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Ford Motor Company  
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August 24, 2022

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

**SUBJECT: Customer Satisfaction Program 22N02**  
Certain 2015-2018 Model Year Edge and Lincoln MKX Vehicles and 2013-2018  
Model Year Fusion and Lincoln MKZ Vehicles  
Front Brake Flexible Hose Replacement

### **PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the front brake flexible hoses for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through August 31, 2023.

Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Fusion	2014-2017	Flat Rock	April 18, 2013 through February 29, 2016
Fusion/MKZ	2013-2018	Hermosillo	February 3, 2012 through July 19, 2017
Edge/MKX	2015-2018	Oakville	March 17, 2015 through December 10, 2018

Affected vehicles are identified in OASIS.

### **REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR**

In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the brake fluid reservoir is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. The driver may experience an increase in pedal travel together with a reduction in the rate of deceleration over time.

### **SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace both front brake flexible hoses and perform a brake system bleed. This service must be performed at no charge to the vehicle owner.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of September 12, 2022. Dealers should repair any affected vehicles that experience a leaking front brake flexible hose, whether or not the customer has received a letter.

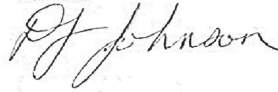
## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Splash Shield Template  
Owner Notification Letters  
Recall Reimbursement Plan

## **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 tail.

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on August 24, 2022.

**FSA VIN LISTS ACTIVATION**

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

**SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- 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**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before October 7, 2022. This refund offer expires April 28, 2023.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the replacement of the front brake flexible hose.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**LINCOLN PICKUP AND DELIVERY**

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 EFC08708, 2021 Lincoln Pickup & Delivery Updates.

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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
  - Lincoln vehicles – 4 years or 50,000 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.

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**CLAIMS PREPARATION AND SUBMISSION**

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22N02 if vehicle is still within time and mileage limits.
- **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 22N02 is the sub code.
    - Customer Concern Code (CCC): L63 – Brake Fluid Leak
    - Condition Code (CC): 01 – Broken Cracked
    - Causal Part Number: 2078
    - 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.
- **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 EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22N02      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND      - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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**LABOR ALLOWANCES**

<b>Vehicles</b>	<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Fusion and MKZ	1. Replace Both Front Flexible Brake Hoses (Includes brake system bleed) 2. Modify Both Front Ride Height Sensor and Harness 3. Modify Both Front Wheel Arch Liners	22N02B	1.3 Hours
Edge and MKX	Replace Both Front Flexible Brake Hoses (Includes brake system bleed)	22N02C	1.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
JG9Z-2078-A	Front Flexible Brake Hose	1	1
JG9Z-2078-B	Rear Flexible Brake Hose	1	1
W711784-S300	Banjo Washers	4	4
PM-20	Brake Fluid	1	1

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, 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.

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

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

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

## CERTAIN 2015-2018 MODEL YEAR EDGE AND LINCOLN MKX VEHICLES AND 2013-2018 MODEL YEAR FUSION AND LINCOLN MKZ VEHICLES — FRONT BRAKE FLEXIBLE HOSE REPLACEMENT

### SERVICE PROCEDURE

1. Are one or both front flexible brake hoses leaking brake fluid?  
No - This recall does not apply.  
Yes - For Edge and MKX vehicles proceed to Step 2 below.  
- For Fusion and MKZ vehicles proceed to Page 2.
2. Replace the Right Hand (RH) and Left Hand (LH) front brake flexible hoses. Please follow Workshop Manual (WSM) procedures in Section 206-03.

**NOTE:** It is not necessary to remove the rear wheels when bleeding the brake system.

**NOTE:** The wheel speed sensor wiring harness and if equipped, the front suspension height sensor wiring harness attach to the front brake flexible hose bracket. Ensure the harness retainer(s) are reinstalled into their original positions. See Figure 1.

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

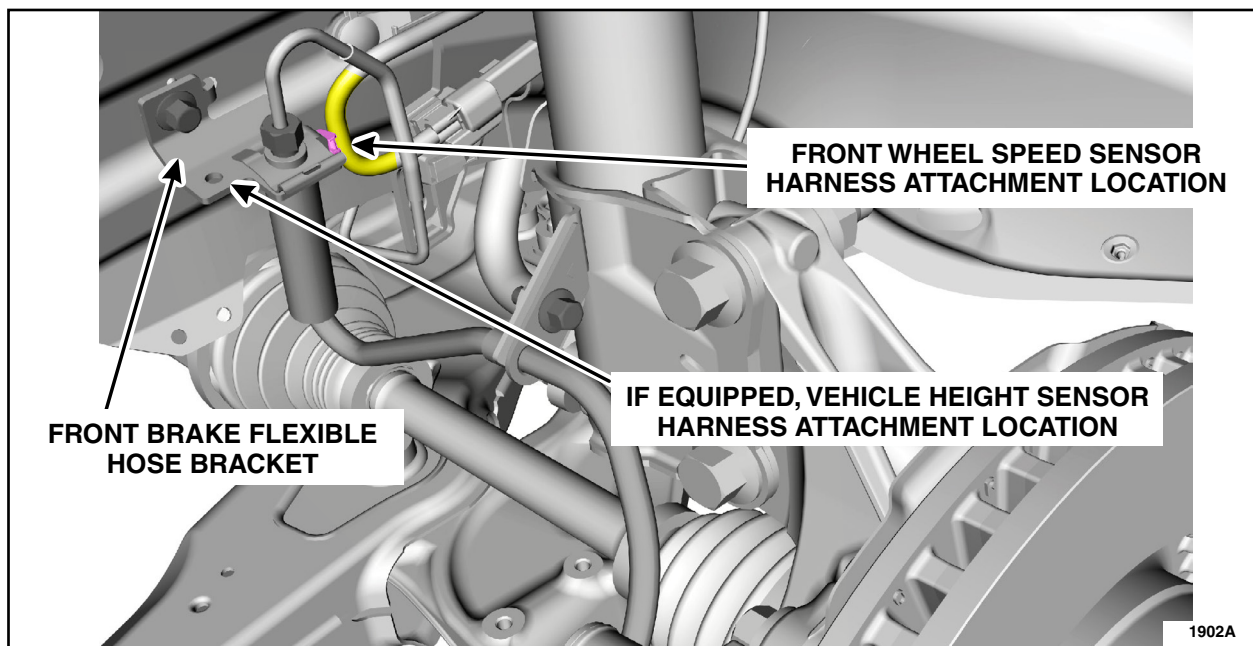


FIGURE 1





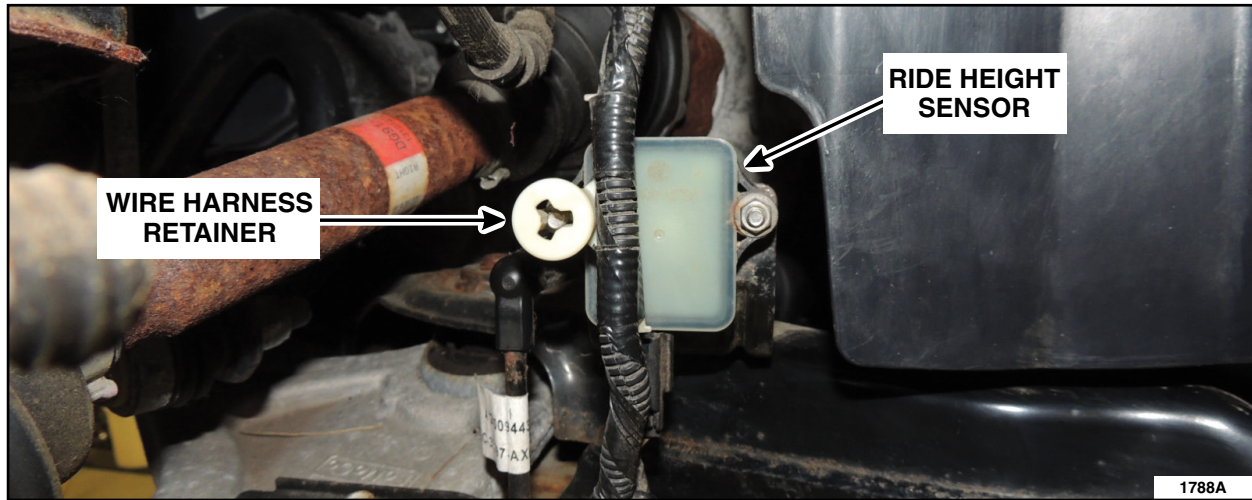
### For Fusion and MKZ Vehicles

1. Replace the RH and LH front brake flexible hoses. Please follow the Workshop Manual (WSM) procedures in Section 206-03.

- Do not reinstall the wheel and tire assemblies at this time, they will be installed later in this procedure.

### Front Suspension Ride Height Sensor and Harness Re-routing, if equipped

1. Remove the wire harness retainer from the ride height sensor stud on the RH and LH sides of the vehicle. See Figure 1.



**FIGURE 1**

2. Remove the nuts and bolts from the RH and LH ride height sensors and position aside. See Figure 2.

3. Cut the RH and LH ride height sensors harness tape at the harness bend. See Figure 2.



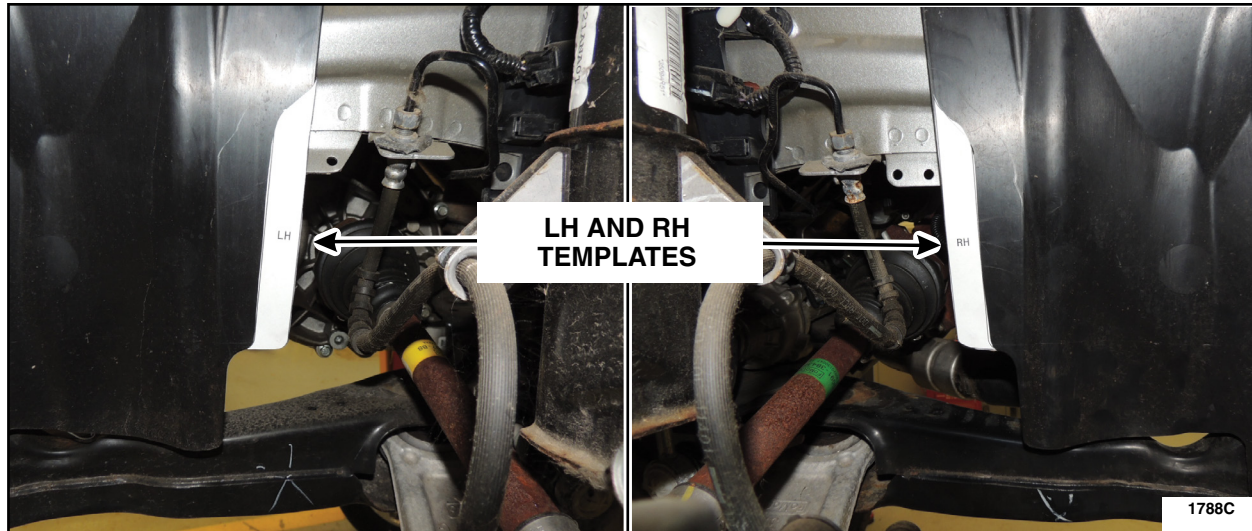
**FIGURE 2**



4. Attach the cut out templates (See Attachment IV) to the RH and LH front fender splash shields. Using a suitable cutting tool, cut the front fender splash shields at the locations shown. See Figure 3.

- Remove any burrs or sharp edges.

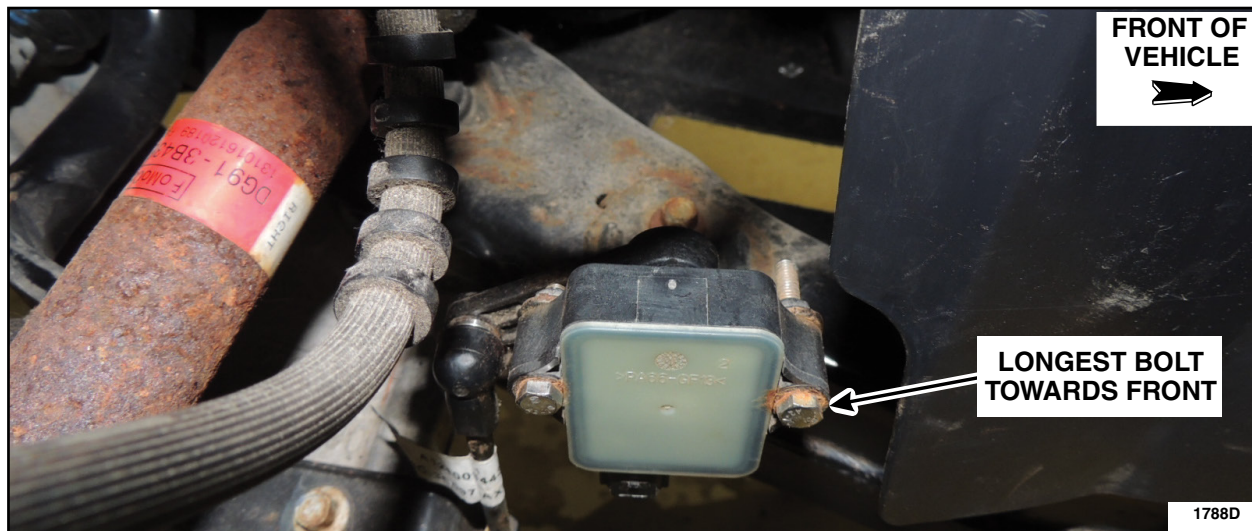
**NOTE:** The front fender splash shields should remain on the vehicle during cutting.



**FIGURE 3**

5. Position the RH and LH front ride height sensors back onto the brackets and install the nuts and bolts with the long bolt in the front bracket hole. See Figure 4.

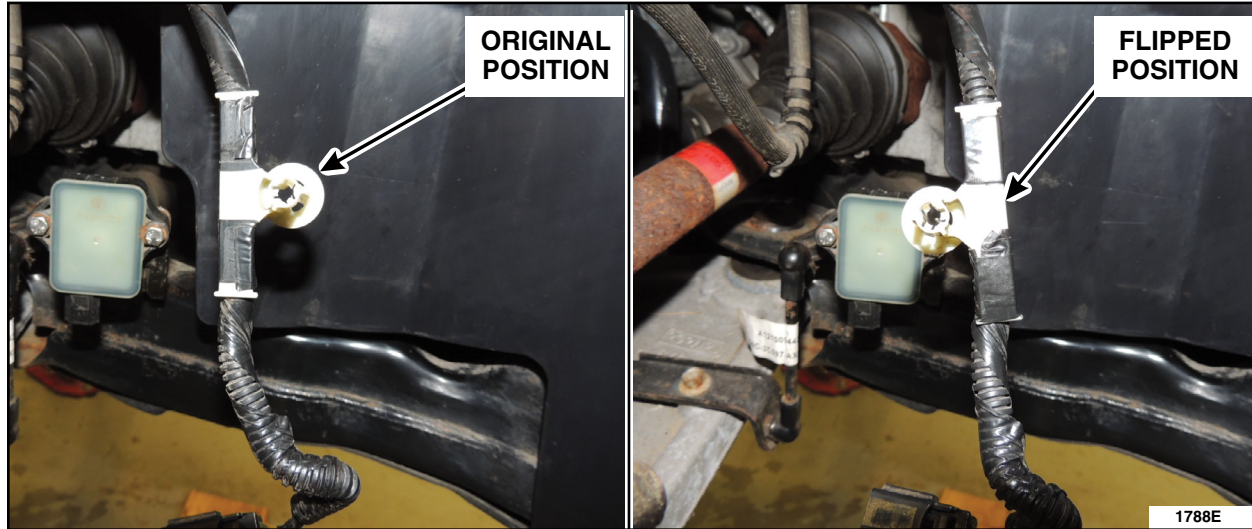
- Tighten bolts to 7 lb.ft (9 Nm).



**FIGURE 4**

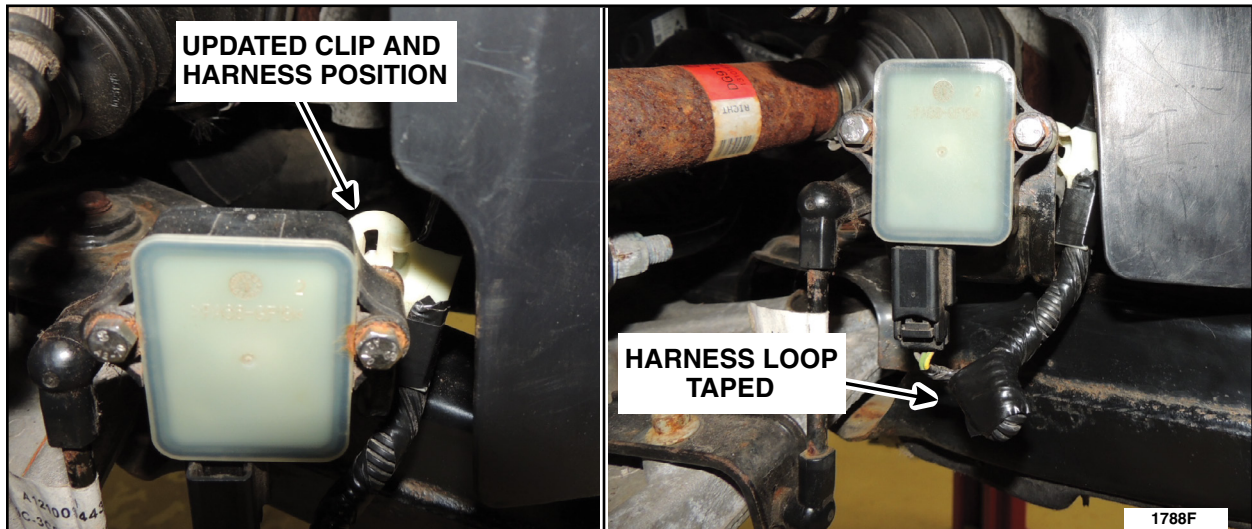


6. Mark the location of the RH and LH clip on the ride height sensors wire harness. See Figure 5.
7. Remove the tape and clip from the RH and LH ride height sensors wire harness. Rotate the clips 180 degrees and reinstall onto the ride height sensors wire harness with electrical tape. See Figure 5.



**FIGURE 5**

8. Attach the RH and LH ride height sensors wire harness clips to the front bracket bolt (long bolt) and secure the harness loop using electrical tape. See Figure 6.



**FIGURE 6**

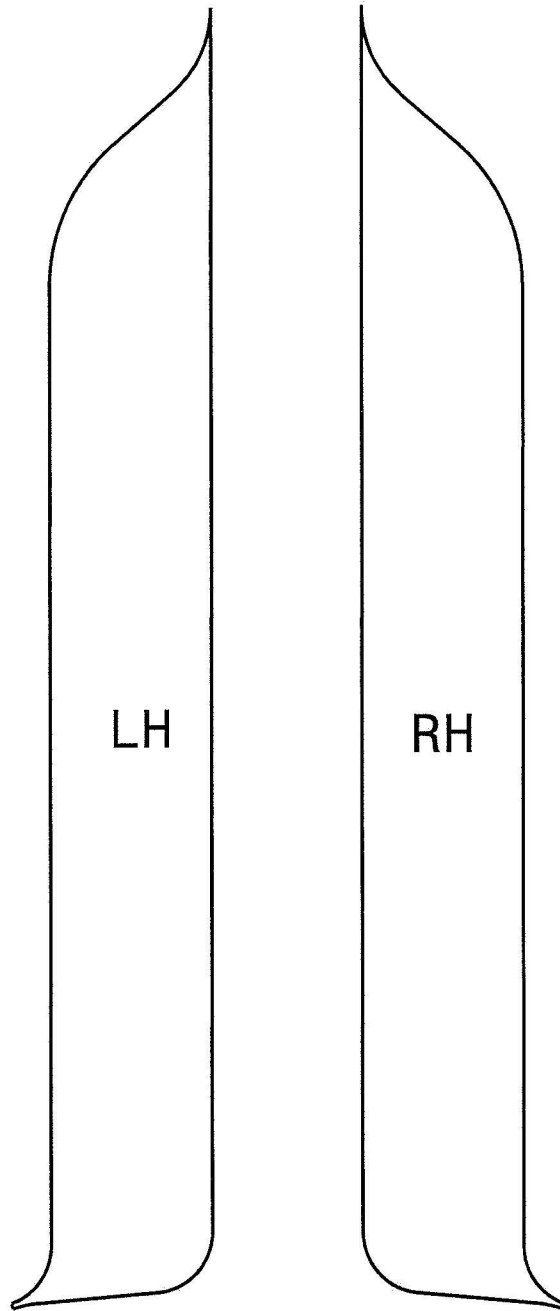
9. Reinstall both front wheel and tire assemblies, please follow the WSM procedures in Section 204-04A.
10. Calibrate the suspension height sensor. Connect the scan tool and carry out the Ride Height Calibration routine. Follow the scan tool directions.



**Front Fender Splash Shield Templates**

**Printing Directions:**

Print on 8.5" x 11" paper in portrait orientation only



**Ford Motor Company**  
**Recall Reimbursement Plan for 22N02**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 22N02, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to October 7, 2022. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2019. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance's pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored, or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

**Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.