



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

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

April 11, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 22B40

Certain 2021 Model Year Single Rear Wheel Transit Vehicles Equipped with Aluminum Alloy Wheels
Incorrect Color Wheels Installed

PROGRAM TERMS

This program will be in effect through April 11, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2021	Kansas City	October 2, 2020 through September 8, 2021

US population of affected vehicles is: 3,156. Affected vehicles are identified in OASIS.

REASON FOR THIS PROGRAM

The affected vehicles were built with the incorrect color wheels. Vehicles that were ordered with black color wheels received silver color wheels. Ford Motor Company will be offering \$1,500 to the original purchasers or lessees of the affected vehicles.

SERVICE ACTION

No action is required from the dealers at this time.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 10, 2023. Dealers should contact the Special Service Support Center (SSSC) for any vehicles that arrive at their dealerships regarding this Field Service Action (FSA).

OASIS ACTIVATION

OASIS will be activated on April 11, 2023.

FSA VIN LISTS ACTIVATION

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

ATTACHMENT

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 "Stacy L. Balzer". The signature is written in a cursive, flowing style.

Stacy L. Balzer



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

April 2023

Customer Satisfaction Program 22B40

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?

When your vehicle was ordered, it was intended to be equipped with black color wheels but was delivered with silver color wheels.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company is offering the original purchaser or lessee of the vehicle \$1,500.

This Customer Satisfaction Program will be in effect until April 11, 2024.

What should you do?

If you are the original purchaser or lessee of the vehicle, please visit **www.fordownershpcare.com** or scan the QR code below with your mobile device. This letter lists a PIN that is required to access the website to request your reimbursement. Please keep this document until the process is complete.

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?

This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether they still own the vehicle. You received this notice because our records, which are based primarily on state registration and title data, indicate you are the original owner.

If you are not the original purchaser or lessee of this vehicle, and have an address for the original owner, please forward this letter to the original owner.

Can we assist you further?

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).

Personal Identification Number (PIN)

<1A2B3C4D>

QR code for direct link to the reimbursement website



Thank you for your attention to this important matter.

Ford Customer Service Division