



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

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

September 13, 2022

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Harvest/Survey Program 22H04**
Certain 2022 Model Year Super Duty
Lower Steering I-Shaft Bolt

PROGRAM TERMS

This program will be in effect through September 30, 2023. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2022	Kentucky Truck	July 11, 2021 through April 15, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Ford is conducting a survey to confirm that the I-Shaft bolt was assembled as intended.

SERVICE ACTION

Dealers are to inspect and, if necessary, replace the I-Shaft bolt via mobile inspection or at the dealership. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 30, 2022. **Dealers should inspect and 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: Mobile Inspection Form
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

Harvest/Survey Program 22H04
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Mobile Inspection Recommendations

- Mobile Inspection is only for inspecting and replacing the I-Shaft bolt.
- Confirm with customer a mobile inspection is feasible.
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of these inspections, a specialty vehicle is not required.

Mobile Inspection Additional Information

Please ensure the technician brings the following to the mobile inspection destination:

- Dealers must retain a Mobile Inspection Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.
- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Charged cell phone, and laptop.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.
- Recommended tools for inspection: mirror, flashlight, 2mm feeler gauge, and tools to replace I-Shaft bolt.

Mobile Inspection Questions and Assistance

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on September 13, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 13, 2022. Owner names and addresses will be available by October 3, 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.

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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

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence for this FSA of I-Shaft bolts that fail inspection. For claim reimbursement please submit photos that clearly show the vehicle VIN.

- Photos can be attached using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at:
<https://m.fordtechservice.dealerconnection.com/>.

Note: If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in EFC08860.

Note: Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:
<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>;

- After completing the report entry form you can upload a maximum of 5 attachments at once.
 - If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
 - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

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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 22H04 is the sub code.
 - Customer Concern Code (CCC): H21
 - Condition Code (CC): 25
 - Causal Part Number: 3C662
 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect I-Shaft Bolt – Passes Inspection	22H04A	0.3 Hours
Inspect and Replace I-Shaft Bolt – Does Not Pass Inspection – Includes Photo Submission of bolt with feeler gauge	22H04B	0.5 Hours
Mobile Service (Can be claimed with labor operation A, OR B)	22H04MM	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for the I-Shaft submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
N808684-S101	I-Shaft Bolt	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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.

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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 2022 MODEL YEAR SUPERDUTY VEHICLES — LOWER STEERING SHAFT LOWER BOLT INSPECTION

INSPECTION PROCEDURE

1. Looking through the driver's side wheel well, locate the lower steering shaft lower bolt. See Figure 1.

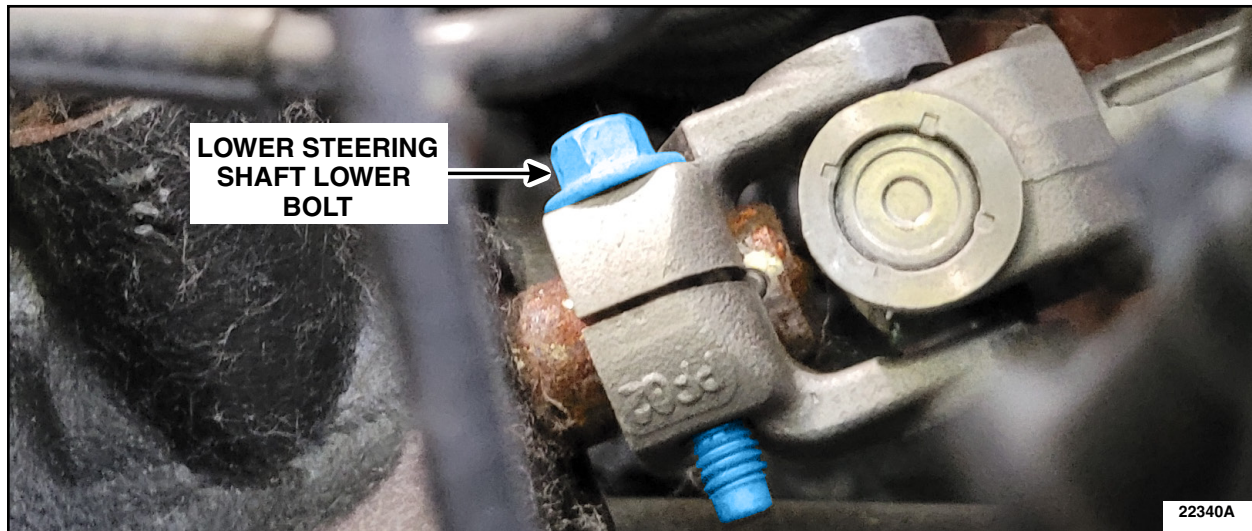


FIGURE 1



2. Using a .79" (2mm) feeler gauge measure the gap between the lower steering shaft lower bolt and the steering yoke. Is the gap .79 in (2mm) or greater? See Figure 2.

- YES - Does not pass inspection. Capture and submit clear photo(s) to the Special Service Support Center (SSSC) showing the gap between the lower steering shaft lower bolt and the steering yoke. Replace the lower steering shaft lower bolt. Please follow the Workshop Manual (WSM) procedures in Section 211-04. If the I-Shaft is damaged, please contact the SSSC for further direction.
- NO - Passes inspection. Inspection procedure is complete. No further action is required.

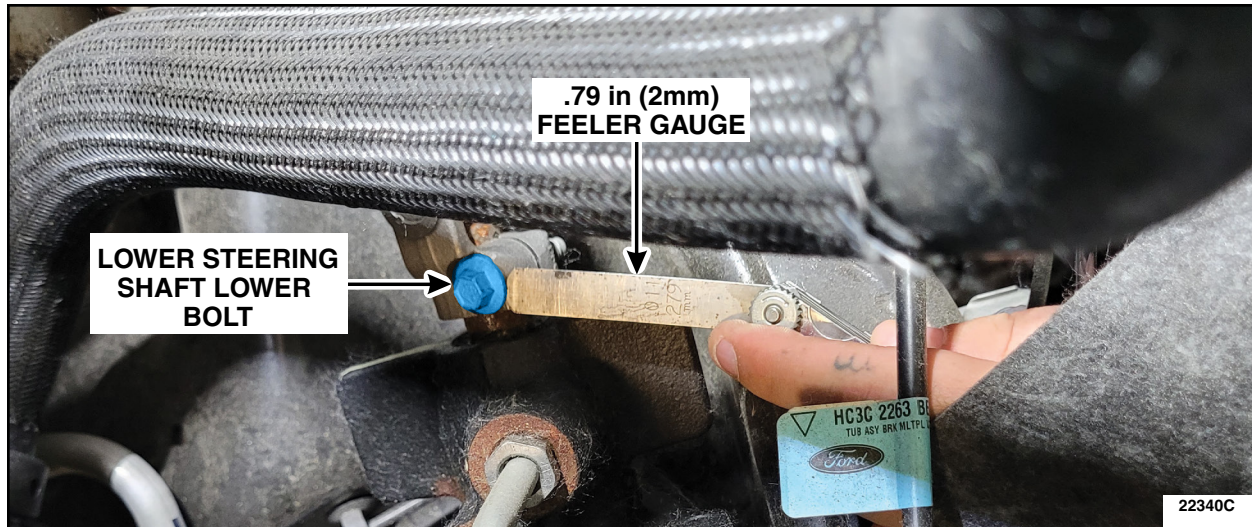


FIGURE 2

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.



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MOBILE INSPECTION

VIN _____ received:

As outlined below for the 22H04 Field Service Action program.

Mobile Inspection – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date



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

October 2022

Customer Satisfaction Program 22H04

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? Ford is conducting a survey to confirm that the I-Shaft bolt was assembled as intended on your vehicle. An I-Shaft bolt is used to secure steering components between the steering wheel and the steering gear.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to inspect and, if necessary, replace the lower steering I-Shaft bolt free of charge (parts and labor) under the terms of this program.
This Inspection Program will be in effect until September 30, 2023 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than 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 Inspection Program 22H04. 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.

Mobile Inspection With customer authorization, Ford has authorized your local dealership to inspect your vehicle at a convenient time and location.

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).

Thank you for your attention to this important matter.

Ford Customer Service Division