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 Ford Customer Service Division

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April 1, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 18N01 - Supplement #2**
 Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
 Special R-1234yf Refrigerant Service Information

REF: **Customer Satisfaction Program 20N08**
 Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
 Special R-1234yf Refrigerant Service Information

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:**
 - *January 2, 2018 through January 26, 2018: Vehicles not previously repaired, with build dates of January 2, 2018 through January 26th remain in program 18N01 and can now request loaner equipment for vehicles even if they are outside of New Vehicle Limited Warranty.*
 - *January 27, 2018 through February 6, 2018: Vehicles not previously repaired, with build dates of January 27th through February 6th are now open in Customer Satisfaction Program 20N08 with updated labor operation codes, part ordering information, and repair instructions.*
- **Updated Technical Instructions:**
 - *Dealers are to obtain the equipment from Ford Motor Company necessary to evacuate the A/C system. Once the refrigerant has been evacuated, dealers will replace the compressor and any failed A/C components, and recharge the system following the instructions in Attachment III.*

PROGRAM TERMS

This is a one-time repair program and DOES NOT apply to vehicles outside of New Vehicle Limited Warranty. Coverage is automatically transferred to subsequent owners.

New! AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|------------|------------|----------------|---|
| Expedition | 2018 | Kentucky Truck | January 2, 2018 through <i>January 26, 2018</i> |
| Navigator | 2018 | Kentucky Truck | January 2, 2018 through <i>January 26, 2018</i> |

Affected vehicles are identified in OASIS.

REASON FOR THIS PROGRAM

This program provides special service instructions, loaner equipment, and rental assistance to expedite the repair of affected vehicles equipped with R-1234yf A/C refrigerant, which may be contaminated.

NOTE: DO NOT connect an A/C recovery machine or pressure gauges to the vehicle unless directed by this article, as damage to the equipment may result.

New! SERVICE ACTION

If a vehicle equipped with R-1234yf refrigerant, with a build date between January 2, 2018 and **January 26, 2018**, exhibits a lack of A/C cooling with no associated DTCs, or requires recovery of R-1234yf A/C refrigerant to complete a service repair, dealers are to obtain the equipment from Ford Motor Company necessary to evacuate the A/C system. Once the refrigerant has been evacuated, dealers will replace the A/C components identified in this bulletin and recharge the system following the instructions in Attachment III. This includes, but is not limited to damage caused by collision or other. This service must be performed at no charge to the vehicle owner.

NOTE: To obtain the loaner equipment, dealers are to submit a VIN-specific contact via the Special Service Support Center (SSSC) web contact site. Follow the on-line instructions and complete the bailment agreement. The SSSC web contact site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

- ***Refrigerant recovery tanks can be kept to service additional vehicles affected by this recall if required (one refrigerant recovery tank can reclaim the refrigerant from up to 8 vehicles)***
- ***Dispose of the contaminated refrigerant recovery tank in accordance with local regulations when full or if no additional vehicles require repair.***
- ***Do not ship the contaminated refrigerant recovery tanks when returning the loaner equipment to Ford.***

Loaner equipment may be requested for vehicles outside of new vehicles limited warranty.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters will not be mailed for this program.

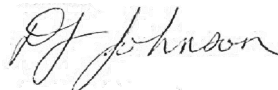
New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Dealer Bailment Agreement
Attachment V: Contaminated Refrigerant Recovery Loaner Equipment User Instructions

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 Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

OASIS ACTIVATION

OASIS was activated on July 20, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

New! RENTAL VEHICLES

This DOES NOT apply to vehicles outside of New Vehicle Limited Warranty.

Dealers are pre-approved for up to six days for a comparable rental vehicle. The rental rate for Expedition and Navigator is \$40.00 per day. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than six rental days is required from the SSSC via the SSSC Web Contact Site.

New! LINCOLN CLIENT SPECIAL HANDLING

This DOES NOT apply to vehicles outside of New Vehicle Limited Warranty.

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 EFC07715, 2020 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.

Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

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.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles

New! CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - *When entering claims:*
 - *Claim type 31: Field Service Action. The FSA number (18N01) is the sub code.*
 - *Customer Concern Code (CCC): C05 – A/C does not work*
 - *Condition Code (CC): 42 – Does not operate properly*
 - *Causal Part Number: FREON*
 - *Part Quantity: 0*
 - 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, the rental rate for Expedition and Navigator is \$40.00 per day. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.*
- **Lincoln Pickup & Delivery:** *Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07715, 2020 Lincoln Pickup & Delivery Updates for details.*
- **Provision for Misc. Expense: Motorcraft Refrigerant.**
 - Program Code: 18N01
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$315.00

Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

New! LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|------------|
| Obtain Loaner Equipment, Evacuate Contaminated Refrigerant, Replace A/C Compressor Only | 18N01F | 2.6 Hours |
| Diagnose and Evacuate/recharge the system for additional component replacement, includes time to call SSSC for approval NOTE: This can be claimed only with SSSC approval code and additional labor operations (which will be provided by SSSC*). | 18N01G | 1.5 Hours |

*For labor operation **18N01G** only – if additional a/c components have failed, submit a VIN-specific contact to SSSC with the following:

- List of failed a/c components
- Vin-specific photo
- SSSC will provide an approval code for claiming labor operation 18N01G and any additional labor operations to complete repair
- Order your parts requirements through normal order processing channels.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

| Part Number | Description | Order Quantity | Claim Quantity |
|---------------|----------------------------|-------------------------|----------------|
| JL1Z-19703-AB | Compressor | 1 | 1 |
| DS7Z-19B596-A | Compressor Assembly Gasket | 1 | 1 |
| YN-33-A | Refrigerant | Claim as MISC. OTHER | |

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

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

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

Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

New! REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.*
- Inspect the replaced parts to verify the FSA repair was completed.*
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.*
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).*
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.*

Note: *Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.*

CERTAIN 2018 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES EQUIPPED WITH R-1234YF REFRIGERANT - SPECIAL R-1234YF REFRIGERANT SERVICE INFORMATION

NEW! SERVICE PROCEDURE

NOTICE: *Keep all caps on new A/C components until time of connection.*

1. Is the vehicle equipped with R-1234yf refrigerant? Vehicle build information can be verified in PTS under vehicle Information, then click on Additional Information. If equipped, build information will equal G3FAD - A/C REFRIGERANT- HF01234YF:
 - A. No, this program does not apply.
 - B. Yes, proceed to step 2.
2. Does vehicle have a production build date between *January 2, 2018 and January 26, 2018*?
 - A. No, this program does not apply.
 - B. Yes, proceed to step 3.
3. Does vehicle exhibit a lack of A/C cooling with no associated DTCs, or does vehicle require recovery of R-1234yf refrigerant to complete a service repair?
 - A. No, this program does not apply.
 - B. Yes, proceed to step 4.
4. Obtain the equipment from Ford Motor Company necessary to evacuate the A/C system by submitting a VIN-specific contact via the SSSC web contact site. The SSSC web contact site can be accessed through the PTS website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.
5. Once the loaner equipment has arrived, unpack the boxes and keep all boxes and packing material for return shipping.
6. Evacuate the A/C system.
 - A. Refrigerant recovery tanks can be kept to service additional vehicles affected by this recall if required (one refrigerant recovery tank can reclaim the refrigerant from up to 8 vehicles).*
 - B. Refer to Dealer Setup Instructions (a copy will be in the box with the equipment and is also 18N01 Attachment V).
7. Replace the A/C Compressor. Please follow the Workshop Manual (WSM) procedures in Section 412-00.
8. Charge the A/C system. Please follow the WSM procedures in Section 412-00.
9. Check for DTC's. Please follow the WSM procedures in Section 100-00.



10. Check the vehicle A/C operation. Does vehicle exhibit a lack of A/C cooling with no associated DTCs?

A. No, proceed to step 11.

B. Yes, diagnose and replace the affected A/C components.

11. Package the loaner equipment back into the original boxes and ship them back using the return shipping labels (be careful to apply correct shipping labels to correct boxes).

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.





Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

**FORD MOTOR COMPANY
EQUIPMENT LOAN AGREEMENT**

RECITALS

- A. Ford is willing to lend to Borrower certain equipment ("Equipment") described in Paragraph 1 hereof for the purpose of recovering contaminated R-1234yf refrigerant on a Ford or Lincoln vehicle.
- B. Borrower is willing to accept the Equipment and use it for the purpose and in accordance with the terms and conditions of this Agreement.

TERMS & CONDITIONS

- 1. **Bailment.** Ford and Borrower agree that this Agreement shall constitute a bailment of the Equipment to Borrower. Ford hereby lends the following Equipment to the Borrower to be held and used by Borrower, as a Bailee of the Equipment, in accordance with this Agreement:

| <u>ITEM</u> | <u>DESCRIPTION</u> |
|----------------------------|---|
| Rotunda item #218-TRSA30 | Contaminated refrigerant recovery machine with hoses and fittings |
| Rotunda item #218-HS3B | 3' standard A/C charge hose |
| Rotunda item #218-CRX430TS | 30 lb. refrigerant recovery tank w/float ¹ |
| Rotunda item #218-ARXF6 | Liquid line filter drier ¹ |

¹ *Follow return instructions included with equipment or as specified in Attachment V. Do not return refrigerant recovery tanks and liquid line filter drier (refrigerant filter), dispose of in accordance with local regulations.*

- 2. **Location and Title.** Borrower shall utilize the Equipment in the dealership service area for the purpose of recovering contaminated R-1234yf refrigerant on a Ford or Lincoln vehicle. The Equipment shall remain the property of Ford. The Equipment shall at all times be properly used and maintained by Borrower and shall be marked "Property of Ford Motor Company". The Equipment shall not be removed from the area referred to above, without Ford's prior written approval, for any reason other than for delivery to Ford. Upon request by Ford, the Equipment shall be immediately delivered to Ford. Ford shall have the right to enter onto Borrower's premises at all reasonable times to inspect the Equipment and Borrower's records with respect thereto.

Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

3. **Indemnity.** Borrower shall defend, indemnify, and save harmless Ford and its subsidiaries and their respective officers, directors, agents, and employees (hereinafter collectively called "Indemnitees") from and against any and all losses, damages, claims, actions, costs and expenses, including, but not limited to, fees and expenses of legal counsel and expert witnesses, that may be imposed upon or incurred by or asserted or entered against the Indemnitees, or any of them, by reason of actual or alleged:

(i) injury to or death of persons (including, without limitation, any employee or employees of one or more of the Indemnitees or of Borrower or of one or more of its contractors, subcontractors, vendors or agents);

(ii) loss of or damage to the property of any person or legal entity (including, without limitation, any property of any employee or employees of one or more of the Indemnitees or of Borrower or of one or more of its contractors, subcontractors, vendors or agents); or

(iii) violation of any law, ordinance or regulation of any governmental authority (including, without limitation, the United States of America or any of its states or localities, or Canada or any of its provinces or localities) by Borrower or by any of its contractors, subcontractors, vendors, agents or employees;

as a result of or arising out of or in connection with the possession or use, by or on behalf of Borrower, of the Equipment, or the condition thereof; provided, however, that the foregoing agreement to indemnify and hold the Indemnitees harmless shall not be applicable to the extent that any such loss, damage, claim, action, suit, judgment, decree, order, cost or expense are attributable to the sole negligence or the willful or wanton misconduct of the Indemnitees. Borrower shall promptly notify Ford of any event covered by this Paragraph of which Borrower has actual notice, and Ford shall be entitled to participate in the defense of any claim for expenses.

4. **Insurance.** Borrower, at its sole cost and expense, shall procure and maintain during the term of this Agreement, from insurers listed in a current "Bests Insurance Guide" as possessing minimum policyholder's rating of "A-" and a financial category of "VI", commercial automobile liability and commercial general liability insurance covering body injury liability and property damage liability, including broad form property damage liability and contractual liability coverage (either a blanket policy or a policy applying specifically to this Agreement), with limits of not less than \$3 million combined single limit per occurrence of loss or damage. Such insurance coverage shall protect the Borrower, Ford and any person using, operating or otherwise having an interest in the Equipment and shall also meet the requirements of any so-called "no-fault" law now in effect or which hereafter may be enacted.

Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

Such insurance policy shall name Ford as an additional insured and shall provide that the policy may not be canceled or materially altered without 30 days prior written notice to Ford. The insurance provided by Borrower will be primary insurance and will not be excess to or contributory with respect to insurance coverage, if any, provided by Ford. In addition, Ford shall be named as an additional insured on any excess or umbrella program purchased or maintained by Borrower.

At or before delivery of the Equipment to Borrower, Borrower shall provide Ford with acceptable evidence of insurance coverage in accordance with this Agreement by delivering certified copies of insurance policies that provide the required coverage, or certified copies of existing insurance policies that have been endorsed to provide the required coverages, or certificates of insurance executed by the insurer or its authorized representative that certify the required coverages. The furnishing of such insurance shall not relieve Borrower from any liability or obligation for which it is otherwise responsible to Ford. Ford shall be under no duty to examine any certificate provided by Borrower or to advise Borrower that its insurance coverage does not comply with the requirements set forth herein.

5. Maintenance and Repairs. Borrower shall inspect the Equipment upon delivery and by acceptance thereof is deemed to find the Equipment in good working order and condition. Borrower or its designee shall maintain the Equipment in good working order and condition, properly serviced and greased, and comply in every respect with the provisions of Paragraph 10 hereof, and of the manufacturer's owner manual that came with the Equipment. Ford or its designee shall make all major repairs necessary to maintain the Equipment in good working order and condition. Title to all such repairs shall vest in Ford. All repairs and servicing shall be done by qualified service personnel except that warranty work, to the extent practicable, shall be done at the shop of the nearest authorized dealer in such make of the Equipment. Borrower shall pay for all gasoline, oil and normal service required for the proper operation of the Equipment and for all washing, parking, garage, highway road service, tolls and fines required or incurred in connection with the operation of the Equipment.
6. Delivery and Return of Equipment. Ford shall be responsible for delivery of the Equipment to Borrower. Ford shall not be responsible for any delay in delivery of the Equipment. Borrower shall return the Equipment to Ford, at a location designated by Ford, no longer than two weeks after receipt of the Equipment, unless otherwise specified by Ford.

Customer Satisfaction Program 18N01- Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

7. Use of Equipment. Borrower shall utilize the Equipment for the purpose of recovering contaminated R-1234yf refrigerant on a Ford or Lincoln vehicle as specified by Ford. Borrower shall not use or operate the Equipment in violation of any federal, state, local or provincial law, rule, regulation or ordinance including those pertaining to the age and licensing of drivers, the disclosure of Ford's interest in the Equipment, or other requirements or limitations. Under no circumstances shall Borrower disconnect any odometer or other mileage recording device nor shall the Equipment be used or operated (a) in a manner subjecting it to depreciation above the normal depreciation associated with general commercial use, (b) for any illegal purpose or by a person under the influence of alcohol or narcotics, (c) in any manner or for any purpose that would cause any insurance specified in this Agreement to be suspended, cancelled, held inapplicable or increased in cost, or (d) outside the continental United States or Canada without Ford's express written permission. The Equipment shall be operated at all times in a safe, careful and lawful manner and by qualified operators. The Equipment may be operated only by persons who are employees of the Borrower and stand in relations to the Borrower as employee to employer. Further, the operation of the Equipment shall be conducted under the exclusive supervision, direction and control of Borrower. Under no circumstances shall an employee of Borrower be considered or held out as an agent, servant or employee of Ford.
8. Inspection and Reports. Borrower agrees to allow Ford to inspect the Equipment and to otherwise observe it in operation at such time and facility as Ford may specify. Borrower shall provide Ford with such mileage, maintenance, safety, operating or other information or copies of any such records maintained by Borrower with respect to the Equipment as Ford or any governmental agency may require from time to time.
9. Risk of Loss. Borrower shall assume all risks of loss with respect to the Equipment, including loss or damage that occurs despite Borrower's exercise of reasonable care, but excluding normal wear and tear, from the time it is delivered by Ford to Borrower and until the Equipment has been returned to Ford at the location Ford designates. In the event of damage to the Equipment, Borrower shall notify Ford to that effect and follow such instructions as Ford may provide with respect to repair or disposal of the Equipment. Borrower shall be responsible for payment of any repairs to the extent not covered by insurance inuring to the benefit of Ford. If any Equipment is lost, stolen, destroyed or is declared a total constructive loss (subject to Ford's agreement as to such condition), Borrower shall promptly notify Ford thereof and hold any wreckage for disposal by Ford. With respect to any lost, stolen, or destroyed Equipment, Borrower shall pay Ford (to the extent not covered by insurance inuring to the benefit of Ford) an amount equal to the wholesale market value for comparable Equipment in a condition similar to the lost, stolen or destroyed Equipment immediately prior to any such loss.

Customer Satisfaction Program 18N01- Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

10. Procedures on Accidents. Within 24 hours of an accident, theft or conversion of any Equipment, Borrower shall file a written report to that effect with Ford and the insurer of such Equipment. Borrower shall promptly notify and furnish Ford with every demand, notice, summons, process and pleading received in every suit, action or claim arising with respect to the condition, use or operation of the Equipment, and cooperate with Ford and the insurer in defending the same. Ford reserves the right to examine any such Equipment.
11. Termination. Ford may terminate this Agreement at any time by giving 30 days prior written notice to Borrower, except that Ford may terminate this Agreement effective immediately upon written notice to Borrower, in the event Borrower fails to provide or maintain any insurance required hereunder, or in the event of the filing of any petition by or against Borrower under any bankruptcy, reorganization, receivership law, or Borrower's making an assignment for the benefit of creditors, or if Borrower makes or suffers any voluntary or involuntary assignments, or attachment, lien, or levy is made of or attached to the Equipment, or in the event Borrower otherwise fails to adhere to the terms and conditions of this Agreement. Borrower may terminate this Agreement at any time by giving 30 days prior written notice to Ford. Upon termination by either party, Borrower shall make all Equipment immediately available for return to Ford. The obligations and rights provided in Paragraphs 3, 9, 13 and 14 shall survive termination of this Agreement.
12. Assignment. Borrower is expressly prohibited from assigning this Agreement or delegating performance of any of its obligations hereunder without the prior written consent of Ford. Ford shall not be prohibited from selling, assigning, transferring or otherwise encumbering any interest or right hereunder with respect to the Equipment. Nothing contained herein shall be interpreted as releasing Borrower from any of its obligations as specified in this Agreement.
13. Publicity. Neither party hereto shall identify the other party as a joint venturer or partner or otherwise characterize the arrangement between them as anything other than a bailment. Borrower shall not disclose or publicize to any third party: (a) any description of the Equipment, technical specifications or other information about the Equipment; (b) the nature or terms of this Agreement; or (c) the results of any testing, inspection or evaluation of the Equipment by Ford or Borrower without Ford's prior written consent. Borrower shall take the necessary steps to familiarize all appropriate employees of Borrower of its obligations under this Paragraph.

Neither party shall use the other's name or logos, in whole or in part, for any purpose whatsoever, specifically including but not limited to any written, oral or pictorial endorsement, testimonial or advertisement, whether actual or implied, without such other party's prior written approval.

Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

14. Force Majeure and No Consequential Damages. Ford shall not be liable for any failure in performing any provision hereof due to fire or other casualty, labor difficulty, governmental restriction or any cause beyond Ford's control. Borrower specifically warrants that the Equipment is not critical to the operation of its business and the loss of use of such Equipment, for any reason whatsoever, will not have a material adverse effect on its business. IN NO EVENT SHALL FORD BE LIABLE FOR ANY LOSS OF PROFITS, OTHER CONSEQUENTIAL DAMAGES OR INCONVENIENCE DUE TO EARLY TERMINATION OF THIS AGREEMENT, OR ANY THEFT, DAMAGE, LOSS, DELAY OR FAILURE OF DELIVERY OR DEFECT OR FAILURE OF THE EQUIPMENT, OR THE TIME CONSUMED IN RECOVERING, REPAIRING, SERVICING OR REPLACING THE SAME.
15. Governing Law. This Agreement will be governed by and construed and interpreted in accordance with the laws of the State of Michigan.
16. Entire Agreement, Waiver and Notice. This Agreement constitutes the entire agreement between the parties and may only be amended, modified or supplemented by a written amendment executed by Ford and Borrower. Failure by Ford to enforce any term, provision or condition hereof, or to exercise any of its rights hereunder, shall not be construed as thereafter waiving any such terms, provisions, conditions or rights. In no event shall any course of dealing, custom or usage of trade modify, alter or supplement any of the terms or provisions contained herein. All notices specified or permitted herein shall be in writing, mailed postpaid U.S. mail, or courier service, with return receipt requested.
17. Additional Attachments: The following Attachments (if any) are incorporated into this Agreement by reference: none. To the extent that a provision of an Attachment conflicts with a provision of this Agreement, THIS AGREEMENT SHALL SUPERSEDE THE ATTACHMENT.

Execution of this document indicates agreement with the terms stated above and acceptance of the Equipment in good condition. The person signing for the Borrower warrants and represents that he or she is an officer or agent of the Borrower and is authorized to execute this Agreement on its behalf. IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their authorized representatives as of the date indicated in the request form.

Customer Satisfaction Program 18N01 - *Supplement #2*

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information



Contaminated Refrigerant Recovery Loaner Equipment

Ford and Lincoln Dealership User Instructions

April 2021

Customer Satisfaction Program 18N01 - Supplement #2

Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information



Box 1 Contents:

1. Refrigerant recovery machine
2. Yellow refrigerant hose
3. Red refrigerant hose
4. Blue refrigerant hose
5. Refrigerant fittings (2)
6. Dealer bailment agreement
7. Dealer setup instructions
8. Manufacturer operating instructions
9. Return Shipping Label

Box 2 Contents:

1. Refrigerant Recovery Tank
2. Refrigerant filter

- Unpack both boxes
- Keep Box 1 including all packaging materials and return shipping label

Customer Satisfaction Program 18N01 - Supplement #2
Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information

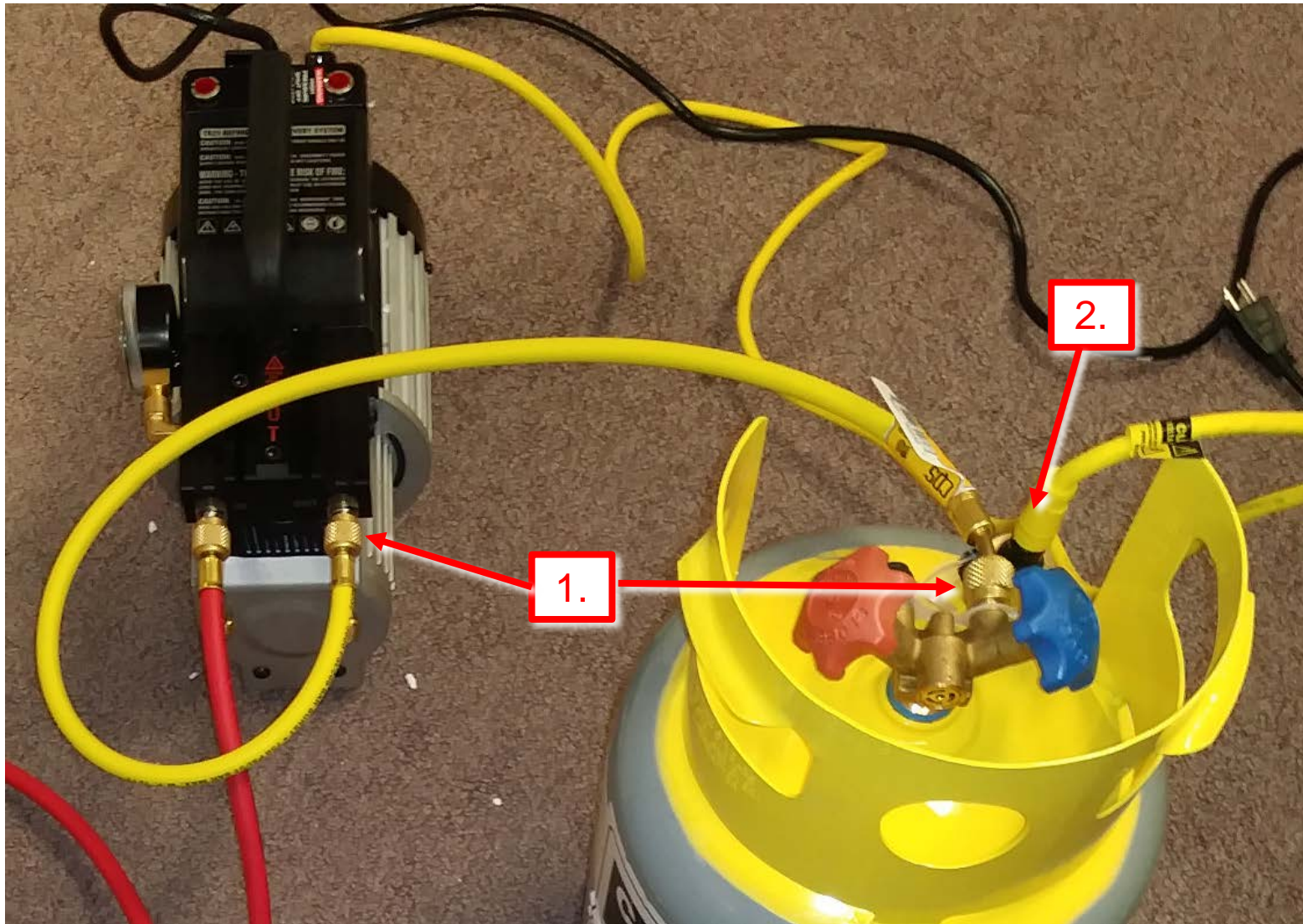


Assemble as shown.

See details on pages 3-5.

Customer Satisfaction Program 18N01 - Supplement #2

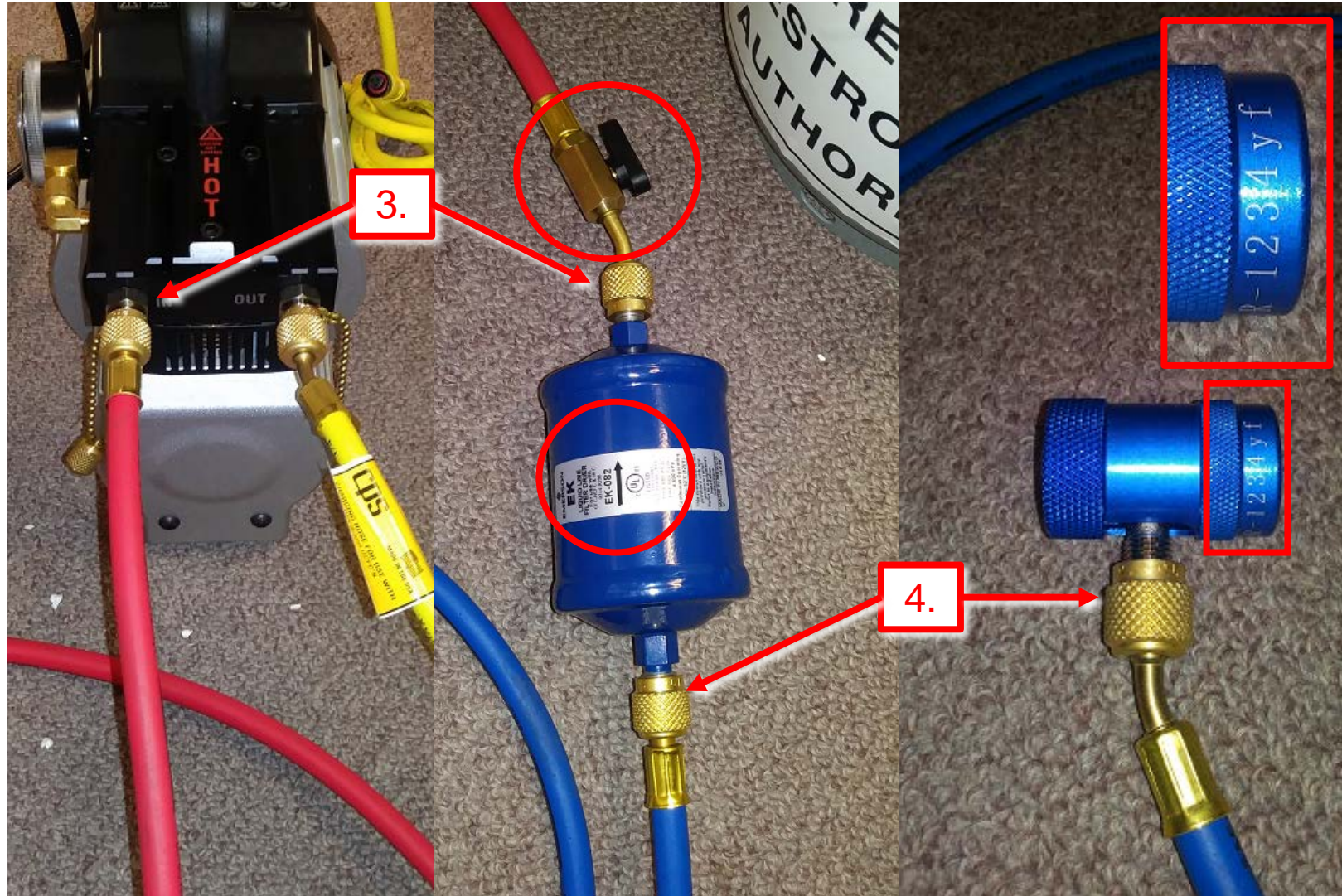
Certain 2018 Model Year Expedition and Navigator Vehicles Equipped With R-1234yf Refrigerant
Special R-1234yf Refrigerant Service Information



1. Connect the yellow hose from recovery machine Out to the low side (blue) port on the recovery tank.
2. Connect the high pressure cut-off switch from the recovery machine to the recovery tank.

Customer Satisfaction Program 18N01 - **Supplement #2**

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Special R-1234yf Refrigerant Service Information



3. Connect the red hose from the recovery machine In to the refrigerant filter Out port.

NOTE: ensure that the valve on the red hose is in the Open position (parallel to the hose).

NOTE: the arrow on the refrigerant filter should point toward the recovery machine/red hose.

4. Connect the blue hose from the refrigerant filter In to the R-1234yf coupler.

NOTE: The recovery machine comes with two couplers; use only the R-1234yf coupler.

- **Connect the R1234yf coupler to the low side service port on the vehicle**
- **Connect the recovery machine electrical supply.**
- **Open the low side valve (blue knob) on the recovery tank.**
- **Turn on the recovery machine and allow it to run for 25 minutes.**
- **Close the low side valve (blue knob) on the recovery tank.**
- **Turn off the recovery machine and disconnect the electrical supply.**
- **The refrigerant has been recovered and the vehicle can be repaired.**

- **Return the appropriate equipment to Box 1 as it was received.**
- **Apply the return shipping label provided to Box 1 and return the equipment.**
- ***Refrigerant recovery tank can be kept to service additional vehicles affected by this recall if required (one refrigerant recovery tank can reclaim the refrigerant from up to 8 vehicles)***
- ***Dispose of the contaminated refrigerant recovery tank in accordance with local regulations when full or if no additional vehicles require repair.***
- ***The refrigerant filter can be disposed of in the regular trash.***

NOTE: Normal warranty parts return process for 700 tags does apply for this program.

