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September 23, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N06**
 Certain 2020-2022 Model Year Explorer Vehicles
 Rear Axle Bolt Replacement

REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S27 – Supplement #3
 Dated: September 23, 2022

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the rear axle bolt 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 September 30, 2023.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago Assembly / Chicago SHO Center	October 22, 2018 through September 27, 2020
	2021		June 4, 2020 through November 10, 2021
	2022		June 29, 2021 through April 26, 2022

Affected vehicles are identified in OASIS.

Note: This program does NOT cover Explorer Police Units (VIN Positions 5-7 are K8A). These vehicles are covered under Recall 22S27.

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

In some of the affected vehicles, the rear axle mounting bolt may fracture during vehicle acceleration. A fractured rear axle bolt will allow the rear axle housing to move out of position, resulting in severe noise and vibration. If the rear axle bolt breaks, the driveshaft/half shafts may become disconnected, resulting in loss of transmission torque to the rear wheels which is necessary to hold the vehicle in park.

SERVICE ACTION

If an affected vehicle exhibits a fractured rear axle bolt, dealers are to replace the rear axle bolt, rear differential cover, and subframe bushing. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

An initial Owner Letter was mailed the week of June 6, 2022 notifying the owner about this program. An additional Owner Letter will be combined with 22S27 and mailed when parts are available in sufficient quantities.

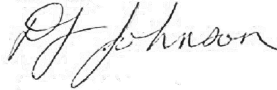
ATTACHMENTS

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,



David J. Johnson

Customer Satisfaction Program 22N06
Certain 2020-2022 Model Year Explorer Vehicles
Rear Axle Bolt Fractures

OASIS ACTIVATION

OASIS was activated on April 19, 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 the date of the Owner Notification Letter. This refund offer expires March 31, 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 rear axle bolt fracture.

RENTAL VEHICLES

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

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

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REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of a fractured rear axle bolt for this FSA. For claim reimbursement please submit photos that clearly show the vehicle VIN, and the fractured rear axle bolt.

- 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.

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.

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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 22N06 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 22N06 is the sub code.
 - Customer Concern Code (CCC): K18
 - Condition Code (CC): 01
 - Causal Part Number: 4001
 - 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.
- **Refunds:** Submit refunds on a separate repair line.

- Program Code: 22N06	- 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.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 22N06
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00

Customer Satisfaction Program 22N06
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the rear subframe bushing, mounting bolt, inspect and replace rear differential cover.	22N06B	3.1 Hours
Time allowed to submit photos.	22N06ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**Special Program Part Ordering:**

To place an order for the subframe bushing and differential housing cover submit a VIN-specific Part Order contact along with photos of the broken axle bolt via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-4B425-D	Subframe Bushing	1	1
L1MZ-4033-C	Differential Housing Cover	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.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W719362-S439	Toe Link to Knuckle Bolt (1 required – 4 in a pack)	1	1
W520516-S441	Toe Link to Knuckle Nut	1	1
W720438-S439	Lower Arm to Knuckle Bolt (1 required – 4 in a pack)	1	1
W714297-S440	Lower Arm to Knuckle Nut (1 required – 2 in a pack)	1	1
W719459-S439	Upper Arm to Knuckle Bolt (1 required – 4 in a pack)	1	1
W520214-S440	Upper Arm to Knuckle Nut (1 required – 2 in a pack)	1	1
W720034-S440	Shock Absorber Lower Nut (1 required – 4 in a pack)	1	1
LB5Z-3B477-A	Wheel Hub Nut	1	1
W717822-S439	Driveshaft Center Bearing Bolts (2 required – 4 in a pack)	1	2
W719511-S439	Flexplate Coupling to Transmission Bolts (3 required – 4 in a pack)	1	3
L1MZ-3B498-D	Rear Axle Pinion Circlip (2.3L Ecoboost and 3.3L ONLY)	1	1
L1MZ-3B498-E	Rear Axle Pinion Circlip (All Others)	1	1
XG-1-E1	Grease	As Required	
L1MZ-3B498-C	Inner Halfshaft Circlip (2.3L Ecoboost and 3.3L ONLY)	2	2

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L1MZ-3B498-F	Inner Halfshaft Circlip (All Others)	2	2
L1MZ-3C084-A	Halfshaft Seal	2	2
W720988-S439	Differential Housing Bolts to Subframe (3 required – 4 in a pack)	1	3
W719430-S439	Brake Caliper Bolts (2 required – 4 in a pack)	1	2
VC-13-G	Coolant (3.3 Hybrid ONLY)	As Required	
TA-29	Silicone Sealant	As Required	
XY-75W85-QL	Differential Oil	2	2

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.

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 2020 - 2022 MODEL YEAR EXPLORER VEHICLES — EQUIPPED WITH A 3 BOLT DIFFERENTIAL HOUSING BUSHING REPLACEMENT

SERVICE PROCEDURE

1. Measure the distance from the center of the hub to the lip of the quarter panel with the vehicle in a level, static ground position (curb height).
2. Drain the rear differential fluid. Please follow the Workshop Manual (WSM) procedures, in Section 205-02.
3. Remove the Left Hand (LH) halfshaft. Please follow the WSM procedures, in Section 205-05.

NOTE: For this procedure it is not necessary to remove the wheel bearing, wheel hub, brake disc shield or lower arm vertical link.

4. Using a pry bar, disengage the Right Hand (RH) halfshaft inner halfshaft circlip. See Figure 1.

NOTE: It is not necessary to remove the RH halfshaft from the vehicle.

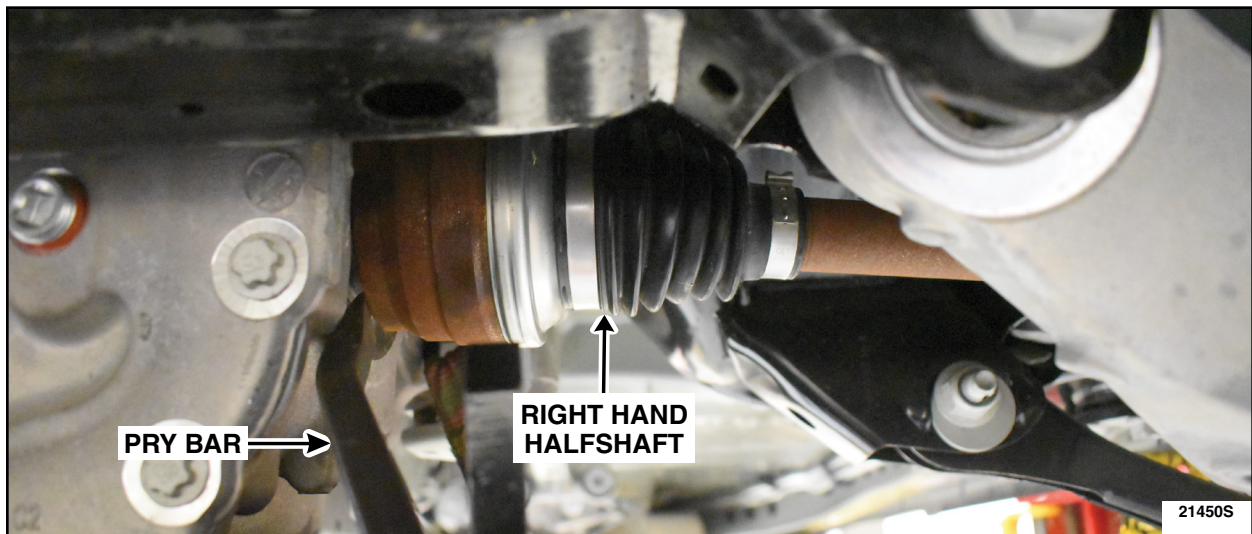


FIGURE 1



5. Secure the rear axle assembly to the transmission jack using a ratchet strap. See Figure 2.

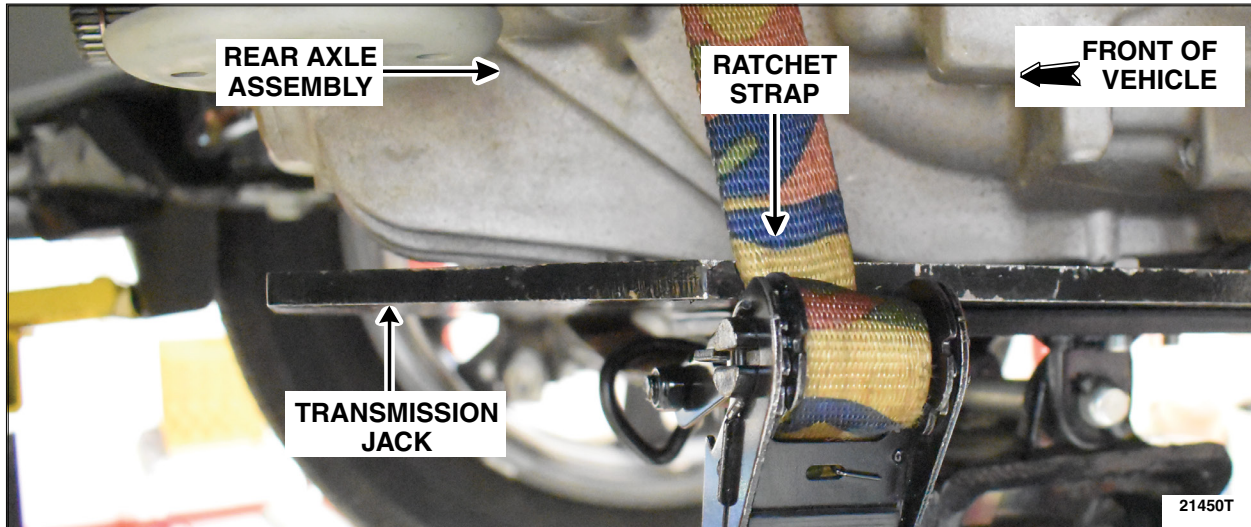


FIGURE 2

6. Remove the rear axle assembly. Please follow the WSM procedures, in Section 205-02.

7. Using an 11/16th or larger drill bit drill out the rear axle assembly subframe bushing bolt hole. See Figure 3.

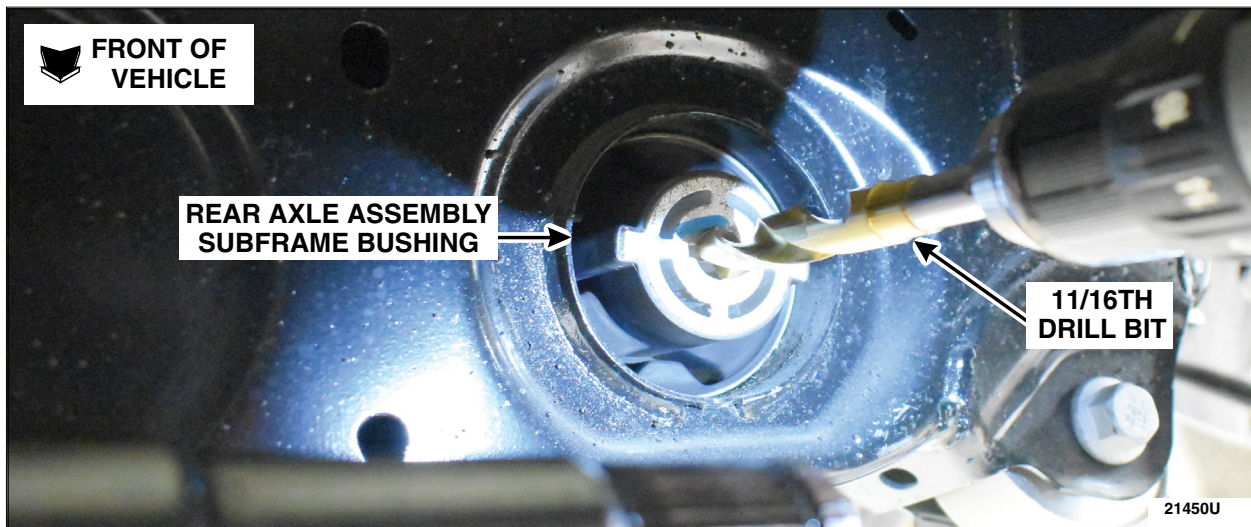


FIGURE 3



8. Using the Special Service Tool: 204-594 Forcing screw, 204-356/1 Remover/Installer, Radius Arm Axle Bushing, 204-356/2 Remover/Installer, Radius Arm Axle Bushing, 307-739 Installer, R3 Bearing, and 205-153 Adapter for 303-224 (Handle) press out the rear axle assembly subframe bushing. See Figure 4.

NOTE: The bearing, 307-739 Installer, R3 Bearing, and 204-356/2 Remover/Installer, Radius Arm Axle Bushing go towards the front of the vehicle.

NOTE: The rear axle assembly subframe bushing will be pressed out towards the rear of the vehicle.

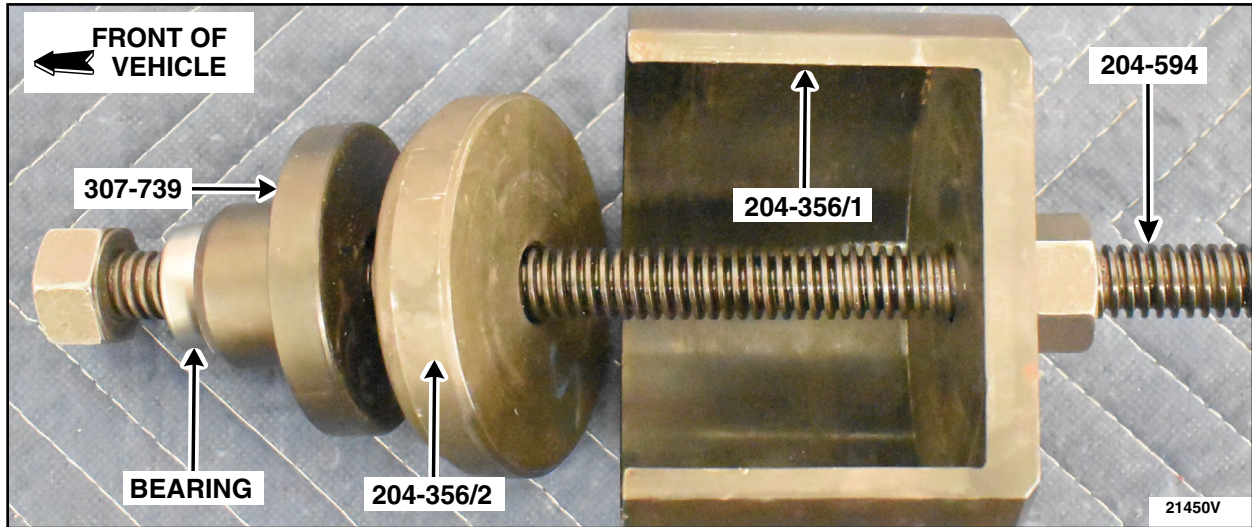


FIGURE 4

NOTE: Make sure the tabs on the *new* rear axle assembly subframe bushing are horizontal with the subframe. See Figure 5.

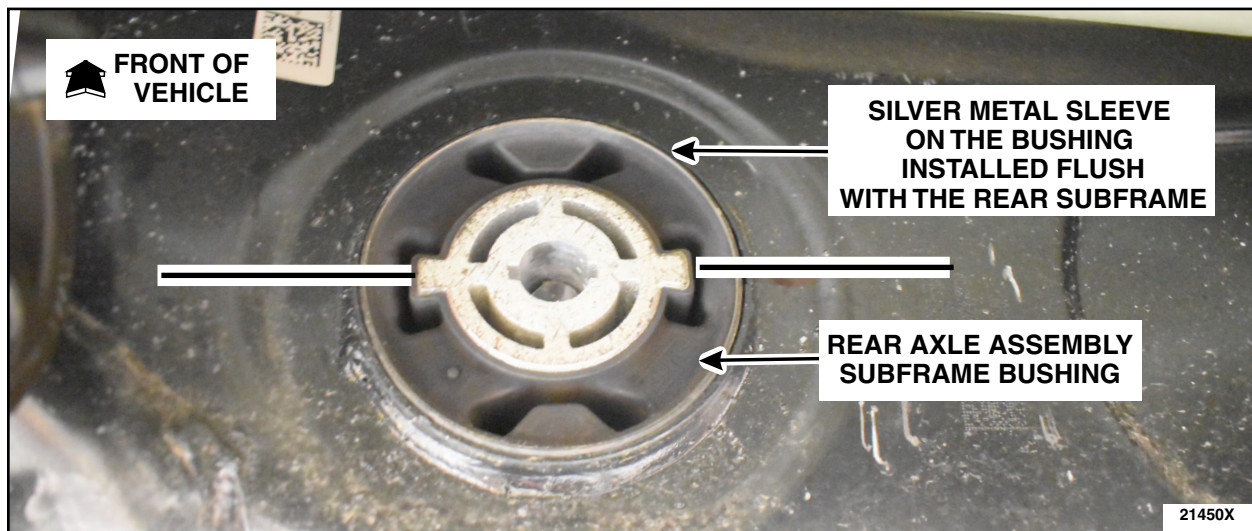


FIGURE 5



9. Install the *new* rear axle assembly subframe bushing using the Special Service Tool: 204-594 Forcing screw, 204-362/3 Remover/Installer, Front Subframe Bushing, and 307-819 Cup, Receiver.
See Figure 6.

NOTE: The bearing, and 307-819 Cup, Receiver go towards the front of the vehicle.

NOTE: The *new* rear axle assembly subframe bushing will be pressed in from the rear of the vehicle.

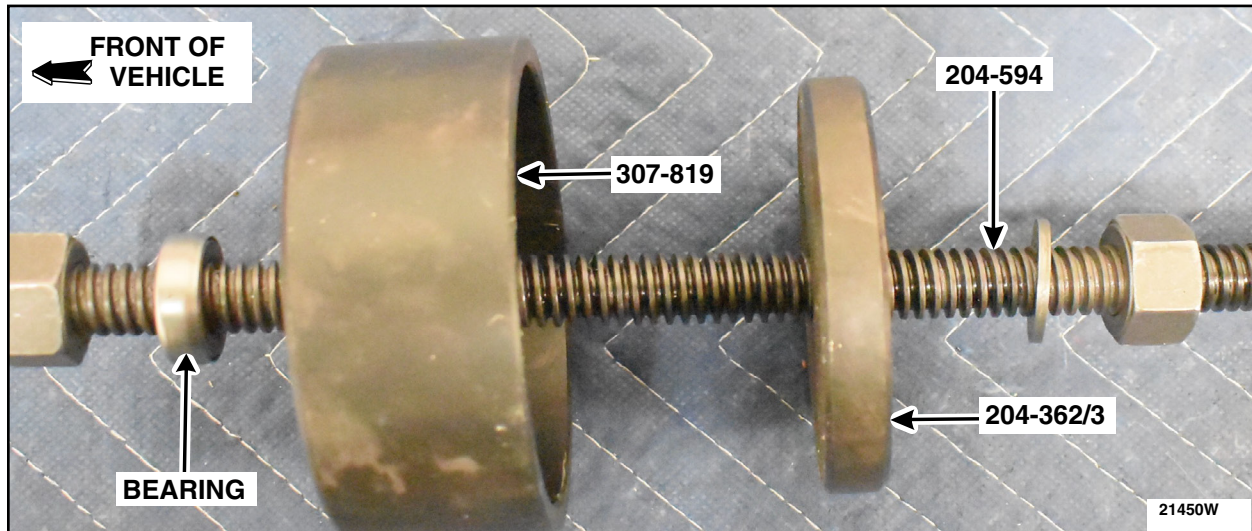


FIGURE 6

10. Install the *new* differential housing cover. Please follow the WSM procedures, in Section 205-02.

11. Reverse the removal steps to reinstall the rear differential housing assembly.

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.

