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Ford Motor Company  
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November 9, 2022

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Compliance Recall 22C20  
Certain 2022 Model Year Maverick  
Side Airbag Curtain Replacement**

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2022	Hermosillo Plant	February 3, 2021, through July 9, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

**REASON FOR THIS COMPLIANCE RECALL**

All the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 226 Ejection Mitigation for front row passengers, a vehicle that does not comply with FMVSS 226 increases the risk of injury in a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace both side airbag curtains. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Remedy owner letters are expected to be mailed early 1<sup>st</sup> quarter 2023.

**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.**

**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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
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**OASIS ACTIVATION**

OASIS was activated on September 22, 2022

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> by September 22, 2022. Owner names and addresses will be available by early 1<sup>st</sup> quarter 2023.

**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 driving used vehicles under this compliance recall.

**STOCK VEHICLES**

- Correct only affected units with sales contracts at this time in new vehicle inventory before delivery. Dealers will be notified when enough parts are in inventory to repair all affected units
- 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.

**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 side airbag replacement.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

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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
- 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 22C20 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22C20                      - 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace both side airbag curtains	22C20B	2.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****Seed Stock Information**

To ensure an equitable distribution of service parts, there will be a **one-time** seed stock of part number NZ6Z-26042D94-B and NZ6Z-26042D95-B to dealers with unsold units with a sales contract beginning November 14, 2022.

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

**Special Program Part Ordering**

To place an order for side airbag curtains, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Note: Special part ordering only apply to units with a defective or deployed side airbag curtain.

Part Number	Description	Order Quantity	Claim Quantity
NZ6Z-26042D94-B	Curtain Assembly - RH	1	1
NZ6Z-26042D95-B	Curtain Assembly - LH	1	1
W710947-S450	Bolt (4 in package)	1	2

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**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.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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**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 FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

## CERTAIN 2022 MODEL YEAR MAVERICK VEHICLES — DRIVER AND PASSENGER SIDE CURTAIN AIRBAG REPLACEMENT

### SERVICE PROCEDURE

**NOTE:** For this procedure only **DO NOT** remove the C-Pillar Upper Trim Panel.

**NOTE:** The use of an assistant is recommended to support the front of the headliner while the rear is being lowered around the C-Pillar upper trim panel.

1. Remove the driver and passenger side Side Curtain Airbags. Please follow the Workshop Manual (WSM) procedures in Section 501-20B.
2. On both sides of the headliner, remove and discard the foam block located rearward of the B-Pillar upper trim panel. See Figure 1.

**NOTE:** Right Hand (RH) side shown, Left Hand (LH) side similar.



FIGURE 1





3. On both sides of the headliner, measure inward 0.11 in (3mm) across the three notches from the edge of the headliner rearward of the B-Pillar upper trim panel and using a suitable tool remove the excess material. See Figure 2.

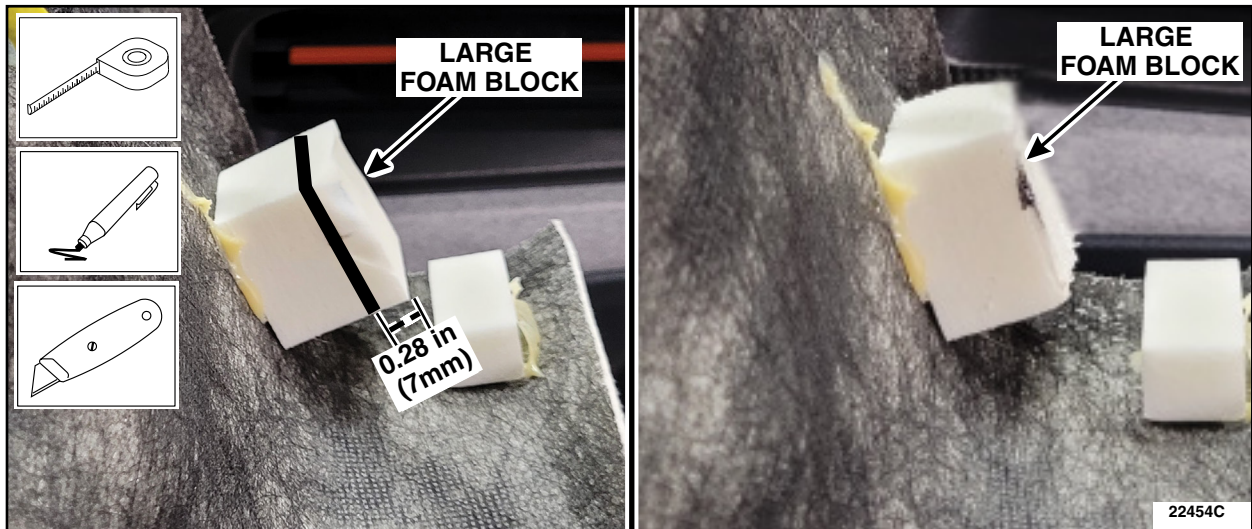
**NOTE:** RH side shown, LH side similar.



**FIGURE 2**

4. On both sides of the front of the headliner, locate the large foam block on the outboard edge of the headliner. Measure from the top of the foam block inward 0.28 in (7mm) and mark the foam block. Using a suitable tool cut from the marked area to the top of the foam block. See Figure 3.

**NOTE:** RH side shown, LH side similar.



**FIGURE 3**

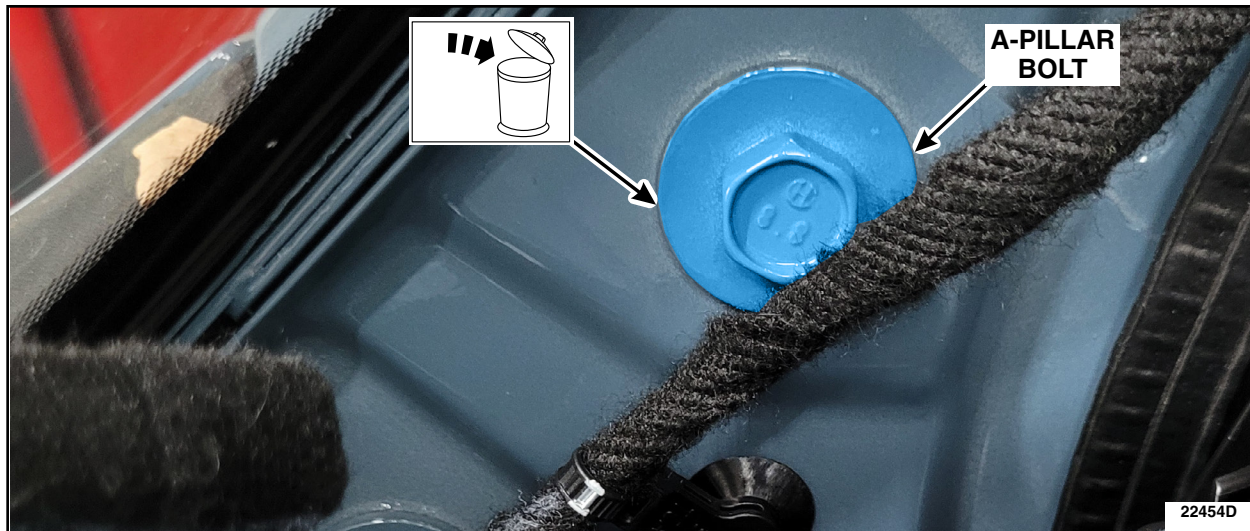




5. On both sides of the vehicle remove and discard the A-Pillar bolt. See Figure 4.

**NOTE:** This hole will be used when installing the *new* side curtain airbags.

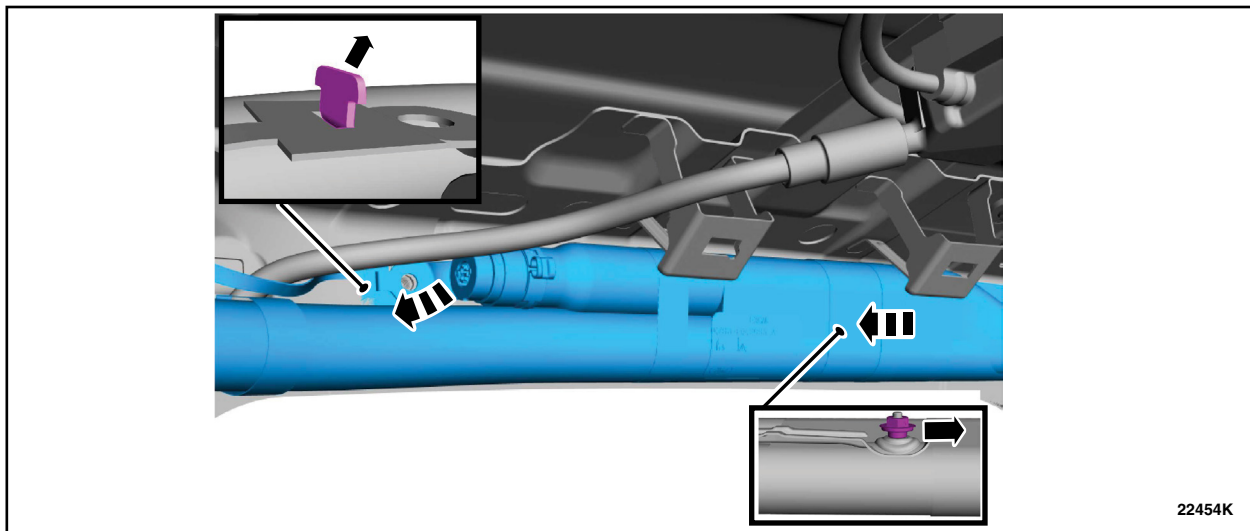
**NOTE:** RH side shown, LH side similar.



**FIGURE 4**

6. Slide the *new* side curtain airbag reward, engaging the retainer to the sheet metal, then rotate the side curtain airbag and attach the retainer. See Figure 5.

**NOTE:** LH side shown, RH side similar.



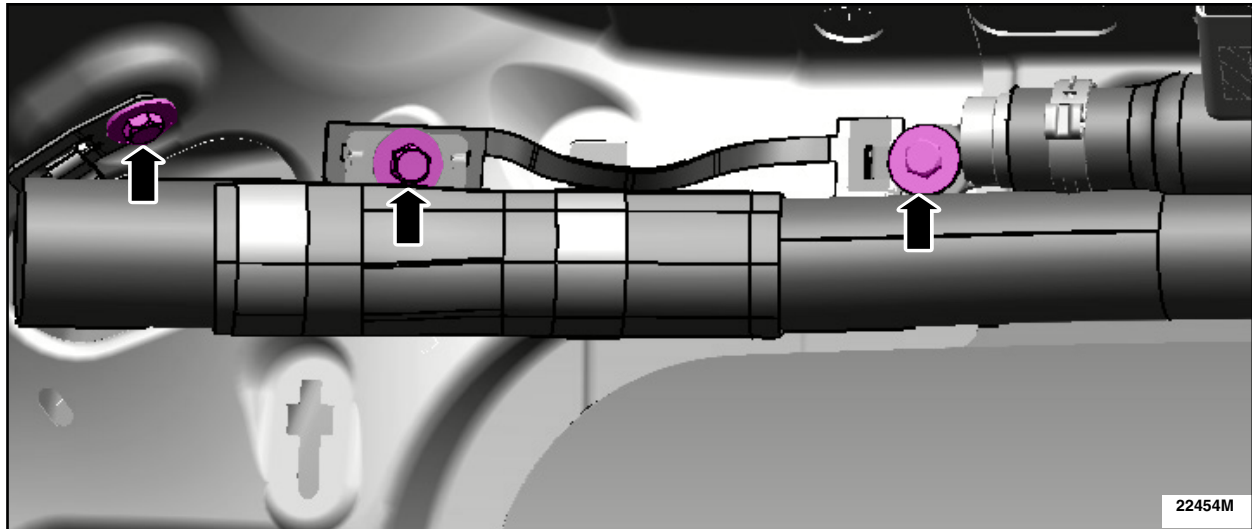
**FIGURE 5**



7. Install the side curtain airbag rear bolts. See Figure 6.

- Torque: 9 Nm (80 in.lb).

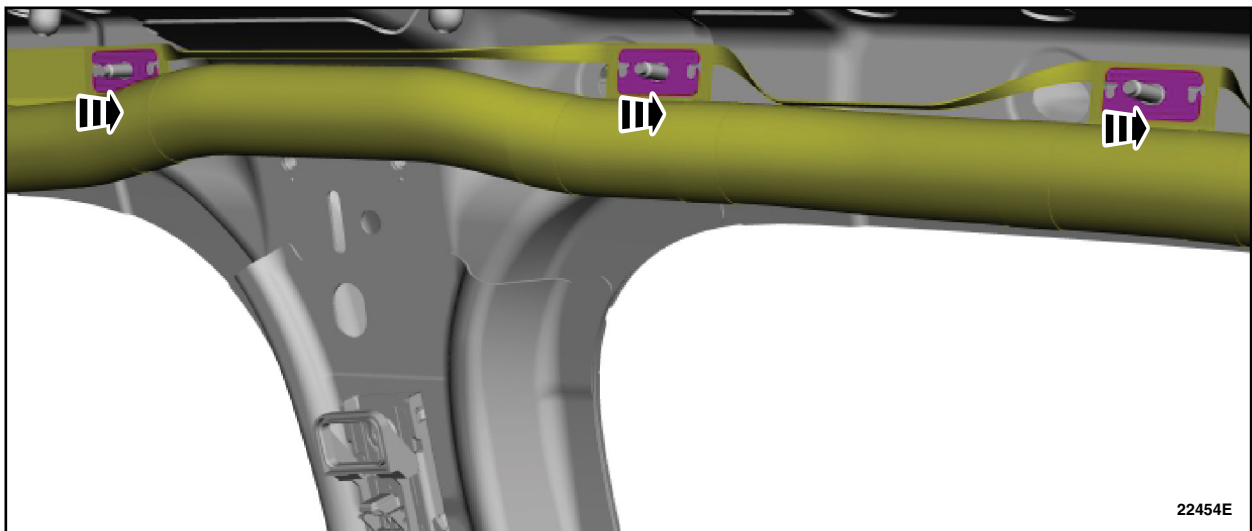
**NOTE:** LH side shown, RH side similar.



**FIGURE 6**

8. Attach the *new* side curtain airbag to the hangers. See Figure 7.

**NOTE:** LH side shown, RH side similar.



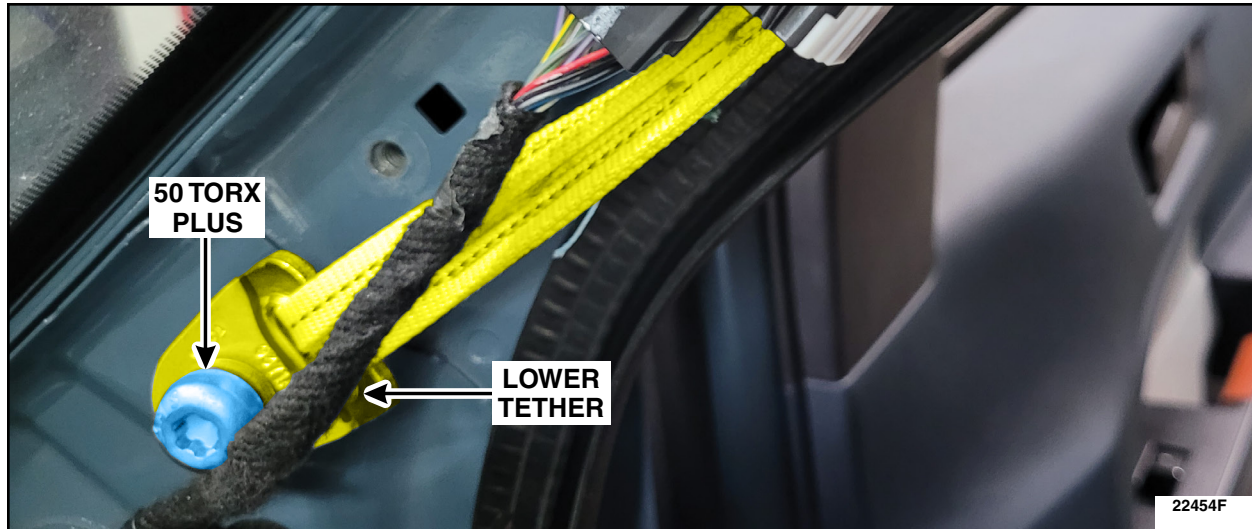
**FIGURE 7**



9. Using the *new* 50 torx plus bolt attach the *new* side curtain airbag lower tether. See Figure 8.

- Torque: 47.5 Nm (35 ft-lb).

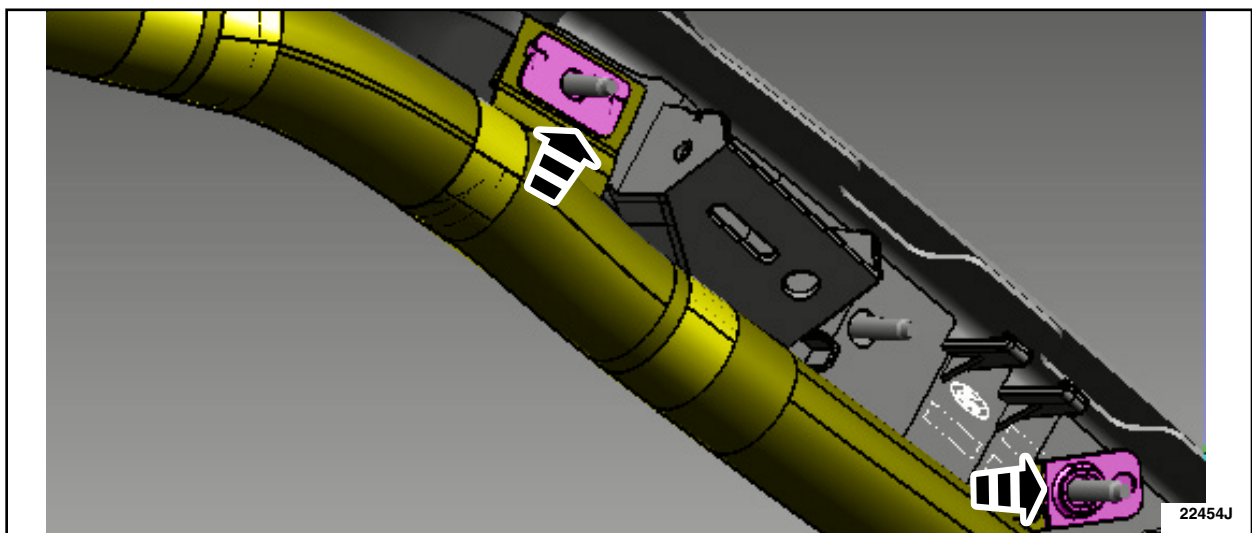
**NOTE:** RH side shown, LH side similar.



**FIGURE 8**

10. Attach the *new* side curtain airbag hangers. See Figure 9.

**NOTE:** LH side shown, RH side similar.



**FIGURE 9**



11. Attach the *new* side curtain airbag upper tether to the hanger. See Figure 10.

**NOTE:** Ensure that the upper tether is not twisted during installation.

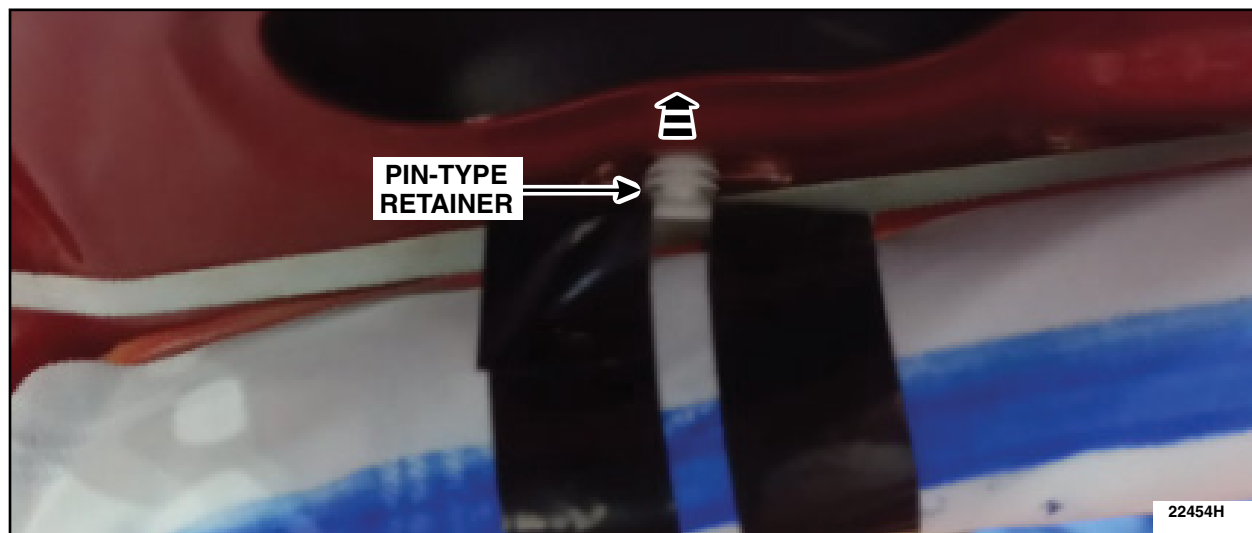
**NOTE:** RH side shown, LH side similar.



**FIGURE 10**

12. Attach the *new* side curtain airbag pin-type retainer. See Figure 11.

**NOTE:** RH side shown, LH side similar.



**FIGURE 11**

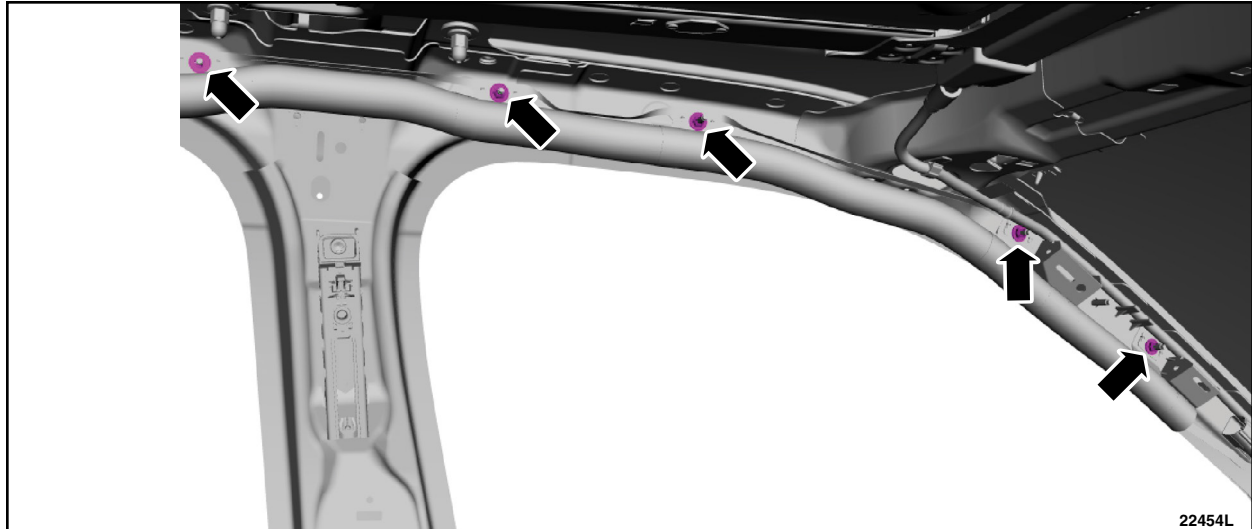




13. Install the side curtain airbag nuts. See Figure 12.

- Torque: 9 Nm (80 in.lb).

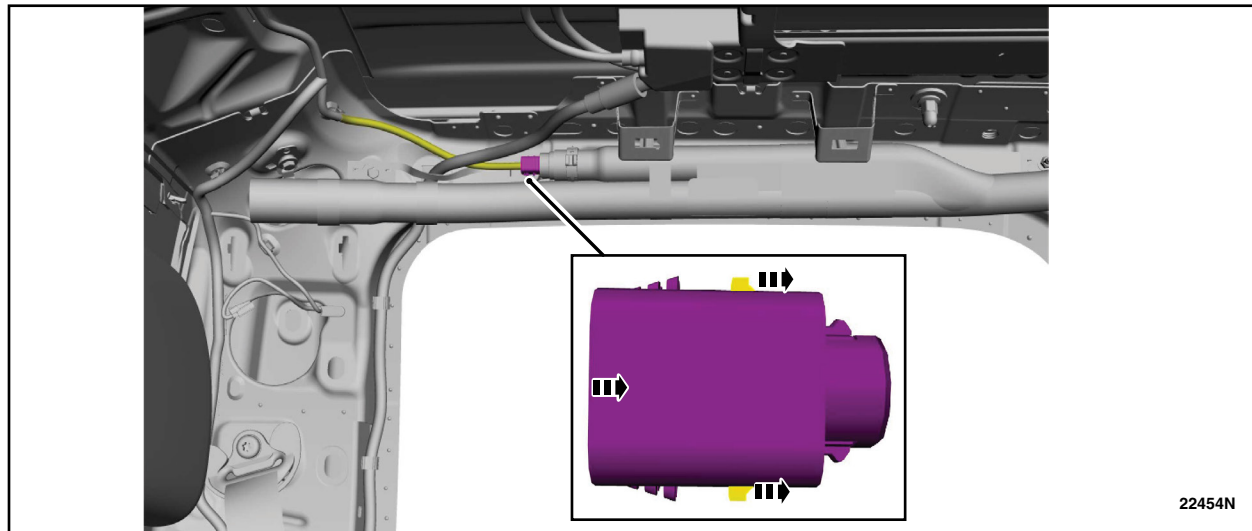
**NOTE:** LH side shown, RH side similar.



**FIGURE 12**

14. Connect the side curtain airbag electrical connector and ensure that the spring-loaded locking tabs have engaged. See Figure 13.

**NOTE:** LH side shown, RH side similar.



**FIGURE 13**

15. Repower the Supplemental restraint System (SRS). Please follow the WSM procedures in Section 501-20B.



16. Install the headliner. Please follow the WSM procedures in Section 501-05.

**NOTE:** The use of an assistant is recommended to support the front of the headliner while the rear is being installed around the C-Pillar upper trim panel.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

