



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

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

July 7, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22B34 – Supplement #1**
 Certain 2021-2022 Model Year F-150 Vehicles Equipped with 9.75” HD Axle – ¾ Float Axle
 Rear Axle Half-Shaft and Hub Assembly Replacement

REF: **Customer Satisfaction Program 22B34**
 Certain 2021-2022 Model Year F-150 Vehicles Equipped with 9.75” HD Axle – ¾ Float Axle
 Rear Axle Half-Shaft and Hub Assembly Replacement

New! REASON FOR THIS SUPPLEMENT

- **Technical Instructions:** Dealers are to follow the updated inspection procedure found in Technical Information – S1 before replacing the axle shaft
- Mobile Repair and Pick-Up and Delivery information
- Labor Allowances information
- Part Ordering Information
- Owner Letter mailing schedule

PROGRAM TERMS

This program will be in effect through February 28, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021	Dearborn	May 1, 2021 through September 30, 2021
F-150	2021	Kansas City	June 15, 2021 through September 30, 2021
F-150	2022	Dearborn	September 16, 2021 through September 16, 2021

US population of affected vehicles: 17,549. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the wheel end hub bolt may become loose or break and make a rattle noise. This is often discovered by technicians during routine maintenance such as oil changes and tire rotations when a rattle is found coming from the wheel cap. If the wheel end hub bolt breaks, the wheel hub will remain attached and will not separate from the rear axle shaft.

New! SERVICE ACTION

Dealers are to *review the vehicles warranty history for all claims and check if the warranty claims contain the latest level parts (ML3Z-4234-E/H (RHS) and/or ML3Z-4234-F/J (LHS)). If one or both sides do not contain the latest part number, dealers are to replace the appropriate axle(s) that does not contain the latest level parts.* This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 24, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

*Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Mobile Service Repair Assessment*

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

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New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

OASIS ACTIVATION

OASIS will be activated on February 14, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 14, 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

- 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

- 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 **December 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 loose or separated wheel end hub bolts.

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New! RENTAL VEHICLES

- **Parts are NOT available:**
 - Rear Axle Shaft is on back-order.
 - PARTS ESCALATION PROCESS (Vehicle Off Road) process has been followed and COPIES ticket with VOR flagged has been submitted.
 - Prior approval is required from the SSSC, submit contact type long-term rental for consideration and approval if appropriate.
- **A ten-digit prior-approval code is required from the SSSC for rental vehicles**, a new approval code is required from SSSC every 30 days.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts. Prior approval is required from the SSSC.

New! 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.*

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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
- 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 (22B34) is the sub code
 - Customer Concern Code (CCC): K02-Axle Whine/Howl/Groan
 - Condition Code (CC): 01-Broken/Cracked
 - Causal Part Number: 4234
 - 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.

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22B34
 - 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.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<i>Inspect vehicles warranty history both RHS and LHS axle shaft ARE updated with latest part number (ML3Z-4234-E/H (RHS) and ML3Z-4234-F/J (LHS)), close FSA.</i>	22B34A	0.2 Hours
<u>BOTH SIDES REPLACED</u> <i>Inspect vehicles warranty history, both RHS and LHS axle shaft are not updated with latest part number (ML3Z-4234-E/H (RHS) and ML3Z-4234-F/J (LHS)), replace both rear axle and hub assemblies, install rear tires. Includes axle fluid check and top off.</i>	22B34B	1.0 Hours
<u>ONE SIDE REPLACED</u> <i>Inspect vehicles warranty history, one axle shaft is not updated with latest part number (ML3Z-4234-E/H (RHS) or ML3Z-4234-F/J (LHS)), replace either RHS or LHS rear axle and hub assemblies, install rear tires. Includes axle fluid check and top off.</i>	22B34C	0.7 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

*To place an order for rear axle shaft assembly, submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.*

Part Number	Description – If one or both sides do not have the latest part number, order and replace as required	Order Quantity	Claim Quantity
ML3Z-4234-E	RH Rear Axle Shaft Assy	As required	1
ML3Z-4234-F	LH Rear Axle Shaft Assy	As required	1
W718680-S439	Caliper Anchor Bolts (2 required each side (4 per repair)/4 per pkg)	As required	4

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
XY-75W85-QL	Motorcraft Rear Axle Fluid (4 oz per repair/32 oz container)	1	0.13

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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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.

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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- 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.

CERTAIN 2021-2022 MODEL YEAR F-150 VEHICLES EQUIPPED WITH 9.75" HD AXLE – 3/4 FLOAT AXLE — REAR AXLE HALF-SHAFT AND HUB ASSEMBLY REPLACEMENT

INSPECTION PROCEDURE (Can be performed by a Service Advisor)

1. Identify the vehicle on PTS.
2. Scroll down to the middle of the page and select **Click Here for Full Warranty History**.
3. Review the vehicle's warranty history for all claims.
4. For each claim, click on **Details**.
5. Review **Parts Details**. See Figure 1.

Detail Information For: Model Year 2021 Claim Key 7198686

Technician Comment found LH rear axle to be missing bolt, axle assembly will need to be replaced as a whole unit 337-Removed LH rear wheel and tire and rotor. Replaced LH rear axle assembly.

Customer Comment CUSTOMER STATES THERE IS A CLICKING NOISE IN THE REAR.

Labor Details

Labor Op Code	Labor Op Description
4234A	SHAFT ASSEMBLY - AXLE REMOVE AND INSTALL OR REPLACE
4234A2	SEAL - WHEEL BEARING OIL INNER REPLACE
ADD	

Parts Details

Casual Flag	Prefix	Base	Suffix	Part Description	CPSC	Part Quantity
N	ML3Z	19S426	A	BLT-RR AX SHFT RET(3/4 FLOAT LNK)	050201	1
N	HL3Z	4036	A	GASKET-REAR AXLE	070110	1
Y	ML3Z	4234	F	SHAFT&BRG ASY REAR A	0502XX	1

Print Close 22161D

FIGURE 1

6. Does the parts list in any of the on-line warranty claims contain the latest level parts **ML3Z-4234-E/H** (right hand side) and/or **ML3Z-4234-F/J** (left hand side)?

NOTE: Do not replace if the part number matches the latest part numbers above.

No – One or both sides do not contain the latest part number listed above. Replace the appropriate axle(s) that does not match. Proceed to Service Procedure on Page 2.

Yes – Both sides have the latest level part, no additional action is required. The recall may be closed if both the right and left hand sides were previously replaced.



SERVICE PROCEDURE

1. Replace the axle shaft on one or both sides per the Inspection Procedure instructions. Follow the Workshop Manual (WSM) Procedures in Section 205-02B.

NOTE: The Anchor Plate bolt is a M18, torque each bolt to 258 lb ft (350 Nm).





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

July 2023

Customer Satisfaction Program 22B34

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? On your vehicle, the wheel end hub bolt in the rear axle may become loose or break under normal driving conditions due to thread variations in the bolted joint.

What is the effect? This may result in a clicking noise as the bolt becomes loose, and a rattle noise from the wheel cap if the bolt breaks. The bolt head will be contained within the wheel center cap. The wheel hub will not separate from the rear axle.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace both sides of rear axle shaft & hub assemblies free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until February 28, 2024 regardless of mileage. Coverage is automatically transferred to subsequent owners.

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 22B34. Provide the dealer with your VIN, which 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.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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.

Do you need a rental vehicle?

If your dealer determines that the wheel end hub bolt has become loose or separated and replacement is required, and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to rear wheel end hub bolts loose or separated. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **August 31, 2023**. To avoid delays, do not send receipts to Ford Motor Company.

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 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).

Thank you for your attention to this important matter.

Ford Customer Service Division

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Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within Attachment I of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

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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   – Enhanced Mobile Service

- A two-person process is required anytime a procedure requires work under the vehicle
- 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 may be 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 a Mobile Service Repair

- 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