



David J. Johnson
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 Service Engineering Operations
 Ford Customer Service Division

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

September 16, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Harvest/Inspection Program 22H05**
 Certain 2021 Model Year 5 Door Bronco Vehicles
 Side Impact Sensor Retaining Stud and Nut Inspection

PROGRAM TERMS

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

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2021	Michigan Assembly	February 19, 2021 through October 1, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

This program is a proactive investigation by Ford Motor Company to inspect for the correct installation of a side impact crash sensor. Specifically, Ford is investigating whether the right hand and/or left hand side impact sensor could be missing the retaining stud and nut that secure the sensor to the b-pillar of the vehicle. Ford is voluntarily conducting this program because it received one report that a side impact sensor was not installed correctly, and it is inspecting other vehicles that were built around the same time. It is very important that the information and pictures from these inspections be provided to Ford for this study.

SERVICE ACTION

Dealers are to inspect the right hand and left hand side impact sensors for the presence of the retaining stud and nut and take pictures of both sides, whether the stud and nut is missing or not, for verification of inspection and send them to the SSSC for claiming purposes. If a right hand and/or left hand side impact sensor stud is found missing, dealers are to call the SSSC for further instructions. 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 October 3, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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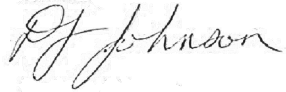
ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- 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

Harvest/Inspection Program 22H05
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OASIS ACTIVATION

OASIS will be activated on September 16, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 16, 2022. Owner names and addresses will be available by October 17, 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

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of this inspection for this FSA. For claim reimbursement please submit photos that clearly show the vehicle VIN and the right hand and left hand side impact sensors for the presence of the retaining stud and nut, whether the stud is missing or not.

- 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 22H05 is the sub code.
 - Customer Concern Code (CCC): B19 – Other Body Panel Troubles (not including trim)
 - Condition Code (CC): 33 – Loose Part
 - Causal Part Number: S24383
 - 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 Both Sides for Presence of Side Impact Sensor Stud and Nut – Passes Inspection (Use with labor operation 22H05ZZ)	22H05A	0.3 Hours
Inspect Both Sides for Presence of Side Impact Sensor Stud and Nut – Install one or both sides nut only (Use with labor operation 22H05ZZ)	22H05B	0.4 Hours
Time allowed to submit photos (Required for All Vehicles)	22H05ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
W520101-S437	Side Impact Sensor Nut	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. 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 2021 MODEL YEAR 5 DOOR BRONCO VEHICLES — SIDE IMPACT SENSOR RETAINING STUD AND NUT INSPECTION

SERVICE PROCEDURE

NOTE: It will be required to obtain photo submission approval by the Special Service Support Center (SSSC) before completing this procedure.

1. On both sides, remove the lower B-pillar trim panel. Please follow Workshop Manual (WSM) Procedures in Section 501-05.

NOTE: The upper B-pillar trim panels do NOT need to be removed for this FSA.

2. On both sides, locate and capture a clear photo of the side impact sensor. See Figure 1.

NOTE: Photos taken for SSSC submission need to have proper lighting and be clear to allow decision for parts replacement. Photos that are blurry or that are too dark may be rejected.

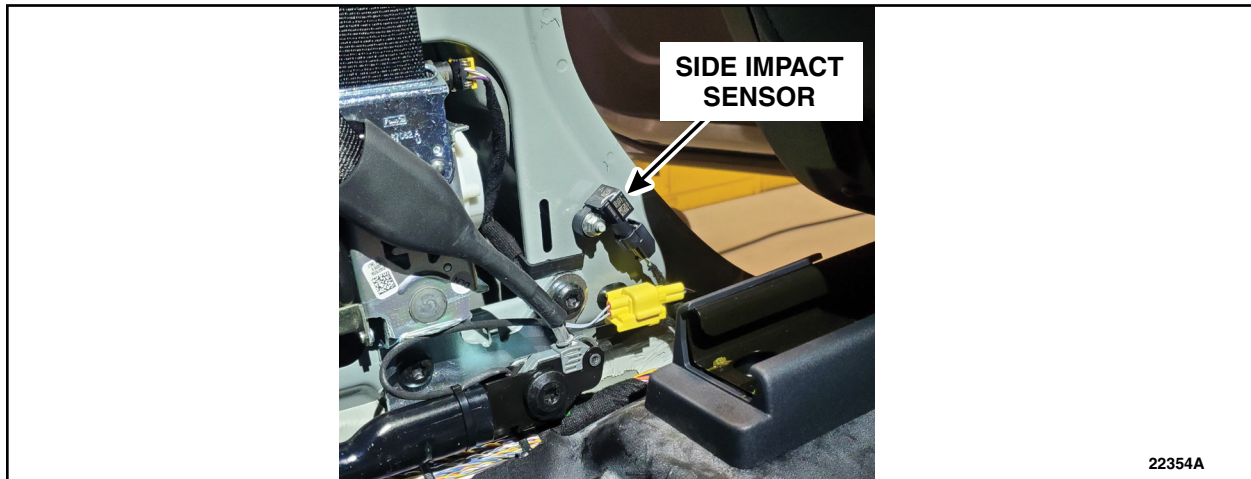


FIGURE 1



3. Inspect for the presence of the side impact sensor retaining stud and nut on both sides.
See Figures 2 and 3. Is the side impact sensor retaining stud and/or nut missing on either side?

No - Passes inspection. Submit the pictures taken in Step 2 to the SSSC. Then, reinstall the lower B-pillar trim panels per WSM Section 501-05. This recall is complete.

Yes - Does not pass inspection. Submit the pictures taken in Step 2 to the SSSC for further review. Then, contact the SSSC for one of two repair directions.

- Nut ONLY Missing – Once verbal approval has been given by the SSSC, order a retaining nut (Part Number W520101-S437) through the normal part ordering process, refer to the dealer bulletin. Proceed to step 4.
- Nut AND Stud Missing – Once verbal approval has been given by the SSSC, order a retaining nut (Part Number W520101-S437) through the normal part ordering process, refer to the dealer bulletin. The SSSC will provide a new stud and stud installation instructions.

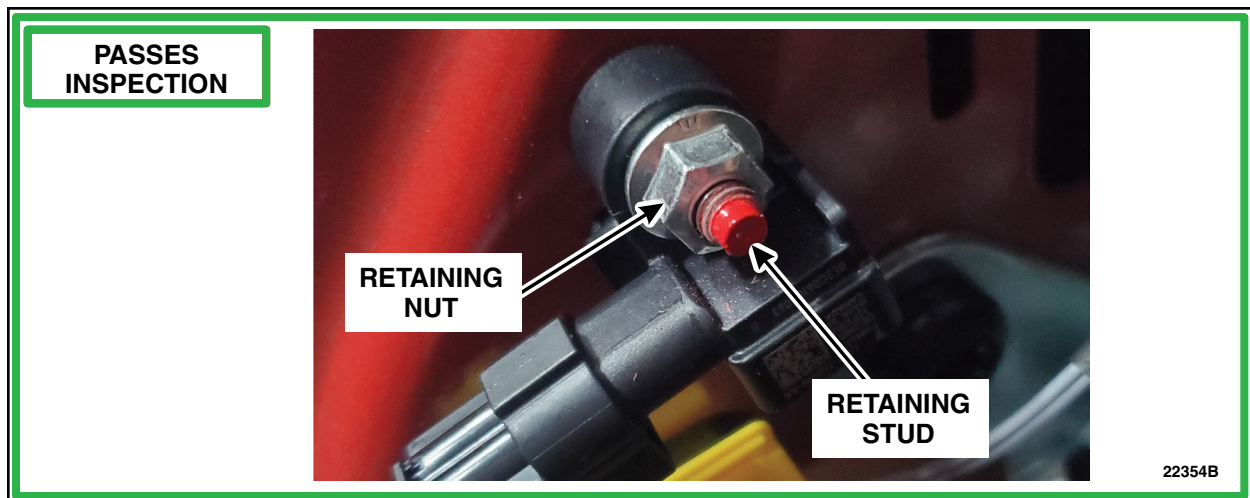


FIGURE 2

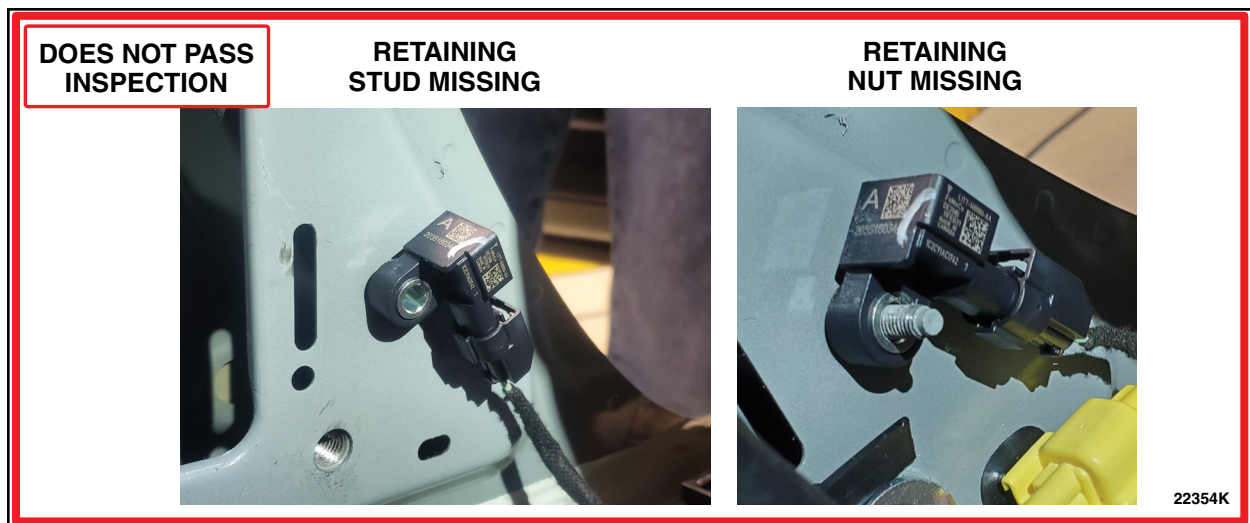


FIGURE 3



4. Install the *new* retaining nut. See Figure 4.
 - Torque: 93 lb.in (10.5 Nm)

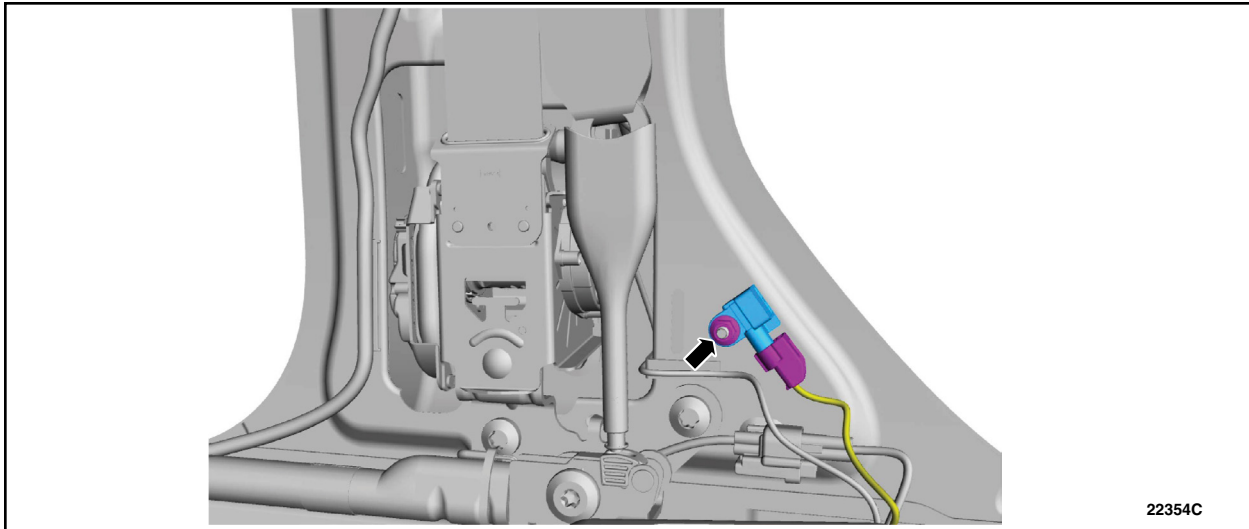


FIGURE 4

5. Reinstall the lower B-pillar trim panels per WSM Section 501-05.





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

October 2022

Customer Satisfaction Program 22H05

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 would like to inspect your vehicle as part of an important safety research study. Ford understands that supporting this effort can be an inconvenience but asks that you contribute to this important effort at your earliest convenience. Your participation will help ensure your safety and the safety of others who may be involved in a crash.

This is not a safety recall. This program is a proactive effort to inspect and study vehicles currently in service to better understand if a potential concern exists.

- | | |
|---|---|
| Why are you receiving this notice? | Ford received one report that a side impact sensor was not properly secured to the vehicle. Ford dealers are inspecting other vehicles built around the same time to confirm the proper installation of the sensor. Inspecting your vehicle will help Ford complete its investigation. |
| What will Ford and your dealer do? | Ford Motor Company has authorized your dealer to inspect your vehicle to confirm that the side sensor is installed correctly. It is unlikely, but if the side impact sensor is not installed correctly, your dealer may need to install a new sensor retaining stud and nut, free of charge (parts and labor) under the terms of this program.

This program will expire without notice once enough vehicles have been inspected to complete the study. |
| 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered. |
| What should you do? | Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 22H05. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. |

**What should you do?
“continued”**

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.

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.

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 scheduled for an inspection, 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