

OASIS MESSAGES

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In responding to this information request, Ford searched Global OASIS for active, inactive, and superseded TSB titles and SSMs using the following search criteria:

Subject Vehicle: **2022 – 2023 Bronco Sport and 2022 Escape vehicles** manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: Through April 25, 2024 (the date of this inquiry)

OASIS Service Code(s):

Full Code	Full GCSC Description
227D30	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, Flashes
227D32	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, Inaccurate
227D38	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, Inoperative
227D68	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, Stays On
227D00	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, UNKNOWN

227L30	Driver Aid & Information, Warning Indicators/Messages/Chimes, Low fuel , Flashes
227L38	Driver Aid & Information, Warning Indicators/Messages/Chimes, Low fuel , Inoperative
227L68	Driver Aid & Information, Warning Indicators/Messages/Chimes, Low fuel , Stays On
227L00	Driver Aid & Information, Warning Indicators/Messages/Chimes, Low fuel , UNKNOWN
228936	Driver Aid & Information, Instrumentation/Display, Fuel, Inaccurate
228938	Driver Aid & Information, Instrumentation/Display, Fuel, Inoperative
228900	Driver Aid & Information, Instrumentation/Display, Fuel, UNKNOWN
441384	Start/Run/Move, Running , Smoke From Exhaust, Blue
441385	Start/Run/Move, Running , Smoke From Exhaust, White
441386	Start/Run/Move, Running , Smoke From Exhaust, Black
441300	Start/Run/Move, Running , Smoke From Exhaust, UNKNOWN
444136	Start/Run/Move, Dipstick, Engine Oil, Inaccurate
446587	Start/Run/Move, Fluids, Fuel, Visible Leak
447202	Start/Run/Move, Odor , Fuel, Always
447239	Start/Run/Move, Odor , Fuel, Intermittent
447200	Start/Run/Move, Odor , Fuel, UNKNOWN
887103	Safe & Secure, Burnt/Melted, Underhood, Appearance
887100	Safe & Secure, Burnt/Melted, Underhood, UNKNOWN
887203	Safe & Secure, Burnt/Melted, Passenger Area, Appearance
887200	Safe & Secure, Burnt/Melted, Passenger Area, UNKNOWN
887303	Safe & Secure, Burnt/Melted, Cargo/Bed Area, Appearance
887300	Safe & Secure, Burnt/Melted, Cargo/Bed Area, UNKNOWN
887403	Safe & Secure, Burnt/Melted, Under Vehicle, Appearance
887400	Safe & Secure, Burnt/Melted, Under Vehicle, UNKNOWN
887503	Safe & Secure, Burnt/Melted, Exhaust, Appearance
887500	Safe & Secure, Burnt/Melted, Exhaust, UNKNOWN
887603	Safe & Secure, Burnt/Melted, Instrument Panel, Appearance
887600	Safe & Secure, Burnt/Melted, Instrument Panel, UNKNOWN
887000	Safe & Secure, Burnt/Melted, UNKNOWN, UNKNOWN
887200	Safe & Secure, Burnt/Melted, Not Listed, UNKNOWN
888103	Safe & Secure, Visible Flame, Underhood, Appearance
888100	Safe & Secure, Visible Flame, Underhood, UNKNOWN
888203	Safe & Secure, Visible Flame, Passenger Area, Appearance

888200	Safe & Secure, Visible Flame, Passenger Area, UNKNOWN
888303	Safe & Secure, Visible Flame, Cargo/Bed Area, Appearance
888300	Safe & Secure, Visible Flame, Cargo/Bed Area, UNKNOWN
888403	Safe & Secure, Visible Flame, Under Vehicle, Appearance
888400	Safe & Secure, Visible Flame, Under Vehicle, UNKNOWN
888503	Safe & Secure, Visible Flame, Exhaust, Appearance
888500	Safe & Secure, Visible Flame, Exhaust, UNKNOWN
888603	Safe & Secure, Visible Flame, Instrument Panel, Appearance
888600	Safe & Secure, Visible Flame, Instrument Panel, UNKNOWN
888000	Safe & Secure, Visible Flame, UNKNOWN, UNKNOWN
888200	Safe & Secure, Visible Flame, Not Listed, UNKNOWN
889112	Safe & Secure, Smoke/Odor, Underhood, Cold
889134	Safe & Secure, Smoke/Odor, Underhood, Hot
889139	Safe & Secure, Smoke/Odor, Underhood, Intermittent
889100	Safe & Secure, Smoke/Odor, Underhood, UNKNOWN
889212	Safe & Secure, Smoke/Odor, Passenger Area, Cold
889234	Safe & Secure, Smoke/Odor, Passenger Area, Hot
889239	Safe & Secure, Smoke/Odor, Passenger Area, Intermittent
889200	Safe & Secure, Smoke/Odor, Passenger Area, UNKNOWN
889312	Safe & Secure, Smoke/Odor, Cargo/Bed Area, Cold
889334	Safe & Secure, Smoke/Odor, Cargo/Bed Area, Hot
889339	Safe & Secure, Smoke/Odor, Cargo/Bed Area, Intermittent
889300	Safe & Secure, Smoke/Odor, Cargo/Bed Area, UNKNOWN
889412	Safe & Secure, Smoke/Odor, Under Vehicle, Cold
889434	Safe & Secure, Smoke/Odor, Under Vehicle, Hot
889439	Safe & Secure, Smoke/Odor, Under Vehicle, Intermittent
889400	Safe & Secure, Smoke/Odor, Under Vehicle, UNKNOWN
889512	Safe & Secure, Smoke/Odor, Exhaust, Cold
889534	Safe & Secure, Smoke/Odor, Exhaust, Hot
889539	Safe & Secure, Smoke/Odor, Exhaust, Intermittent
889500	Safe & Secure, Smoke/Odor, Exhaust, UNKNOWN
889612	Safe & Secure, Smoke/Odor, Instrument Panel, Cold
889634	Safe & Secure, Smoke/Odor, Instrument Panel, Hot
889639	Safe & Secure, Smoke/Odor, Instrument Panel, Intermittent
889600	Safe & Secure, Smoke/Odor, Instrument Panel, UNKNOWN
889000	Safe & Secure, Smoke/Odor, UNKNOWN, UNKNOWN
889200	Safe & Secure, Smoke/Odor, Not Listed, UNKNOWN

OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

INTERNAL SERVICE MESSAGES

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

Subject Vehicle: **2022 – 2023 Bronco Sport and 2022 Escape vehicles** manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: Through April 25, 2024 (the date of this inquiry)

CQIS Symptom Code(s):

Full Code	Full GCSC Description
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227D32	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, Inaccurate
227D38	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, Inoperative
227D68	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, Stays On

227D00	Driver Aid & Information, Warning Indicators/Messages/Chimes, Distance to Empty/Average Fuel Econ, UNKNOWN
227L30	Driver Aid & Information, Warning Indicators/Messages/Chimes, Low fuel , Flashes
227L38	Driver Aid & Information, Warning Indicators/Messages/Chimes, Low fuel , Inoperative
227L68	Driver Aid & Information, Warning Indicators/Messages/Chimes, Low fuel , Stays On
227L00	Driver Aid & Information, Warning Indicators/Messages/Chimes, Low fuel , UNKNOWN
228936	Driver Aid & Information, Instrumentation/Display, Fuel, Inaccurate
228938	Driver Aid & Information, Instrumentation/Display, Fuel, Inoperative
228900	Driver Aid & Information, Instrumentation/Display, Fuel, UNKNOWN
441384	Start/Run/Move, Running , Smoke From Exhaust, Blue
441385	Start/Run/Move, Running , Smoke From Exhaust, White
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441300	Start/Run/Move, Running , Smoke From Exhaust, UNKNOWN
444136	Start/Run/Move, Dipstick, Engine Oil, Inaccurate
446587	Start/Run/Move, Fluids, Fuel, Visible Leak
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887103	Safe & Secure, Burnt/Melted, Underhood, Appearance
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887300	Safe & Secure, Burnt/Melted, Cargo/Bed Area, UNKNOWN
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887603	Safe & Secure, Burnt/Melted, Instrument Panel, Appearance
887600	Safe & Secure, Burnt/Melted, Instrument Panel, UNKNOWN
887000	Safe & Secure, Burnt/Melted, UNKNOWN, UNKNOWN
887200	Safe & Secure, Burnt/Melted, Not Listed, UNKNOWN

888103	Safe & Secure, Visible Flame, Underhood, Appearance
888100	Safe & Secure, Visible Flame, Underhood, UNKNOWN
888203	Safe & Secure, Visible Flame, Passenger Area, Appearance
888200	Safe & Secure, Visible Flame, Passenger Area, UNKNOWN
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888300	Safe & Secure, Visible Flame, Cargo/Bed Area, UNKNOWN
888403	Safe & Secure, Visible Flame, Under Vehicle, Appearance
888400	Safe & Secure, Visible Flame, Under Vehicle, UNKNOWN
888503	Safe & Secure, Visible Flame, Exhaust, Appearance
888500	Safe & Secure, Visible Flame, Exhaust, UNKNOWN
888603	Safe & Secure, Visible Flame, Instrument Panel, Appearance
888600	Safe & Secure, Visible Flame, Instrument Panel, UNKNOWN
888000	Safe & Secure, Visible Flame, UNKNOWN, UNKNOWN
888Z00	Safe & Secure, Visible Flame, Not Listed, UNKNOWN
889112	Safe & Secure, Smoke/Odor, Underhood, Cold
889134	Safe & Secure, Smoke/Odor, Underhood, Hot
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889100	Safe & Secure, Smoke/Odor, Underhood, UNKNOWN
889212	Safe & Secure, Smoke/Odor, Passenger Area, Cold
889234	Safe & Secure, Smoke/Odor, Passenger Area, Hot
889239	Safe & Secure, Smoke/Odor, Passenger Area, Intermittent
889200	Safe & Secure, Smoke/Odor, Passenger Area, UNKNOWN
889312	Safe & Secure, Smoke/Odor, Cargo/Bed Area, Cold
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889300	Safe & Secure, Smoke/Odor, Cargo/Bed Area, UNKNOWN
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889400	Safe & Secure, Smoke/Odor, Under Vehicle, UNKNOWN
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889500	Safe & Secure, Smoke/Odor, Exhaust, UNKNOWN
889612	Safe & Secure, Smoke/Odor, Instrument Panel, Cold
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889600	Safe & Secure, Smoke/Odor, Instrument Panel, UNKNOWN
889000	Safe & Secure, Smoke/Odor, UNKNOWN, UNKNOWN
889Z00	Safe & Secure, Smoke/Odor, Not Listed, UNKNOWN

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

FIELD REVIEW COMMITTEE

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.