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February 18, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N01**
 Certain 2011-2017 Model Year Explorer Vehicles
 Rear Wheel Knuckle Replacement

REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 21S32
 Dated February 18, 2022

REF: **Safety Recall 21S43 – Supplement #1**
 Dated February 18, 2022

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the rear wheel knuckles for six (6) months from the Repair Order (RO) opening date for field service actions 21S32 or 21S43 provided that the RO opening date occurs on or before July 31, 2023.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

Note: It will take 3-4 business days after 21S32 or 21S43 claim submission for 22N01 to show as an active program in OASIS.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2011-2017	Chicago	May 17, 2010 through September 30, 2017
		Elabuga	January 28, 2013 through July 28, 2017

Affected vehicles are identified in OASIS.

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

In some of the affected vehicles exposed to a corrosive environment where road salt is used during winter months, the rear toe link ball joint located in the rear knuckle could seize. A seized toe link ball joint could wear out and develop a knocking noise after installation of the updated toe links in FSAs 21S32 or 21S43.

For peace of mind, Ford is providing a one-time repair for customers who have FSA 21S32 or 21S43 performed before July 31, 2023 and experience an undesirable noise within six (6) months of the RO date of FSA 21S32 or 21S43.

SERVICE ACTION

If an affected vehicle exhibits an undesirable noise associated with the rear toe link ball joint, dealers are to replace both rear wheel knuckles. 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 March 7, 2022. Dealers should repair any affected vehicles that experience an undesirable toe link ball joint noise after FSA 21S32 or 21S43, 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
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,



David J. Johnson

Customer Satisfaction Program 22N01
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OASIS ACTIVATION

OASIS will be activated on February 18, 2022. Vehicles will not show FSA 22N01 as active until one of the previous FSAs (21S32 or 21S43) has been completed and processed.

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

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

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 22N01 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 22N01 is the sub code.
 - Customer Concern Code (CCC): C50
 - Condition Code (CC): 79
 - Causal Part Number: 5A972
 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace two (2) rear wheel knuckles - AWD	22N01B	2.9 Hours
Replace two (2) rear wheel knuckles - FWD	22N01C	2.5 Hours
Check alignment and, if necessary, adjust rear toe	22N01D	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for both rear wheel knuckles submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
DB5Z-5B759-B	Left Rear Knuckle	1	1
DB5Z-5B758-B	Right Rear Knuckle	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
-W712435-S439	Wheel Hub Nut (1 nut per side, 2 nuts per package) – AWD ONLY	1	2
-W710681-S439	Brake Caliper Bolts (2 bolts per side, 2 bolts per package)	2	4
-W708733-S439	Brake Disk Retainer Bolt (1 bolt per side, 4 bolts per package)	1	2
-W520213-S440	Rear Stabilizer Link Nut (1 nut per side, 2 nuts per package)	1	2
-W714033-S439	Shock Absorber Bolt (1 bolt per side, 4 bolts per package)	1	2
-W715419-S439	Trailing Arm, Toe Link Bolt (2 bolt per side, 4 bolts per package)	1	4
-W520516-S441	Trailing Arm, Toe Link Nut (2 nut per side, 1 nut per package)	4	4
-W715127-S439	Upper Control Arm, Lower Control Arm Bolt (2 bolts per side, 4 bolts per package)	1	4
-W520517-S440	Upper Control Arm, Lower Control Arm Nut (2 nuts per side, 4 nuts per package)	1	4
-W714516-S439	Wheel Hub Bolts (4 bolts per side, 4 bolts in a package)	2	8
-W715179-S439	Toe Link Bolt (1 bolt per side, 4 Bolts in each package)	1	2

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.

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

CERTAIN 2011-2017 MODEL YEAR EXPLORER VEHICLES — REAR WHEEL KNUCKLE REPLACEMENT

SERVICE PROCEDURE

NOTE: This procedure should only be used when a rear suspension noise has been identified as coming from the rear knuckle toe link connection.

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Replace both rear wheel knuckles. Please follow the WSM procedures in Section 204-02.

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.

