

**From:** [Vehicle Safety Hotline](#)  
**To:** [NHTSA ODI CED](#); [EVOQ \(NHTSA\)](#)  
**Subject:** FW: 11529585  
**Date:** Thursday, July 20, 2023 8:01:55 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Thursday, June 29, 2023 2:50 PM  
**To:** Vehicle Safety Hotline <[vsh@dot.gov](mailto:vsh@dot.gov)>  
**Subject:** 11529585

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

My 2018 Ford Escape (1.5L EcoBoost engine) has only 33,000 miles. It exhibits the same conditions as in the attached recall related to other Ford vehicles.

Sincerely,

[REDACTED]



David J. Johnson  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

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

August 26, 2022

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

**SUBJECT: Customer Satisfaction Program 22N12**  
 Certain 2015-2018 Model Year Edge, 2019-2020 Fusion and MKZ Vehicles Equipped with a 2.0L EcoBoost Engine and 6F35 Transmission  
 Rattle Noise at the Transmission Bellhousing Area – Flexplate Cracks

**PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the flexplate, transmission fluid pump, and torque converter for:

- 100% coverage – Up to 10 years of service, and 100,000 miles from the warranty start date of the vehicle, whichever occurs first.
- 50% coverage – Up to 10 years of service, and between 100,000 and 120,000 miles from the warranty start date of the vehicle, whichever occurs first.
- If a vehicle has already exceeded either the time or the mileage limits, this no-cost, one-time repair will last through February 28, 2023.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015-2018	Oakville	July 25, 2014 through September 4, 2018
Fusion	2019-2020	Hermosillo	December 8, 2017 through July 31, 2020
MKZ	2019-2020	Hermosillo	December 12, 2017 through July 31, 2020

Affected vehicles are identified in OASIS.

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

In some of the affected vehicles, a cracked flexplate may cause a rattling noise at start up and/or while driving the vehicle. The rattling noise may vary with vehicle operation and is most apparent with transmission in drive at idle speed. Some customers may also feel a powertrain vibration, encounter an inability to start the engine, or experience a loss of motive power while driving.

**SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to inspect the flexplate for cracks using a borescope per the technical instructions. If the flexplate is cracked, the flexplate, transmission fluid pump, and torque converter will be replaced. 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 September 12, 2022 . Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

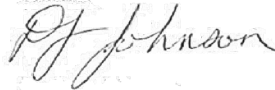
## **ATTACHMENTS**

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,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

**Customer Satisfaction Program 22N12**

Certain 2015-2018 Model Year Edge, 2019-2020 Fusion and MKZ Vehicles  
Equipped with a 2.0L EcoBoost Engine and 6F35 Transmission  
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**OASIS ACTIVATION**

OASIS will be activated on August 26, 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 the date of the Owner Notification Letter. This refund offer expires March 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 a cracked flexplate.

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**RENTAL VEHICLES**

- **PASS INSPECTION:** Vehicles that pass the inspection (flexplate is not cracked) are **NOT** affected and are not approved for rental vehicles. Refer to the 22N12 technical instructions for additional information.
- **FAIL INSPECTION, Parts are available:** Vehicles that fail the inspection (flexplate is cracked) are pre-approved for up to two days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than two rental day(s) is required from the SSSC via the SSSC Web Contact Site.
  - **If Parts are NOT available, contact SSSC for consideration and approval:**
    - ✓ Flexplate, transmission fluid pump, or torque converter is on back-order.
      - An aftermarket torque converter may be purchased if the Ford part number is on back-order.
    - ✓ PARTS ESCALATION PROCESS (Vehicle Off Road) process has been followed and COPIS 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.
- If rental vehicles are needed beyond March 31, 2023, dealers will have to contact SSSC for an extension.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts. Prior approval is required from the SSSC.

**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 EFC08749, 2021 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

**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.

### Customer Satisfaction Program 22N12

Certain 2015-2018 Model Year Edge, 2019-2020 Fusion and MKZ Vehicles  
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Rattle Noise at the Transmission Bellhousing Area – Flexplate Cracks

#### 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 22N12 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 22N12 is the sub code.
    - Customer Concern Code (CCC): P59 = Other Automatic Transmission Troubles
    - Condition Code (CC): 01 = Broken/Cracked
    - Causal Part Number: 6375 = Flywheel Assembly
    - 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.
  - For Long-Term (greater than two days) rental, dealers will need to contact the SSSC for an approval code.
  - Dealers should submit a rental request to the SSSC using FSA Contact Type APPROVAL REQUEST.
  - If submitting a daily rental amount above guidelines, (\$60 per day Ford, \$72 per day Lincoln), please provide evidence of locally higher rates.
  - Use Misc. Expense Code “RENTAL” for the rental expenses.
  - Use sub code 22A04 on the claim.
  - The maximum number of days that can be requested on one RO line is 30 days.
  - Rental extensions beyond the initial 30 day request must be submitted to SSSC for approval.
- **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 EFC08749, 2021 Lincoln Pickup & Delivery Updates for details.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22N12                      - 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.
- **Provision for Misc. Expense:** Can be used for after-market torque converter if part is on back-order.
  - Program Code: 22N12
  - Misc. Expense: OTHER
  - Amount: Actual cost up to \$300.00

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**LABOR ALLOWANCES**

If an aftermarket torque converter is installed, an interim labor operation is available should the aftermarket torque converter need to be replaced at a future date, for any reason.

<b>Vehicles</b>	<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
2015-2018 Edge AWD/FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Pass Flex Plate is not cracked</b>	22N12B	1.3 Hours
2015-2018 Edge AWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12C	10.5 Hours
2015-2018 Edge AWD	<u>Aftermarket converter</u> - Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12CC (does not close recall)	10.5 Hours
2015-2018 Edge FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12D	9.3 Hours
2015-2018 Edge FWD	<u>Aftermarket converter</u> - Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12DD (does not close recall)	9.3 Hours
2019-2020 MKZ AWD/FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Pass Flex Plate is not cracked</b>	22N12E	1.9 Hours
2019-2020 MKZ AWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12F	11.8 Hours

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**LABOR ALLOWANCES (continued)**

2019-2020 MKZ AWD	<u>Aftermarket converter</u> - Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12FF (does not close recall)	11.8 Hours
2019-2020 MKZ FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12G	10.1 Hours
2019-2020 MKZ FWD	<u>Aftermarket converter</u> - Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12GG (does not close recall)	10.1 Hours
2019-2020 Fusion AWD/FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Pass Flex Plate is not cracked</b>	22N12H	1.9 Hours
2019-2020 Fusion AWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12J	11.7 Hours
2019-2020 Fusion AWD	<u>Aftermarket converter</u> - Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12JJ (does not close recall)	11.7 Hours
2019-2020 Fusion FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12K	9.9 Hours
2019-2020 Fusion FWD	<u>Aftermarket converter</u> - Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – <b>Flex plate is cracked</b> Transmission R&I/repair and flex plate replace only	22N12KK (does not close recall)	9.9 Hours
All Vehicles <b>without lane departure</b>	Correct front toe (Cannot be claimed with 22N12B, 22N12E, and 22N12H)	22N12L	0.6 Hours
All Vehicles <b>with lane departure</b>	Correct front toe (Cannot be claimed with 22N12B, 22N12E, and 22N12H)	22N12M	0.8 Hours
All	Time allowed to submit photos of cracked flexplate (does not close recall)	22N12ZZ	0.2 Hours

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**PARTS REQUIREMENTS / ORDERING INFORMATION**

**SSSC Web Contact Site:**

Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles, which are customer-owned vehicles currently in the dealership.

- To place an order for the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site - three or more photos are required:
  - Door label with VIN
  - Odometer showing mileage of vehicle
  - Review the technical instructions and provide photos as requested for a **cracked flexplate**.
- All three parts should be ordered if the flexplate is cracked. If the torque converter is on back-order, an after-market torque converter may be used.
- If the flexplate is not cracked, none of the three parts will be replaced.

Vehicles	Part Number	Description	Order Quantity	Claim Quantity
All	1S7Z-6375-D	Flexplate	1	1
All	9L8Z-7A103-J	Transmission Fluid Pump	1	1
All	DG9Z-7902-H - Or - OSP	Torque Converter NOTE: if DG9Z-7902-H is on back-order an after-market torque converter may be used for this repair – claim as misc. other	1 or OSP claim as misc. other	1 or OSP claim as misc. other

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:**

**Vehicle Line Specific Parts:**

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
MKZ	W717071-S450	Transmission Support Insulator Studs (MKZ) Pack of 4, 4 required	1	4
Edge	W718507-S439	Transmission Support Insulator Bolts (Edge) Pack of 4, 1 required	1	1
MKZ	W714878-S439	Steering Column Shaft Coupler Bolt (MKZ) Pack of 4, 1 required	1	1
Edge	W520205-S440	Transmission Support Insulator Nuts (Edge) Pack of 4, 4 required	1	4
MKZ	W520214-S440	Ball Joint Pinch Bolt Nuts (MKZ) Pack of 2, 2 required	1	2
MKZ	CCPZ-3B477-C	RH Halfshaft Nut (MKZ) Pack of 1, 1 required	1	1

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

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**AWD Only Parts:**

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
AWD	5F9Z-4682-AA	Driveshaft to PTU Bolts Pack of 3, 3 required	3	3
AWD	9L8Z-1177-C	RH Halfshaft Seal (4WD) - Pack of 1	1	1
AWD	CN1Z-7H424-B	Intermediate Shaft Seal – Pack of 1	1	1
AWD	CV6Z-7086-B	PTU Compression Seal – Pack of 1	1	1
AWD	CV6Z-9450-E	Tailpipe Gasket – Pack of 1	1	1
AWD	EJ7Z-6L612-A	Catalytic Converter-To-Turbocharger Gasket (Built On 5-Apr-2016 & Through 31-Jul-2020) Pack of 1	1	1
AWD	W520103-S442	Tailpipe Nuts Pack of 4, 2 required	1	2
AWD	W714265-S442	Catalytic Converter-To-Turbocharger Nuts (Built On 5-Apr-2016 And Through 31-Jul-2020) – Pack of 4, 2 required	1	2
AWD	W718250-S439	Upper And Lower PTU Bolts (Built On 9-Jun-2015 & Through 31-Jul-2020) Pack of 5, 5 required	1	5

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

**If Needed Parts:**

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
All	1S7Z-6A321-B	Rear main seal – Pack of 1, 1 if required	As Required	As Required
All	W716841-S900	Dowel Pins – Pack of 4, 2 if required	As Required	As Required
All	FB5Z-6840-A	Oil Filter Adapter Gasket – Pack of 1	As Required	As Required
All	5L7Z-7J324-A	Transmission Fluid Cooler Line Ring – Pack of 2, 2 if required	As Required	As Required
All	5L7Z-7D285-A	Transmission Fluid Cooler Line Seals – Pack of 2, 2 if required	As Required	As Required
All	9L8Z-7F213-A	Turbine Shaft – Pack of 1	As Required	As Required

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

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**Required for all vehicles:**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
W500545-S439	Ball Joint Pinch Bolt – Pack of 4, 2 required	1	2
W712146-S437	Cooler Line Bolt – Pack of 4, 1 required	1	1
W716200-S437	Cooler Line Bolt Stud – Pack of 4, 1 required	1	1
BE8Z-6731-AB	Engine Oil Filter – Pack of 1, 1 required	1	1
W520102-S442	Halfshaft Bracket Nuts – Pack of 4, 2 required	1	2
BB5Z-4B422-C	LH Halfshaft Circlip – Pack of 1, 1 required	1	1
CCPZ-3B477-B	RH Halfshaft Nut – Pack of 1, 1 required	1	1
BB5Z-1S177-C	RH Halfshaft Seal – Pack of 1, 1 required	1	1
DG9Z-7G273-B	RH Halfshaft Washer – Pack of 1, 1 required	1	1
W520215-S440	Tie Rod End Nuts – Pack of 4, 2 required	1	2
W715618-S437	Torque Converter Nuts – Pack of 4, 4 required	1	4
BB5Z-7A098-E	Transmission Fluid Filter – Pack of 1, 1 required	1	1
W520214-S442	Ball Joint Pinch Bolt Nuts – Pack of 1, 2 required	2	2
9L8Z-7A248-C	Clutch Feed Seal (Large) – Pack of 1, 1 required	1	1
9L8Z-7A248-B	Clutch Feed Seals (Small) – Pack of 1, 4 required	4	4
1L5Z-6379-AA	Flexplate Bolts – Pack of 4, 6 required	2	6
4S4Z-3N324-AA	Halfshaft Bracket – Pack of 1	1	1
9L8Z-1177-G	LH Halfshaft Seal- Pack of 1	1	1
XL-2	Motorcraft High Temperature Nickel Anti-Seize Lubricant 8 Oz.	1	0.13
XT-10-QLV	Motorcraft Mercon LV Automatic Transmission Fluid (12 Quarts per repair, 12 bottles per case)	1	12
ZC-31-B	Motorcraft Metal Surface Prep Wipes	1	0.13
XL-5-A	Motorcraft Multi-Purpose Grease Spray	1	0.13
XO-5W30-Q1SP	Motorcraft SAE 5W30 Synthetic Blend Motor Oil (1 quart per repair)	1	1
TA-26	Motorcraft Threadlock 262	1	0.13
TA-25-B	Motorcraft Threadlock And Sealer	1	0.13
TA-29	Motorcraft Ultra Silicone Sealant (1 tube per repair, 1 tube repairs two vehicles)	1	0.50
W716457-S439	Rearward And Forward Front Subframe Bolts – Pack of 4, 4 required	1	4
W705606-S440	Stabilizer Bar Link Lower Nuts – Pack of 1	1	2
W712961-S450B	Steering Column Shaft Coupler Bolt – Pack of 1	1	1

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 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 2015-2018 MODEL YEAR EDGE, 2019-2020 FUSION AND MKZ VEHICLES EQUIPPED WITH A 2.0L ECOBOOST ENGINE AND 6F35 TRANSMISSION RATTLE NOISE AT THE TRANSMISSION BELLHOUSING AREA — FLEXPLATE CRACKS

### SERVICE PROCEDURE

**NOTE:** It will be required to obtain photo submission approval by the Special Service Support Center (SSSC) before completing this procedure.

1. With an additional technician inside of the vehicle, position the vehicle on a hoist. Please follow Workshop Manual (WSM) Procedures in Section 100-00.
2. Start the vehicle.
3. Does the vehicle exhibit a rattle noise that has been isolated to the bellhousing?
  - Rattle noise will be most noticeable on initial engine start up. A few engine start up attempts may be needed.
  - The use of Chassis Ears (Rotunda part number JSP06600, or equivalent), may aid in narrowing down the noise to the bellhousing. Chassis ears should be placed on the transmission near the bellhousing, or the stud on the starter closest to the bellhousing. See Figure 1.
  - <https://rotunda.service-solutions.com/en-US/Pages/ItemDetail.aspx?SKU=JSP06600>

Yes - Proceed to Step 4.

No - This article does not apply. Refer to WSM, Section 100-01 for further diagnostics.

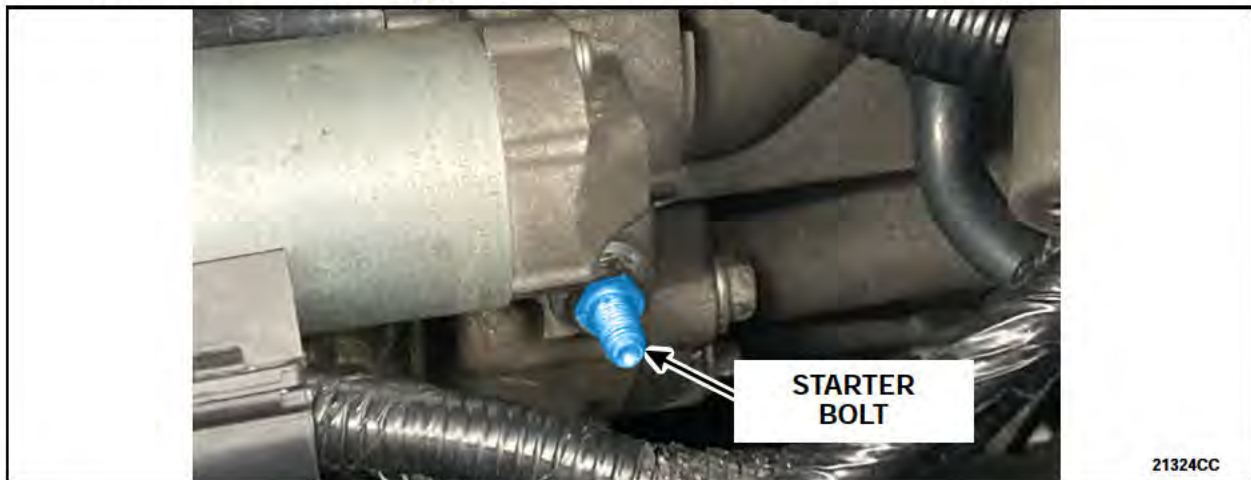


FIGURE 1



4. Check for Diagnostic Trouble Codes (DTC's) that may be causing the rattle noise. Are there any DTC's present that could be related to a rattle noise?

Yes - This article does not apply. Refer to WSM, Section 100-01 for further diagnostics.  
No - Proceed to Step 5.

5. Inspect the vehicle for possible loose or broken components near the engine or transmission that could be causing the rattle noise. Are there any loose or broken components?

Yes - This article does not apply. Refer to WSM, Section 100-01 for further diagnostics.  
No - Proceed to Step 6.

### **Flexplate Borescope Inspection**

6. Remove the starter motor. Please follow WSM procedures in section 303-06.
7. Placing a borescope between the engine block and flexplate, inspect the flexplate for cracks near the crankshaft. Are there any cracks present in the flexplate? See Figures 2 through 5.

**NOTE:** It may be necessary to rotate the engine crank to find the cracks in the flexplate.

No - Flexplate is NOT cracked. Reinstall the starter motor. Please follow WSM procedures in section 303-06. No further action is necessary, the recall is complete.  
Yes - Take a picture of the suspect flexplate and submit the picture to the SSSC for further review, and repair direction if necessary.  
Proceed to Step 8 **ONLY AFTER APPROVAL** has been given by the SSSC.

• If approval was not granted by the SSSC, reinstall the starter motor. Please follow WSM procedures in section 303-06. No further action is necessary, the recall is complete.

**NOTE:** Photos taken for SSSC submission need to have proper lighting and be clear to allow decision for parts replacement. Photos that are blurry or that are too dark may be rejected.

**NOTE:** Photos may be taken with a borescope or a cell phone as required.



**FIGURE 2**



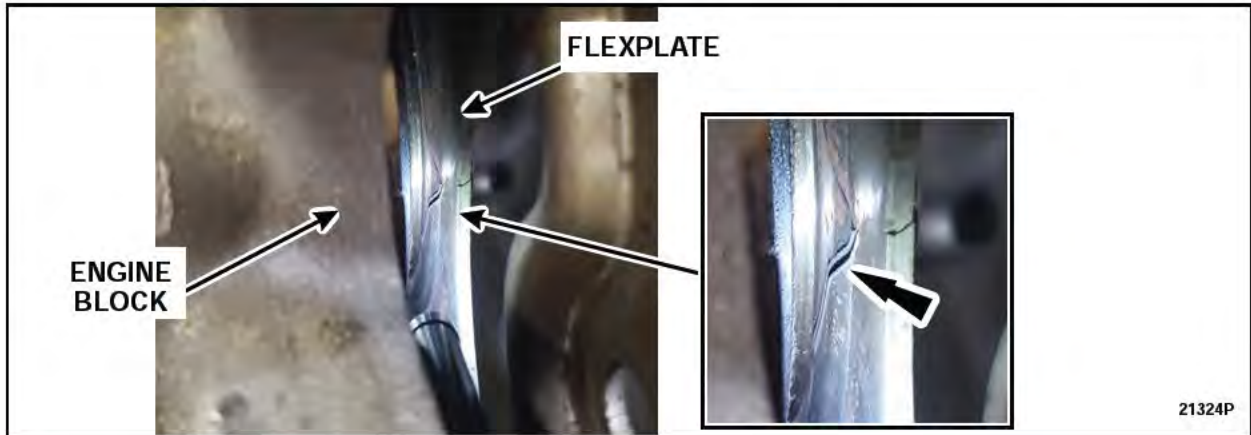


FIGURE 3



FIGURE 4



FIGURE 5



### Flexplate Replacement

8. Once approval has been given by the SSSC, remove the transmission and inspect the engine block mounting face for the presence of dowel pins. If the dowel pins are not present in the engine block, inspect the transmission for the dowel pins. If the dowel pins are present in the transmission, remove the dowel pins and reinstall into the engine block prior to transmission installation. Refer to WSM, Section 307-01A.
9. Replace the torque converter, flexplate, flexplate bolts, and transmission front pump. Refer to WSM, Section 307-01A for torque converter and transmission front pump replacement and Section 303-01A for flexplate and flexplate bolt replacement. If dowel pins are damaged or missing, replace as needed.
10. Inspect for damage on the crankshaft pilot bore. Is there damage? See Figure 6.

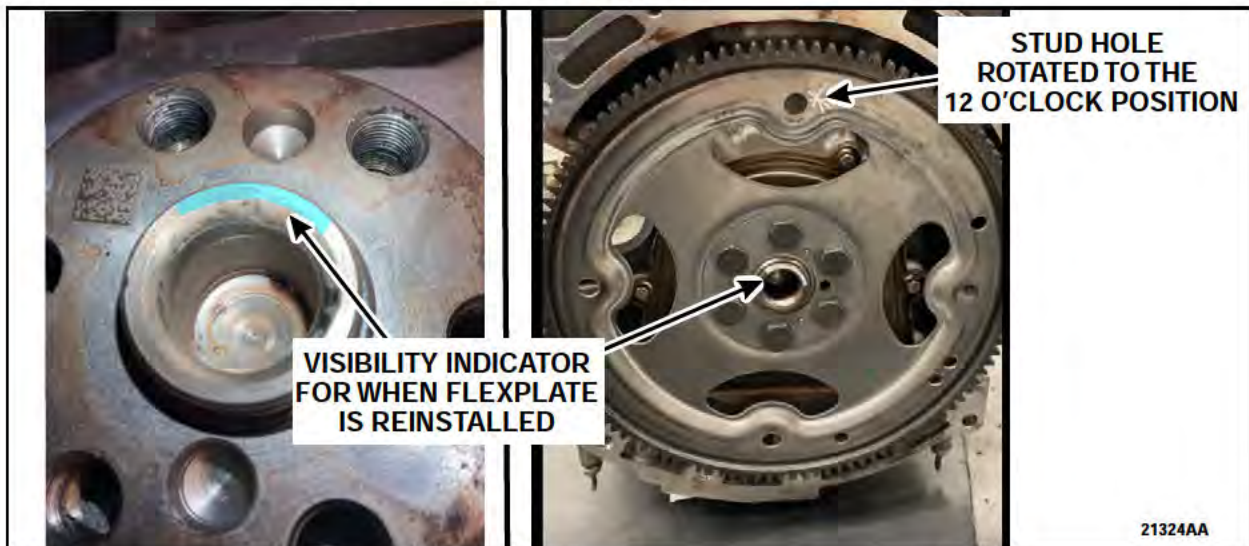
Yes - Rotate the stud hole nearest to the 12 O'Clock upright position so that the damaged part of the crankshaft pilot bore is at the 12 O'Clock position. This is important to ensure minimal imbalance. Proceed to step 11. See Figure 7.

No - Proceed to Step 12.

**NOTE:** The flexplate can be installed in multiple positions.



**FIGURE 6**



**FIGURE 7**



11. Locate the balance mark on the torque converter, and rotate the stud nearest to the 12 O'Clock Position.

**NOTE:** The balance mark indicates the heavy side of the torque converter.

12. Install the transmission. Please follow WSM procedures in Section 307-01A.

**NOTE:** When tightening the torque converter nuts, rotate the nearest stud the minimal amount to the window and install nut. See Figure 8.

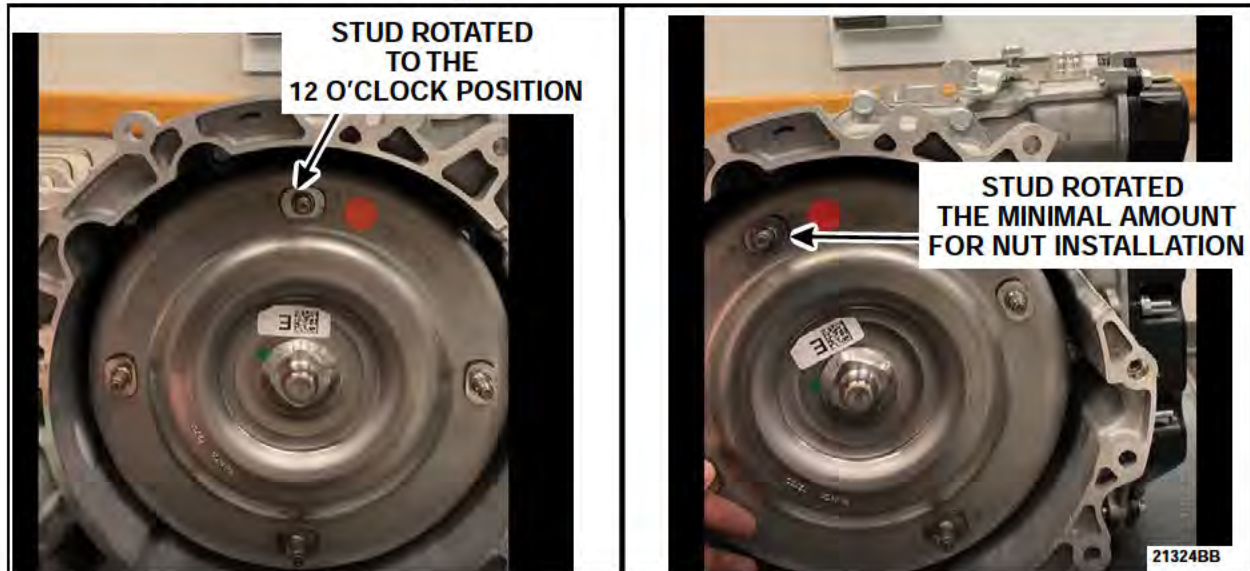


FIGURE 8





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

Customer Satisfaction Program 22N12

September 2022

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?**

The flexplate (a component attached to the front of the transmission that interfaces with the starter motor) on your vehicle may be cracked. We are pleased to let you know that Ford Motor Company is providing a one-time repair to address this issue.

**What is the effect?**

If your flexplate is cracked, you may experience a rattling noise at vehicle start up and/or while driving the vehicle. The rattling noise may vary with vehicle operation and is most apparent with transmission in drive at idle speed. You may also feel a powertrain vibration, encounter an inability to start the engine, or experience a loss of motive power while driving.

This one-time repair of the flexplate is available with the following coverage:

- 100% coverage – Up to 10 years of service, and 100,000 miles from the warranty start date of the vehicle, whichever occurs first.
- 50% coverage – Up to 10 years of service, and between 100,000 and 120,000 miles from the warranty start date of the vehicle, whichever occurs first.
- If your vehicle has already exceeded either the time or the mileage limits listed above, this no-cost, one-time repair will last through February 28, 2023.

**What will Ford and your dealer do?**

If your vehicle's flexplate requires replacement due to a crack and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the flexplate, transmission fluid pump, and torque converter free of charge (parts and labor). This is a one-time repair program.

**How long will it take?** If the component mentioned above requires replacement, the time needed for this repair is less than two days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. 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 you have a rattling noise at start up and/or while driving the vehicle. Please keep this letter as a reminder of the one-time repair offer for your cracked flexplate. If the flexplate is cracked and requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 22N12. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [ford.com/support](https://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.

**Do you need a rental vehicle?** If your dealer determines that the flexplate is cracked 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 paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **March 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 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](https://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](https://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



L I N C O L N

Lincoln  
P. O. Box 1904  
Dearborn, Michigan 48121

Customer Satisfaction Program 22N12

September 2022

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?**

The flexplate (a component attached to the front of the transmission that interfaces with the starter motor) on your vehicle may be cracked. We are pleased to let you know that Lincoln is providing a one-time repair to address this issue.

**What is the effect?**

If your flexplate is cracked, you may experience a rattling noise at vehicle start up and/or while driving the vehicle. The rattling noise may vary with vehicle operation and is most apparent with transmission in drive at idle speed. You may also feel a powertrain vibration, encounter an inability to start the engine, or experience a loss of motive power while driving.

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If your vehicle's flexplate requires replacement due to a crack and your vehicle is within the indicated time/mileage limitations, Lincoln has authorized your dealer to replace the flexplate, transmission fluid pump, and torque converter free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the component mentioned above requires replacement, the time needed for this repair is less than two days. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to

performing this repair. 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 retailer for this repair unless you have a rattling noise at start up and/or while driving the vehicle. Please keep this letter as a reminder of the one-time repair offer for your cracked flexplate. If the flexplate is cracked and requires replacement, and your vehicle is within the indicated time/mileage limitations, and your vehicle is within the indicated time/mileage limitations, contact your retailer to schedule a service appointment. Provide the retailer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 22N12. The VIN is printed near your name at the beginning of this letter. Your retailer will replace the part at no charge.

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://www.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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Lincoln