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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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July 7, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Optional Product Improvement Program 22G03

Certain 2022 Model Year Super Duty Vehicles with Star White Tri Coat Premium Paint
Repaint Exterior Components to Match Body Color

PROGRAM TERMS

This program will be in effect for 3 years or 36,000 miles, whichever occurs first, from the warranty start date.

We recommend dealers utilize their FSA VIN Lists name and address to contact customers with affected vehicles. FSA VIN Lists are currently available.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2022	Kentucky Truck Plant	May 20, 2022 through May 31, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

To inform you that Ford Motor Company is notifying vehicle owners of an optional product improvement program on the affected vehicles. This communication will help you answer customer questions. All of the affected vehicles were built with an incorrect paint mixture. The amount of mica flake (sparkles) became diluted creating poor visual harmony between body and attached hang-on parts such as door handles, mirror caps, etc... The level of mica will vary between vehicles.

SERVICE ACTION

Per Electronic Field Communication posted on FMCDdealer.com on June 29, 2022 (*EFC10212 Action/Enrollment 2022 MY Super Duty Tri-Coat Paint Customer Rebate and Acknowledgment Form*):

- Dealers with vehicles included in 22G03 must contact their Super Duty customers who have either taken delivery or have a vehicle on order.
- Dealers are required to review with their customer(s) the two options on the customer acknowledgment form (this applies to sold units, retail orders, or any stock affected VINS).
- Dealers need to ensure customer signature and VIN on customer acknowledgement form. (reference copy provided as Attachment IV).

Upon customer agreement of Option 1 (refund and repaint) and signed Acknowledgement Form:

- Repaint associated exterior Star White bolt-on parts (e.g. door handles, mirror caps, etc.) to match the current body color.
- Color will vary per vehicle.
- This service must be performed on all affected vehicles at no charge to the vehicle owner.
- Copy of signed Acknowledgement Form must be retained with the Service Repair Order.

SERVICE ACTION - Customer Refuses Refund Offer and Requests Vehicle Repaint

If a customer is requesting a full vehicle repaint **and** has refused the Refund Option 1 or 2, contact the SSSC for prior approval before performing a full vehicle repaint. The SSSC will verify a refund has not been applied to the VIN prior to providing approval and a unique labor operation.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 18, 2022. Dealers should assist customers of 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: Acknowledgement Form - 22MY Ford Super Duty
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,



David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on July 7, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 7, 2022. Owner names and addresses will be available by August 5, 2022.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this 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 resolution.
- 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

Refunds for a vehicle repaint are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental days is required from the SSSC via the SSSC Web Contact Site.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 22G03 is the sub code.
 - Customer Concern Code (CCC): F04 - Thin/no Paint
 - Condition Code (CC): 39 - Missing Part
 - Causal Part Number: ENTRE - Multi Pnl Paint
 - 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.
- **NOTE:** Maintain supporting documentation for sublet repairs and all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.
- **NOTE:** Locally obtained supply and miscellaneous material cost is covered under labor allowances.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Repaint Bolt-On parts per customer request and accepted Acknowledgement Form Option 1 Includes Material Costs for Paint and Supplies.	MT22G03B	Up to 8.0 Hours
As Needed - Remove and Install the Following Bolt-on Parts		
Mirror Caps (LH / RH)	MT22G03C	Up to 0.3 Hours
Front Door Handles (LH/RH)	MT22G03D	Up to 1.0 Hour
Rear Door Handles (LH/RH – Crew Cab Only)	MT22G03E	Up To 0.9 Hours
Dual Rear Wheel (DRW) Fenders (LH/RH)	MT22G03F	Up To 2.0 Hours
Grill	MT22G03G	Up To 0.7 Hours
360 Camera Alignment if Grill removed	MT22G03H	Up To 0.5 Hours
Front Bumper	MT22G03J	Up To 1.8 Hour
Rear Bumper Covers (17810 - RH/LH)	MT22G03K	Up To 0.7 Hours
Rocker Extensions (LH/RH)	MT22G03L	Up To 0.8 Hours
Front Wheel Arch Fender Moldings or Wheel Lips (LH/RH)	MT22G03M	Up To 0.5 Hours
Rear Wheel Arch Fender Moldings (LH/RH)	MT22G03N	Up To 0.5 Hours
Rear door lower moldings (1520976 - LH/RH)	MT22G03P	Up To 0.5 Hours

NOTE: Painted fuel doors will be the same color as the body and will not need to be repainted.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
PAINT	Paint Material Allowance – See Labor Table Above for Claiming.	As required	Up to 8

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.

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PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

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

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 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 2022 MODEL YEAR SUPER DUTY VEHICLES WITH STAR WHITE TRI COAT PREMIUM PAINT — REPAINT EXTERIOR COMPONENTS TO MATCH BODY COLOR

SERVICE PROCEDURE

NOTE: Black and Chrome parts are not to be painted.

Parts Identification

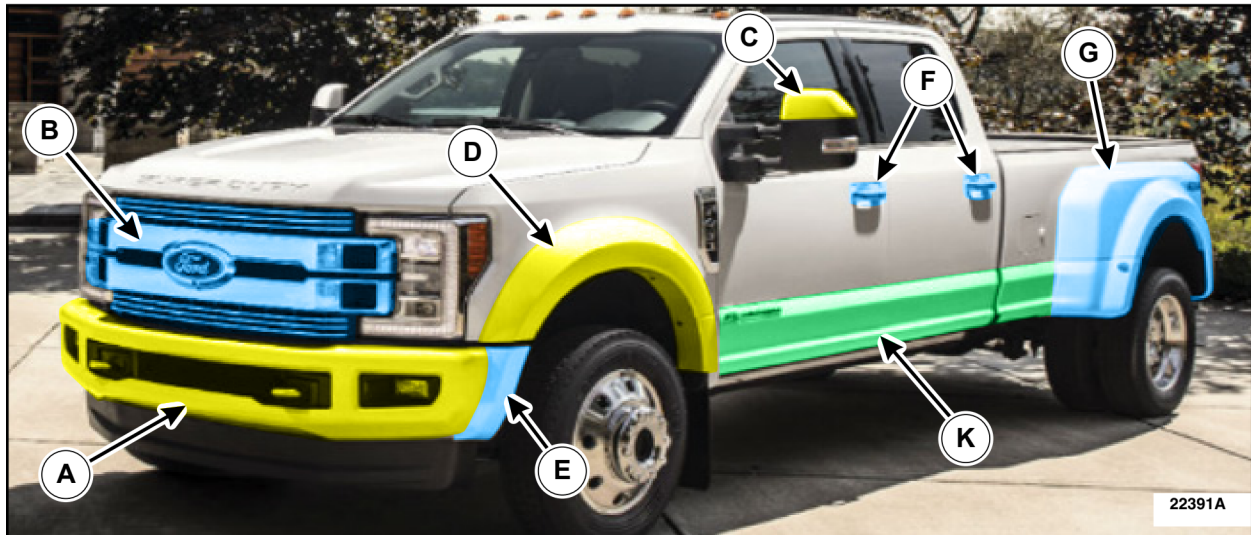


FIGURE 1



FIGURE 2



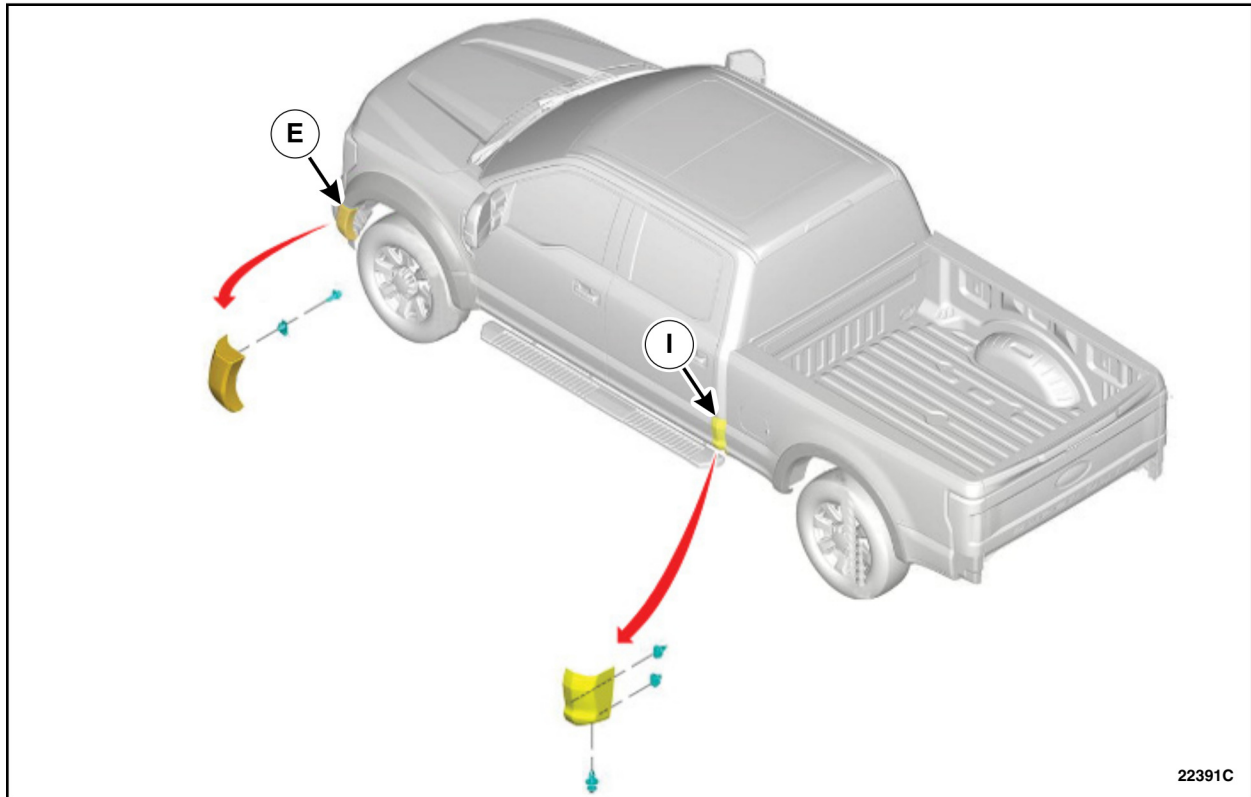


FIGURE 3

Bolt-on Part Identification Chart

Item	Description
A	Front Bumper
B	Grill
C	Mirror Cap
D	Front Wheel Arch Moulding
E	Front Lower Wheel Arch Moulding
F	Door Handles
G	Dual Real Wheel (DRW) Fender
H	Single Rear Wheel Arch Moulding
I	Rear Door Lower Moulding
J	Rear Bumper Cover (Not Shown)
K	Rocker Extension

NOTE: Parts listed will vary per vehicle. It is suggested to confirm with the customer what parts are to be painted while the customer is still at the dealer.



1. Confirm customer has signed the 22G03 Acknowledgment form and has selected Option 1 - Including option to have the bolt-on parts repainted to match the base vehicle paint.
2. Inspect the paint of the vehicle body compared to the bolt-on parts listed in the chart above.
See Figures 1, 2 and 3.
3. Note any of the bolt-on parts where the paint does not match the body.
4. Confirm the bolt-on parts that are to be painted with the customer.
- 5 Remove the affected parts following the Workshop Manual (WSM) Procedures listed for the parts below.
6. Paint the affected parts, and then once dry, reinstall the part by reversing the WSM procedure.
 - Door Handles - WSM Section 501-14.
 - Dual Rear Wheel (DRW) Fenders - WSM Section 501-04.
 - Grill - WSM Section 501-08.
 - Front Bumper - WSM Section 501-19.
 - Rear Bumper Covers - WSM Section 501-19.
 - Front Wheel Arch Moulding - WSM Section 501-08.

NOTE: Instructions continued on the following pages for parts without WSM procedures.



Front Lower Wheel Arch Moulding - As Needed

I. Remove the retainers and the Front Lower Wheel Arch Moulding. See Figure 4.

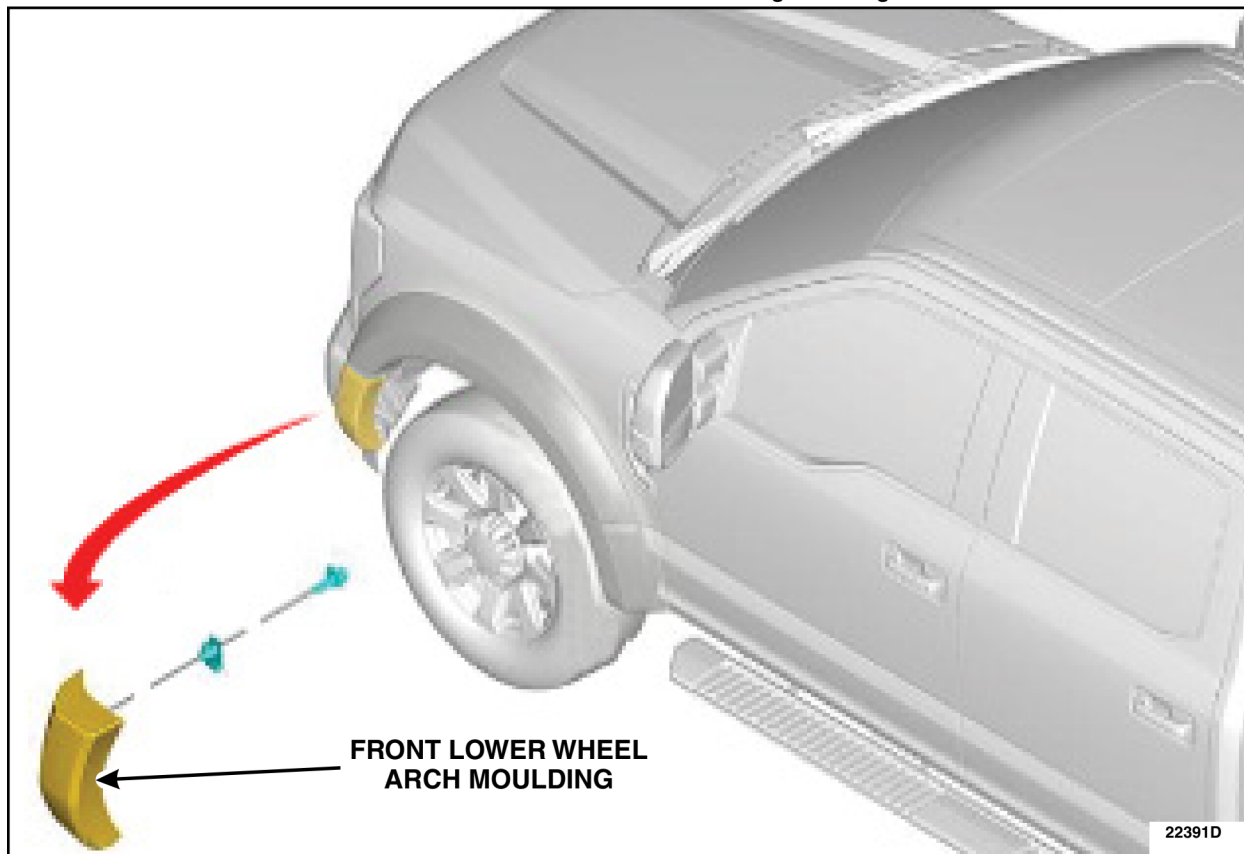


FIGURE 4



Rear Door Lower Moulding - As Needed

II. Remove the retainers and the Rear Door Lower Moulding. See Figure 5.

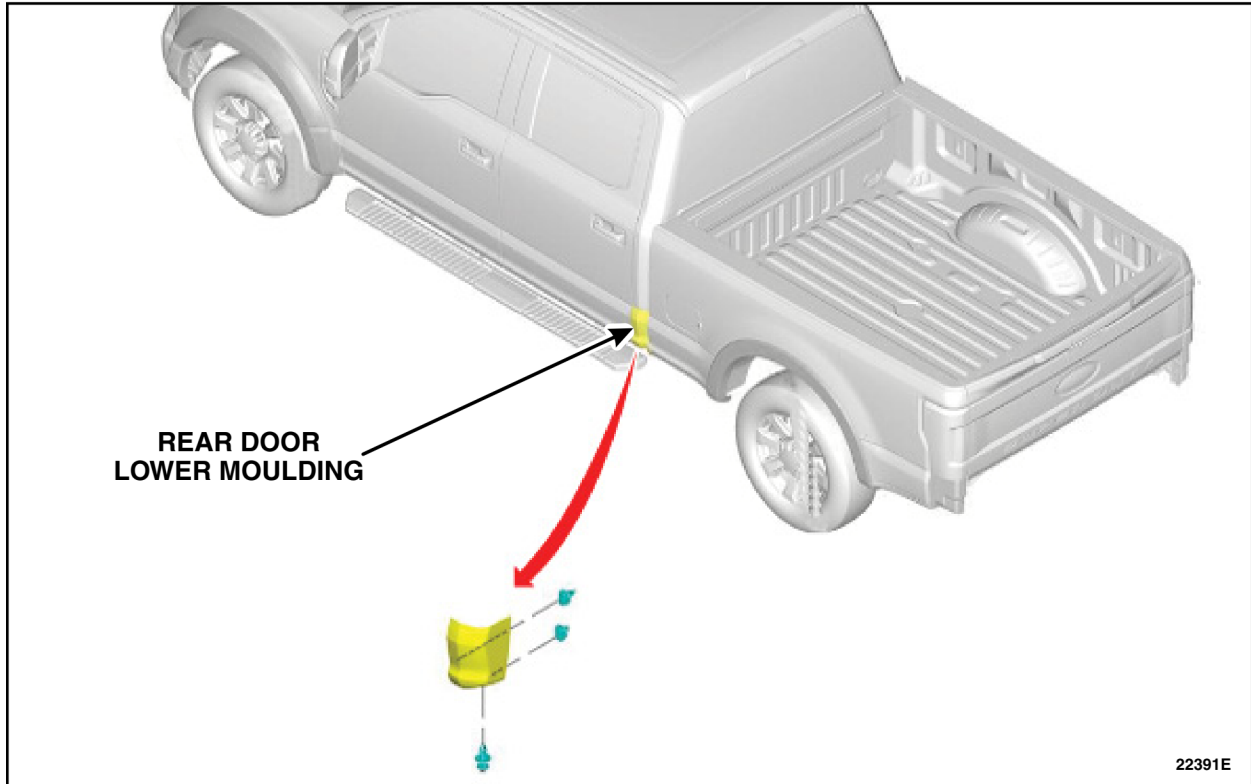


FIGURE 5

Side Mirror Cap - As Needed

III. Remove the Side Mirror Cap using a trim tool. See Figure 6.

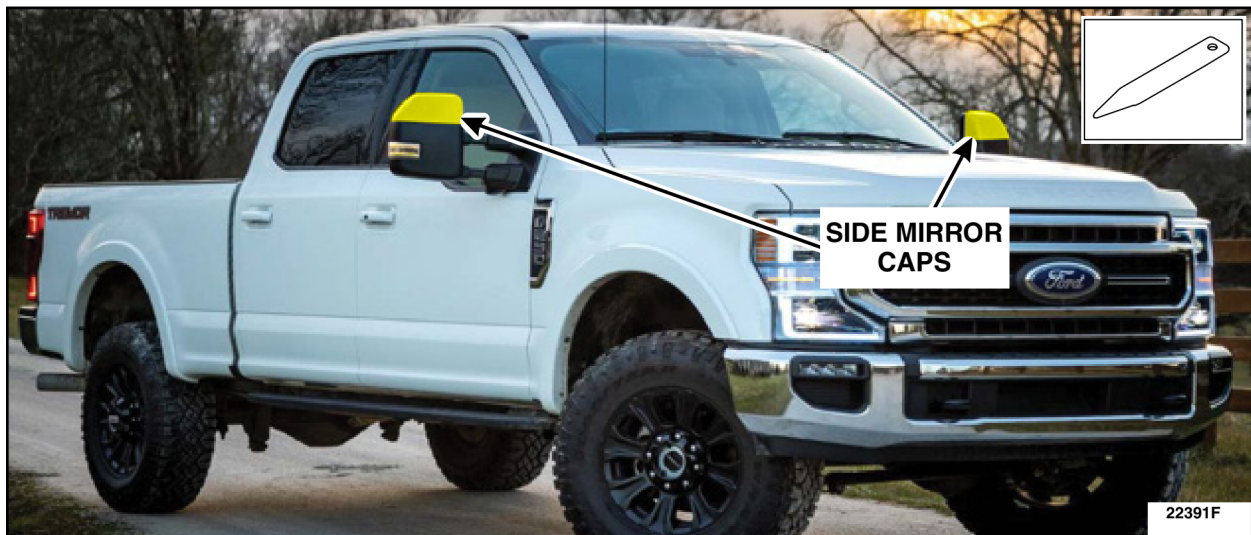


FIGURE 6



22MY Ford Super Duty

Subject: Paint Appearance on 22MY Super Duty

Dear Valued Super Duty Customer:

The paint appearance on the 2022 Model Year Super Duty does not meet the visual appearance intent of the Star White Metallic paint (option "AZ") with which it was ordered because when the vehicle was painted, there were low Mica (sparkle) levels in the paint. A low Mica level reduces or eliminates the amount of "Sparkle" or "Metallic" in the paint but does not impact the overall durability or appearance of the base paint color.

There are some bolt-on parts added to the vehicle that come pre-painted (e.g., door handles, mirrors) and these bolt-on parts have the expected levels of Mica.

The Star White Metallic paint option has a MSRP of \$595.

In light of this difference in the visual appearance, you may choose to not to accept delivery of your vehicle and to re-order a new vehicle. Please note that if you choose to re-order a new vehicle, due to a combination of high demand and global supply-chain constraints, not all models and trims or features may be available to order.

Alternatively, if the vehicle paint appearance is accepted as delivered (except for bolt-on parts), in consideration for the difference in the visual appearance, Ford is offering one of the following options:

Customer refund of \$3,000 **and** bolt-on parts to be repainted to match the base vehicle (administered at the Dealership)

OR

Customer refund of \$3,000 and no repaint.

Acknowledgement:

By providing my signature below, I understand and agree as follows:

- With respect to my vehicle, the vehicle identification number (VIN) of which is indicated below, I am accepting either (i) a refund of \$3,000 and the bolt-on parts on my vehicle will be repainted to match the base vehicle paint OR (ii) a refund of \$3,000 and the bolt-on parts on my vehicle will not be repainted to match the base vehicle paint; and
- the paint appearance on my vehicle does not constitute a defect with respect to my vehicle.

Customer Signature

Date

VIN Number



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

July 2022

Optional Product Improvement Program 22G03

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 Optional Product Improvement Program for your vehicle with the VIN shown above.

Why are you receiving this notice? The paint appearance on your 2022 Model Year Super Duty does not meet the visual appearance intent of the Star White Metallic paint (option "AZ") with which it was ordered. When the vehicle body was painted, there were low Mica (sparkle) levels in the paint.

What is the effect? A low Mica level reduces or eliminates the amount of "Sparkle" or "Metallic" in the paint but does not impact the overall durability or appearance of the base paint color. There are some bolt-on parts added to the vehicle that come pre-painted (e.g., door handles, mirrors) and these bolt-on parts have the expected levels of Mica that will not match the body color.

What will Ford and your dealer do? In consideration for the difference in the visual appearance, Ford is offering a refund. Your dealership should have contacted you about the refund options:
Option 1: A refund of \$3,000 and bolt-on parts to be repainted to match the base vehicle (administered at the Dealership)
Option 2: A refund of \$3,000 and no repaint.

Note: The Star White Metallic paint option has a MSRP of \$595.

This Optional Improvement Program will be in effect for 3 years or 36,000 miles, whichever occurs first, from the warranty start date. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for Option 1, including repaint, could be 2 or more days depending on the vehicle. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

- What should you do?** If you have selected Option 1, please call your dealer to schedule a service appointment for this Optional Improvement Program. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
- 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.
- 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 at the dealership for repairs. Please see your
- 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).
- FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).
- MOTORHOME OWNERS:** If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Ford Customer Service Division