



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

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

June 8, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N19**
 Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles
 Battery Junction Box One-Time Replacement

REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –**
Safety Recall 22S36 – Supplement #7
 Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a
 Standard Duty Cooling Fan
 Underhood Fire

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
Safety Recall 22S48 – Supplement #2
 Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a
 Heavy Duty Cooling Fan
 Underhood Fire

PROGRAM TERMS

If Safety Recall 22S36 or 22S48 is closed, this program provides a no-cost, one-time replacement (if needed) to the Battery Junction Box for 10 years of service and unlimited miles from the warranty start date of the vehicle.

This is a one-time replacement program.

Coverage is automatically transferred to subsequent owners.

If either Safety Recall 22S36 or 22S48 is open, this program does not apply (22S36/22S48 must have been previously completed).

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2021	Kentucky Truck	July 27, 2020 through August 31, 2021
Navigator	2021	Kentucky Truck	July 27, 2020 through August 31, 2021

US population of affected vehicles: 66,229. Affected vehicles are identified in OASIS.

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

In some of the affected vehicles, customers may return to the dealer with complaints of concerns related to the BJB after either 22S36 or 22S48 was previously performed and the program is closed.

SERVICE ACTION

If an affected vehicle with an electrical concern leads to a BJB fault, dealers are to inspect the BJB for damage, complete diagnostics for BJB related concerns and replace the BJB as required. Diagnostics for BJB related concerns may include no start, air conditioning inoperative, warning lights, cannot shut-off, battery drainage, trailer brakes inoperative, rear wipers inoperative and driver seat inoperative. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of June 19, 2023. Dealers should repair any affected vehicles that experience BJB related concerns, 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 Service Repair Assessment
Owner Notification Letters

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,



Stacy L. Balzer

Customer Satisfaction Program 22N19
Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles
Battery Junction Box One-Time Replacement

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
Ⓢ - Not Mobile Service Capable

OASIS ACTIVATION

OASIS will be activated on June 8, 2023.

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 **January 7, 2024**.
- 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 BJB replacement.

RENTAL VEHICLES

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

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC09879, 2022 Lincoln Pickup & Delivery Updates.

Customer Satisfaction Program 22N19
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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
 - Lincoln vehicles – 4 years or 50,000 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

- **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 22N19 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
 - Sub Code: 22N19
 - Customer Concern Code (CCC): A91 EDS Electrical Components
 - Condition Code (CC): 42 Does Not Operate Properly
 - Causal Part Number: 14A068, 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC09879, 2022 Lincoln Pickup & Delivery Updates for details.
 - **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22N19 - 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.

Customer Satisfaction Program 22N19
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 Battery Junction Box One-Time Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
PASSES INSPECTION, No parts replaced. Diagnostics/Inspection related to BJB – BJB passes inspection and/or diagnosis – Interim labor operation, does not close program (Cannot be claimed with MT22N19B or 22N19C)	MT22N19AA	Up to 0.5 Hours
FAILS INSPECTION, BJB replacement necessary. Diagnostics/Inspection related to BJB – BJB does not pass inspection and/or diagnosis (MT22N19B can only be claimed with 22N19C)	MT22N19B	Up to 0.5 Hours
Replace BJB (can only be claimed with MT22N19B)	22N19C	0.8 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

- While we currently have a sufficient number of parts for this program, dealers may only order parts and repair vehicles which are currently in the dealership.
- If excessive part orders are placed and parts go on back-order, photo requirements through SSSC will be required.

Part Number	Description	Order Quantity	Claim Quantity
LL1Z-14A068-A	BJB – Fuse Panel Assembly (Comes with a new cover – do not order JU5Z-14A003-B also)	Only after failed diagnostics or Inspection	As Required
JL3Z-14A003-A	High Current Fuse Cover	Only after failed Inspection	As Required
JL3Z-14A003-B	Bottom Cover of BJB	Only after failed Inspection	As Required
JU5Z-14A003-B	Fuse Panel Top Cover - not required if BJB is being replaced	Only after failed Inspection	As Required

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

Customer Satisfaction Program 22N19
Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles
Battery Junction Box One-Time Replacement

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.

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 FSAs require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.



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

Customer Satisfaction Program 22N19

Mr. John Sample
123 Main Street
Anywhere, USA 12345

June 2023

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?

Previously, your vehicle was subject to either safety recall 22S36 or 22S48 that remedied an underhood fire-risk related to your vehicle's battery junction box (BJB). If the 22S36 or 22S48 repairs were completed, then the underhood fire risk associated with the BJB has been eliminated. Ford believes that other issues with the BJB will be rare. Nevertheless, Ford is pleased to let you know that if any failure of the BJB occurs Ford will provide a one-time replacement of the BJB for a total of 10 years from the warranty start date.

What will Ford and your dealer do?

If your vehicle experiences electrical issues caused by the BJB and your vehicle is within 10 years of the warranty start date, Ford Motor Company has authorized your dealer to replace the BJB free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the BJB requires replacement, 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?

You do not need to return to your dealer for this repair unless your vehicle is exhibiting electrical issues and after either 22S36 or 22S48 was previously performed.

Please keep this letter as a reminder of the one-time repair offer for your BJB. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 22N19. The VIN 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.

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.

Have you previously incurred expenses associated with Safety Recalls 22S36 or 22S48?

Ford's Customer Relationship Center will consider reimbursement of certain expenses you may have incurred related to this defect, including alternate transportation, off-site parking, insurance deductibles, goodwill and other reasonably incurred expenses. Please contact Ford's Customer Relationship Center at 866-436-7332.

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 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).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



Lincoln
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 22N19

June 2023

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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?

Previously, your vehicle was subject to either safety recall 22S36 or 22S48 that remedied an underhood fire-risk related to your vehicle's battery junction box (BJB). If the 22S36 or 22S48 repairs were completed, then the underhood fire risk associated with the BJB has been eliminated. Lincoln believes that other issues with the BJB will be rare. Nevertheless, Lincoln is pleased to let you know that if any failure of the BJB occurs Lincoln will provide a one-time replacement of the BJB for a total of 10 years from the warranty start date.

What will Lincoln and your retailer do?

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Please keep this letter as a reminder of the one-time repair offer for your BJB. Provide your retailer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 22N19. The VIN is printed near your name at the beginning of this letter.

Lincoln owners of 2017 Model Year or later vehicles affected by this recall have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your retailer if you would like to take advantage of this option.

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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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 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 retailer's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at [Lincoln.com/support](https://lincoln.com/support).

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Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln

CERTAIN 2021 MODEL YEAR EXPEDITION AND LINCOLN NAVIGATOR VEHICLES — BATTERY JUNCTION BOX ONE-TIME REPAIR

SERVICE PROCEDURE

Recommended Tool List:

Small Flathead Screwdriver
Needle Nose Pliers
Wire Cutter

Figure 1 is a breakdown of the Battery Junction Box (BJB).

NOTE: Items circled in red are included with a new BJB. Covers can be ordered independently of the BJB.

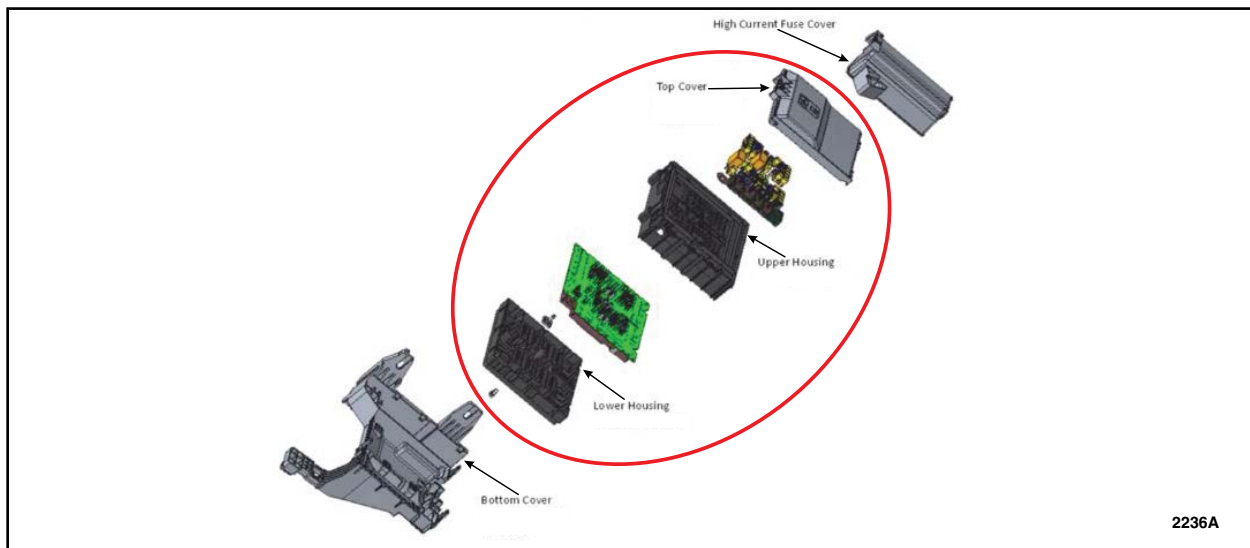



FIGURE 1



1. Are both the fuse/relay cover and the High Current fuse cover present. See Figure 2.
Yes - Proceed to Step 2.
No - Install new cover(s). Proceed to Step 2.

 **IMPORTANT:** New cover(s) can be ordered WITHOUT ordering a new BJB.

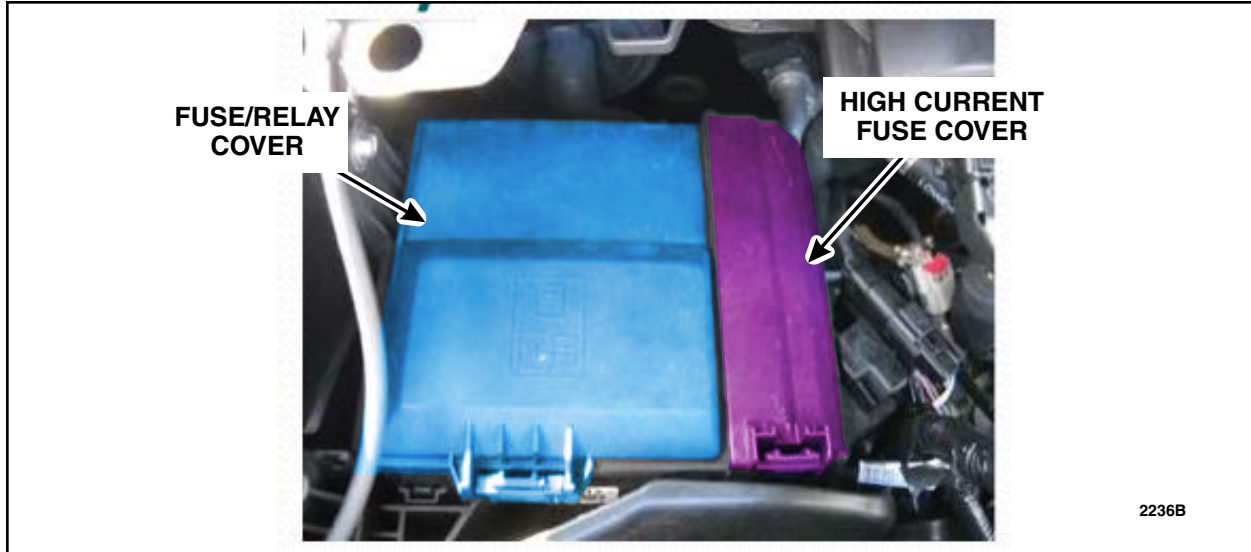


FIGURE 2



2. Check to make sure that the covers are properly installed. On the fuse box cover there are three attachment features securely engaged, two hoops in the rear and one latch in the front. On the High Current cover there are two attachment features securely engaged, one hoop in rear fully engaged and one latch in the front fully engaged. See Figure 3. Are both covers properly installed?

Yes - Proceed to Step 3.

No - Ensure that the covers latch and install properly. Proceed to Step 3.

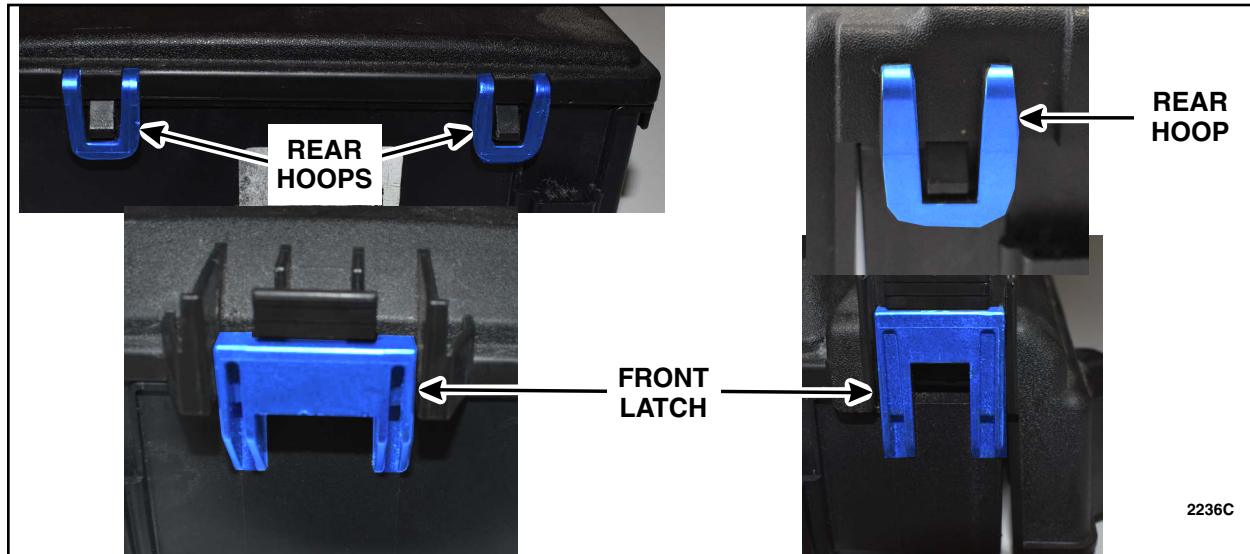


FIGURE 3

3. Check for any damage such as cracks, excessive warping, melting, broken hoop(s), and/or broken latch(es) on both covers. Is there any damage present on either cover? See Figure 4.

Yes - Replace damaged cover(s), proceed to Step 4.

No - Proceed to Step 4.



FIGURE 4



4. Remove covers and inspect BJB. Is there any evidence of melted fuse(s), melted relay(s), or melted plastic in the BJB? See Figure 5.

Yes - Replace BJB. Proceed to Step 6.

No - Proceed to Step 5.



FIGURE 5

5. Has a pinpoint test been completed with results that recommend a BJB replacement?

Yes - Replace BJB. Proceed to Step 6.

No - Program does not apply.

NOTE: The following steps outline how to remove the BJB.

6. Remove the battery and battery tray. Please follow Workshop Manual (WSM) procedures in section 414-01.



7. Disconnect the outboard Powertrain Control Module (PCM) electrical connector. See Figure 6.

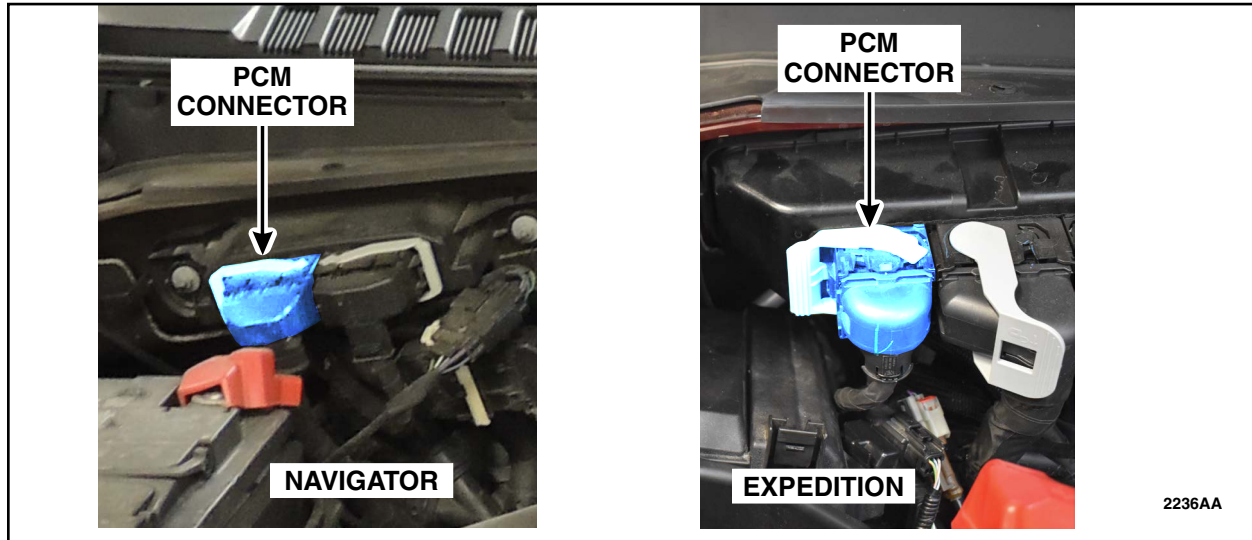


FIGURE 6

8. Remove battery power wires and make sure to document their position. See Figure 7.

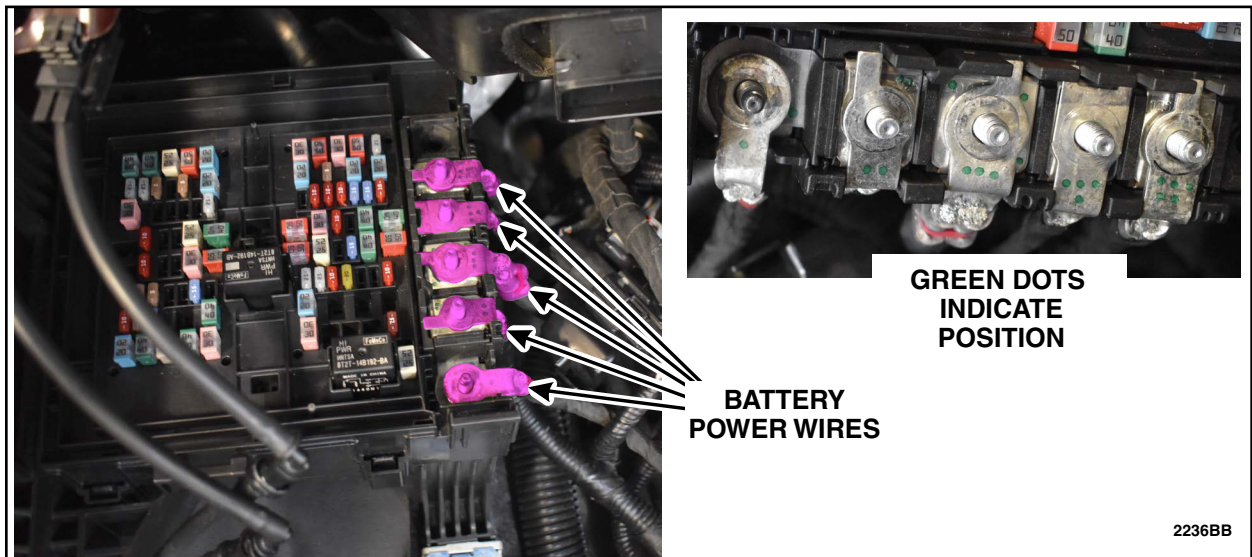


FIGURE 7



9. Separate the upper and lower BJB housings from the bottom cover. There are 4 clips that fasten these two parts together, two in the front and two in the rear. It is easiest to release these tabs with a small screwdriver. See Figure 8.

NOTE: BJB removed for illustrative purposes.

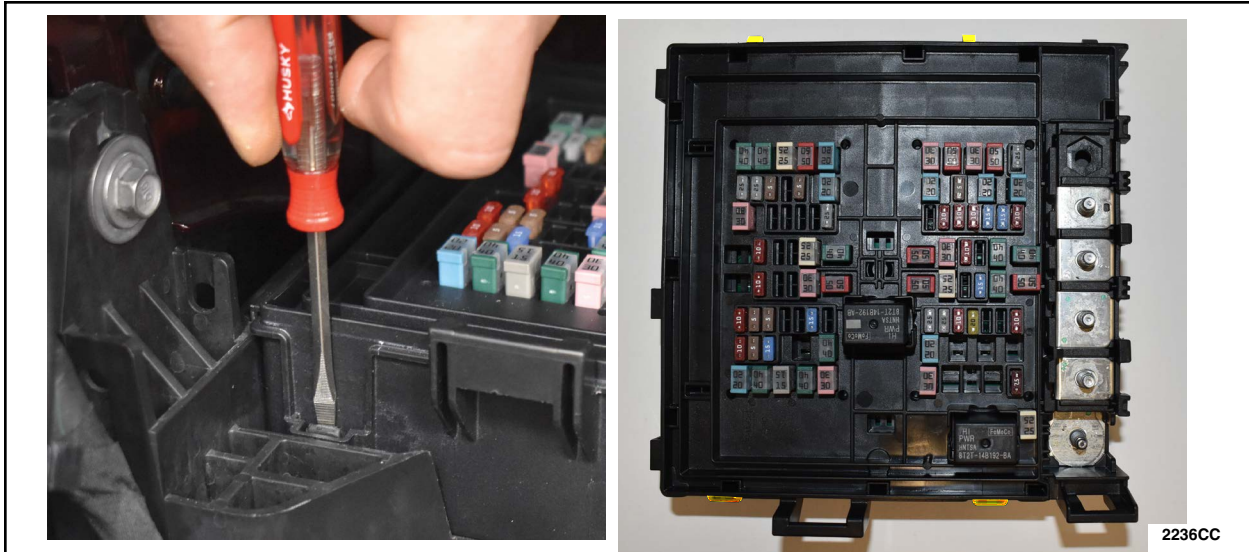


FIGURE 8

10. Remove the fasteners for the bottom cover of the BJB. See Figure 9.



FIGURE 9



11. Release the tab connecting the BJB to the frame. Needle nose pliers will be needed to release the tab. See Figure 10.

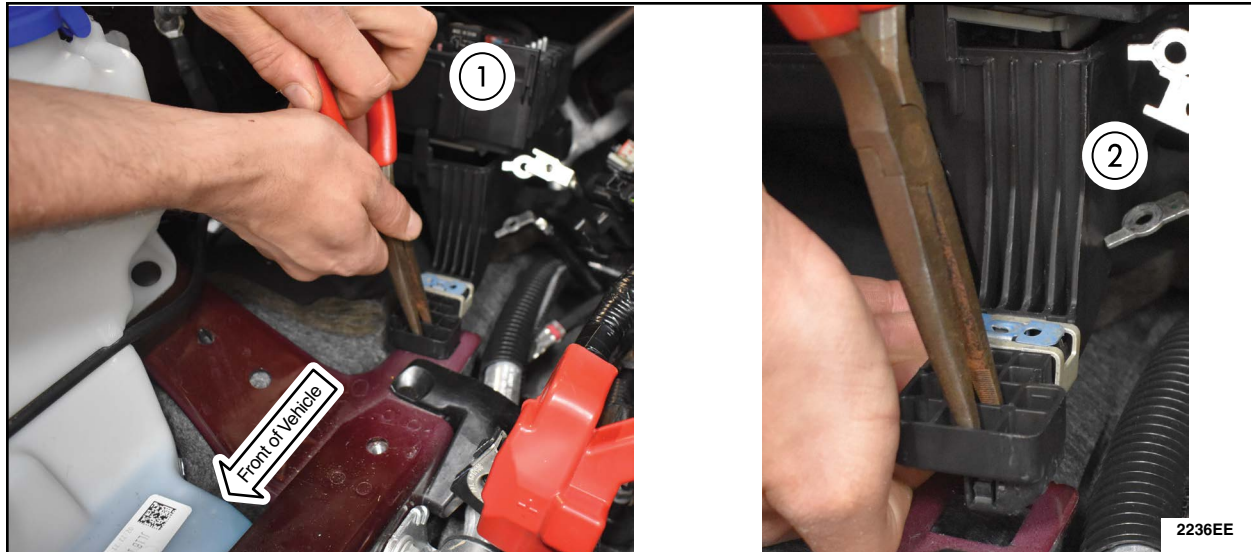


FIGURE 10

12. Release the 2 harness retainers from underneath the lower BJB. See Figure 11.

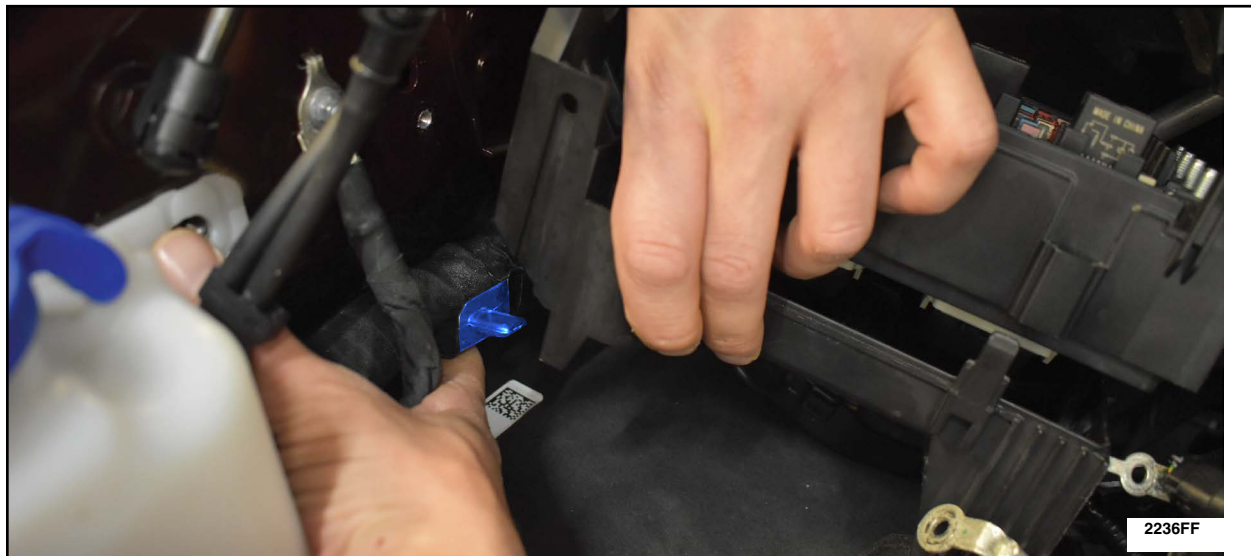


FIGURE 11



13. Position BJB, remove the zip tie connecting the middle wire harness to the lower portion of the BJB. See Figure 12.

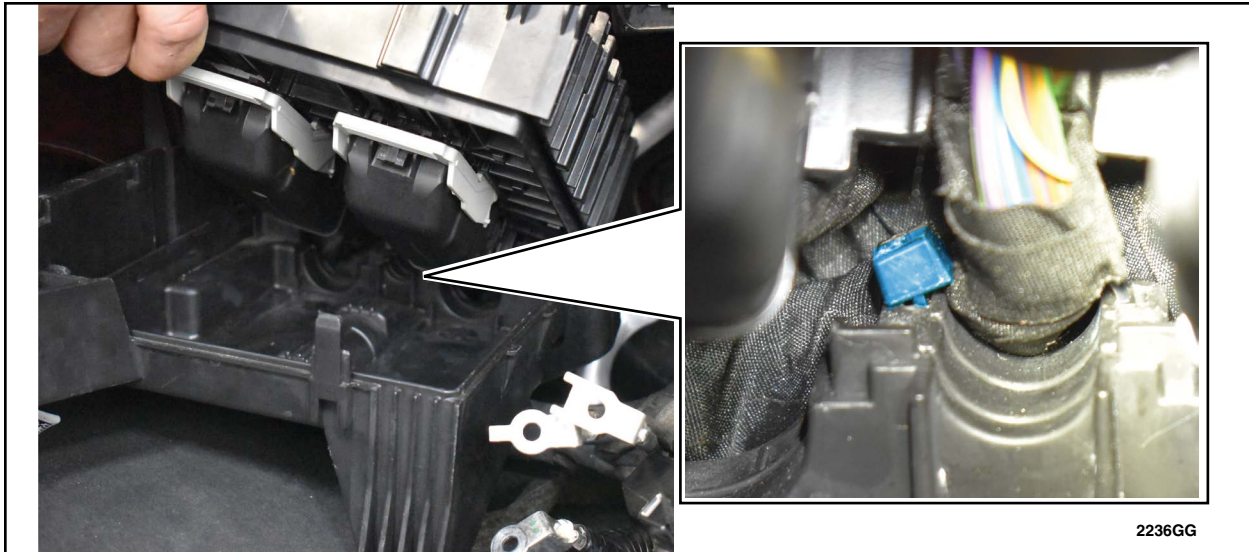


FIGURE 12

14. Remove lower BJB from vehicle.

15. Disconnect the three wire harness connectors from the BJB. See Figure 13.



FIGURE 13



16. Remove BJB box from vehicle.

17. Install BJB. Reverse removal directions Steps 5-15.

A. Ensure that the zip tie connecting the middle wire harness to the lower portion of the BJB is replaced. See Figure 14.

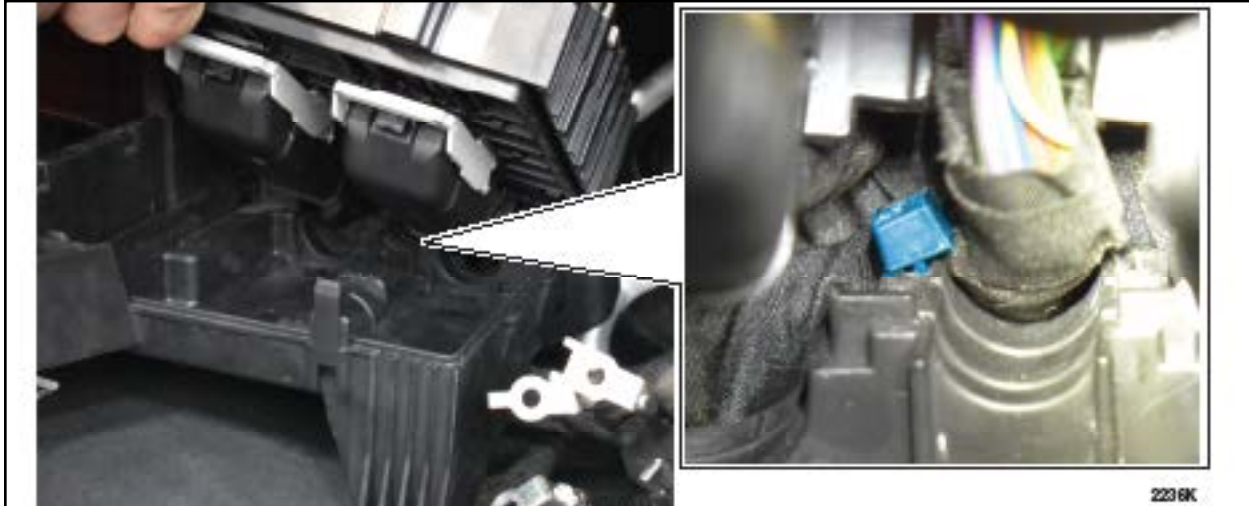


FIGURE 14



18. Ensure both covers of the BJB are properly installed and securely engaged.

19. Verify proper operation of the front and rear washer motor. Ensure that there are no leaks from the washer system and hoses, near the BJB.



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Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles
Battery Junction Box One-Time Replacement













Mobile Service Repair Assessment

The following assessment will be used to indicate how mobile friendly a program is.


Dealer Bulletin



This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not Mobile Service Capable

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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Battery Junction Box One-Time Replacement

 – Enhanced Mobile Service

- ***Anytime a procedure requires work under the vehicle to have a two-person process***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock maybe required.

 – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not Mobile Service Repair Capable

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle