



David J. Johnson
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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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March 11, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 22S10**

Certain 2021 Model Year AWD Escape Vehicles Equipped with the 2.5L HEV Engine Crankshaft

REF: **Advance Notice - Safety Recall 22S10**

Certain 2021 Model Year Escape Vehicles Equipped with the 2.5L HEV Engine Crankshaft

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2021	Louisville	April 6, 2021 through May 17, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the crankshaft surface finish was improperly polished. Improper surface finish can cause excessive friction and heat, resulting in premature bearing wear and engine knocking noise. If the vehicle is driven in this condition, it will lead to bearing failure or a broken connecting rod that may result in an engine stall, significant engine oil loss, and fire, increasing the risk of crash and injury.

SERVICE ACTION

Dealers are to inspect the crankshaft bearing and replace engine long block if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: It is recommended that dealers order the parts required for inspection before customer arrives.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of March 25, 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 that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on March 11, 2022

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 11, 2022. Owner names and addresses will be available by April 8, 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.

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 replacing the long block engine.

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RENTAL VEHICLES

Dealers 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. 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 22S10 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: 22S10 - 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 crankshaft bearing – Passes Inspection	22S10B	4.7 Hours
Inspect crankshaft bearing – Does Not Pass Inspection - replace long block engine (Can only be claimed with 22S10D)	22S10C	17.0 Hours
Extra time to set front toe (Can only be claimed with 22S10C)	22S10D	0.6 Hours
Time allowed to submit photos.	22S10E	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION FOR INSPECTION ONLY

Part Number	Description	Order Quantity	Claim Quantity
[;5<<87W87=	Fspdxivrk\$spqr	1	1
I<^1;75EF	On\$ipq irx\$ Kewoix\$Snpdiv	1	1
5W;^1:<84EE	Kewoix\$ns\$spiv\$rh\$npdiv	1	1
\S19[64U5JW	Irkni\$ns\$[64\$	6	6
5W;K1:658EG	Gsrrigxrk\$sh\$Fsp	2	2

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

PARTS REQUIREMENTS / ORDERING INFORMATION FOR REPAIR ONLY

SSSC Web Contact Site:

To place an order for psrk\$fsgo\$irkni\$rh\$iuymih\$eww\$sv\$itew submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
.1:44:1.	Psrk\$fsgo\$irkni\$Witew	1	1

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

NOTE: Repair part requirements continue onto Page 2 of 3, Attachment II.

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PARTS REQUIREMENTS / ORDERING INFORMATION FOR REPAIR ONLY (CONTINUED)

Part Number	Description	Order Quantity	Claim Quantity
.1:7;=1.	Jp { liip f sp	6	6
.1: :691.	Kewoix \$ \$ n \$ y fi	1	1
.1: :9=1.	Kewoix \$ \$ n \$ y q t	1	1
.k6991.	Kewoix \$ \$ l exiv \$ y xix	1	1
.k94;1.	Kewoix \$ \$ l exiv \$ y q t	1	1
.k96;1.	S Vnrk \$ \$ l exiv \$ y q t	1	1
.l=66=1.	Jyip \$ \$ n \$ Vnrk	1	1
-9439-	Gasket - Intake Manifold	4	4
-9448-	Gasket - Exhaust Manifold	1	1
-3D677-	Steering Column Seal	1	1
-4B496-	Bolt & Washer - Drive Shaft	3	3
-9D476-	Gasket - EGR Valve	2	2
W500304-*	Bolt - Exhaust gas	2	2
W500623-*	Disc clutch bolt	6	6
W704474-*	Stud from cylinder head to Exhaust	7	7
W708176-*	Nut M10-Exhaust	7	7

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 MODEL YEAR ESCAPE VEHICLES — CRANKSHAFT





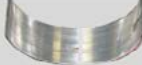





SERVICE PROCEDURE

1. Remove the oil pan. Please follow the Workshop Manual (WSM) procedures in Section 303-00.

NOTE: It is **NOT** necessary to remove the bumper cover and subframe. The catalytic converter can be unbolted and positioned aside within the engine compartment to access the transmission bellhousing bolts.

2. Inspect the Crankshaft Bearing. Remove the number four (4) Connecting Rod Bearing Cap. See Figures 1 and 2.

NOTICE: Mark the orientation of the number four (4) Connecting Rod Bearing Cap **before** removal.

Rating	Description	ETAG	AI
10	Bearing overplate is smooth with no visible defects	Incidental	
9	Bearing surface is lightly polished	Incidental	
8	Very light wear, possible signs of contamination	Incidental	
7	Bearing surface exhibits light radial scratches, light contamination	Minor	
6	Radial scratches that removed the coating, moderate contamination	Minor	
5	Moderate radial scratches, material removal may be evident, cavitation and/or localized fatigue possible (0.1 - 0.5 mm deep)	Minor	
4	Deep radial scratches, 50% of coating removed, heavy/abnormal wear may be evident	Major	
3	Bearing may shows signs of fatigue and/or seizure, bearing surface is deeply scratched and torn, 75-100% coating removed, possible discoloration	Major	
2	Bearing fatigue and/or seizure is evident, bearing surface is cracked, areas of lining broken out leaving craters in bearing surface	Major	
1	Bearing is wiped, surface is smeared, scratched and torn, bearing melted and resolidified, extruded flakes along the edges	Major	

**RATINGS
10,9 AND 8
PASSES
INSPECTION**

22092A

FIGURE 1



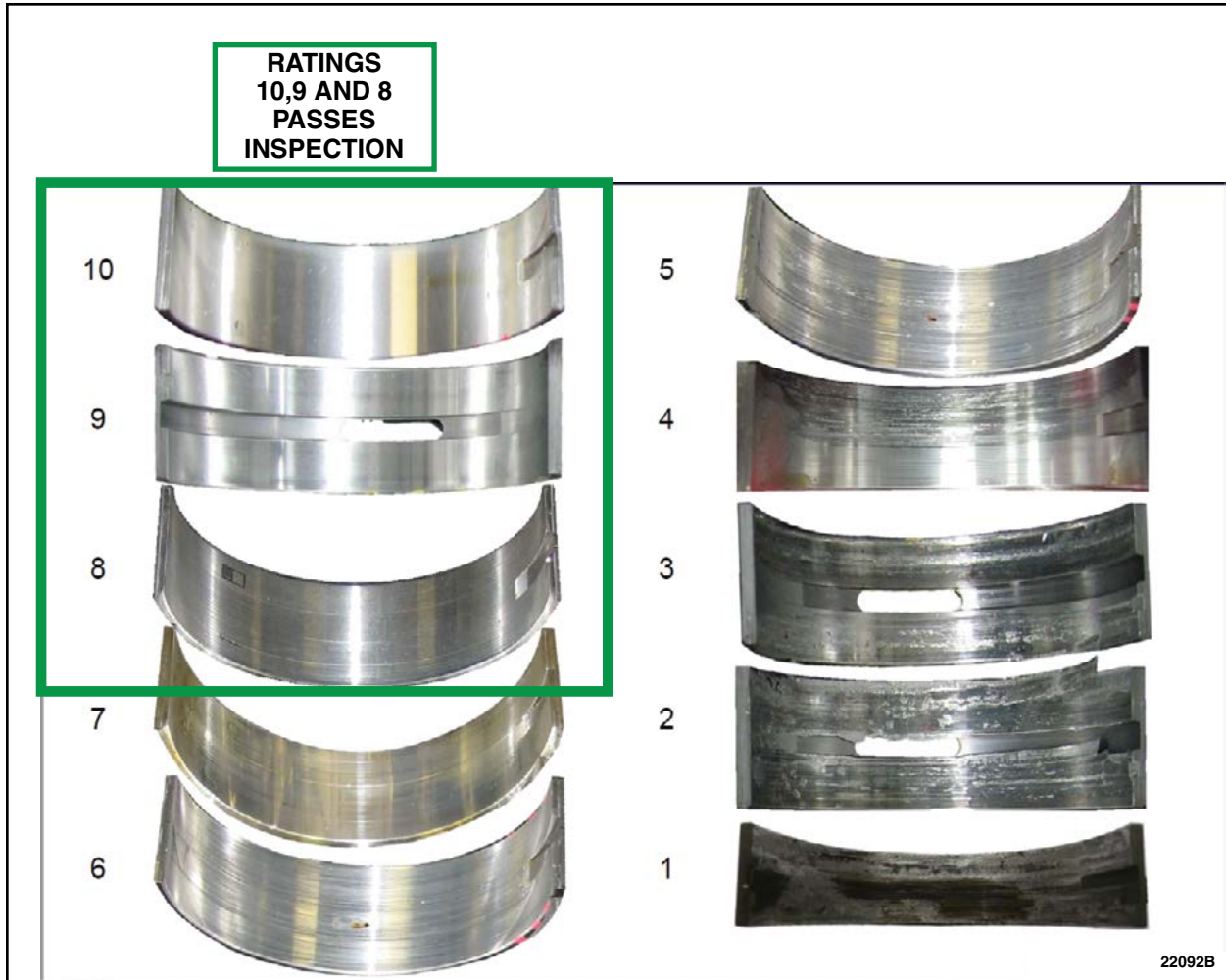


FIGURE 2

3. Inspect the number four (4) connecting rod bearing surface.



4. Did the Bearing pass inspection indicated by example bearings 10,9, and 8 shown in Figures 1 and 2.

Passes Inspection - Install the number four (4) connecting rod bearing cap, *new* connecting rod bolts, oil pan and *new* oil. Please follow WSM Procedures in Section 303-00.

- Install the connecting rod cap and bolts. Tighten in 3 stages.

Torque:

Stage 1: 89 lb.in (10 Nm)

Stage 2: 21 lb.ft (29 Nm)

Stage 3: 90°

Procedure is complete.

Does **NOT** Pass Inspection - 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 connecting rod bearing four (4) . Similar to the photos in Figures 1 and 2. Submit the pictures to the Special Service Support Center (SSSC) for further review, and repair direction if necessary. Proceed to Step 5.

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.

5. Install the oil pan. It is not necessary to torque the oil pan bolts.

6. Tighten the two (2) transmission bolts. One (1) on each side of the transmission.

7. Remove the engine. Please follow WSM Procedures in Section 303-00.

8. Install a *new* long block. Please follow WSM Procedures in Section 303-00.

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 22S10

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 # 22S10, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to March 11, 2023. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, 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.