5.9 lb. ft (8 Nm).

8. Did the bolt successfully torque to 5.9 lb. ft (8 Nm)?

Yes – Passes inspection, proceed to step 9.

No – Fails inspection. Remove the bolt from the hole, then proceed to step 9.



9. With the vehicle in NEUTRAL, position it on a hoist. Follow Workshop Manual (WSM) procedures in Section 100-02.
10. Locate the existing hole on the bottom of the RH (right-hand) frame rail, just above the CV axle. See Figure 4.



**FIGURE 4**

11. Repeat steps 6-7 for the RH frame rail.
12. Did the bolt successfully torque to 5.9 lb. ft (8 Nm)?
  - Yes – Passes inspection, proceed to step 13.
  - No – Fails inspection. Remove the bolt from the hole, then proceed to step 13.
13. Did either one or both of the bolts fail to successfully torque to 5.9 lb. ft (8 Nm)?
  - Yes – Contact the SSSC to request a Webster Hardness Tester. Once a hardness tester has been received, proceed to step 14.
  - No – Proceed to step 19. No further repairs are needed. Compliance Recall 22C13 is complete.**

**NEW !** Hardness Test

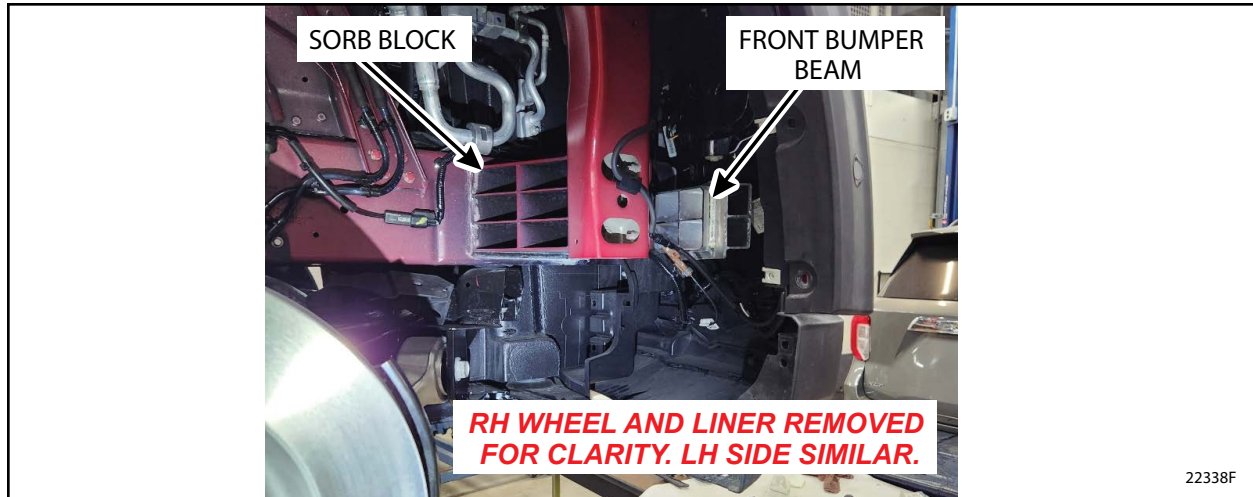
**NOTE:** Ensure hardness tester is properly calibrated before performing hardness test.

**NOTE:** Perform steps 14 through 18 ONLY on the side(s) where the bolt torque test failed.

**14. Locate the SORB block (located directly behind the front bumper beam.) See Figure 5.**

**NOTE:** Remove any splash shield screws and push pins and position aside the splash shield as required for access.





**FIGURE 5**

15. Place the hardness tester on the SORB block vertical fin and actuate the handle with the same force that was used on the gauge bar. See Figure 6.



**FIGURE 6**

16. What is the hardness tester gauge reading?

Less than 12 – Fails inspection. Proceed to step 17.

12 or greater – Passes inspection. Return the hardness tester, then proceed to step 19.

**17. Contact SSSC for further approval to replace the front side member. Once approved, return the hardness tester and order the required parts through normal part ordering process, refer to dealer bulletin. Proceed to step 18.**

**18. Replace the front side member(s) that failed the hardness test. Refer to WSM Section 501-27.**

19. Lower the hood and allow it to drop under its own weight for the last 10–14 in (25–35 cm).



**WARNING:** Make sure that you fully latch the hood before driving. Failure to follow this instruction could result in personal injury or death.



**All Other Vehicles**

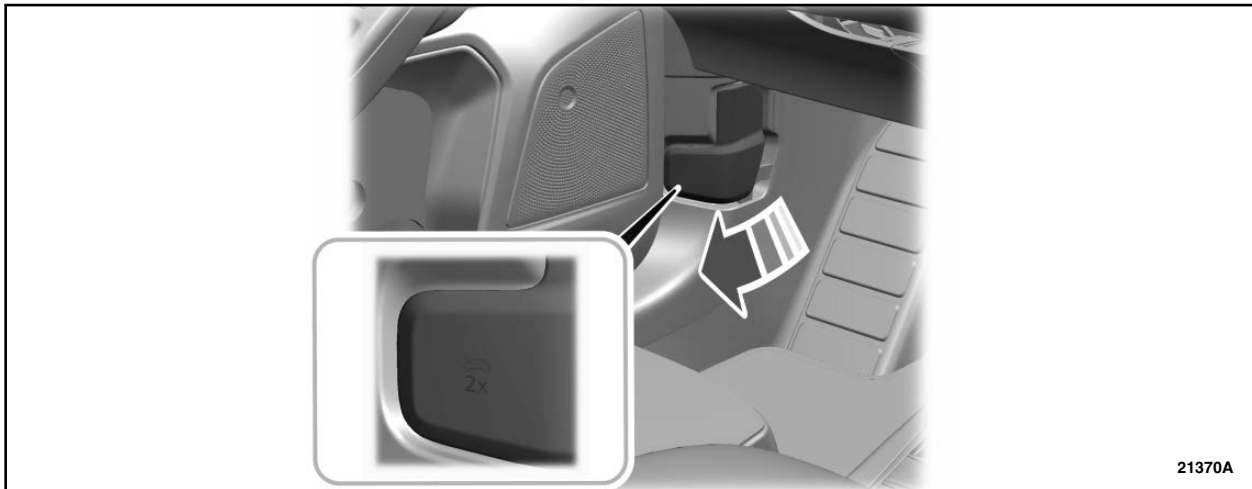
**Bolt Torque Test**

**NOTE: The Ford bolt shown must be used for the inspection procedure as it has been validated for this process. Due to the nature of this procedure, a non-Ford bolt is not authorized.**

20. Open the LH (left-hand) front door.

21. Fully pull the hood release lever and let it completely retract. See Figure 7.

**NOTE:** This action releases the hood latch.



**FIGURE 7**

22. Fully pull the hood release lever for a second time.

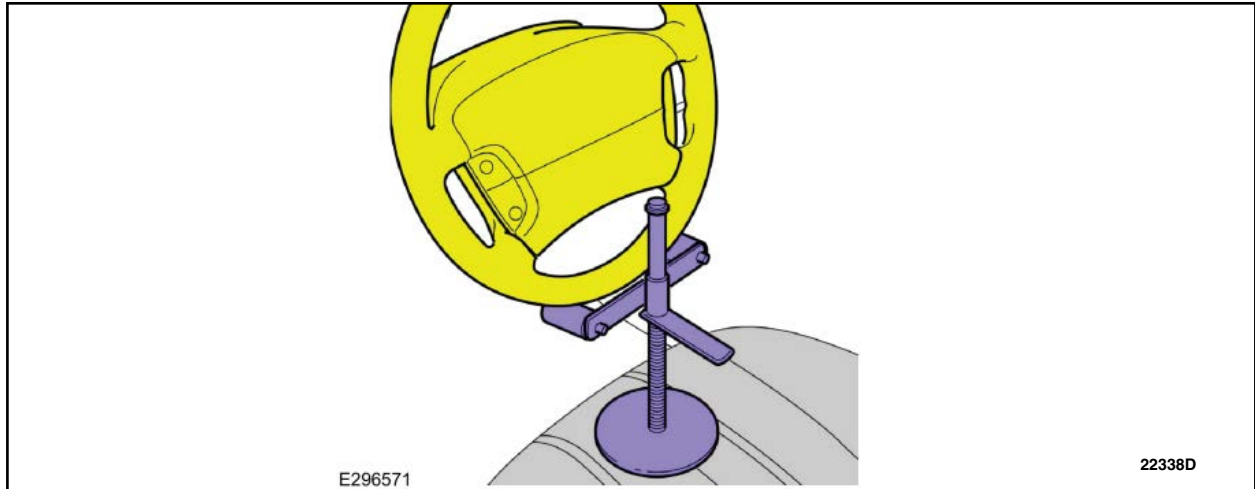
**NOTE:** This action fully releases the hood.

23. Open the hood.

**NOTE:** There is no secondary latch under the hood.

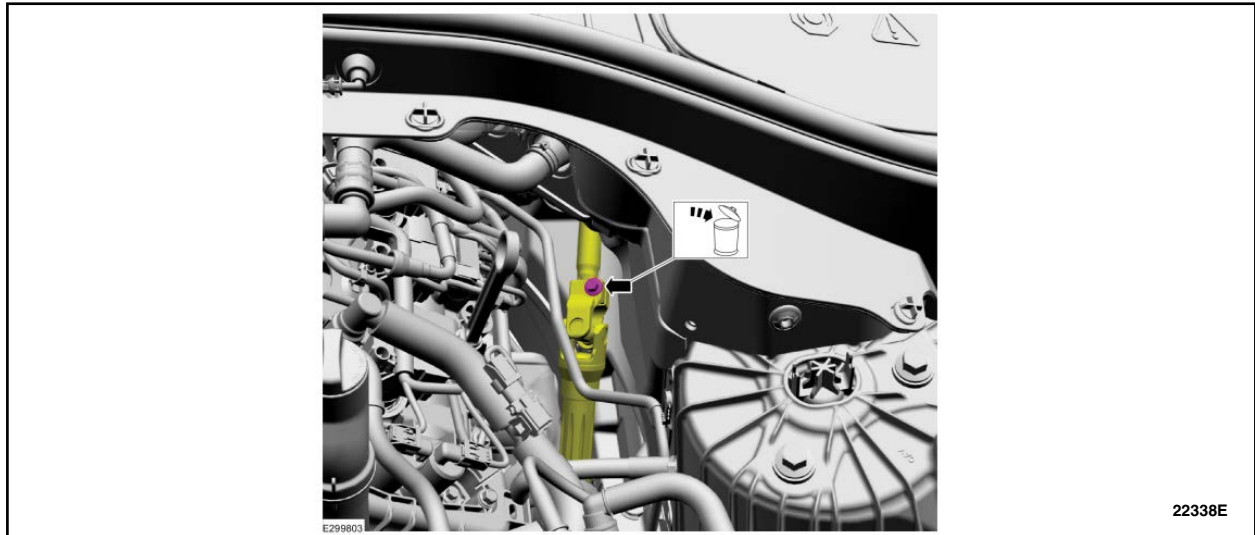


24. Using a holding device, hold the steering wheel. See Figure 8.



**FIGURE 8**

25. Remove and discard the steering shaft bolt, then separate and position aside the steering shaft. See Figure 9.

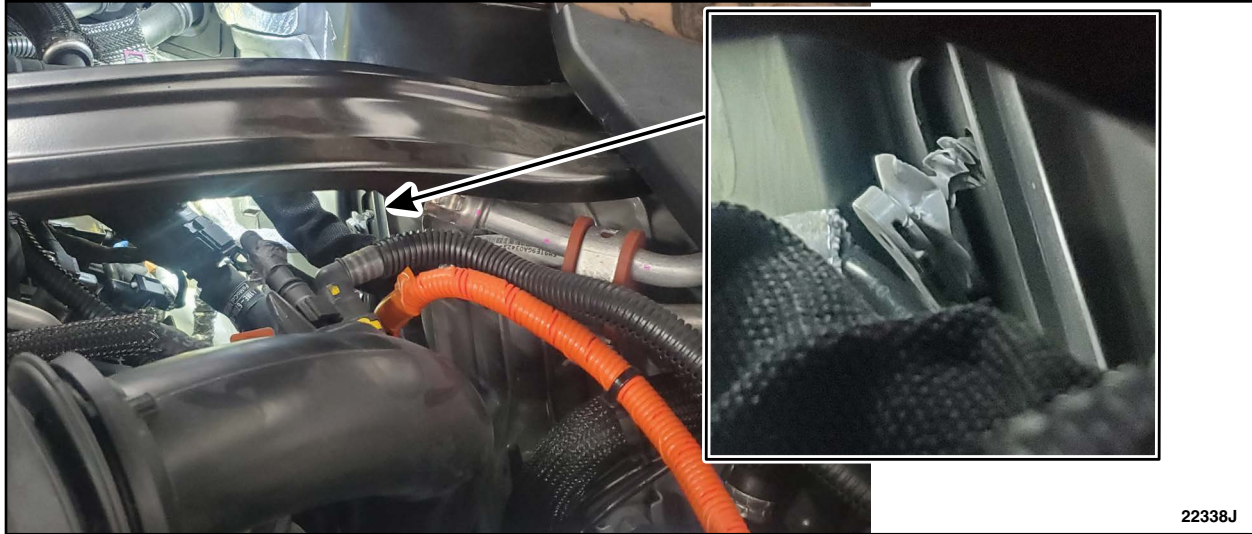


**FIGURE 9**



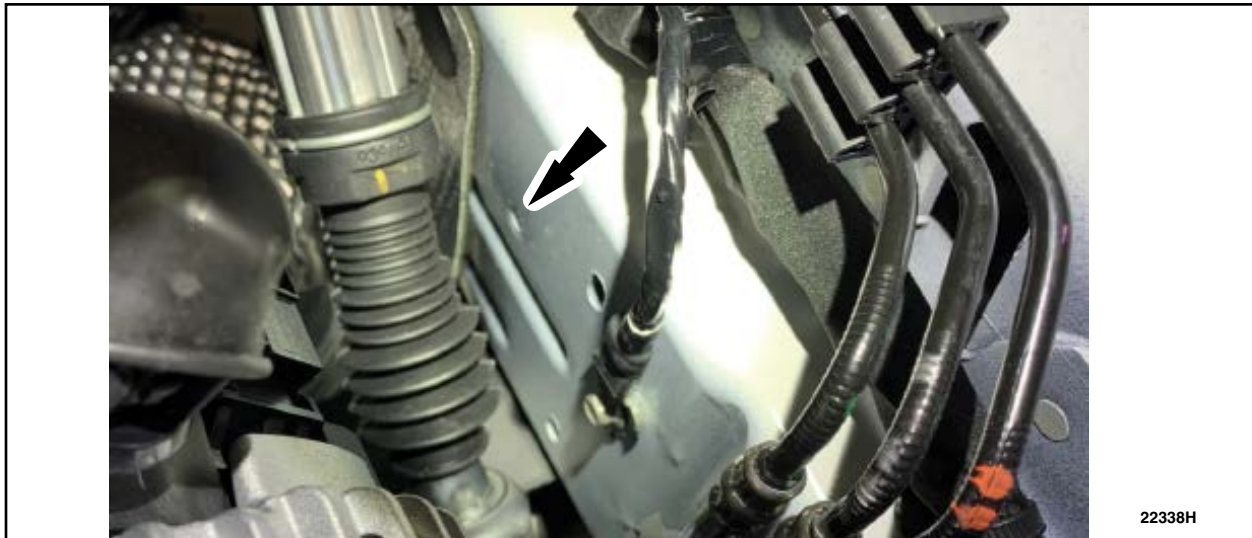
26. Remove the push pin retainer and position aside the harness. See Figure 10.

**NOTE:** This step only applies to hybrid electric vehicles.



**FIGURE 10**

27. Locate the existing hole on the inboard side of the LH frame rail. See Figure 11.



**FIGURE 11**



28. Hand start the bolt part number W505255-S450 into the existing hole. See Figure 12.



**FIGURE 12**

29. Using a digital torque wrench, tighten and torque the bolt to 5.9 lb. ft (8 Nm).

30. Did the bolt successfully torque to 5.9 lb. ft (8 Nm)?

Yes – Passes inspection, proceed to step 31.

No – Fails inspection. Remove the bolt from the hole, then proceed to step 31.

31. Position the harness back into place and reinstall the push pin retainer

**NOTE:** This step only applies to hybrid electric vehicles.

32. Position the steering shaft back into place and install the new steering shaft bolt.

- Torque: 22 lb.ft (30 Nm).

33. With the vehicle in NEUTRAL, position it on a hoist. Follow Workshop Manual (WSM) procedures in Section 100-02.



34. Locate the existing hole on the bottom of the RH (right-hand) frame rail, just above the CV axle.  
See Figure 13.



**FIGURE 13**

35. Repeat steps 28-29 for the RH frame rail.
36. Did the bolt successfully torque to 5.9 lb. ft (8 Nm)?
- Yes – Passes inspection, proceed to step 37.
  - No – Fails inspection. Remove the bolt from the hole, then proceed to step 37.
37. Did either one or both of the bolts fail to successfully torque to 5.9 lb. ft (8 Nm)?
- Yes – Contact the SSSC to request a Webster Hardness Tester. Once a hardness tester has been received, proceed to step 38.
  - No – Proceed to step 43. No further repairs are needed. Compliance Recall 22C13 is complete.**

**NEW !** Hardness Test

**NOTE:** Ensure hardness tester is properly calibrated before performing hardness test.

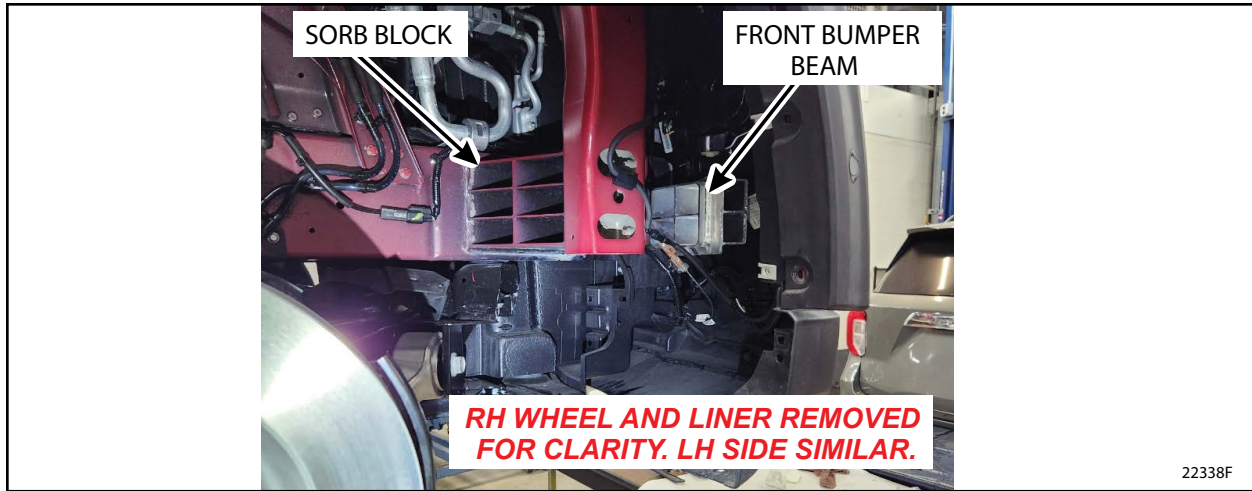
**NOTE:** Perform steps 38 through 42 ONLY on the side(s) where the bolt torque test failed.

**38. Locate the SORB block (located directly behind the front bumper beam.) See Figure 14.**

**NOTE:** Remove any splash shield screws and push pins and position aside the splash shield as required for access.







**FIGURE 14**

39. Place the hardness tester on the SORB block vertical fin and actuate the handle with the same force that was used on the gauge bar. See Figure 15.



**FIGURE 15**

40. What is the hardness tester gauge reading?

Less than 12 – Fails inspection. Proceed to step 41.

12 or greater – Passes inspection. Return the hardness tester, then proceed to step 43.

**41. Contact SSSC for further approval to replace the front side member. Once approved, return the hardness tester and order the required parts through normal part ordering process, refer to dealer bulletin. Proceed to step 42.**

**42. Replace the front side member(s) that failed the hardness test. Refer to WSM Section 501-27.**

43. Lower the hood and allow it to drop under its own weight for the last 10–14 in (25–35 cm).



**WARNING:** Make sure that you fully latch the hood before driving. Failure to follow this instruction could result in personal injury or death.



**Ford Motor Company**  
**Recall Reimbursement Plan for 22C13**

*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 # 22C13, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to September 6, 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.