



David J. Johnson
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Ford Motor Company
P. O. Box 1904
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March 30, 2022

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 22S21**
Certain 2021-2022 Model Year Bronco Sport and 2020-2022 Model Year Escape
Vehicles with a 1.5L GTDI Engine
Right-Hand Engine Oil Separator Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021-2022	Hermosillo	February 5, 2020 through March 4, 2022
Escape	2020-2022	Louisville	November 19, 2018 through March 1, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the right-hand engine oil separator may have been damaged prior to engine assembly. A damaged oil separator may leak oil, and the customer may smell oil smoke, may see oil smoke emanating from the underhood area, or may observe oil leaks on or under the engine. In some cases, if sufficient oil accumulates and migrates to an ignition source, an underhood fire may occur, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the right-hand engine oil separator for evidence of oil leaks and/or damage. If leaks and/or damage is found, dealers are to replace the right-hand engine oil separator. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 18, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter
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,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on March 30, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 30, 2022. Owner names and addresses will be available by May 13, 2022.

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicle, if they do not see or smell evidence of engine oil smoke.
- 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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.

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OWNER REFUNDS (continued)

- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 a damaged or leaking oil separator.

RENTAL VEHICLES

Dealers are pre-approved for up to one day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 22S21 is the sub code.
 - 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.

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- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22S21
 - 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

Description	Labor Operation	Labor Time
Inspect right-hand engine oil separator – Pass: no leaks and/or damage found.	22S21A	0.3 Hours
Inspect right-hand engine oil separator – Does Not Pass: leaks and/or damage found, replace right-hand engine oil separator and PCV line (as required).	22S21B	0.5 Hours
Time allowed to upload photos and submit info to SSSC for part request.	22S21ZZ	0.2 Hours

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

To place an order for HX7Z-6A785-A or JX6Z-6758-E, submit a VIN-specific Part Order contact via the SSSC Web Contact Site with a photo showing either the damaged oil separator and/or the oil leaking from the oil separator, as directed in Attachment III.

Part Number	Description	Order Quantity	Claim Quantity
HX7Z-6A785-A	Right-Hand Engine Oil Separator (only required if leaking and/or damaged)	1	1
JX6Z-6758-E	PCV Line (only required on 2021-2022 MY vehicles when replacing the oil separator)	1 if required	

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Less than 0.5% of the affected vehicle population is expected to require HX7Z-6A785-A or JX6Z-6758-E 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. 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.

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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 2021-2022 MODEL YEAR BRONCO SPORT AND 2020-2022 MODEL YEAR ESCAPE VEHICLES WITH A 1.5L GTDI — RIGHT HAND ENGINE OIL SEPARATOR INSPECTION

SERVICE PROCEDURE

1. If equipped, remove the engine appearance cover. See Figure 1.

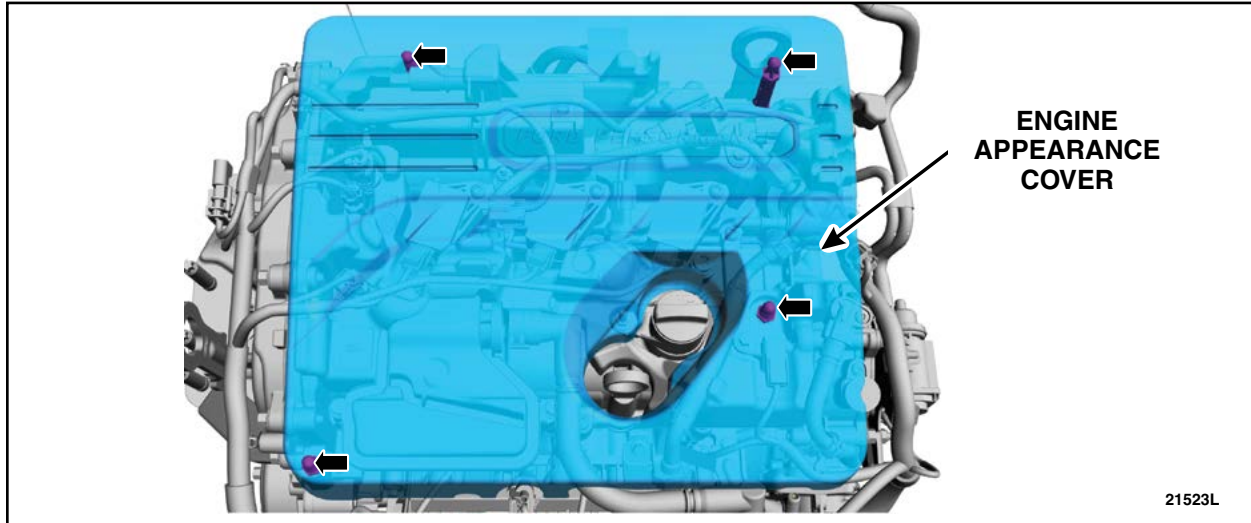


FIGURE 1

2. Locate the Right Hand (RH) Cylinder Head Crankcase Vent Oil Separator. See Figure 2.

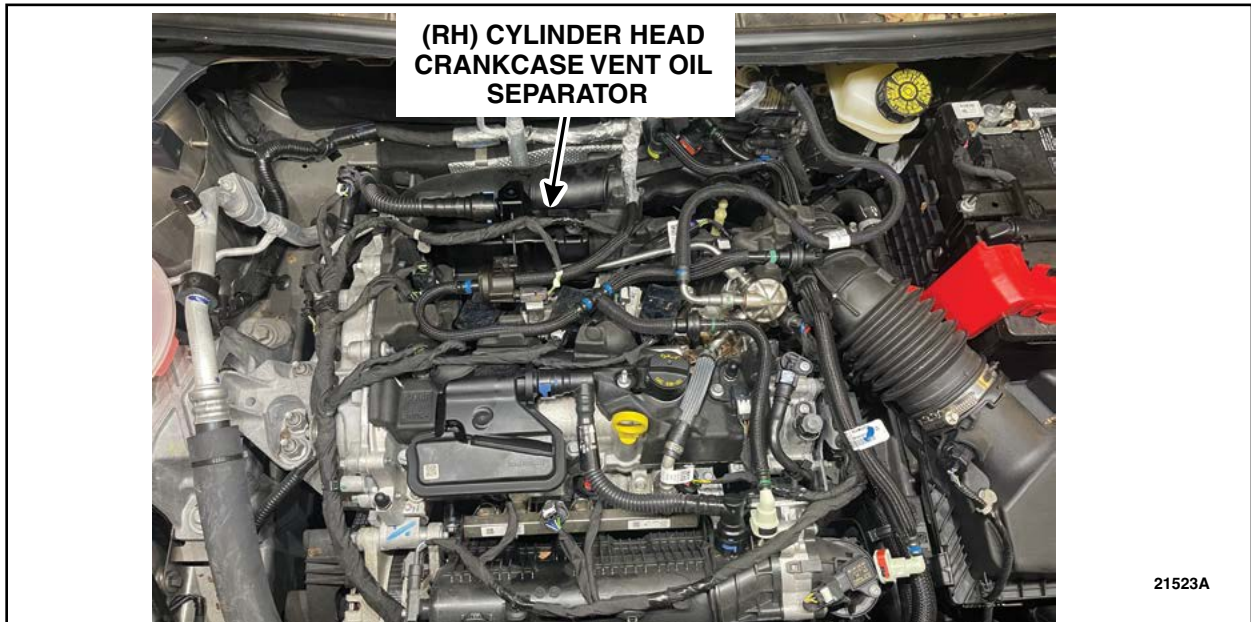


FIGURE 2



3. Using an inspection mirror and a flashlight, inspect the RH cylinder head crankcase vent oil separator housing and mating surface for evidence of an oil leak and inspect the RH cylinder head crankcase vent oil separator housing for seal exposure, cracks or damage. See Figures 3 and 4.

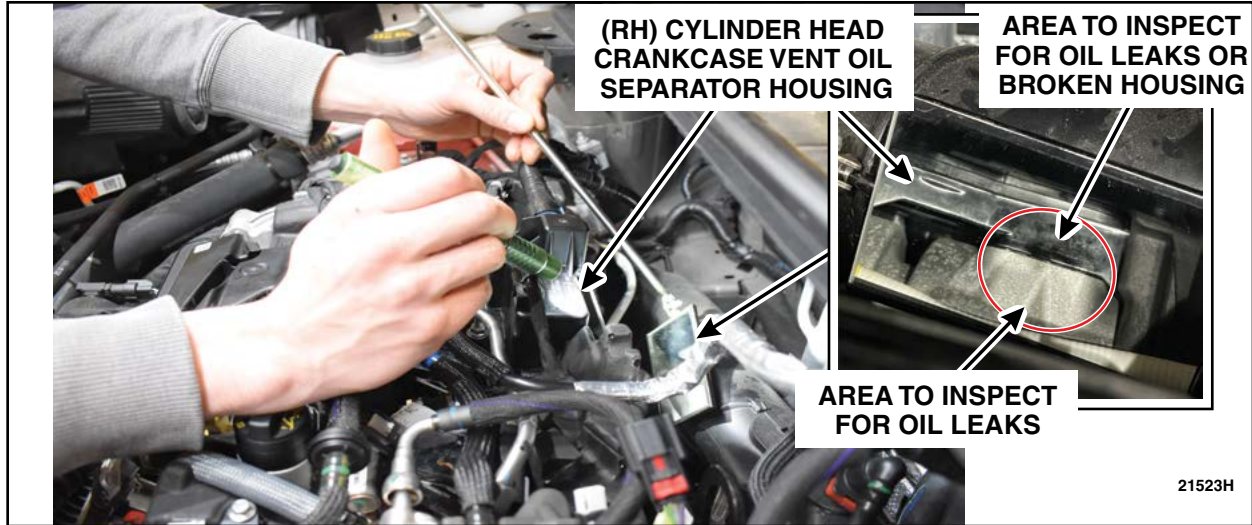


FIGURE 3

4. Does the RH cylinder head crankcase vent oil separator housing have evidence of an oil leak, seal exposure, cracks or damage? See Figures 4 and 5.

Yes - Does NOT Pass Inspection - Proceed to Step 5.

No - Passes Inspection - Reassemble the vehicle. FSA is complete.

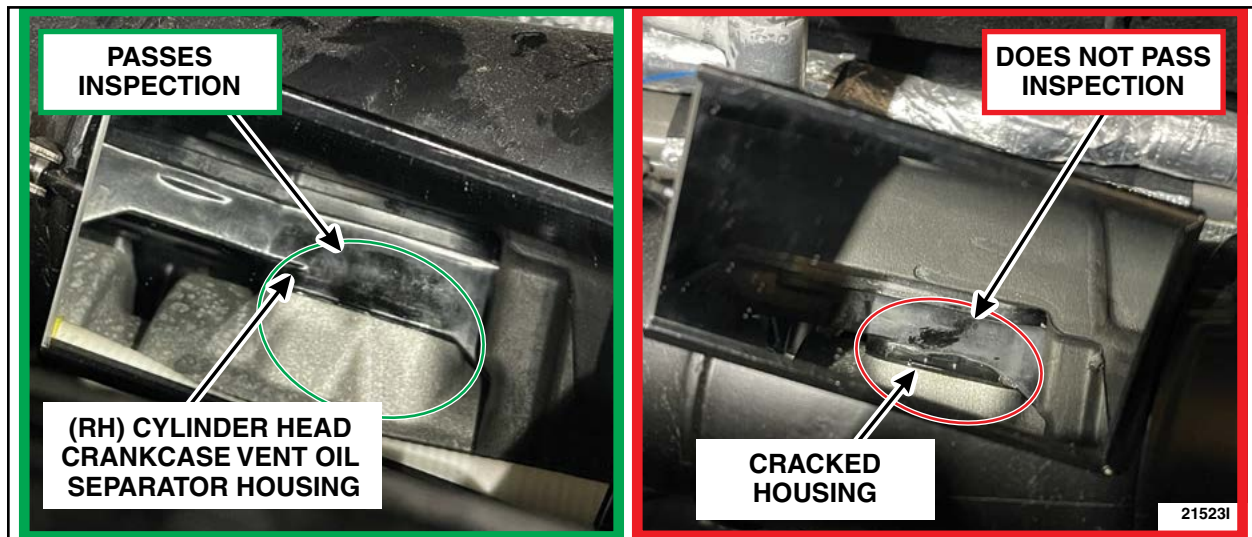


FIGURE 4



5. Photo submission is required. Open the driver's side front door. Take a picture of the Vehicle Identification Number (VIN) sticker on the lower-A-pillar, and a picture of the suspect RH cylinder head crankcase vent oil separator oil leak, seal exposure, cracks or damage utilizing the inspection mirror for the picture submission. Similar to the photos in Figure 4. Submit the pictures to the Special Service Support Center (SSSC) for further review, and part request, showing the reason why the separator is being replaced (damaged separator or evidence of oil leaking).

NOTE: Photos taken for SSSC submission need to have proper lighting, be clear, and have a 50kb or higher file size, to allow decision for parts replacement. Photos that are blurry or that are too dark may be rejected.

NOTE: The RH cylinder head crankcase vent oil separator housing shown out of vehicle for clarity.

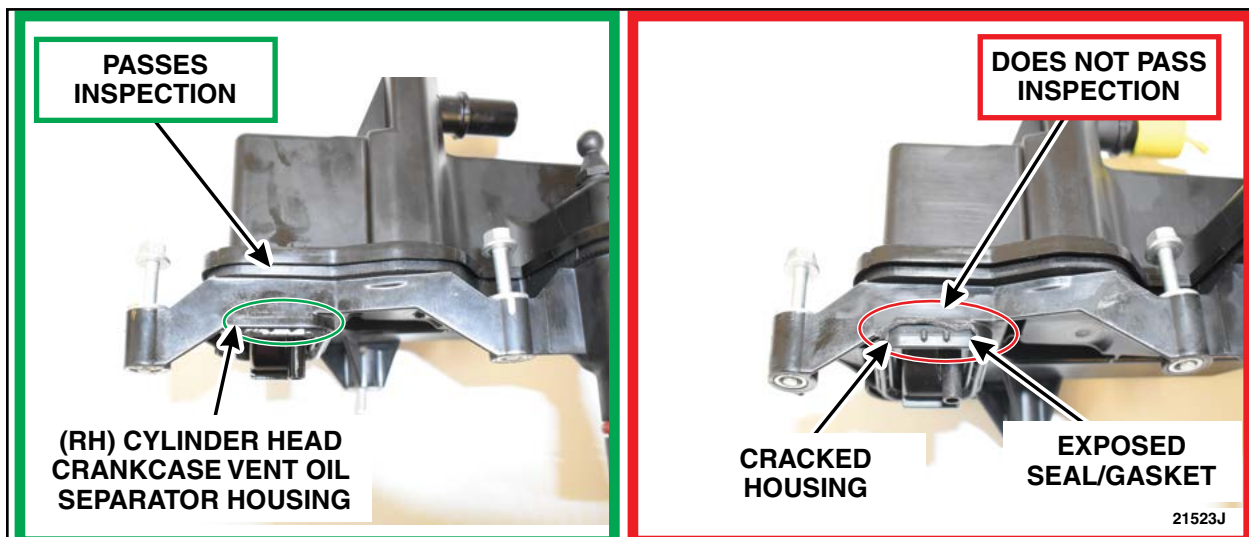


FIGURE 5



NOTE: 2020 MY vehicles utilize a PCV tube that has a releasable style of connector, allowing for reuse. All other MY vehicles in this FSA require the PCV connector to be destroyed in order to remove from the oil separator. See Figure 6.

6. Inspect the PCV tube. Is the PCV tube equipped with a quick release connection at both ends?
See Figure 6.

Yes - The PCV is equipped with a quick disconnect at both ends. Disconnect the quick release coupling from the RH cylinder head crankcase vent oil separator. Please follow Workshop Manual (WSM) Procedures in Section 310-00A.

No - The PCV is **NOT** equipped with a quick disconnect at both ends. The tube will need to be replaced. Break the connection at the CAC tube, as the tube and the oil separator are getting replaced.

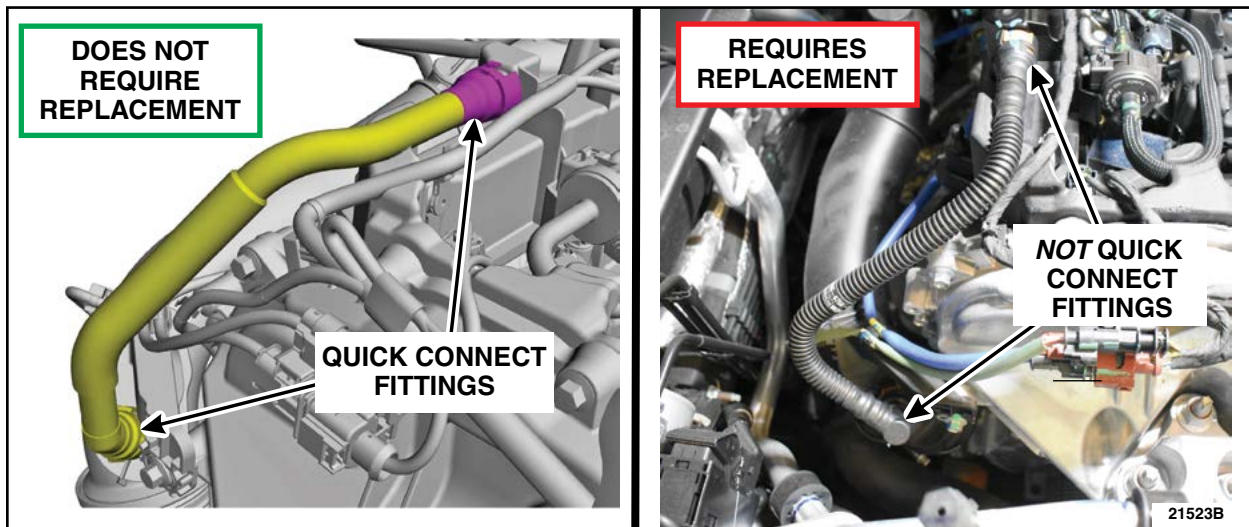


FIGURE 6



7. Disconnect the electrical connectors and detach the push pin retainers as shown in Figures 7,8 and 9. Position aside the wire harness.

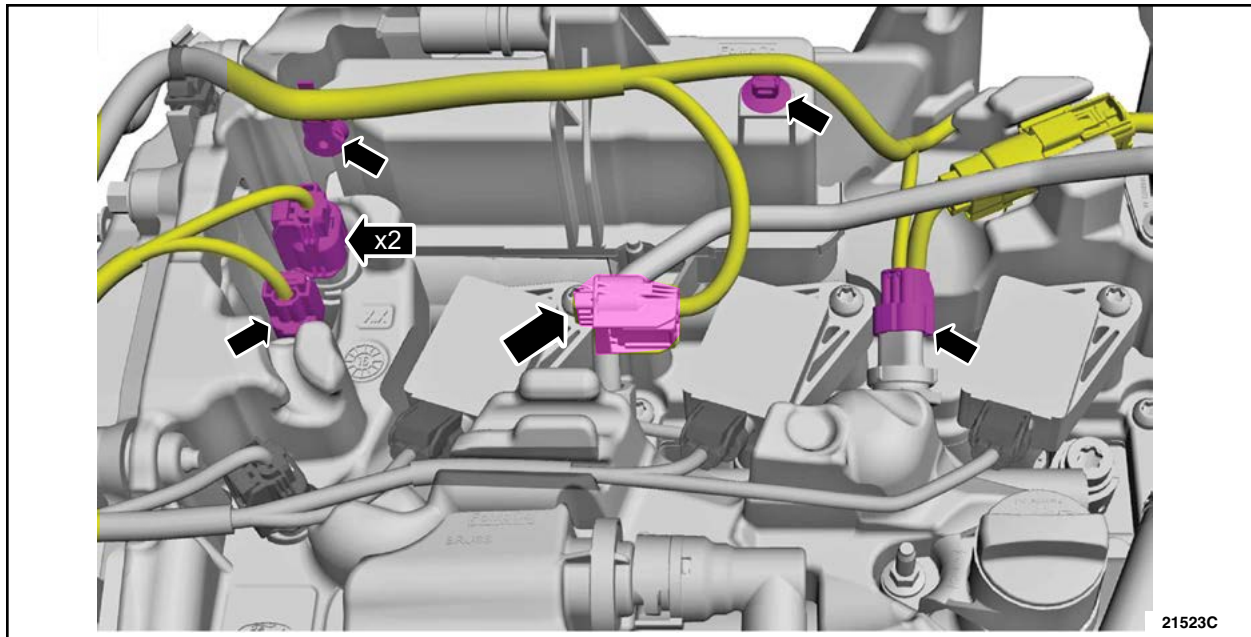


FIGURE 7



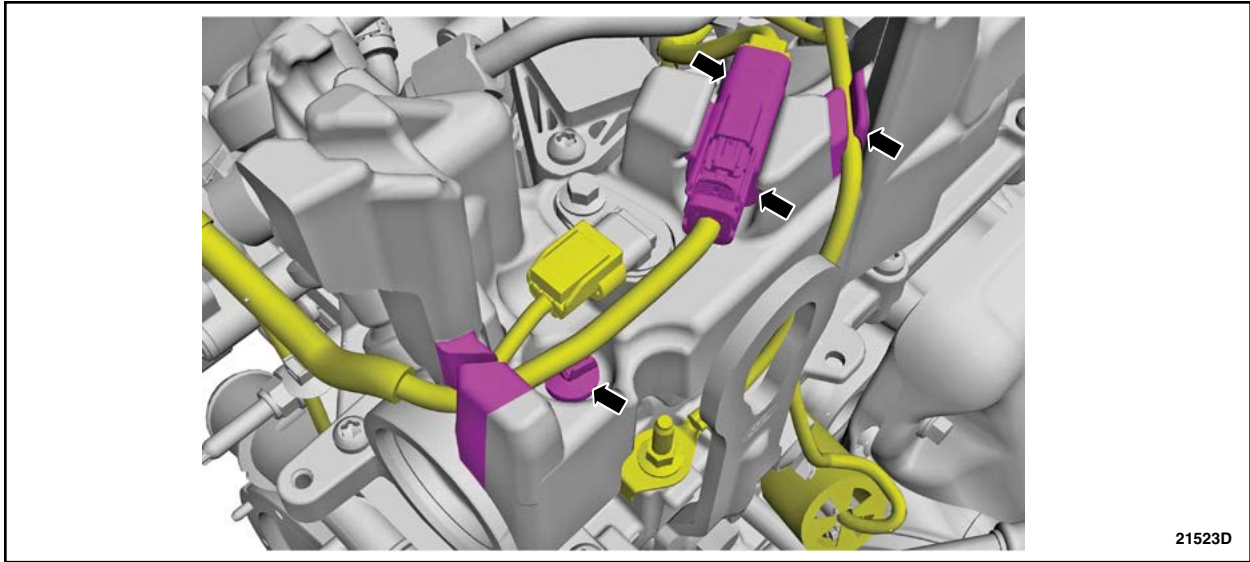


FIGURE 8

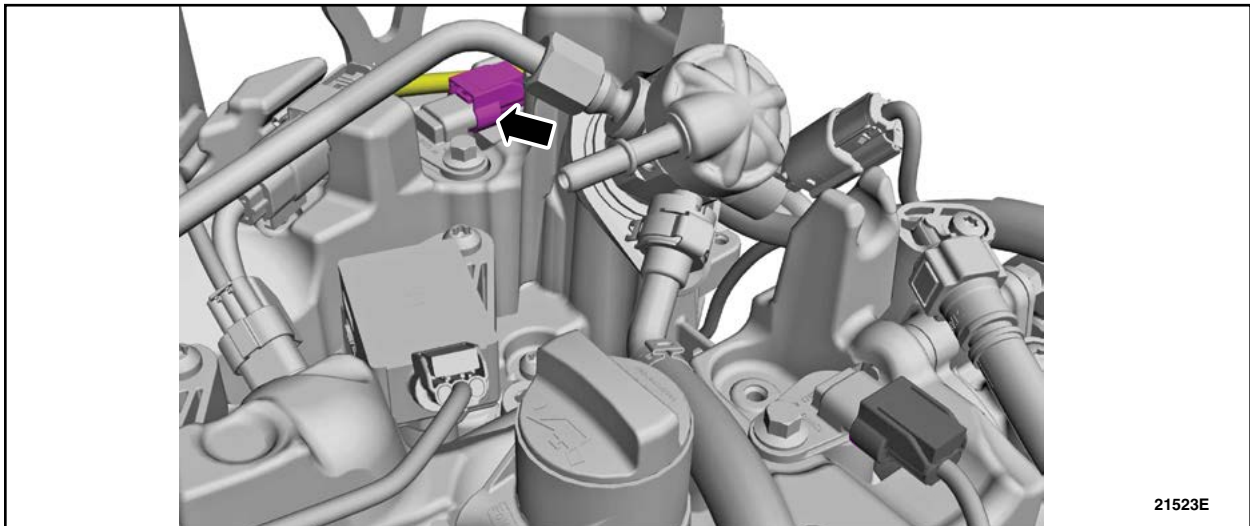


FIGURE 9



8. Position aside the engine insulator. See Figures 10 and 11.

NOTICE: Take extra care not to damage the engine insulator.

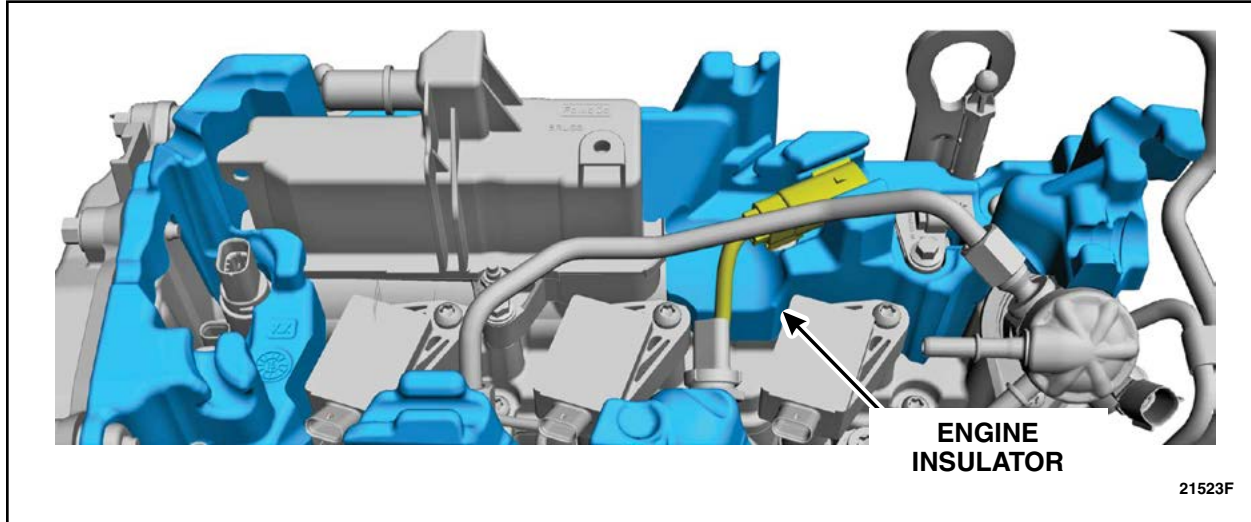


FIGURE 10

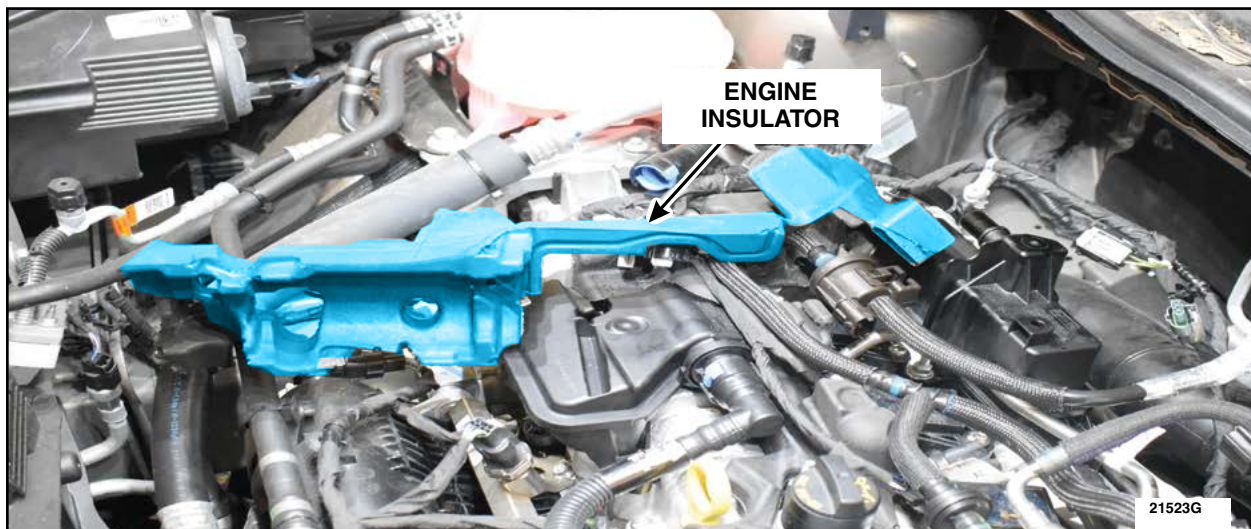


FIGURE 11



9. Remove the RH cylinder head crankcase vent oil separator. See Figure 12.

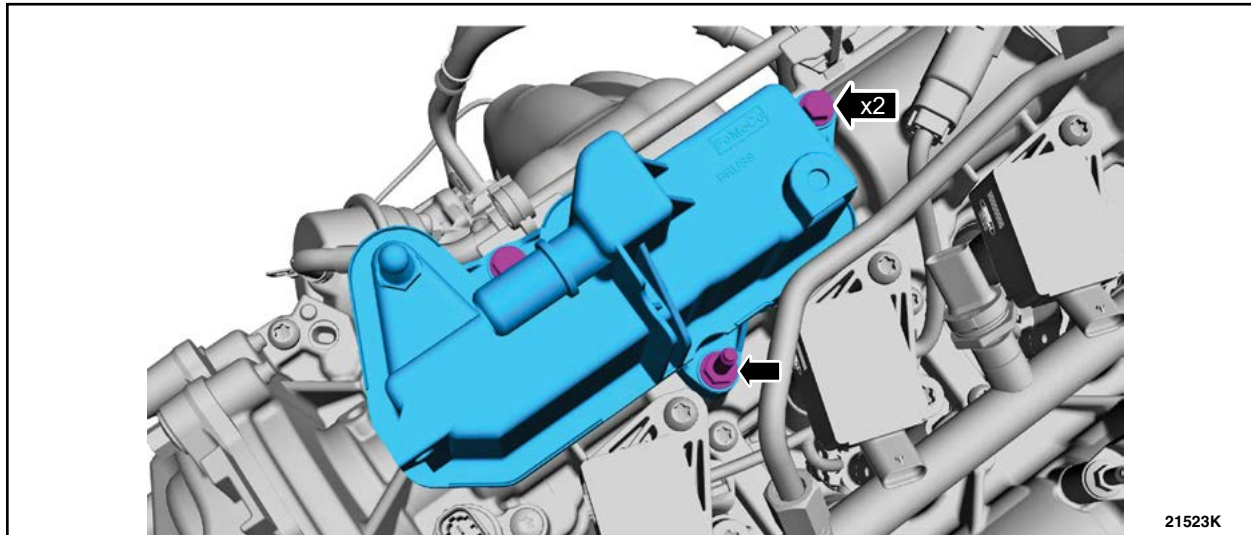


FIGURE 12

10. Install a *new* RH cylinder head crankcase vent oil separator. To install, reverse the removal procedure.

- Torque: 89 lb.in (10 Nm).

11. Reverse the removal procedure to reassemble the vehicle.

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.



Ford Motor Company
Recall Reimbursement Plan for 22S21

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 22S21, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 6, 2022. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.