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Ford Motor Company  
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February 17, 2022

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 22S08**

Certain 2021-2022 Model Year Econoline Vehicles Equipped with Dual Rear Wheels  
Hydroboost or Hydromax® Power Steering Pressure Line Inspection

**AFFECTED VEHICLES**

| Vehicle   | Model Year | Assembly Plant | Build Dates                        |
|-----------|------------|----------------|------------------------------------|
| Econoline | 2021-2022  | Ohio Assembly  | May 11, 2019 through June 17, 2021 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the power steering pressure line may be inadequately connected to the brake Hydroboost unit, which may result in a leak or sudden loss of power steering fluid. Sudden loss of power steering fluid may result in a loss of power steering assist, requiring increased steering effort, and loss of power brake assist, requiring increased force on the pedal to brake, potentially resulting in increased stopping distance. A sudden loss of power steering assist and power brake assist increases the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the power steering pressure line at the quick-connect fitting. If the connection fails the inspection described in Attachment III, the power steering lines will be replaced. 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 March 7, 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.**

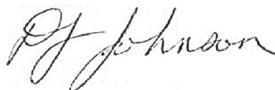
**ATTACHMENTS**

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

A handwritten signature in black ink, appearing to read "D.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

David J. Johnson

## NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S08

Certain 2021-2022 Model Year Econoline Stripped and Cutaway Chassis Vehicles  
Power Steering Pressure Line Inspection

### **OASIS ACTIVATION**

OASIS will be activated on February 17, 2022.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 17, 2022. Owner names and addresses will be available by March 25, 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 vehicles.
- 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.
- 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 leaking power steering quick-connect fitting requiring replacement.

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**RENTAL VEHICLES**

Dealers are pre-approved for up to one day for a 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 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 22S08 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22S08
  - 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 power steering connection - PASS   | 22S08A          | 0.3 Hours       |
| Inspect power steering connection – FAIL<br>Replace power steering line and jumper line.                                 | 22S08B          | 0.9 Hours       |
| Extra time to clean under hood for lines that are disconnected.<br>(only claim with 22S08B if fluid cleanup is required) | MT22S08C        | Up to 0.5 hours |

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

To place an order for LC2Z- 3A717-D, LC2Z-3A717-C or 4C2Z-3A719-B, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

| Part Number   | Description   | Order Quantity  | Claim Quantity |
|---------------|---|-----------------|----------------|
| LC2Z- 3A717-D | Power Steering Pressure Hose (Stripped chassis)         | 1*              | 1              |
| LC2Z-3A717-C  | Power Steering Pressure Hose (Cutaway chassis)          |                 |                |
| 4C2Z-3A719-B  | Power Steering Jumper Line (Stripped and Cutaway)       | 1*              | 1              |
| XT-10-QLVC    | Transmission Fluid (up to 1 quart required for top off) | Up to one quart |                |

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 12% of the power steering pressure to jumper line connections are expected to need 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 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 2021-2022 MODEL YEAR ECONOLINE VEHICLES EQUIPPED WITH DUAL REAR WHEELS — HYDROBOOST OR HYDROMAX® PRESSURE LINE INSPECTION

### SERVICE PROCEDURE

1. Locate the power steering pump to Hydromax pressure line and inspect if the line is a newer design or original design. Note which Hydromax pressure line is equipped and then proceed to Step 2. See Figures 1a and 1b.

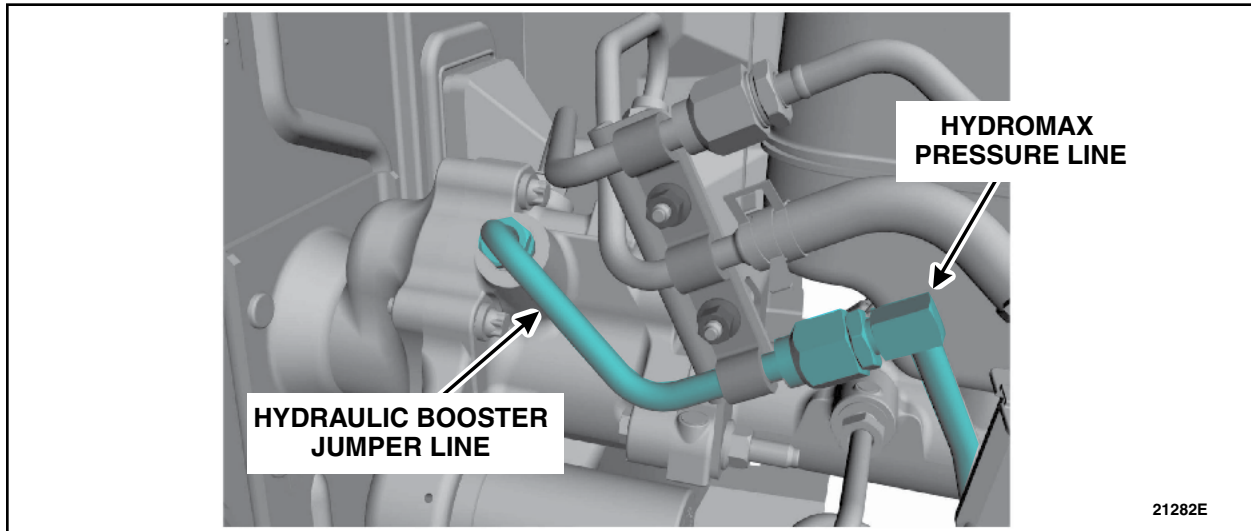


FIGURE 1A

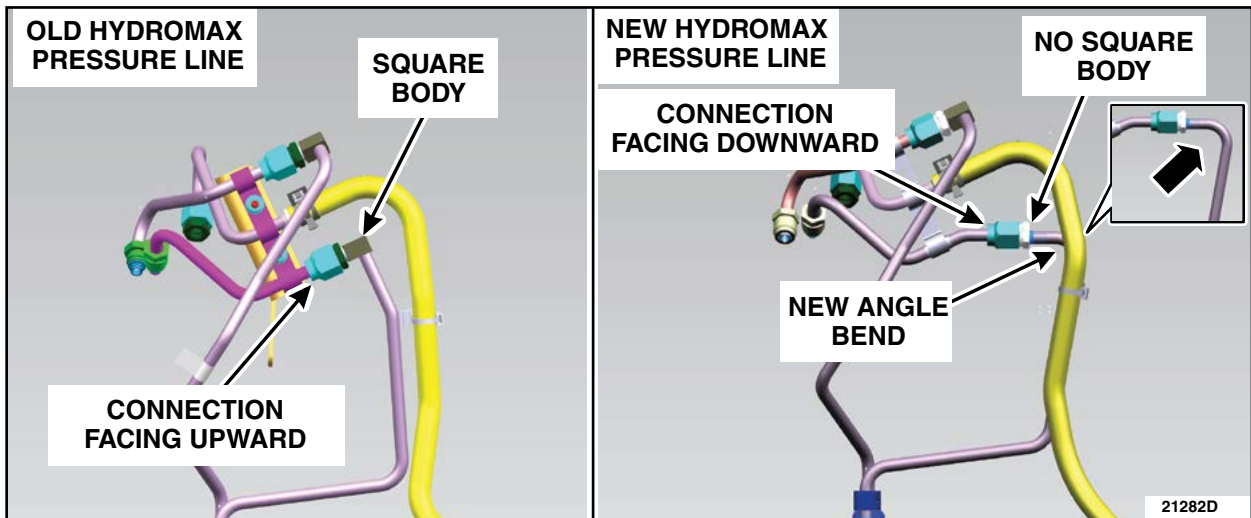


FIGURE 1B



2. Locate the hydraulic booster jumper line and inspect if the line is a newer design or original design. Note which hydraulic booster jumper line is equipped and then proceed to Step 3. See Figures 1a, 2a, 2b.

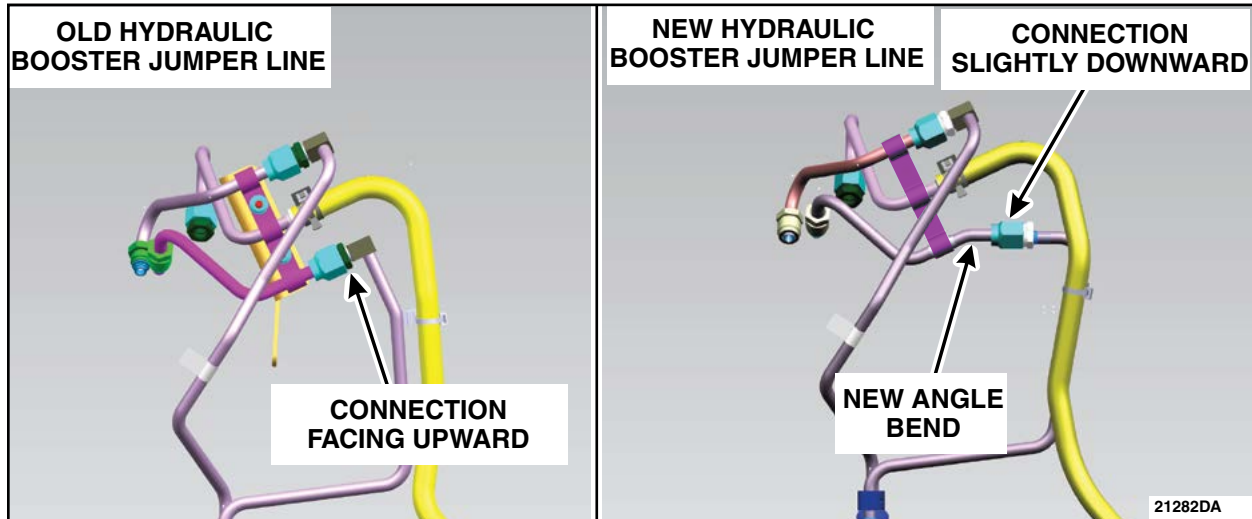


FIGURE 2A

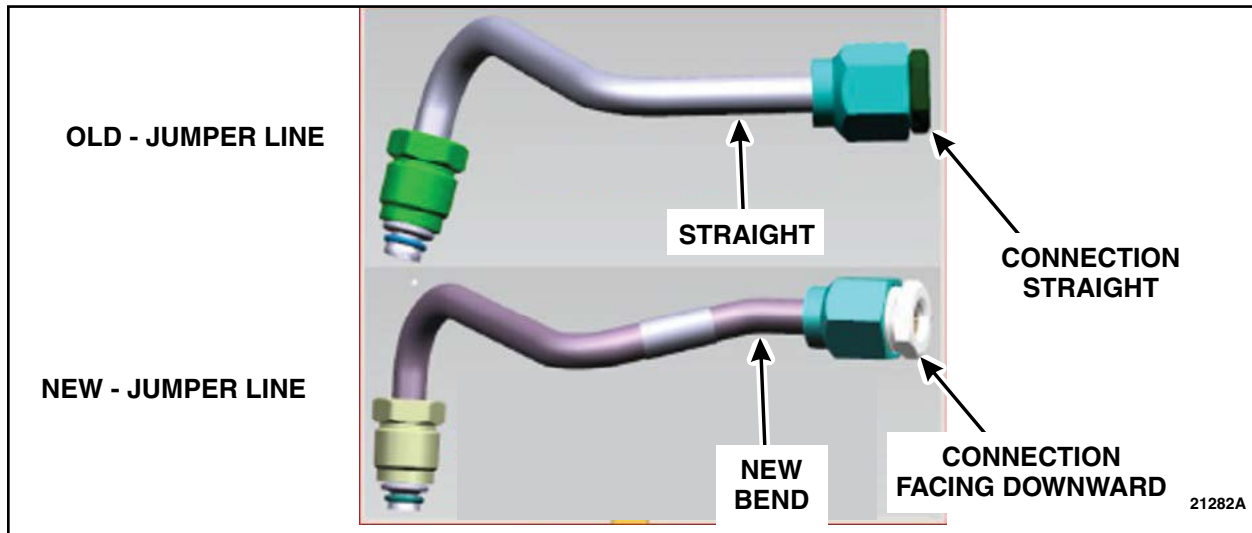


FIGURE 2B

3. Is the vehicle equipped with new or original Hydromax pressure line and hydraulic booster jumper line?
- **NEW** Hydromax pressure line and **NEW** hydraulic booster jumper line - No Further Action is Required.
  - **OLD** Hydromax pressure line and **OLD** hydraulic booster jumper line - Proceed to Step 4.
  - **OLD** Hydromax pressure line and **NEW** hydraulic booster jumper line - Proceed to Hydro-Boost Line Replacement Procedure, on Page 5.
  - **NEW** Hydromax pressure line and **OLD** hydraulic booster jumper line - Proceed to Hydro-Boost Line Replacement Procedure, on Page 5.





4. Using a 4 in (101.6 mm) extension and a 1/4 in (0.25 in / 6.35 mm) wide flat blade impact screw driver bit, insert the bit between the space in the Hydromax Pressure Line to hydraulic booster jumper line at a 90 degree angle to the connection and apply 12 Nm (8.85 lb-ft) of torque to attempt to separate the line connection. **NOTE: DO NOT EXCEED 12 Nm (8.85 lb-ft).** See Figure 3.

- Did the lines disconnect?
  - NO - Proceed to Step 5.
  - YES - Does not pass inspection - Proceed to Hydro-Boost line replacement procedure, on Page 5.

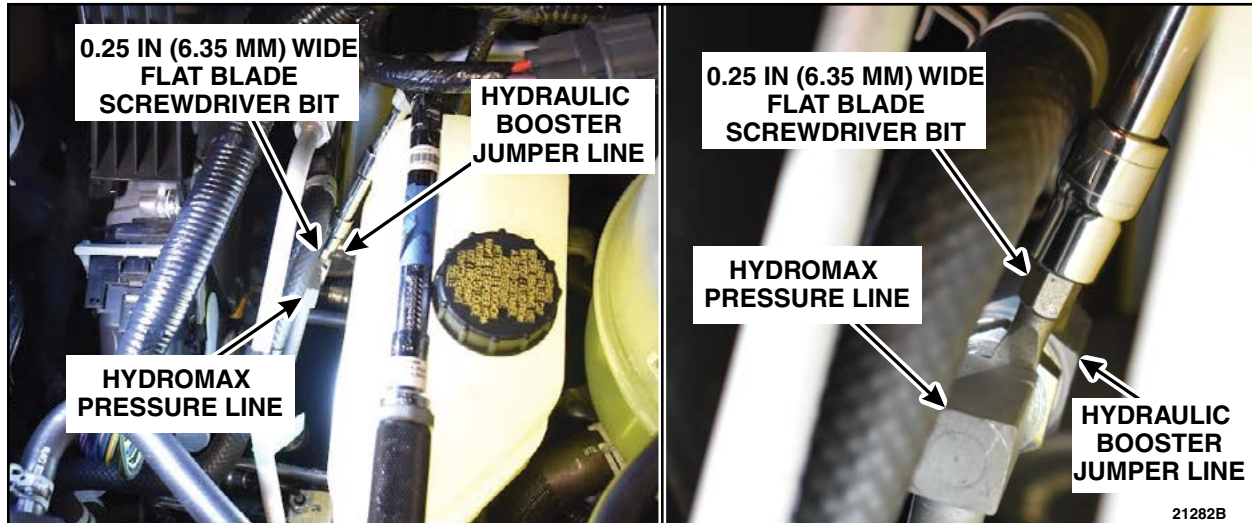


FIGURE 3



5. Using a 3 mm (0.118 in) brake lining thickness gauge (Matco Tools part number BG842 or equivalent), attempt to insert in the gap of the Hydromax Pressure Line to hydraulic booster jumper line to determine if the gap is larger than 3 mm (0.118 in). Can you insert a 3mm gauge into the gap? Ensure you are using the 3 mm (0.118 in) part of the gauge and not the tool thickness. See Figures 4a and 4b.

- Is the gap greater than 3 mm (0.118 in)?
  - NO - Passes inspection - No Further action is required and the vehicle can be released.
  - YES - Does not pass inspection - Proceed to Hydro-Boost Line Replacement Procedure Replacement Procedure, on Page 5.



FIGURE 4a

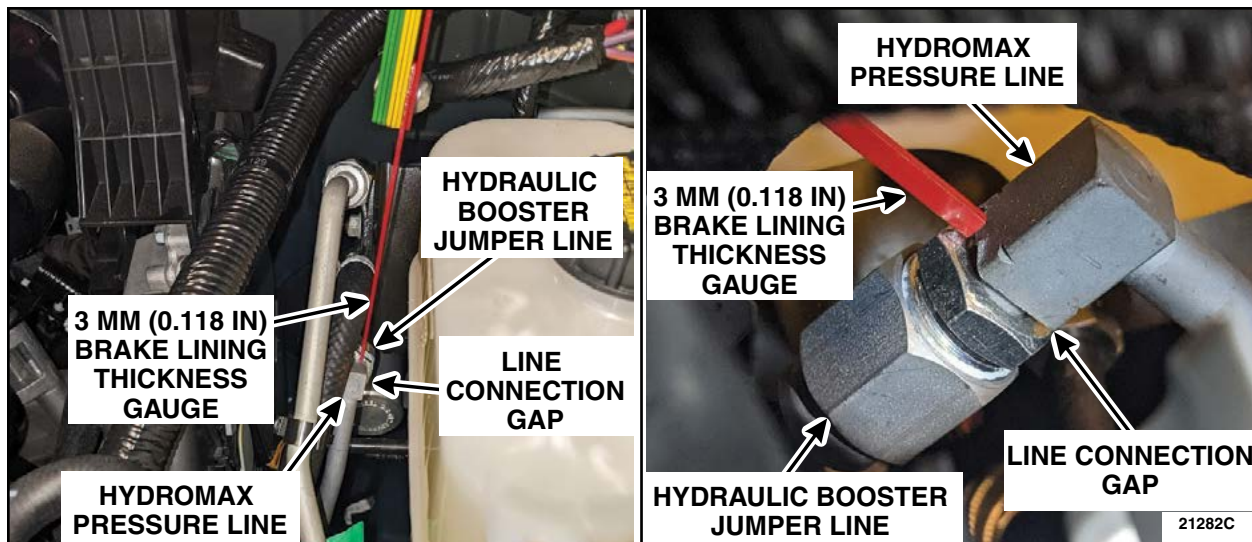


FIGURE 4b



## Hydro-Boost Line Replacement Procedure

**IMPORTANT! If Hydro-Boost line replacement is required the Hydro-Boost line jumper will also need to be replaced. DO NOT bend the lines to fit the new line to old jumper. See Figure 4.**

1. Remove the hydraulic booster jumper line bracket nuts and bracket. Please follow the Workshop Manual (WSM) procedures in Section 211-02 Power Steering > Removal and Installation > Power Steering Pump to Hydromax Pressure Line, Exploded View for illustration.
2. Remove the hydraulic booster jumper line from the hydraulic booster. Please follow the WSM procedures in Section 211-02.
3. Replace the power steering pump to hydromax pressure line and hydraulic booster jumper line. Please follow the WSM procedures in Section 211-02.
4. Reinstall the jumper line bracket and nuts. Please follow the WSM procedures in Section 211-02.

**IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.**



**Ford Motor Company**  
**Recall Reimbursement Plan for 22S08**

*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 # 22S08, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to March 25, 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.