



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

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

February 10, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S73 - Supplement #2
Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape Vehicles with a 3-cylinder 1.5L Engine
PCM Programming and Drain Tube Installation

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S73 – Supplement #1
Dated: January 19, 2023

New! REASON FOR THIS SUPPLEMENT

- Software and Part Availability:** Parts, in limited quantities, and software are now available for all vehicles. Refer to the Parts Requirements/Ordering Information in Attachment II for ordering information. NOTE: To place a part order, submit a Special Program order in the DOESII on the Web (DOW) system. Order quantities must be followed. Please note that the new Special Programs Ordering Process (SPOP) screen in DOW has gone live. DOW is the web version of DOESII, the normal system through which dealers order parts. More information can be found in EFC 10642. The SSSC is no longer placing part orders for this part.
- Reason:** Expected launch date for 22N18 will be February 2023.
- Owner Notification Letters:** Letters advising owners that parts are available are expected to be mailed in Q1 2023.
- Revised Civil Penalty:** Violation cost raised from \$21,000 to \$26,315 per vehicle delivered with an unrepaired recall.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021	Hermosillo	February 5, 2020 through November 17, 2021
	2022		June 9, 2021 through October 17, 2022
	2023		June 14, 2022 through August 12, 2022
Escape*	2020	Louisville	November 19, 2018 through December 22, 2020
	2021		August 26, 2020 through December 3, 2021
	2022		August 16, 2021 through October 17, 2022

*Model Year 2023 Escape vehicles were removed from the affected vehicles list after the Advance Bulletin was published.

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.

Parts, in limited quantities, and software are now available for all vehicles. Refer to the Parts Requirements/Ordering Information in Attachment II for ordering information.

New! REASON FOR THIS SAFETY RECALL

In some of the affected vehicles there is a possibility that a high-pressure fuel injector may crack, which may result in fuel accumulating on the top of the engine. Liquid fuel and/or fuel vapor that accumulates near a sufficiently hot surface may ignite resulting in an underhood fire, increasing the risk of injury.

NOTE: When FSA 22S73 is completed and claimed, customer satisfaction program 22N18 (to be released in *February 2023*) will be automatically activated on the VIN, which will provide a one-time repair to replace the high-pressure fuel injectors in the event of a cracked high-pressure injector (see 22N18 for coverage details).

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install a drain tube into the engine cylinder head and reprogram the PCM, using the Ford Diagnostic and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on the affected vehicles in this program.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of January 9, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether the customer has received a letter. *Letters advising owners that parts are available are expected to be mailed the week of March 27, 2023.*

New! 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
Attachment IV: Vehicle Pick-up and Delivery Record

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S73 - Supplement #2

Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape

Vehicles with a 3-cylinder 1.5L Engine

PCM Programming and Drain Tube Installation

OASIS ACTIVATION

OASIS will be activated on December 19, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 19, 2022. Owner names and addresses will be available by January 27, 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 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, once they've been notified of part and software availability.
- When parts and software are available, 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.

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 fuel leaks caused by a cracked fuel injector(s).

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S73 - Supplement #2

Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape

Vehicles with a 3-cylinder 1.5L Engine

PCM Programming and Drain Tube Installation

PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers).

Dealers are authorized to claim unique services for completing this program, including:

- Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.
- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle or utilize Pick-up and Delivery, but still requires transportation, the rental reimbursement allowance is to be used for alternative transportation. Alternative transportation is approved for \$40 per day. The dollar per day allowance can be cumulative across multiple rides per day (e.g., ride to work \$18 and ride home \$22).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount in excess of the cost per day limits will be the customer's responsibility.
- The customer will need to pay up front and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

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

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 22S73 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. Eligible rental expenses 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 22A07 on the claim.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S73 - *Supplement #2*

Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape

Vehicles with a 3-cylinder 1.5L Engine

PCM Programming and Drain Tube Installation

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22S73
 - 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.
 - **NOTE:** A refund for owner-paid repairs that are covered by the recall must be claimed under 22S73. Alternative Transportation refunds are to be claimed following the Rental claiming instructions under administrative program code 22A07. Failure of proper claiming may result in a rejected claim.
- **Pickup & Delivery:** Claims for Pickup & Delivery should be submitted on a separate line from the FSA. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Provision for Locally Obtained Supplies:** Includes Loctite® (SF) 7649™ Primer, Loctite® 638™ adhesive, and brake clean. Submit on the same line as the repair.
 - Program Code: 22S73
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$2.00
- If SSSC approval was provided under program number 22A07, eligible rental expenses 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 22A07 on the claim.
 - The SSSC will provide additional information on rental guidelines for 22A07.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S73 - *Supplement #2*
Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape
Vehicles with a 3-cylinder 1.5L Engine
PCM Programming and Drain Tube Installation

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install drain tube and reprogram the PCM with latest level of FDRS.	22S73B	1.0 Hour

*Vehicle Pick-up and Delivery Allowance has been removed. Refer to EFC12071 2023 Remote Experience Program for new claiming information.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for NX6Z-8A507-A submit a Special Program order in the DOW system. The SSSC contact requirement to order K-Coded parts on this program has been replaced with the SPOP process. More information can be found in EFC 10642.

Part Number	Description	Order Quantity	Claim Quantity
NX6Z-8A507-A	Water outlet drain tube	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.

NOTE: Due to the critical nature of the associated repair, do not attempt to substitute any of the required chemicals used in this repair.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
Loctite® (SF) 7649™	Surface primer (liquid or aerosol acceptable)	obtain locally <i>or purchase online</i>	
Loctite® 638™	Retaining compound		
Parts Availability Matrix			
Vehicle	Model Year	Part Availability	Software Availability
Bronco Sport	All	Limited	Available
Escape			

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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S73 - *Supplement #2*

Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape

Vehicles with a 3-cylinder 1.5L Engine

PCM Programming and Drain Tube Installation

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

CERTAIN 2021-2023 MODEL YEAR BRONCO SPORT AND 2020-2022 MODEL YEAR ESCAPE VEHICLES WITH A 3-CYLINDER 1.5L ENGINE — PCM PROGRAMMING AND DRAIN TUBE INSTALLATION

SERVICE PROCEDURE

-  **WARNING:** When jacking or lifting the vehicle, block all wheels remaining on the ground. Set the parking brake if the rear wheels will remain on the ground. These actions help prevent unintended vehicle movement. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Never get underneath a vehicle that is supported only by a jack. The jack could unintentionally lower. Always support vehicle with floor stands. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Only raise the vehicle when positioned on a hard, level surface. Attempting to raise the vehicle on an uneven or soft surface may result in vehicle slipping or falling from the jack or jackstand. Failure to follow this instruction may result in serious personal injury.
-  **WARNING:** Turn off (disable) the power running boards (if equipped) before jacking, lifting or placing any object under the vehicle. Never place your hand between the power running board and the vehicle. Extended power running boards will retract when doors are closed. Failure to follow these instructions may result in serious personal injury.

NOTICE: When raising a vehicle on a hoist, use care when positioning the hoist adapters prior to lifting the vehicle so that hoist arms do not interfere with the surrounding suspension or steering linkage components.

1. Inspect vehicle for the presence of a fuel smell. Is there a fuel smell present?
 - Yes - Is the fuel smell coming from the high pressure fuel injectors?
 - Yes - Contact the Special Service Support Center (SSSC).
 - No - Repair this vehicle outside of this FSA.
 - No - Proceed to Step 2.
2. Turn steering wheel all the way to the left.
3. Remove Battery Tray. Please follow Workshop Manual (WSM) procedures in Section 414-01.



4. Remove air cleaner outlet pipe. Use a clean shop towel to cover the opening left behind. See Figure 1.

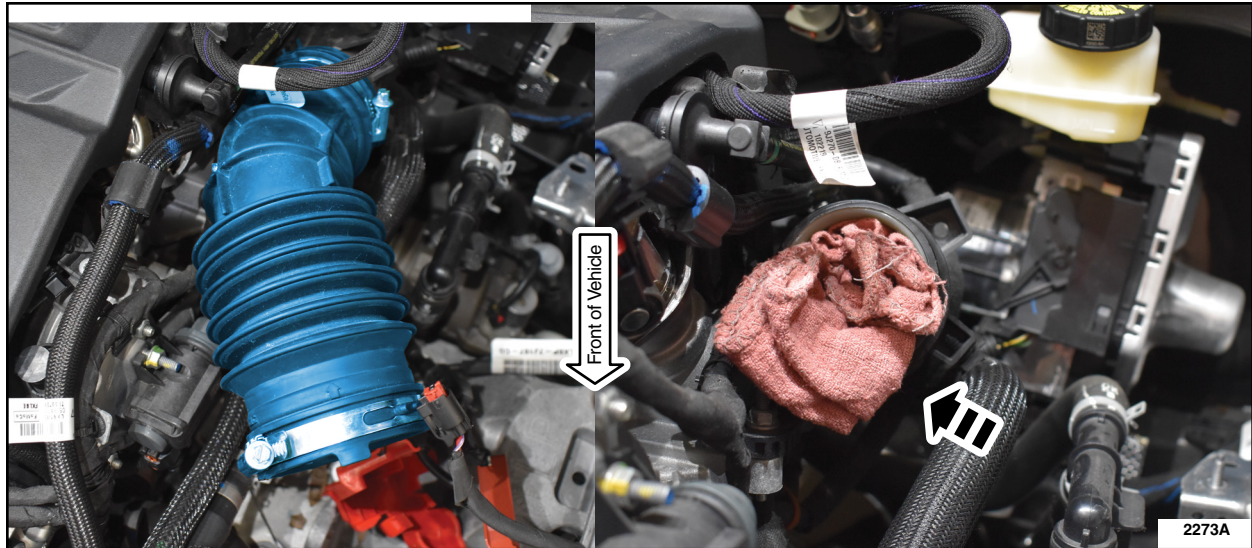


FIGURE 1

5. Clean area with Motorcraft Brake Cleaner. See Figure 2.

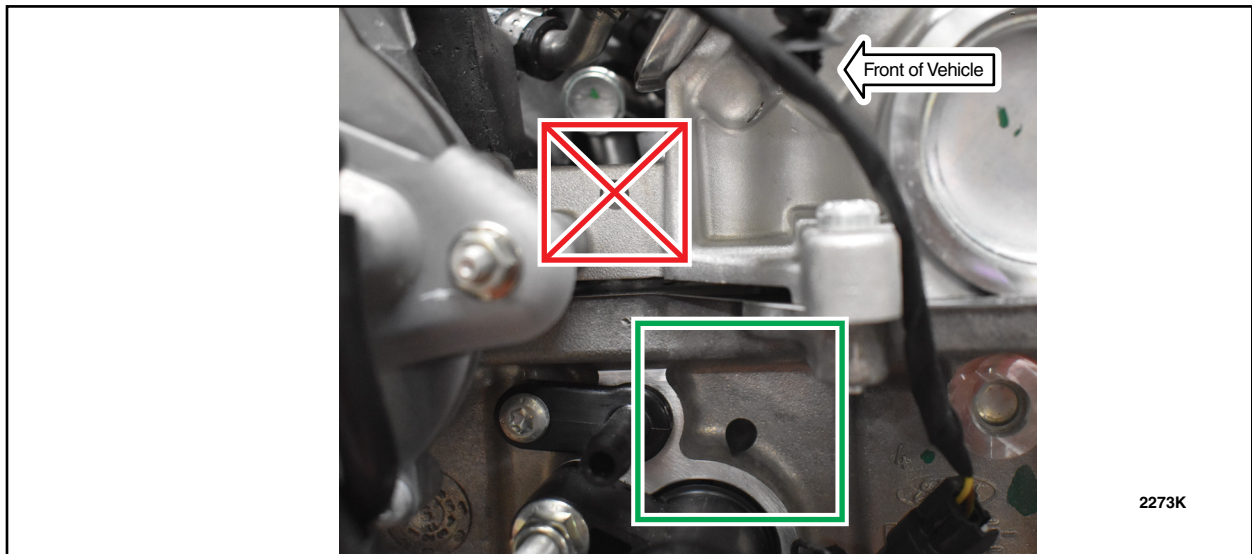


FIGURE 2



6. Inspect the part label on the drain tube. Is the suffix of the part an AA or AB? See Figure 3.
If the suffix is AA continue to Step 7.
If the suffix is AB Continue to Step 11.

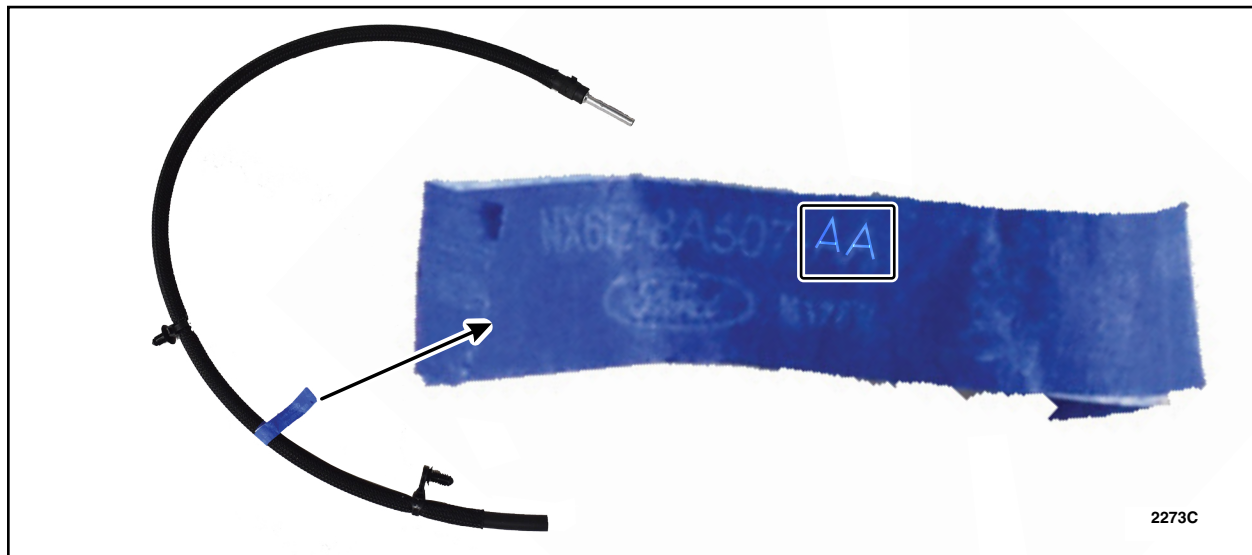


FIGURE 3

7. Remove the fir tree fastener highlighted in the figure below. See Figure 4.

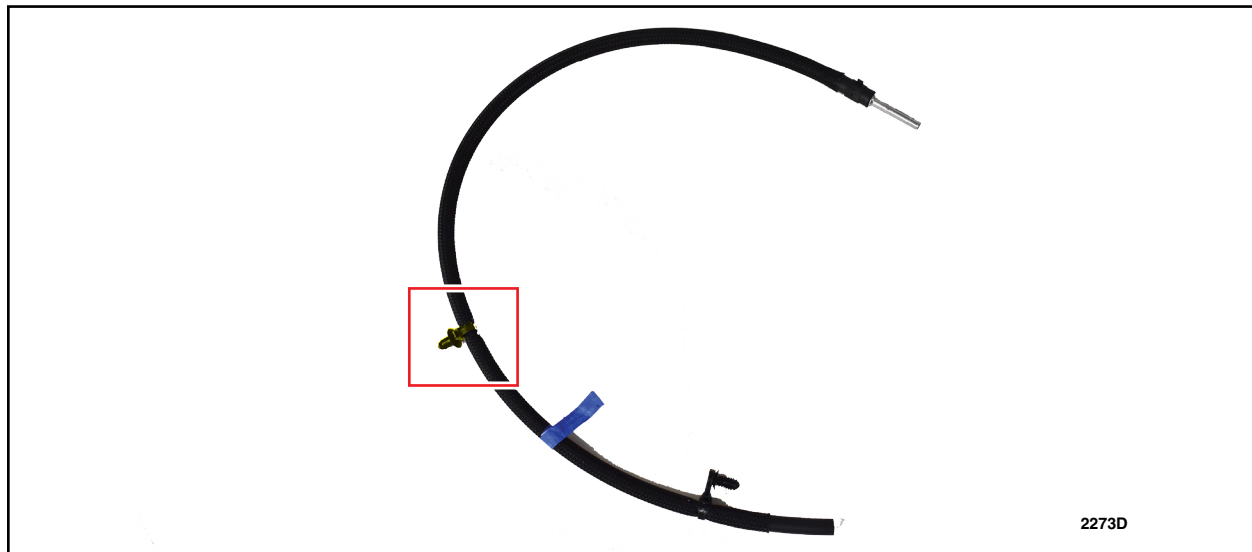


FIGURE 4



8. Cut the tip from fir tree fastener at the end of the tube. Trim the sides of the top 2 barbs at a 45-degree angle on the fir tree fastener to more easily allow fitment through the subframe hole. See Figure 5.

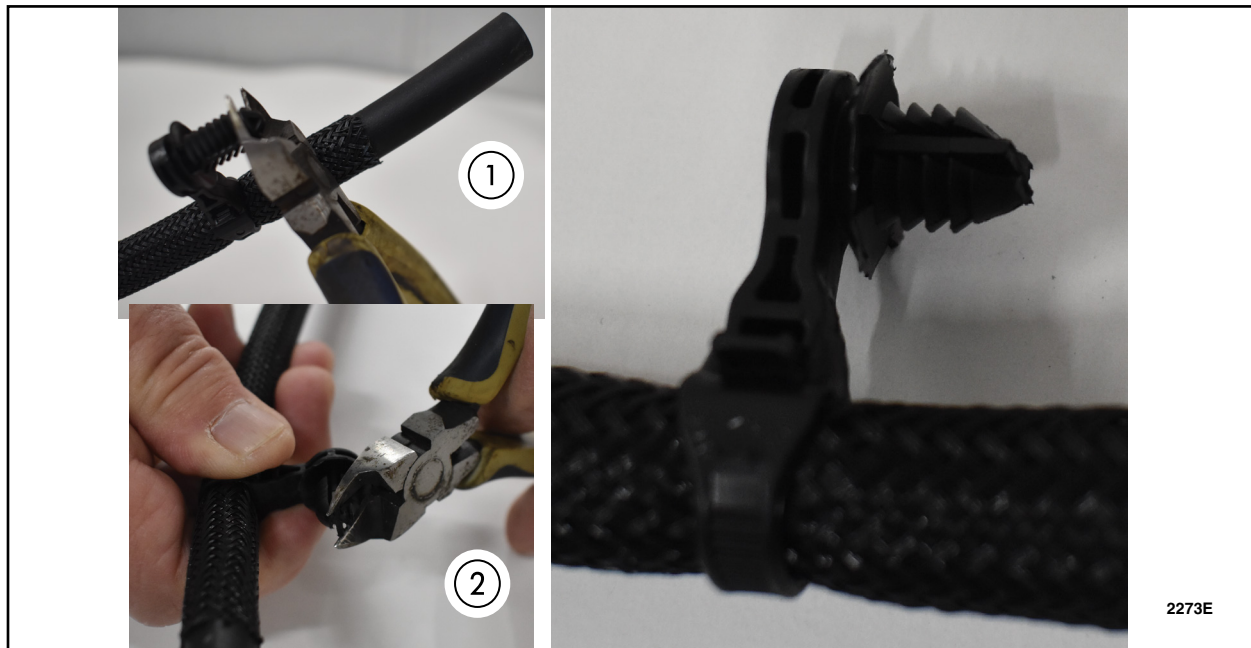


FIGURE 5

9. Feed the rubber hose end through the engine compartment and down into the wheel well. See Figure 6.

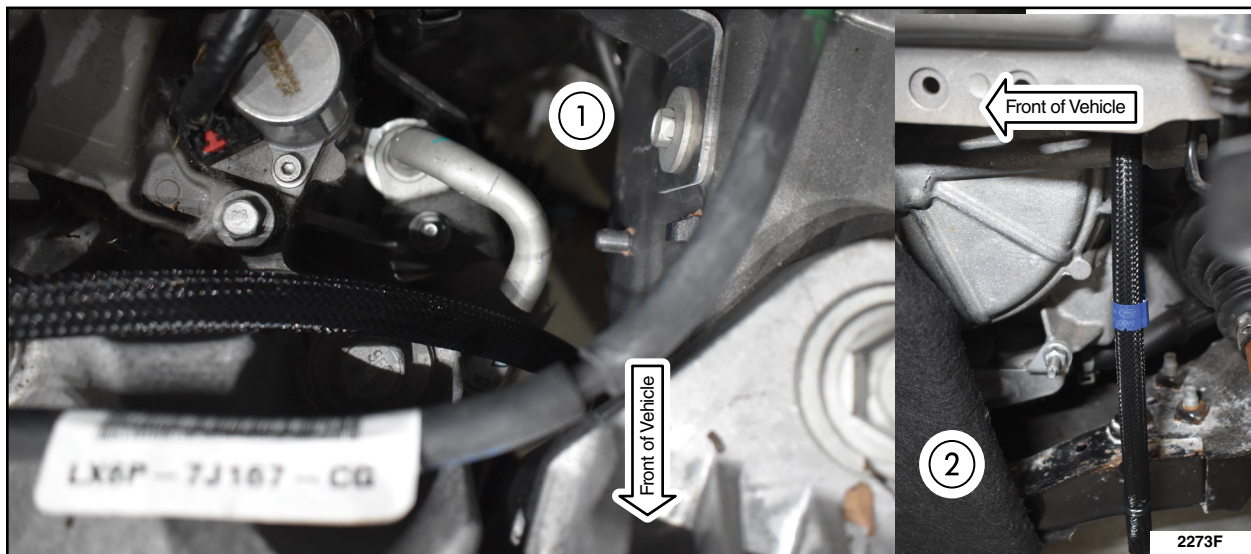


FIGURE 6



10. Attach hose to subframe. Position fir tree fastener and push in as far as possible. If needed you can use groove joint pliers to secure fir tree fastener fully into the hole in the subframe. See Figure 7. Continue to Step 15.

NOTE: Wheel removed for clarity.

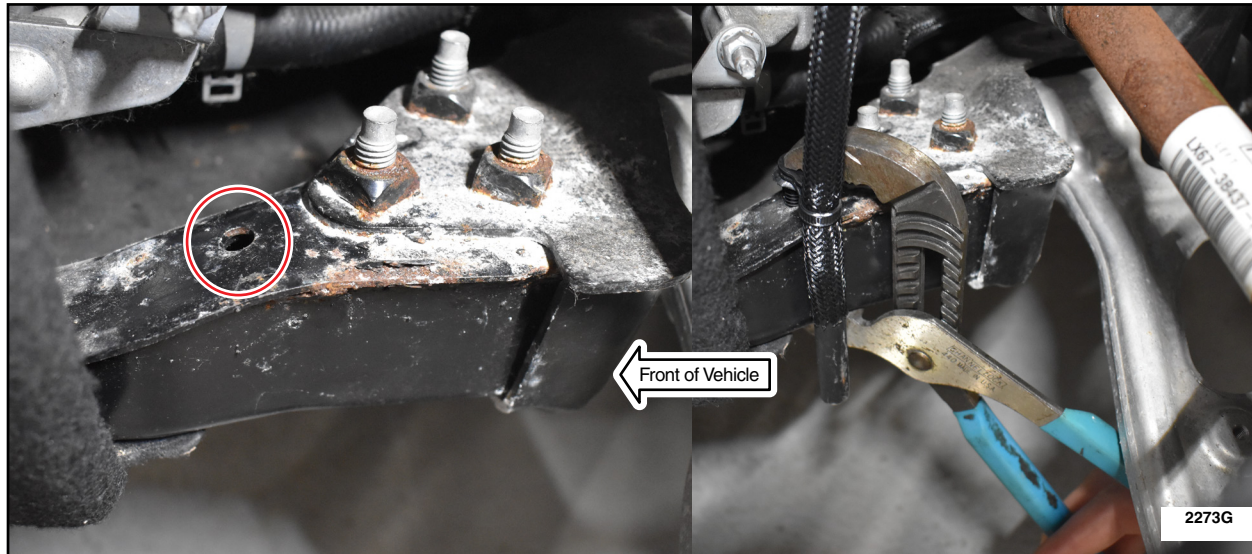


FIGURE 7



11. Cut the tip from fir tree fastener at the end of the tube. Trim the sides of the top 2 barbs at a 45-degree angle on the fir tree fastener to more easily allow fitment through the subframe hole. See Figure 8.

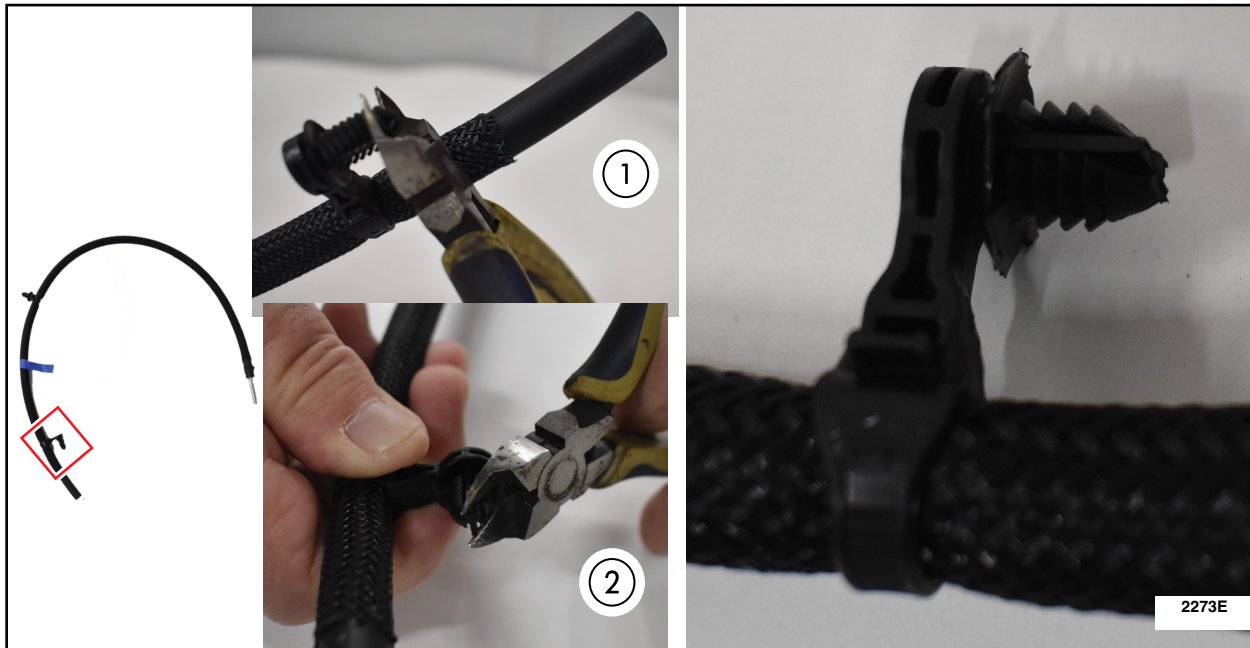


FIGURE 8

12. Feed the rubber hose end through the engine compartment and down into the wheel well. See Figure 9.

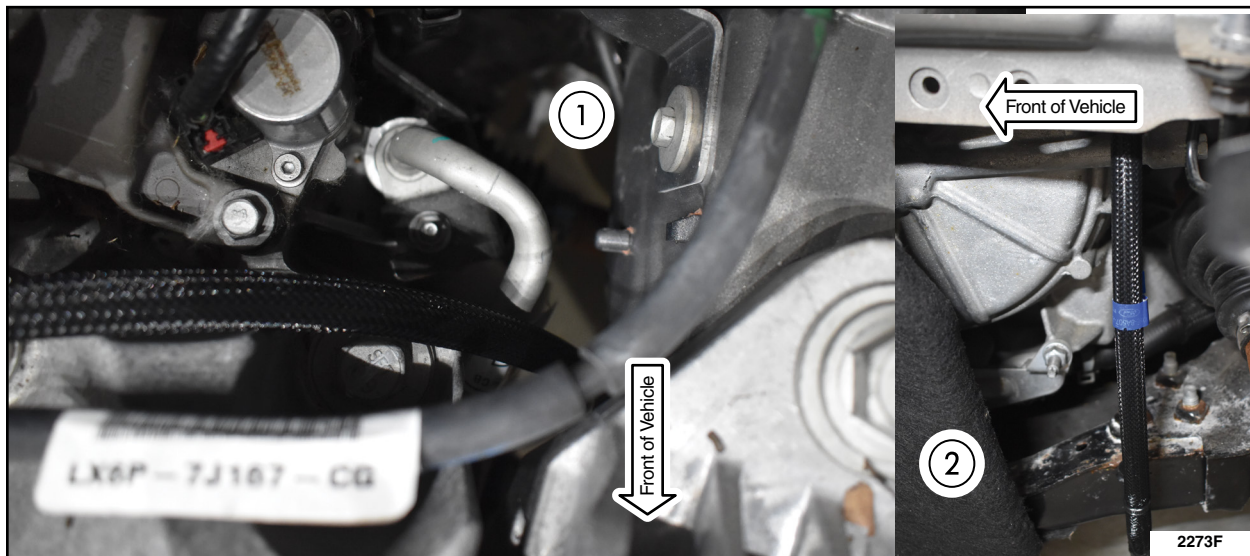


FIGURE 9



13. Attach hose to subframe. Position fir tree fastener and push in as far as possible. If needed you can use groove joint pliers to secure fir tree fastener fully into the hole in the subframe. See Figure 10.

NOTE: Wheel removed for clarity.

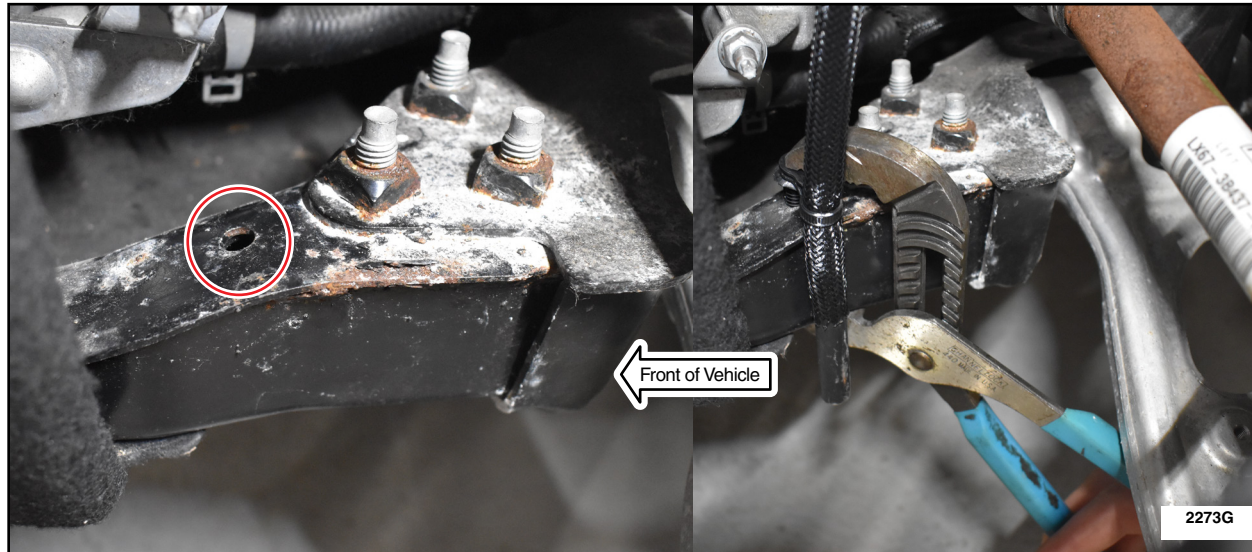


FIGURE 10

14. With the steering wheel turned to the left install the *fir tree fastener* as shown in the figure below. See Figure 11.

NOTE: Wheel removed for clarity.

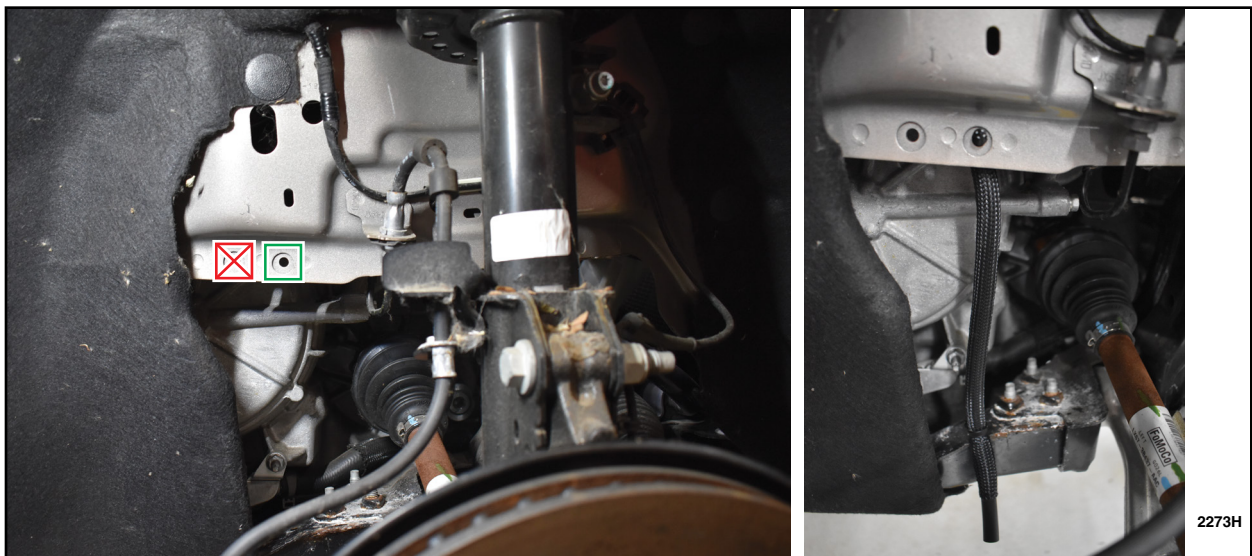


FIGURE 11



15. Apply Loctite® (SF) 7649™ Primer to the metal tube, as shown in the blue highlighted area. Allow one minute for primer to cure. See Figure 12.

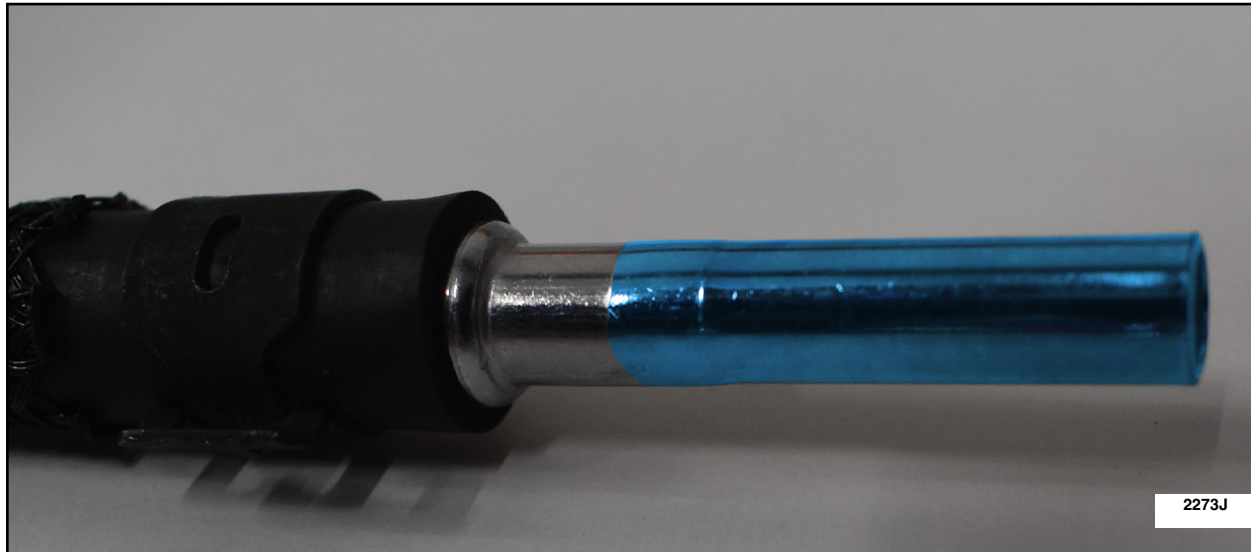


FIGURE 12

16. Apply Loctite® 638™ to the metal tube, in the area shown in Figure 13.

NOTE: When applying the Loctite® 638™, ensure that a full bead of the Loctite® 638™ is applied to the circumference of the metal tube in the area shown in Figure 13.

NOTE: To minimize poor adhesion risk, ensure tube is inserted into the head within 15 minutes of applying Loctite® 638™ to tube.

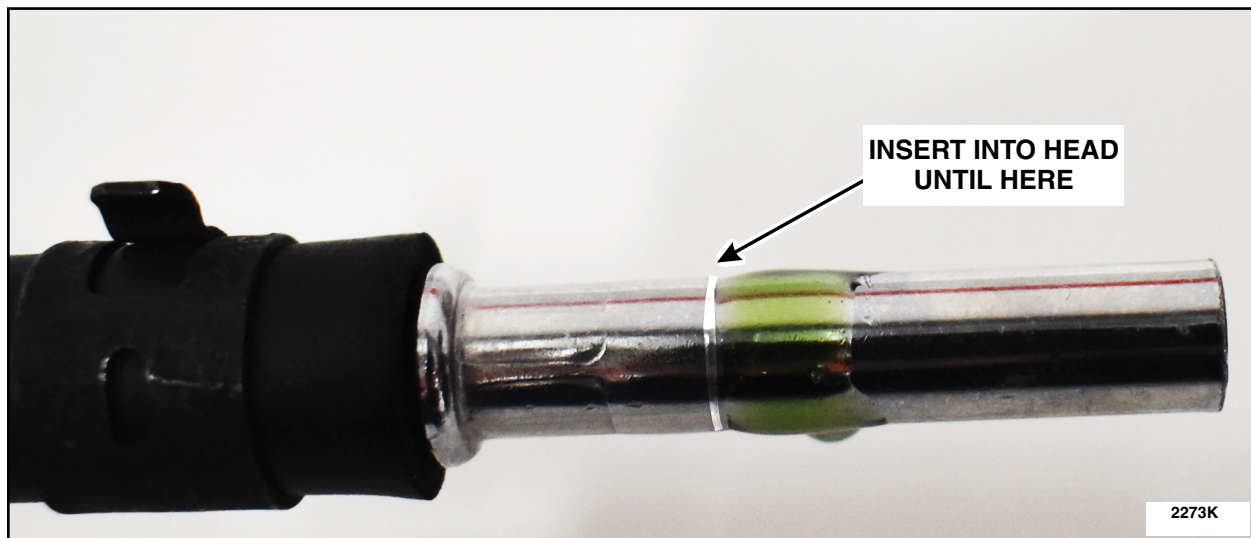


FIGURE 13



17. Route hose as shown in Figure 14.

NOTE: Route the metal end of the hose between the two battery positive leads and make sure the hose does not interfere with the transmission shift cable(s), and that it runs under the engine hoses.

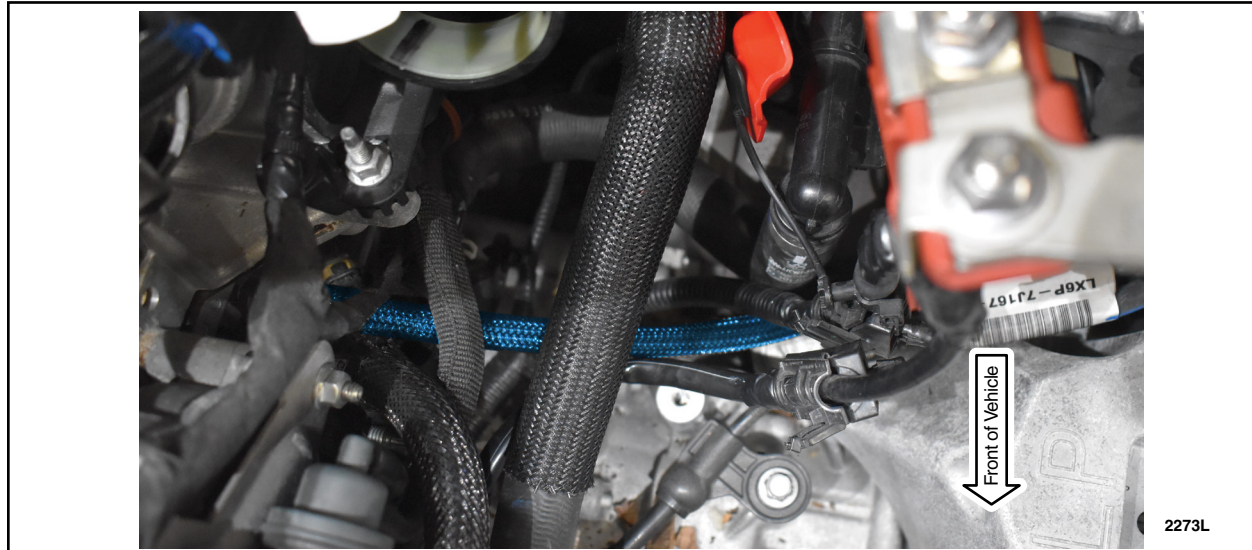


FIGURE 14

18. Insert tube into the cylinder head drain hole until fully seated against the larger diameter flange section, as shown. See Figure 15.

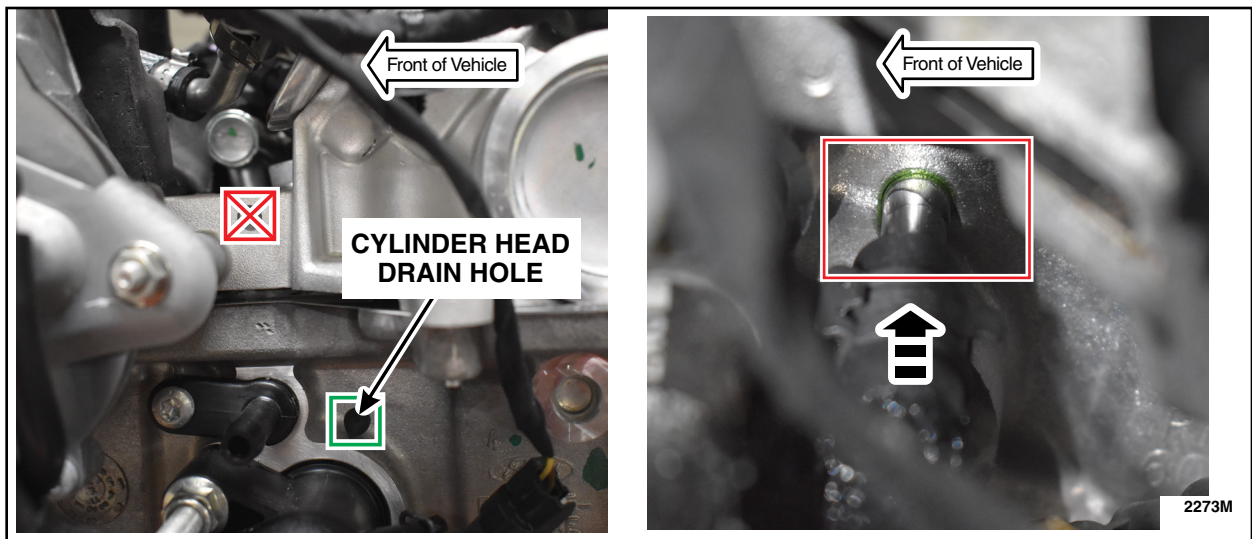


FIGURE 15

19. Remove shop towel and reinstall air cleaner outlet pipe.
Torque: 42 lb.in (4.8 Nm)

20. Reinstall Battery Tray, Battery, and Air Cleaner. Please follow WSM procedures in Section 414-01.

Module Programming on next page



Module Programming

21. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

22. Launch Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

23. Click 'Read VIN from Vehicle' or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

24. Select **Toolbox** tab.

25. From the list on the LH side of the screen, select the **PCM**.

26. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

27. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

28. Click the **Run Selected Tests** button in the lower right.

29. Click the Clear & Retest button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.

30. Disconnect the battery charger from the 12V battery once the programming has completed.

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.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 22S73 - *Supplement #2*

Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape

Vehicles with a 3-cylinder 1.5L Engine

PCM Programming and Drain Tube Installation

VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

☐ Pick-up and/or delivery service

As outlined below for the 22S73 Field Service Action program.

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date