



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

January 7, 2022

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DELIVERY HOLD - Advance Notice
Customer Satisfaction Program 22B02**
Certain 2021-2022 Model Year F150 Vehicles Ordered with Bed Accessories
Dealer Installation of Factory Ordered Accessories

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F150	2021-2022	Kansas City	September 20, 2021 through December 24, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, one or more of the following factory ordered pickup bed accessories was not installed on the vehicle.

- Spray in Bed Liner
- Hard Plastic Bed Liner
- Bed Ramps
- Pickup Box Tonneau Cover (hard/soft/retractable)
- Cross Bed Tool Box

SERVICE ACTION

A complete Dealer Bulletin will be provided to dealers the week of January 17, 2022 or earlier, when it is anticipated that parts ordering information and repair instructions will be available to support this customer satisfaction program.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a program.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

David J. Johnson



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

January 14, 2022

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DELIVERY HOLD
Customer Satisfaction Program 22B02**
Certain 2021-2022 Model Year F-150 Vehicles Ordered with Bed Accessories
Dealer Installation of Factory Ordered Accessories

**REF : NEW VEHICLE DELIVERY HOLD - Advance Notice
Customer Satisfaction Program 22B02**
Dated January 7, 2022

PROGRAM TERMS

This program will be in effect through January 31, 2023. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F150	2021-2022	Kansas City	September 20, 2021 through December 24, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, one or more of the following factory ordered pickup bed accessories was not installed on the vehicle:

- Spray-in Bedliner
- Hard Plastic Bedliner
- Bed Ramps
- Pickup Box Tonneau Cover (hard/soft/retractable)
- Cross Bed Tool Box

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to review Attachment III for the Technical Information and VIN List Attachment IV for the applicable factory ordered accessories to be installed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: For the spray-in bedliner application only, Line-X will be contacting affected dealers to arrange vehicle pick-up and delivery. If the distance to and from the dealership to the Line-X installer will result in an odometer reading greater than 15 miles, Line-X will arrange for the unit to be transported at their expense.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of January 31, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: VIN List – Accessories Chart
Owner Notification Letter

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 "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

NEW VEHICLE DELIVERY HOLD

Customer Satisfaction Program 22B02

Certain 2021-2022 Model Year F-150 Vehicles Ordered with Bed Accessories
Dealer Installation of Factory Ordered Accessories

OASIS ACTIVATION

OASIS was activated on January 7, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on January 7, 2022. Owner names and addresses will be available by February 15, 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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires July 31, 2022.
- Refunds will only be provided for the cost associated with the installation of the factory ordered accessories listed in the VIN List - Accessories Chart included in Attachment IV.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a rental vehicle only for the spray-in bedliner installation, if applicable. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership/Line-X installer for spray-in bedliner installation. Prior approval for more than 1 days rental days is required from the SSSC via the SSSC Web Contact Site.

NEW VEHICLE DELIVERY HOLD**Customer Satisfaction Program 22B02**

Certain 2021-2022 Model Year F-150 Vehicles Ordered with Bed Accessories
Dealer Installation of Factory Ordered Accessories

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Spray-In Bedliner ONLY - Vehicle Handling. Cannot be claimed with any other labor operation. Handling is included in all other labor operations.	22B02B	0.2 Hours
Install Hard Plastic Bedliner Following the Kit Instructions Supplied with the Bedliner. Can be claimed in combination with MT22B02D, MT22B02E and/or MT22B02F.	MT22B02C	Actual time up to 0.5 Hours
Install Bed Ramps Following the Kit Instructions Supplied with the Bed Ramps. Can be claimed in combination with MT22B02C, MT22B02E and/or MT22B02F.	MT22B02D	Actual time up to 0.5 Hours
Install Pickup Box Tonneau Cover (hard/soft/retractable) Following the Kit Instructions Supplied with the Tonneau Cover. Can be claimed in combination with MT22B02C, MT22B02D and/or MT22B02F.	MT22B02E	Actual time up to 0.8 Hours
Install Cross Bed Tool Box Following the Kit Instructions Supplied with the Tool Box. Can be claimed in combination with MT22B02C, MT22B02D and/or MT22B02E.	MT22B02F	Actual time up to 0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Refer to Attachment IV (VIN List - Accessories Chart) for parts requirements.

Part orders need to be placed through your Ford Authorized Distributor (FAD).

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 DELIVERY HOLD**Customer Satisfaction Program 22B02**

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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 2021-2022 MODEL YEAR F150 VEHICLES ORDERED WITH BED ACCESSORIES — DEALER INSTALLATION OF FACTORY ORDERED ACCESSORIES

SERVICE PROCEDURE

1. Review Attachment IV (VIN List - Accessories Chart) for applicable accessories according to the Vehicle Identification Number (VIN) number.

2. Does the Accessories Chart indicate a Spray-In Bedliner is applicable?

NOTE: If a spray-in bedliner is required, have it installed **BEFORE** any other bedliner accessories as needed.

NOTE: If the distance to and from the dealership to the Line-X installer will result in an odometer reading greater than 15 miles, Line-X will arrange for the unit to be transported at their expense.

YES - If you have not already been contacted by your local Line-X installer to schedule an appointment, please contact them to arrange the installation. The nearest location can be determined by utilizing the Line-X website and then 'Find a Location'. Proceed to Step 3.

NO - Proceed to Step 3.

3. Are there any part numbers listed for the VIN?

YES - Order the applicable part numbers through your Ford Authorized Distributor (FAD) and install the accessory(s) following the installation instructions supplied in the part kit(s). Installation instructions can also be found at <http://www.motorcraftservice.com/instructionsheets>. The recall is complete.

NO - The recall is complete.



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Customer Satisfaction Program 22B02
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 Dealer Installation of Factory Ordered Accessories

Use the following chart, arranged by the last 8 digits of the VIN, to identify which accessory(s) are applicable.

To search for a VIN:

- Press Ctrl and F simultaneously, then insert the VIN, then press ENTER.
- Or use the Search Function (magnifier icon) in the Menu bar above.

VIN List - Accessories Chart						
VIN	Spray-In Bedliner	Drop-In Bedliner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E85MKE53778	X					
1FTFW1E50MKE57999					VJL3Z-84501A42-A	
1FTMF1EP7MKE62254	X					
1FTFX1E59MKE62261		ML3Z-9900038-CA	ML3Z-9900038-C			
1FTMF1CB8MKE63145		ML3Z-9900038-CA	ML3Z-9900038-C			
1FTFW1E84MKE64884	X				VML3Z-99501A42-B	
1FTEW1EP2MKE64921	X					
1FTEW1EP9MKE64947	X					
1FTEW1EP4MKE65133	X					
1FTEW1EP2MKE65163	X					
1FTEX1EP6MKE65499	X					
1FTEX1CB4MKE65556	X					
1FTEX1CB6MKE65557	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEX1CB4MKE65640	X					
1FTEX1CB1MKE65644	X					
1FTFW1E53MKE65711	X					
1FTEW1EP5MKE75783					VML3Z-84501A42-B	
1FTFW1E87MKE79220	X					
1FTFW1E53MKE79429	X				VJL3Z-84501A42-A	
1FTFW1E81MKE79634	X					
1FTEW1EP8MKE80640	X					
1FTEW1EP1MKE80933					VML3Z-84501A42-D	
1FTEW1EP7MKE80936	X					
1FTEW1EP5MKE80966					VML3Z-84501A42-B	
1FTFW1E82MKE81053	X					
1FTEW1EP8MKE81058	X					
1FTFW1E5XMKE81937	X					
1FTFW1E53MKE82301	X					
1FTFW1E83MKE82440	X					
1FTFX1E81MKE82501	X					
1FTFW1E86MKE82514	X					
1FTFW1E84MKE82723	X					
1FTMF1C51MKE83148	X				VML3Z-99501A42-B	
1FTEW1EP6MKE83276					VML3Z-84501A42-B	
1FTMF1CB1MKE83320	X					
1FTMF1EP9MKE83333	X					
1FTEX1CP0MKE83354	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E51MKE83415	X					
1FTFW1E83MKE85418	X					
1FTFX1E56MKE85433	X					
1FTEW1EP1MKE85453	X					
1FTFW1E8XMKE85559	X					
1FTFW1E57MKE85606	X				VML3Z-84501A42-B	
1FTFW1E81MKE85627	X					
1FTEW1EP5MKE85648	X					
1FTFW1E86MKE85669	X					
1FTFW1E55MKE85698	X					
1FTEX1EP9MKE85732	X					
1FTFW1E86MKE85753	X					
1FTFW1E55MKE85863	X					
1FTEW1C57MKE85961	X					
1FTFW1E83MKE86004	X					
1FTEW1C87MKE86134	X					
1FTFW1E81MKE86373	X					
1FTEX1C51MKE86598	X					
1FTFW1E86MKE86630	X					
1FTEW1EP6MKE86789	X					
1FTEW1EP5MKE86797	X					
1FTFW1E81MKE86941	X					
1FTFW1E8XMKE87022	X					
1FTFW1E55MKE87371	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEW1EPXMKE87394	X					
1FTFW1E80MKE87496	X					
1FTFW1E50MKE87505	X					
1FTFW1E88MKE87567	X					
1FTFW1E82MKE87659	X					
1FTFW1E86MKE87700	X					
1FTFW1E5XMKE88015	X					
1FTFW1E57MKE88246	X					
1FTFW1E53MKE88311	X					
1FTFW1E81MKE88799	X					
1FTFW1E84MKE88831	X					
1FTFW1E81MKE88947	X					
1FTFW1E89MKE88985	X					
1FTEW1EP4MKE89061	X					
1FTFW1E85MKE89325	X					
1FTFW1E88MKE89609	X					
1FTFW1E8XMKE89630	X					
1FTFW1E85MKE89647	X					
1FTFW1E87MKE89679	X					
1FTFW1E81MKE89791	X					
1FTFW1E89MKE90459	X					
1FTFX1E85MKE90486	X					
1FTEW1EP8MKE90519		ML3Z-9900038-A	ML3Z-9900038-C			
1FTMF1CB3MKE90527	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEW1EP0MKE90546	X					
1FTFW1E81MKE90584	X					
1FTMF1CB6MKE90604		ML3Z-9900038-CA	ML3Z-9900038-C			
1FTEW1EP6MKE90745	X					
1FTEX1EP1MKE91217	X					
1FTEW1C59MKE91275		ML3Z-9900038-A	ML3Z-9900038-C			
1FTEW1EP1MKE91298	X					
1FTFX1E5XMKE91655	X					
1FTMF1E51MKE91702					VML3Z-99501A42-B	
1FTFX1E55MKE91742	X					
1FTFW1E52MKE91801	X					
1FTEW1EP5MKE91840	X				VML3Z-84501A42-B	
1FTEW1EPXMKE91879	X					
1FTEW1EP9MKE91887	X					
1FTFW1E57MKE91891	X					
1FTFW1E55MKE91923	X					
1FTFW1E81MKE92349	X					
1FTFX1E83MKE92589	X					
1FTEX1EP9MKE92874		ML3Z-9900038-B	ML3Z-9900038-C			
1FTFW1E87MKE92999	X					
1FTEX1CP0MKE93317	X					
1FTFW1E87MKE93859	X					
1FTFW1E85MKE97022	X					
1FTFW1E88MKE97094	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E88MKE97144	X					
1FTFW1E85MKE97148	X					
1FTEX1EPXMKE97159	X					
1FTFW1E82MKE97348	X					
1FTFW1E82MKE97351	X				VJL3Z-84501A42-A	
1FTFW1E80MKE97560	X					
1FTFW1E58MKE97568	X					
1FTEW1CP5MKE97625	X					
1FTFW1E89MKE97671	X					
1FTFW1E89MKE97699	X					
1FTEW1CP8MKE97747	X					
1FTEW1EP5MKE97749	X					
1FTFW1E81MKE97857	X					
1FTFW1E82MKE97866	X					
1FTMF1E52MKE97900	X					
1FTFW1E87MKE97961	X				VML3Z-84501A42-B	
1FTFW1E85MKE98025		ML3Z-9900038-B	ML3Z-9900038-C			
1FTFW1E83MKE98105	X					
1FTFW1E59MKE98177	X					
1FTEW1EP5MKE98237	X					
1FTFW1E81MKE98264	X					
1FTFW1E80MKE98739	X					
1FTFW1E82MKE98919	X					
1FTEX1E87MKE98976	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEX1CP4MKE99492	X					
1FTFW1E87MKE99533	X					
1FTEW1EP8MKE99558	X					
1FTFX1C83MKF01990		ML3Z-9900038-B	ML3Z-9900038-C			
1FTEX1EP4MKF02047	X					
1FTFW1E85MKF02056	X					
1FTFW1E81MKF02216	X					
1FTMF1E50MKF02222	X					
1FTEW1CP6MKF02234	X					
1FTFW1E54MKF02345	X					
1FTEW1EP1MKF02378		ML3Z-9900038-A				
1FTFX1E55MKF02383					VML3Z-99501A42-E	
1FTFW1E57MKF02386	X				VML3Z-84501A42-B	
1FTFW1E57MKF02565	X					
1FTEW1EP9MKF04671	X					
1FTFW1E85MKF04695	X					
1FTFW1E87MKF04729	X					
1FTFW1E55MKF04766	X					
1FTFW1E54MKF04788	X					
1FTFW1E56MKF04789	X					
1FTFW1E50MKF04819	X					
1FTFW1E59MKF04821	X					
1FTFX1E55MKF04912	X					
1FTFW1E56MKF05022	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E54MKF05035	X					
1FTFW1E56MKF05053	X					
1FTFW1E56MKF05117	X					
1FTFW1E51MKF09298		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTFW1E53MKF09299		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTFW1E52MKF09374	X					
1FTEW1EP3MKF09381	X					
1FTEW1EP2MKF09663		ML3Z-9900038-A				
1FTFW1E87MKF10045	X			ML3Z-99286F56-B		
1FTFW1E84MKF10049	X					
1FTFW1E8XMKF10072	X					
1FTFW1E86MKF10098	X				VML3Z-99501A42-E	
1FTFW1E87MKF10160	X					
1FTFW1E52MKF10217	X					
1FTEX1EP2MKF10275	X					
1FTFW1E8XMKF10282	X					
1FTEW1EP7MKF10291	X					
1FTMF1CB5MKF10390		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTMF1CB9MKF10411		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTEW1EP6MKF10525	X					
1FTFW1E55MKF10549	X					
1FTFW1E8XMKF10556	X					
1FTEX1CBXMKF10581	X					
1FTEW1EP1MKF10609	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEW1EP9MKF10695	X					
1FTEW1CP7MKF10763	X					
1FTMF1EP9MKF10790	X					
1FTFW1E80MKF10792					VML3Z-99501A42-B	
1FTMF1C58MKF10801	X				VML3Z-99501A42-E	
1FTEW1CP0MKF10846	X					
1FTEX1CP3MKF10854	X					
1FTEX1CP5MKF10855	X					
1FTFW1E84MKF10911	X				VML3Z-99501A42-B	
1FTFW1E85MKF10920	X					
1FTEW1CP3MKF10937	X					
1FTEW1CP0MKF11060	X					
1FTFW1E59MKF11123	X					
1FTNF1E5XMKF11255	X					
1FTFW1E59MKF11283	X				VML3Z-84501A42-D	
1FTFW1E8XMKF11285	X				VML3Z-84501A42-D	
1FTFW1E86MKF11302	X				VJL3Z-84501A42-A	
1FTEW1CP6MKF11306	X					
1FTMF1E54MKF11330	X					
1FTFW1E8XMKF11349		ML3Z-9900038-A	ML3Z-9900038-C			
1FTFW1E53MKF11361	X					
1FTMF1C58MKF11365	X					
1FTFW1E59MKF11395	X				VML3Z-84501A42-B	
1FTFW1E85MKF11484	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E82MKF11569	X					
1FTMF1EBXMKF11595		ML3Z-9900038-CA	ML3Z-9900038-C			
1FTEW1EP3MKF11938	X					
1FTFW1E81MKF12051	X					
1FTFW1E59MKF12269	X					
1FTEW1C52MKF12273	X					
1FTFW1E88MKF12449	X					
1FTEW1EP5MKF12668	X					
1FTFW1E59MKF12773	X					
1FTEW1EPXMKF12844	X					
1FTEW1CP2MKF12940	X					
1FTFW1E89MKF13013	X					
1FTFW1E85MKF13042	X					
1FTFW1E82MKF13158	X					
1FTMF1EP8MKF13194	X					
1FTFW1E85MKF13302	X					
1FTFW1E55MKF13371	X					
1FTFW1E58MKF13378	X					
1FTFW1E87MKF14032	X					
1FTEW1CP9MKF14636	X					
1FTFW1E83MKF14772	X					
1FTFW1E8XMKF14851	X					
1FTEW1EP7NKD00050	X				VML3Z-84501A42-D	
1FTFW1E82NKD00051	X				VML3Z-84501A42-B	

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E57NKD00066					VJL3Z-84501A42-A	
1FTFW1E88NKD00071	X				VML3Z-84501A42-D	
1FTFW1E80NKD00081	X				VML3Z-84501A42-B	
1FTEW1EP9NKD00082					VJL3Z-84501A42-A	
1FTFW1E8XNKD00086					VJL3Z-99501A42-A	
1FTFX1E85NKD00087	X				VML3Z-99501A42-C	
1FTFX1E5XNKD00088	X				VML3Z-99501A42-E	
1FTFW1E83NKD00091	X				VML3Z-99501A42-E	
1FTEW1EP3NKD00093					VML3Z-84501A42-D	
1FTFW1E84NKD00097	X				VML3Z-99501A42-B	
1FTFW1E88NKD00099	X				VML3Z-84501A42-D	
1FTFW1E88NKD00104	X				VML3Z-84501A42-B	
1FTFW1E85NKD00108	X				VML3Z-84501A42-D	
1FTFW1E80NKD00114	X				VML3Z-84501A42-B	
1FTFW1E54NKD00123	X				VJL3Z-84501A42-A	
1FTFW1E85NKD00139					VML3Z-99501A42-B	
1FTFW1E87NKD00157	X				VML3Z-84501A42-B	
1FTFW1E80NKD00159	X				VML3Z-99501A42-B	
1FTFW1E80NKD00162	X				VML3Z-84501A42-B	
1FTFW1E82NKD00163	X				VJL3Z-84501A42-A	
1FTEW1EP2NKD00179	X				VML3Z-84501A42-D	
1FTEW1EP3NKD00191					VML3Z-84501A42-D	
1FTEW1EP9NKD00194					VML3Z-84501A42-D	
1FTEW1EP4NKD00202					VML3Z-84501A42-D	

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEW1EP8NKD00204					VML3Z-84501A42-D	
1FTEW1C84NKD00213					VJL3Z-84501A42-A	
1FTFW1E86NKD00215	X				VJL3Z-84501A42-A	
1FTFW1E88NKD00216	X				VJL3Z-84501A42-A	
1FTFX1E85NKD00221	X				VML3Z-99501A42-F	
1FTFW1E57NKD00231		ML3Z-9900038-A				
1FTFW1E86NKD00232	X					
1FTEX1CB3NKD00244		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTMF1CB9NKD00246				ML3Z-99286F56-B		
1FTMF1CB0NKD00247				ML3Z-99286F56-B		
1FTMF1EP1NKD00251	X					
1FTEW1EP6NKD00265	X					
1FTEW1EP8NKD00297	X					
1FTEX1EP7NKD00305		ML3Z-9900038-B				
1FTEX1CP7NKD00310	X					
1FTEW1EP3NKD00322		ML3Z-9900038-A				
1FTEX1EP7NKD00336	X					
1FTNF1E8XNKD00343	X					
1FTMF1CBXNKD00353		ML3Z-9900038-CA	ML3Z-9900038-C			
1FTEX1CB7NKD00411	X					
1FTNF1C82NKD00422	X					
1FTFW1E80NKD00517	X					
1FTMF1CB4NKD00526		ML3Z-9900038-CA		ML3Z-99286F56-B		
1FTFW1E80NKD00551	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E88NKD00572	X					
1FTEW1CP3NKD00579	X					
1FTFX1E87NKD00592		ML3Z-9900038-CA				
1FTEW1C5XNKD00738	X					
1FTFW1E86NKD00750	X					
1FTEW1EP4NKD00751	X					
1FTEW1CB8NKD00761	X					
1FTEW1CP7NKD00844	X					
1FTEX1EP9NKD00872	X					
1FTEW1C87NKD00903	X					
1FTEW1C87NKD00920	X					
1FTMF1CB8NKD00934	X					
1FTEX1CP3NKD00935	X					
1FTFW1E89NKD00953	X					
1FTNF1E56NKD00958	X					
1FTFX1E81NKD00961	X					
1FTFW1E84NKD01041	X					
1FTMF1E52NKD01147	X					
1FTFX1E52NKD01168	X					
1FTEW1EP2NKD01171	X					
1FTMF1CB5NKD01202	X					
1FTFW1E88NKD01222	X					
1FTEX1CB7NKD01252	X					
1FTFW1E83NKD01290	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E8XNKD01304	X					
1FTEW1EPXNKD01306	X					
1FTMF1CB1NKD01309		ML3Z-9900038-CA	ML3Z-9900038-C			
1FTMF1E59NKD01324	X					
1FTMF1CB5NKD01569	X					
1FTEX1CP0NKD01623	X					
1FTEW1C85NKD01676	X					
1FTEW1CP2NKD01755	X					
1FTFW1E56NKD01886	X					
1FTFW1E83NKD01936	X					
1FTFW1E87NKD01969	X					
1FTFW1E56NKD02200	X					
1FTEW1EP5NKD02248	X					
1FTFW1E86NKD02255	X					
1FTFX1E83NKD02260	X					
1FTFW1E87NKD02264	X					
1FTFW1E87NKD02278	X					
1FTFX1E51NKD02294	X					
1FTFW1E86NKD02305	X					
1FTFW1E84NKD02318	X					
1FTFW1E86NKD02319	X					
1FTFW1E80NKD02333	X					
1FTFX1E80NKD02345	X					
1FTEW1EPXNKD02360	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E8XNKD02372	X					
1FTFW1E81NKD02390	X					
1FTEW1EPXNKD02391	X					
1FTFW1E55NKD02415	X					
1FTMF1E53NKD02436	X					
1FTEW1CP3NKD02462	X					
1FTEW1CP8NKD02487		ML3Z-9900038-A				
1FTEW1CP8NKD02506	X					
1FTFW1E81NKD02549	X					
1FTFX1E58NKD02552	X					
1FTEW1CP5NKD02561	X					
1FTFW1E83NKD02567	X					
1FTMF1CB1NKD02606				ML3Z-99286F56-B		
1FTMF1E59NKD02635	X					
1FTMF1E52NKD02637	X					
1FTMF1CP4NKD02708	X					
1FTFW1E89NKD02735	X					
1FTFW1E86NKD02739	X					
1FTFW1E89NKD02749	X					
1FTMF1E5XNKD02756	X					
1FTEW1EP8NKD06293	X					
1FTEX1EP8NKD06307	X					
1FTMF1E50NKD06315	X					
1FTMF1EP2NKD06317	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTMF1EP4NKD06321	X					
1FTEW1EP4NKD06324		ML3Z-9900038-A				
1FTFW1E81NKD06343	X					
1FTFW1E83NKD06344	X					
1FTFW1E86NKD06399	X					
1FTEW1EPXNKD06411		ML3Z-9900038-A				
1FTFW1E86NKD06564	X					
1FTEW1CP6NKD06604	X					
1FTFW1E55NKD06612	X					
1FTFW1E8XNKD06616		ML3Z-9900038-A				
1FTFW1C83NKD06735	X					
1FTFW1E85NKD06765	X					
1FTFW1E81NKD06780	X					
1FTFW1E89NKD06798	X					
1FTFW1E81NKD06939	X					
1FTFW1E83NKD06960	X					
1FTFW1E85NKD06961		ML3Z-9900038-A				
1FTFW1E83NKD07381	X					
1FTMF1E51NKD07411	X					
1FTEW1CP0NKD07442		ML3Z-9900038-A				
1FTFW1E83NKD07445		ML3Z-9900038-A				
1FTEX1CP0NKD07454	X					
1FTEX1CB9NKD07523	X					
1FTEX1CB7NKD07567	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E8XNKD07636	X					
1FTEX1EP2NKD07646		ML3Z-9900038-B				
1FTFW1E8XNKD07653		ML3Z-9900038-A				
1FTFW1E89NKD07692		ML3Z-9900038-A				
1FTFW1E87NKD07741		ML3Z-9900038-A				
1FTEW1EP5NKD07742		ML3Z-9900038-A				
1FTFW1E88NKD07781		ML3Z-9900038-A				
1FTFW1E81NKD07797	X					
1FTEW1EP8NKD07850		ML3Z-9900038-A				
1FTFW1E80NKD07855		ML3Z-9900038-A				
1FTMF1E59NKD07866	X					
1FTFW1E88NKD07876	X					
1FTFW1E52NKD07894	X					
1FTMF1CP1NKD07901	X					
1FTFW1E81NKD07959	X					
1FTFW1E80NKD07967	X					
1FTEW1EP0NKD07969	X					
1FTFW1E85NKD08046	X					
1FTFW1E80NKD08049	X					
1FTFW1E89NKD08079		ML3Z-9900038-A				
1FTFW1E84NKD08085	X					
1FTMF1CB7NKD08619		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTFW1E5XNKD08730	X					
1FTEW1CP0NKD08767	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E82NKD08859	X					
1FTFW1E56NKD09048	X					
1FTFW1E82NKD09106	X					
1FTFW1E83NKD09129		ML3Z-9900038-A				
1FTFW1E83NKD09177	X					
1FTEW1EB1NKD09220	X					
1FTFW1E83NKD09227	X					
1FTFW1E52NKD09273	X					
1FTFX1E8XNKD09402	X					
1FTFW1E80NKD09413	X					
1FTEW1EP5NKD09538		ML3Z-9900038-A				
1FTFW1E80NKD09573	X					
1FTFW1E86NKD09593	X					
1FTFX1E53NKD09666	X					
1FTMF1EP6NKD09785	X					
1FTFW1E81NKD09811	X					
1FTEW1CP4NKD09873		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTMF1C58NKD09983	X					
1FTMF1CB5NKD10045	X					
1FTFW1E88NKD10048	X					
1FTEW1CP8NKD10055	X					
1FTFW1E82NKD10093	X					
1FTFW1E53NKD10125	X					
1FTEX1CP7NKD10156	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTFW1E82NKD10157	X					
1FTMF1EP5NKD10166		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTFW1E80NKD10173	X					
1FTFW1E81NKD10196	X					
1FTEX1CB3NKD10210	X					
1FTFW1E86NKD10226	X					
1FTFW1E5XNKD10266	X					
1FTFW1E88NKD10275	X					
1FTFW1E81NKD10294	X					
1FTFW1E83NKD10295	X					
1FTEW1EPXNKD16386	X					
1FTMF1CB1NKD16425	X					
1FTEW1EP1NKD16518		ML3Z-9900038-A				
1FTEW1EP7NKD16541		ML3Z-9900038-A				
1FTFW1E85NKD16566	X					
1FTFX1E87NKD16582	X					
1FTEX1CB6NKD16650		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTFX1E80NKD16679	X					
1FTEW1EB6NKD16700		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTFW1E87NKD16701		ML3Z-9900038-A				
1FTFW1E8XNKD16739	X					
1FTEW1EP8NKD16810	X					
1FTEW1EP9NKD16847		ML3Z-9900038-A				
1FTFW1E84NKD16865		ML3Z-9900038-B				

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEX1EP4NKD16901	X					
1FTFW1E85NKD16938	X					
1FTEW1EP8NKD16953	X					
1FTEW1EPXNKD17070					VML3Z-84501A42-B	
1FTFW1E80NKD17186	X					
1FTEW1CP9NKD17290	X					
1FTFW1E51NKD17302	X					
1FTFW1E83NKD17358		ML3Z-9900038-A				
1FTFW1E5XNKD17590		ML3Z-9900038-A				
1FTFW1E55NKD17884	X					
1FTFW1E5XNKD17895	X					
1FTFW1E89NKD18031	X					
1FTEW1CP6NKD18073		ML3Z-9900038-A				
1FTEW1CPXNKD18075		ML3Z-9900038-B				
1FTFW1E56NKD18137		ML3Z-9900038-A				
1FTFW1E86NKD18164	X					
1FTEW1CP5NKD18243		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTEX1EB5NKD18256		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTFW1E89NKD18319	X					
1FTEW1EB9NKD18358		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTEW1CP2NKD18572		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTFX1E86NKD18582	X					
1FTEW1EP8NKD18881		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTEW1EP3NKD18996		ML3Z-9900038-AA	ML3Z-9900038-C			

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEW1EPXNKD19305	X					
1FTEX1EP5NKD19421		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTFW1E54NKD19447	X					
1FTMF1EB1NKD19452				ML3Z-99286F56-B		
1FTEW1EP6NKD19527	X					
1FTFW1E56NKD19546	X					
1FTMF1CB9NKD19802	X					
1FTFW1E51NKD19969	X					
1FTEW1EP9NKD20039		ML3Z-9900038-A				
1FTEW1EP2NKD20058		ML3Z-9900038-A				
1FTEW1EP4NKD20224		ML3Z-9900038-A				
1FTEW1EP1NKD20231		ML3Z-9900038-A				
1FTEW1EP8NKD20386		ML3Z-9900038-A				
1FTEW1EP2NKD20397		ML3Z-9900038-A				
1FTEW1EP9NKD20400		ML3Z-9900038-A				
1FTEW1EP2NKD20531		ML3Z-9900038-A				
1FTEW1C51NKD20943					VML3Z-84501A42-B	
1FTFW1E87NKD21607	X					
1FTFW1E88NKD22121		ML3Z-9900038-B				
1FTEX1EP3NKD22527		ML3Z-9900038-BA	ML3Z-9900038-C			
1FTEW1CPXNKD23163		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTEW1EP2NKD23252		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTEW1CP4NKD23353		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTMF1E52NKD23357	X					

VIN List - Accessories Chart						
VIN	Spray in Bed Liner	Drop-In Bed Liner	Tailgate Liner	Bed Ramps	Bed Tonneau Cover	Cross-Bed Tool Box
1FTEW1EP1NKD23467		ML3Z-9900038-A				
1FTEX1CP7NKD23778	X					VNC3Z-17N004-B
1FTEW1EP8NKD23935		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTEW1CP7NKD23962		ML3Z-9900038-AA	ML3Z-9900038-C			
1FTEW1EP8NKD31520	X					
1FTEW1CP3NKD34117	X					
1FTEW1EP2NKD36101	X					



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

February 2022

Customer Satisfaction Program 22B02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? One or more of the following factory ordered pickup bed accessories was not installed on your vehicle:

- Spray-in Bedliner
- Hard Plastic Bedliner
- Bed Ramps
- Pickup Box Tonneau Cover (hard/soft/retractable)
- Cross Bed Tool Box

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to install the applicable missing bed accessories as ordered free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until January 31, 2023 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for the spray-in bedliner application is less than one full day and the time needed for the installation of any other accessory is less one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 22B02. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. Your servicing dealer has the list of any missing accessories that are applicable for your vehicle.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

**What should you do?
(continued)**

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit ford.com/support.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is receiving the spray-in bedliner installation, if applicable. Please see your dealer for guidelines and limitations.

Have you previously paid for accessory(s) installation?

If you have previously paid for the installation of one of the applicable ordered accessories for your vehicle before the date of this letter, you may be eligible for a refund. Refunds will only be provided for the cost related to the installation of the missing accessory(s). To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **July 31, 2022**. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

**Can we assist you
further?
(continued)**

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division