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Ford Customer Service Division

Ford Motor Company
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April 17, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 22P31
Certain 2021-2022 Model Year Mustang Mach-E Vehicles
Replace the Electronic Parking Brake Harness Connector

PROGRAM TERMS

This program will be in effect through June 20, 2033 or a maximum of 150,000 miles whichever occurs first. If a vehicle already has accumulated more than 150,000 miles, this coverage will last through April 30, 2024.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021	Cuautitlan	February 24, 2020 through December 23, 2021
Mustang Mach-E	2022	Cuautitlan	August 16, 2021 through February 23, 2022

US population of affected vehicles: 36,427. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the Electronic Park Brake (EPB) may not function due to damaged or broken wiring. Customers may experience an audible chime, a wrench light, and a message on the Instrument Panel Cluster (IPC) specifying there is a "Parking brake failure, service immediately". Some customers may be unable to disengage the park brake resulting in brake drag while driving accompanied by a constant minder and chime. The vehicle design will allow the affected vehicles to remain stationary on a grade even with a non-functioning EPB.

SERVICE ACTION

Dealers are to replace the connector to the Electronic Park Brake on the rear calipers. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

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

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

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OASIS ACTIVATION

OASIS will be activated on April 17, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 17, 2023.

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

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable 10 years or 150,000 miles warranty coverage period.
- 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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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 FSAs / 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

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.
 - Sub Code: 22P31
 - Customer Concern Code (CCC): H04.
 - Condition Code (CC): 28
 - Causal Part Number: 14A411 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 the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Provision for Chloroplast Tape** (one roll will service several vehicles):
 - Program Code: 22P31
 - Misc. Expense: OTHER
 - Amount: Up to \$20.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Repair: Replace both rear electronic parking brake connectors.	22P31B	1.9 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Part Number	Description	Order Quantity	Claim Quantity
NA1837X	Chloroplast Tape (one roll will service several vehicles pkg of 6 roles) Available in the Rotunda RTTP program.	As required	misc. other
AU2Z-14S411-DB	Connector pig-tail kit (one in pkg. two needed for repair)	2	2

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 the 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.

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EXCESS STOCK RETURN

The 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 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 dealer fixed operations management team or an employee of 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 of 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 FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2021-2022 MODEL YEAR MUSTANG MACH-E — ELECTRIC PARKING BRAKE WIRE REPAIR

SERVICE PROCEDURE

1. Activate the brake service mode. Please follow Workshop Manual (WSM) procedures in Section 206-00.
2. Remove the rear wheels and tires. Please follow WSM procedures in Section 204-04A.
3. Disconnect the Electronic Parking Brake (EPB) connector from the back of the rear caliper of the vehicle.

NOTE: All photos are on the right side rear caliper. Left side similar.

4. Detach the wiring guide and remove the tie straps securing the retainers to the harness. See Figure 1.

NOTE: Save the wiring guide for use during reassembly.

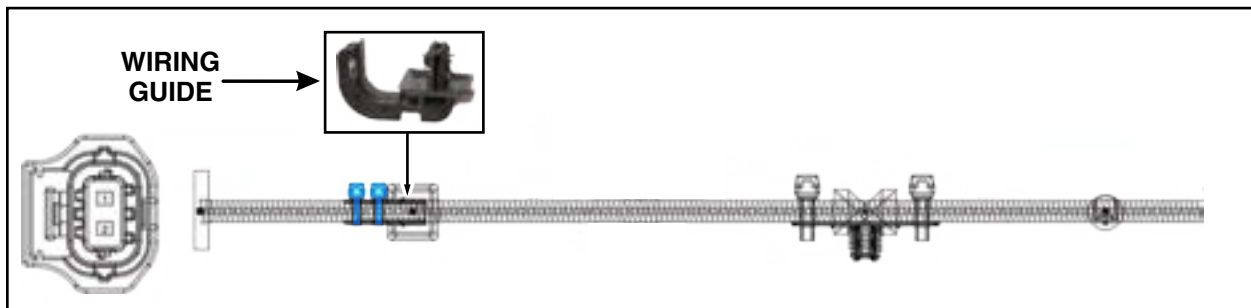


FIGURE 1

5. Separate the trailing arm clip from the trailing arm. Remove the tie straps securing the clip to the harness. See Figure 2.

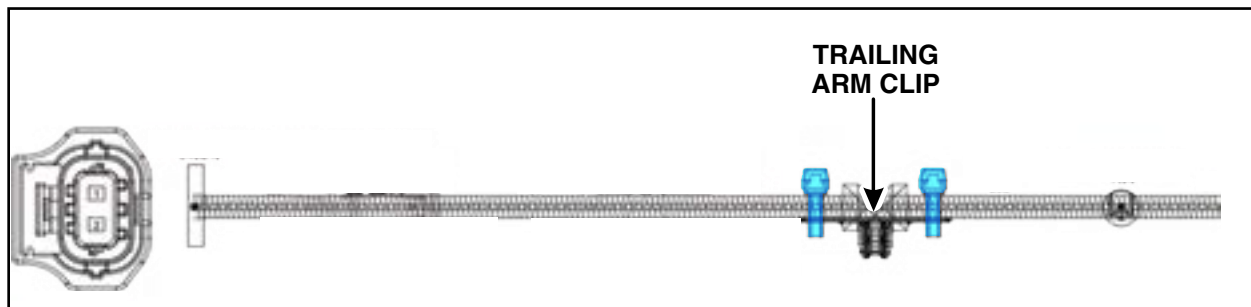


FIGURE 2



6. Remove the tie strap connecting the retaining clip to the harness. Then, using a small screwdriver, remove the white retaining clip from the connector. See Figure 3.

NOTE: Save the clip for use during reassembly.

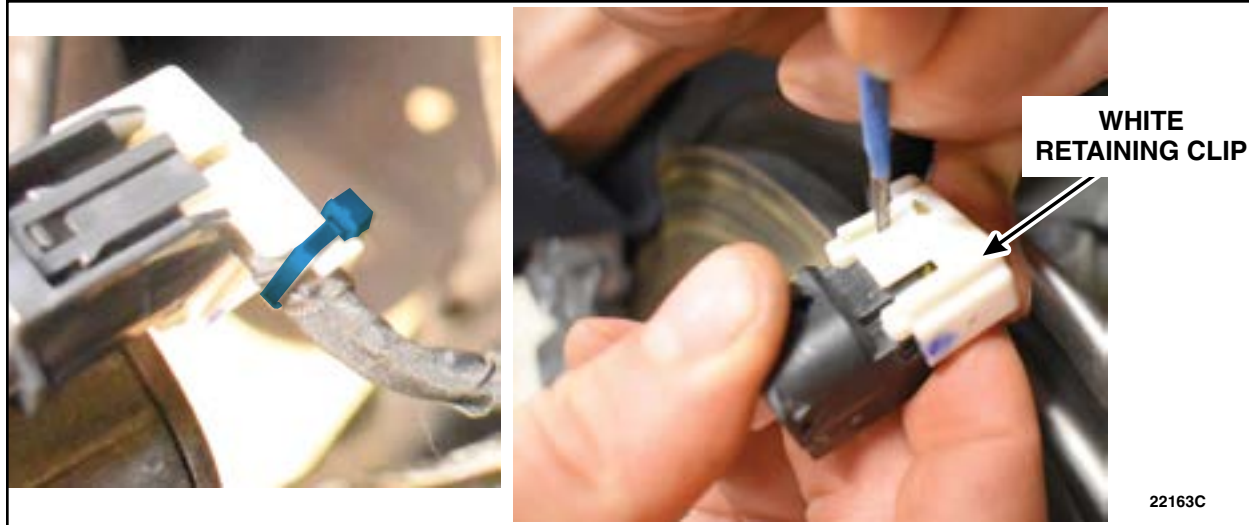


FIGURE 3

7. Remove the tape for 310mm (12.2 in). Remove and retain the trailing arm clip for reassembly. See Figure 4.

NOTE: Avoid cutting into the conduit as it will be used during reassembly.

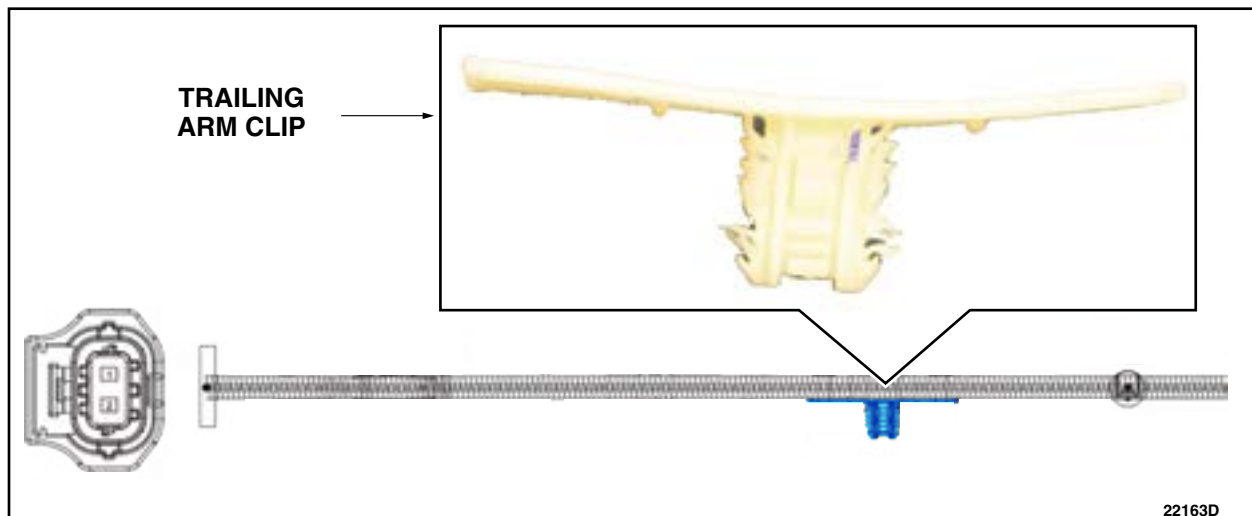


FIGURE 4



8. Starting near the connector, remove the wire from the conduit as far back as the tape has been removed. See Figure 5. Take care to not cut the conduit as it will be reused.

NOTE: Avoid cutting into the conduit as it will be used during reassembly.

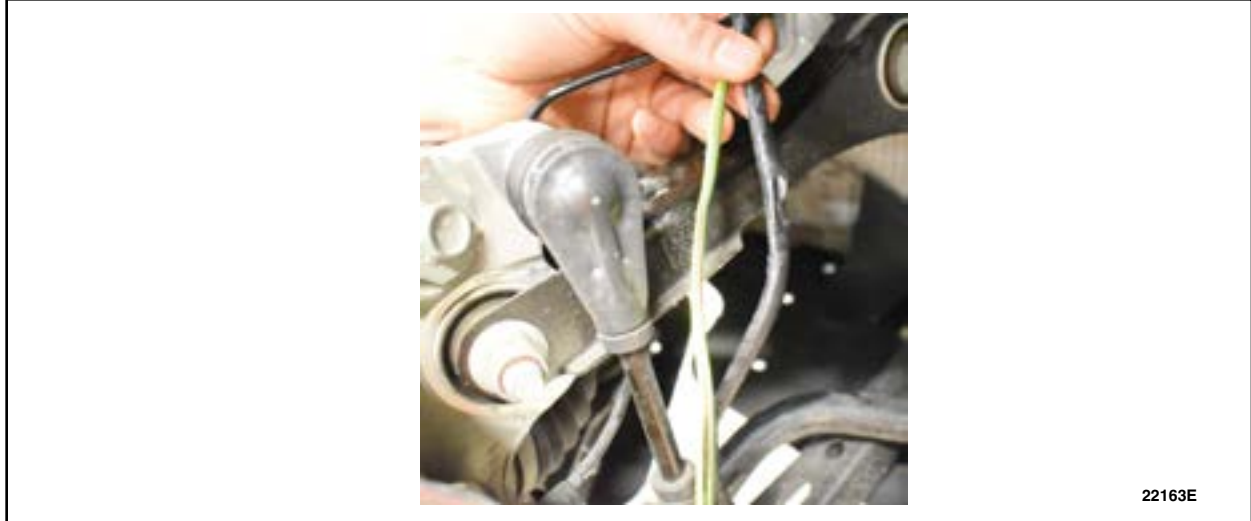


FIGURE 5

9. Starting at the connector, measure 300mm (11.8 in) back and mark the wires. See Figure 6.



FIGURE 6



10. Position connectors in the same orientation. Mark the left hand (LH) wire using a marker. This marked wire will go in the position of the corresponding wire on the LH side. See Figure 7.

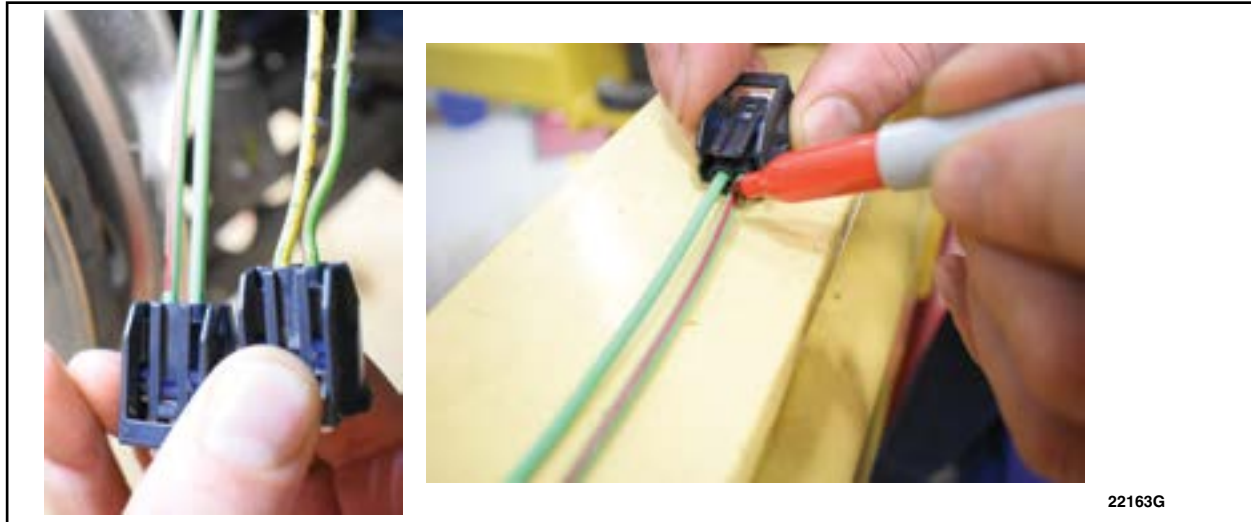


FIGURE 7

11. Before installing the *new* connector, it is recommended to bend the wires at the connector so that the clip will seat better to the *new* connector. See Figure 8.

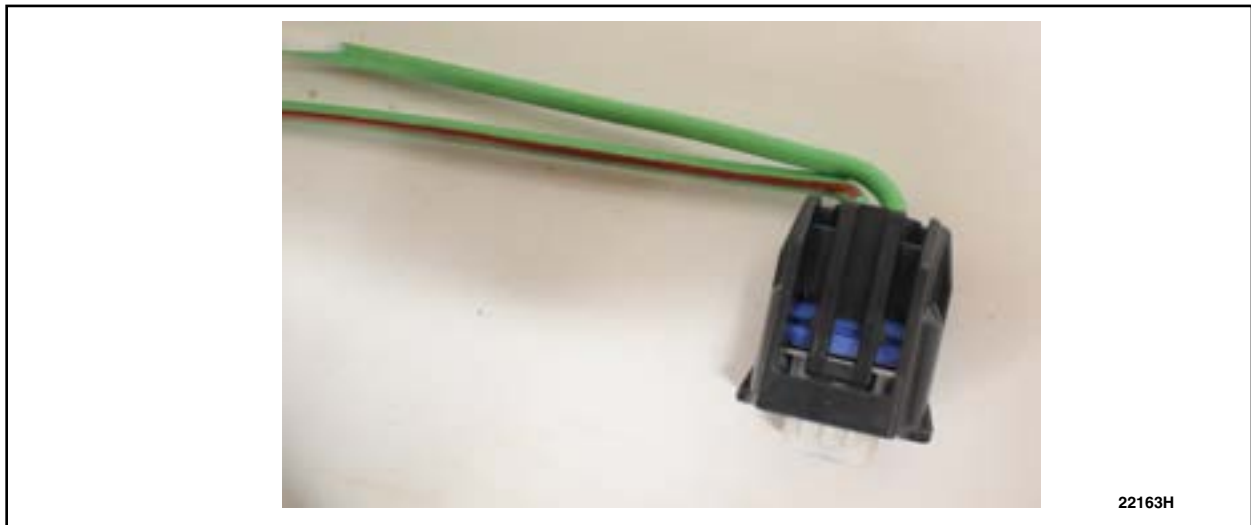


FIGURE 8



12. Replace the connector following the repair procedures in Cell 005 of the Wiring Diagrams on Professional Technician System (PTS), using the butt connectors and shrink tube contained in the repair kit. See Figure 9.

NOTE: Be sure to solder the crimp connection after attaching to both wire ends.

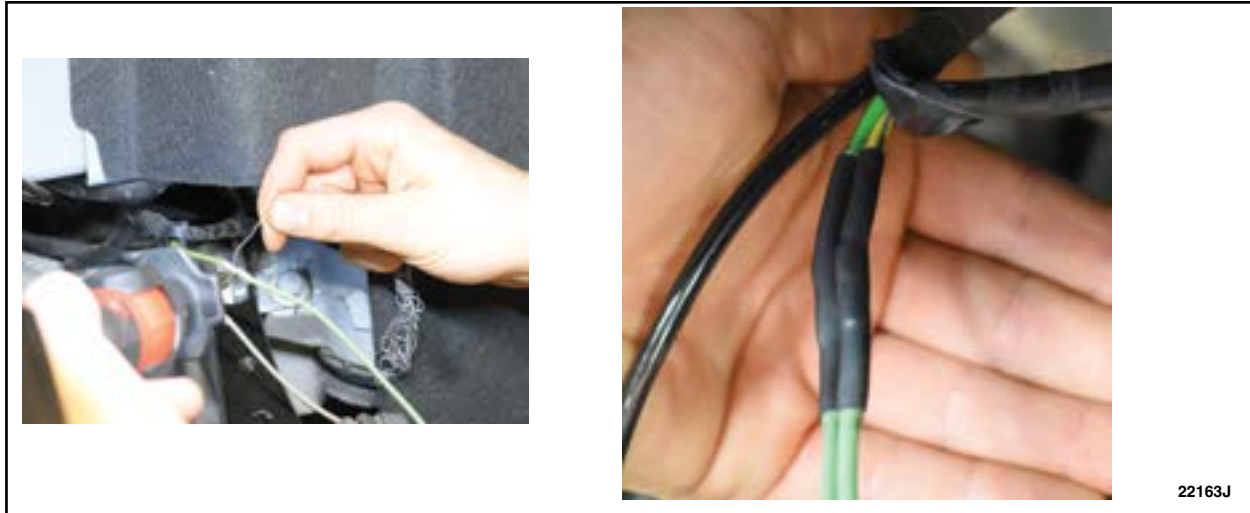


FIGURE 9

13. Reinstall the conduit and trim back 10mm (0.4in) from the connector. See Figure 10.



FIGURE 10



14. Using coroplast tape, tape the harness. Measure 235mm (9.25in) from the back of the connector and install the trailing arm clip, being sure to use the coroplast tape to secure the trailing arm clip. Secure the trailing arm clip with 2 tie straps. See Figure 11.

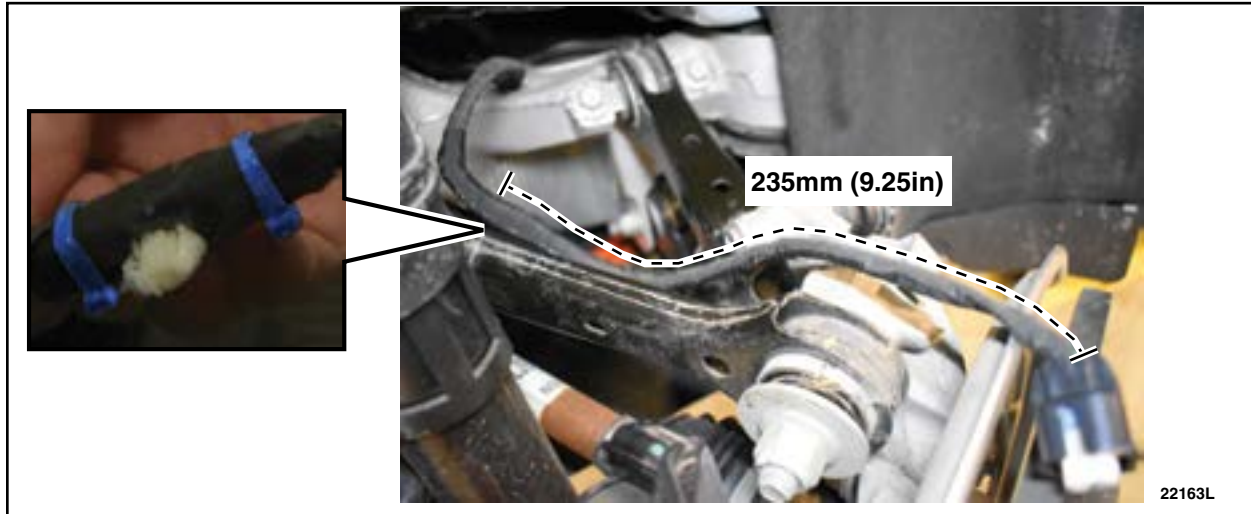


FIGURE 11

15. Reinstall the wiring guide with 2 tie straps, 105mm (4.1in) from the back of the connector. See Figure 12.

NOTE: Conduit must NOT end in the curve before the connector. It may end either before or after (end of the connector back cover).

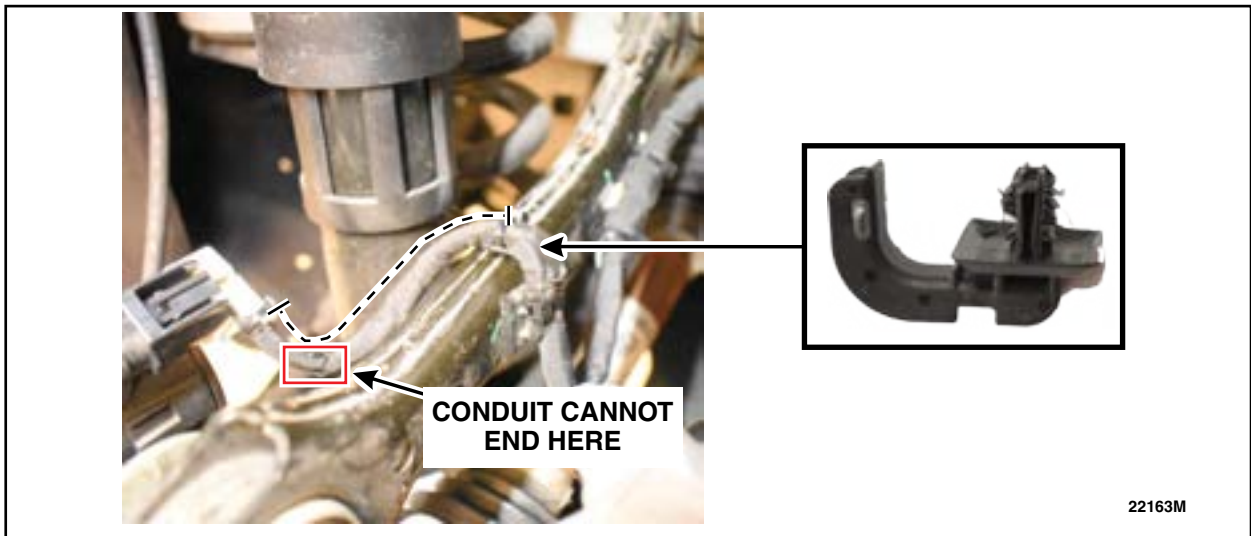


FIGURE 12



16. Reinstall the white retaining clip and be sure that it clips firmly into place. See Figure 13.

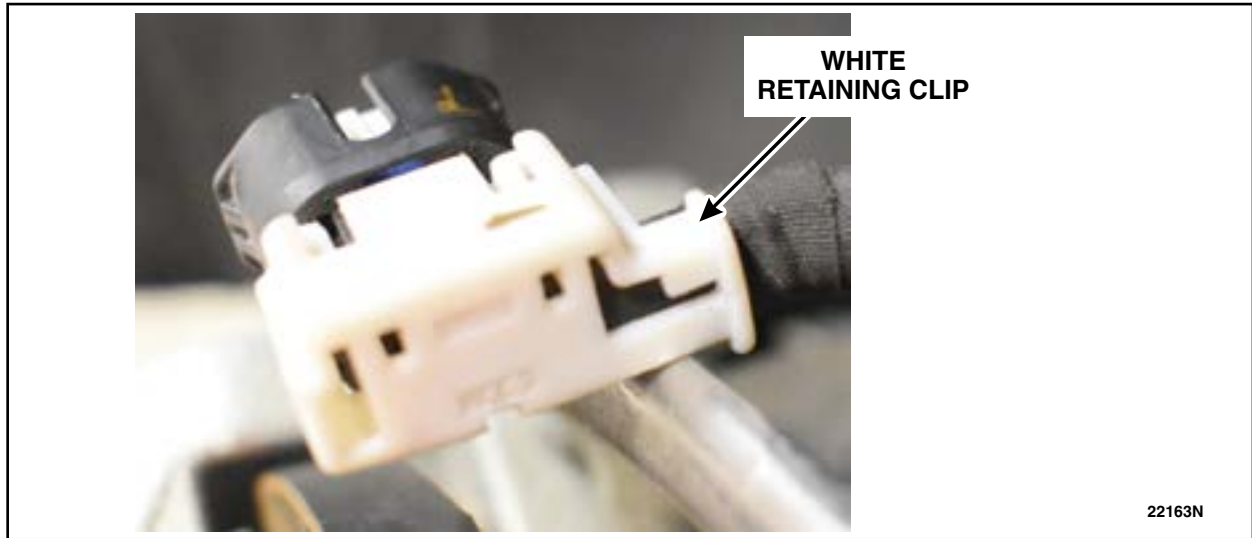


FIGURE 13

17. Reinstall the last tie strap that secures the white retaining clip to the harness. See Figure 14.



FIGURE 14

18. Connect the EPB connector to the back of the rear caliper of the vehicle.

19. Repeat steps 3-18 for opposite side.

20. Verify parking brake functionality.

21. Program is complete.

