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October 5, 2022

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 22N02 – Supplement #1**  
 Certain 2015-2019 Model Year Edge and Lincoln MKX Vehicles and 2013-2018  
 Model Year Fusion and Lincoln MKZ Vehicles  
 Front Brake Flexible Hose Replacement

**New! REASON FOR THIS SUPPLEMENT**

- *Parts Requirements / Ordering Information: Part numbers for Edge and MKX vehicles have been added.*
- *Edge and MKX model year updated from 2018 to 2019, build dates remain the same.*

**PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the front brake flexible hoses for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through August 31, 2023.

Coverage is automatically transferred to subsequent owners.

**New! VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2014-2017	Flat Rock	April 18, 2013 through February 29, 2016
Fusion/MKZ	2013-2018	Hermosillo	February 3, 2012 through July 19, 2017
Edge/MKX	2015- <i>2019</i>	Oakville	March 17, 2015 through December 10, 2018

Affected vehicles are identified in OASIS.

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

In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the brake fluid reservoir is depleted below a predetermined level, the brake fluid warning indicator light will illuminate. The driver may experience an increase in pedal travel together with a reduction in the rate of deceleration over time.

**SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace both front brake flexible hoses and perform a brake system bleed. This service must be performed at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters were mailed the week of September 12, 2022. Dealers should repair any affected vehicles that experience a leaking front brake flexible hose, 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: Splash Shield Template
- Owner Notification Letters
- Recall Reimbursement Plan

**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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**OASIS ACTIVATION**

OASIS was activated on August 24, 2022.

**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 October 7, 2022. This refund offer expires April 28, 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 the replacement of the front brake flexible hose.

**RENTAL VEHICLES**

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

**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 EFC08708, 2021 Lincoln Pickup & Delivery Updates.

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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.

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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 22N02 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 22N02 is the sub code.
    - Customer Concern Code (CCC): L63 – Brake Fluid Leak
    - Condition Code (CC): 01 – Broken Cracked
    - Causal Part Number: 2078, 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 EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22N02      - 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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**LABOR ALLOWANCES**

<b>Vehicles</b>	<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Fusion and MKZ	1. Replace Both Front Flexible Brake Hoses (Includes brake system bleed) 2. Modify Both Front Ride Height Sensor and Harness 3. Modify Both Front Wheel Arch Liners	22N02B	1.3 Hours
Edge and MKX	Replace Both Front Flexible Brake Hoses (Includes brake system bleed)	22N02C	1.0 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

<b>Vehicle Line</b>	<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
Fusion and MKZ	JG9Z-2078-B	Right Front Flexible Brake Hose	1	1
	JG9Z-2078-A	Left Front Flexible Brake Hose	1	1
<i>Edge and MKX</i>	<i>J2GZ-2078-A</i>	<i>Right Front Flexible Brake Hose</i>	<i>1</i>	<i>1</i>
	<i>J2GZ-2078-B</i>	<i>Left Front Flexible Brake Hose</i>	<i>1</i>	<i>1</i>
All Vehicles	W711784-S300	Banjo Washers	4	4
All Vehicles	PM-20	Brake Fluid	1	1

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

**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.

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**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 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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 1<sup>st</sup> 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 2015-2019 MODEL YEAR EDGE AND LINCOLN MKX VEHICLES AND 2013-2018 MODEL YEAR FUSION AND LINCOLN MKZ VEHICLES — FRONT BRAKE FLEXIBLE HOSE REPLACEMENT

### SERVICE PROCEDURE

1. Are one or both front flexible brake hoses leaking brake fluid?  
No - This recall does not apply.  
Yes - For Edge and MKX vehicles proceed to Step 2 below.  
- For Fusion and MKZ vehicles proceed to Page 2.
2. Replace the Right Hand (RH) and Left Hand (LH) front brake flexible hoses. Please follow Workshop Manual (WSM) procedures in Section 206-03.

**NOTE:** It is not necessary to remove the rear wheels when bleeding the brake system.

**NOTE:** The wheel speed sensor wiring harness and if equipped, the front suspension height sensor wiring harness attach to the front brake flexible hose bracket. Ensure the harness retainer(s) are reinstalled into their original positions. See Figure 1.

**NOTE:** LH side shown, RH side similar.

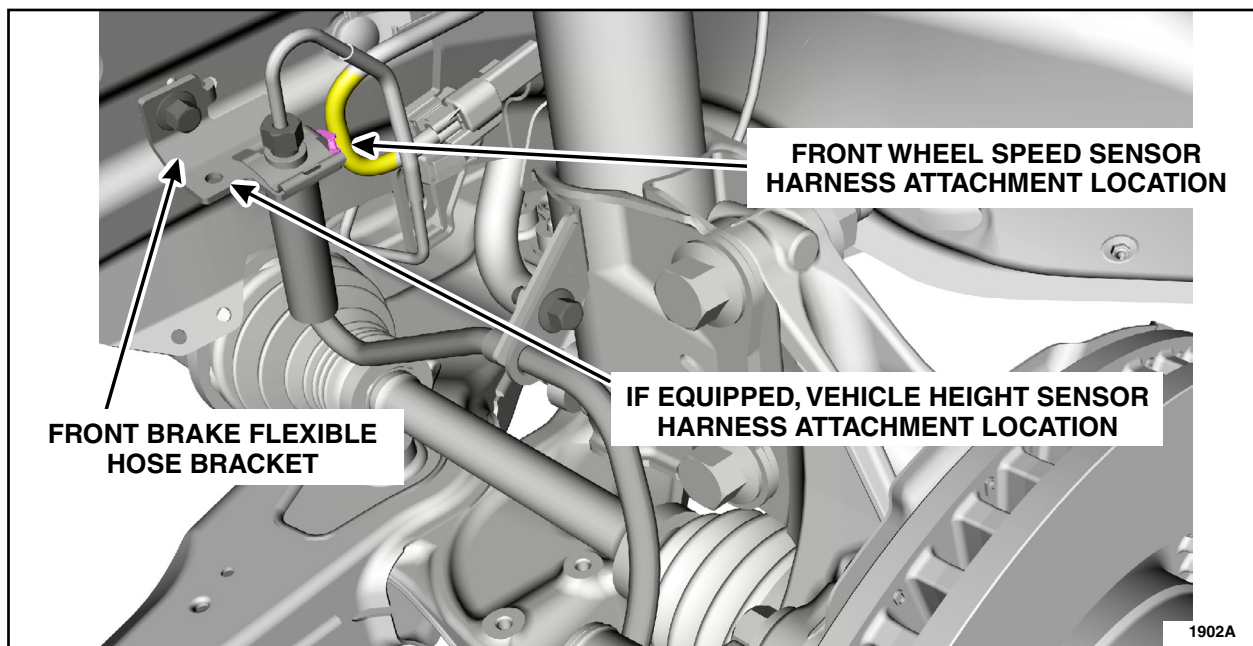


FIGURE 1





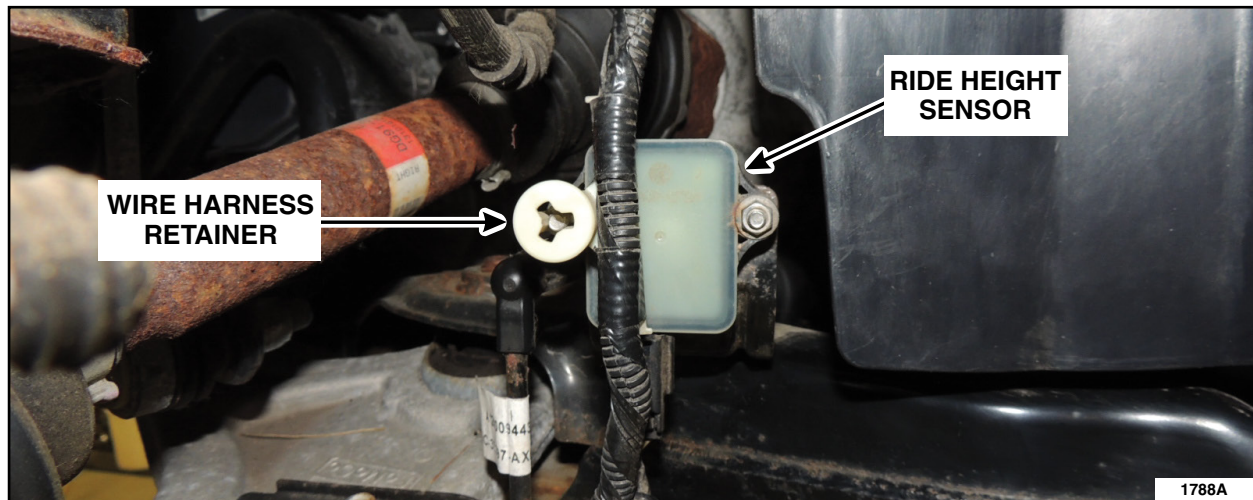
### For Fusion and MKZ Vehicles

1. Replace the RH and LH front brake flexible hoses. Please follow the Workshop Manual (WSM) procedures in Section 206-03.

- Do not reinstall the wheel and tire assemblies at this time, they will be installed later in this procedure.

### Front Suspension Ride Height Sensor and Harness Re-routing, if equipped

1. Remove the wire harness retainer from the ride height sensor stud on the RH and LH sides of the vehicle. See Figure 1.



**FIGURE 1**

2. Remove the nuts and bolts from the RH and LH ride height sensors and position aside. See Figure 2.

3. Cut the RH and LH ride height sensors harness tape at the harness bend. See Figure 2.



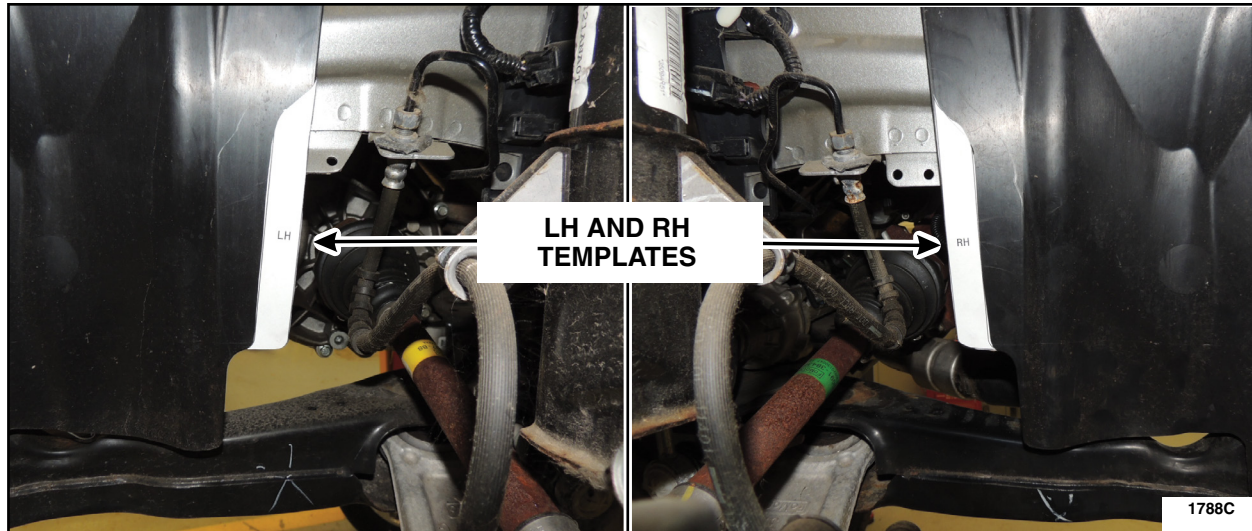
**FIGURE 2**



4. Attach the cut out templates (See Attachment IV) to the RH and LH front fender splash shields. Using a suitable cutting tool, cut the front fender splash shields at the locations shown. See Figure 3.

- Remove any burrs or sharp edges.

**NOTE:** The front fender splash shields should remain on the vehicle during cutting.



**FIGURE 3**

5. Position the RH and LH front ride height sensors back onto the brackets and install the nuts and bolts with the long bolt in the front bracket hole. See Figure 4.

- Tighten bolts to 7 lb.ft (9 Nm).

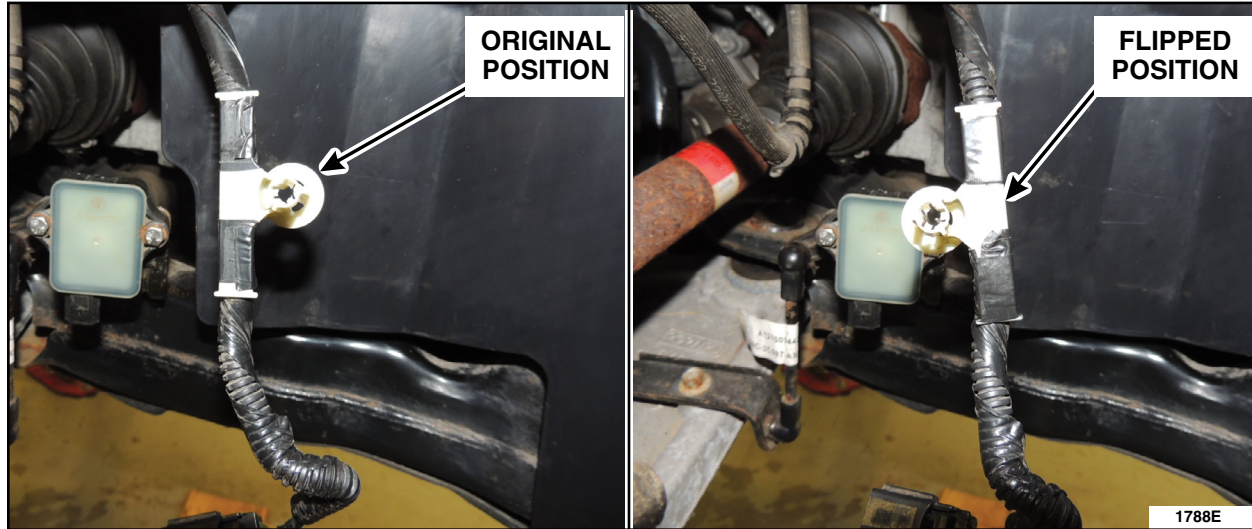


**FIGURE 4**



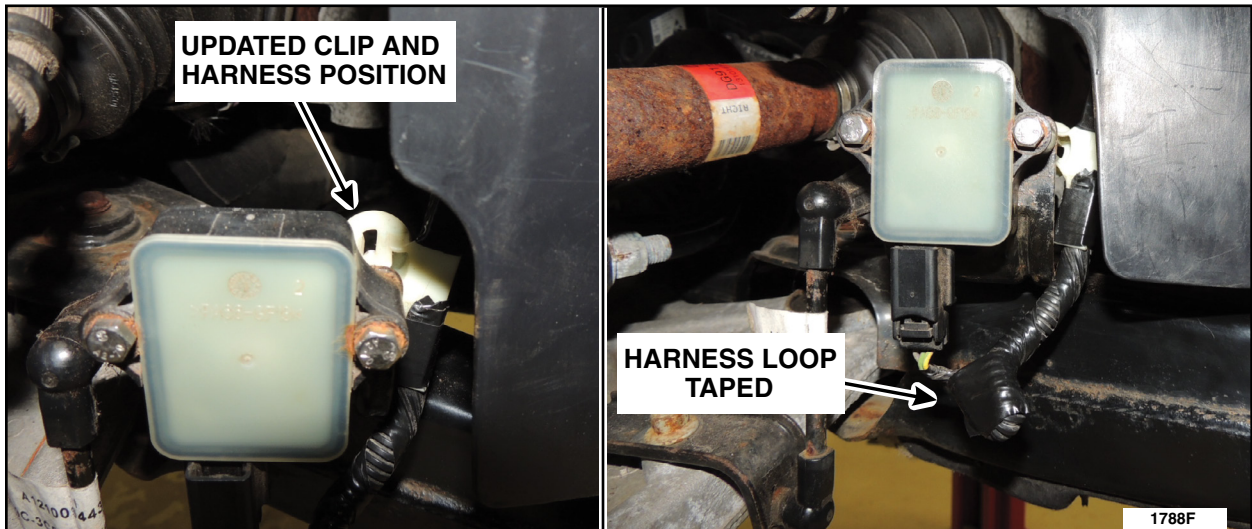


6. Mark the location of the RH and LH clip on the ride height sensors wire harness. See Figure 5.
7. Remove the tape and clip from the RH and LH ride height sensors wire harness. Rotate the clips 180 degrees and reinstall onto the ride height sensors wire harness with electrical tape. See Figure 5.



**FIGURE 5**

8. Attach the RH and LH ride height sensors wire harness clips to the front bracket bolt (long bolt) and secure the harness loop using electrical tape. See Figure 6.



**FIGURE 6**

9. Reinstall both front wheel and tire assemblies, please follow the WSM procedures in Section 204-04A.
10. Calibrate the suspension height sensor. Connect the scan tool and carry out the Ride Height Calibration routine. Follow the scan tool directions.



### Front Fender Splash Shield Templates

**Printing Directions:**

Print on 8.5" x 11" paper in portrait orientation only

