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June 17, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S12 Supplement # 1
Certain 2021 Model Year F-150 Vehicles
Wiper Motor Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD Advance Notice**
Safety Recall 22S12
Certain 2021 Model Year F-150 Vehicles
Wiper Motor Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021	DTP	January 8, 2020 through March 22, 2021
F-150	2021	KCAP	February 12, 2020 through March 22, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REASON FOR THIS SUPPLEMENT

- *Labor Operation added for the fleet to install Wiper Motor.*
- *Labor Operation added for vehicles built with non-affected wiper motors.*
- *Due to a limited supply of wiper motors, a seed stock program will be implemented immediately.*
- *Dealers will receive Original Equipment parts for unsold vehicles.*

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the front wiper motor may cause the wipers to become inoperative or cause the wipers to operate incorrectly or erratically.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Dealers are to replace the front wiper motor. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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 that are customer-owned vehicles currently in the dealership with an inoperable wiper motor and open Repair Order (RO).

NOTE: All unsold vehicles must be repaired with a **new** Original Equipment (OE) wiper motor. Once released, sold vehicles will be repaired with a re-manufactured wiper motor. *Dealers with unsold vehicles will receive seed stock of OE wiper motors. Repair your unsold inventory of vehicles upon receipt of parts.*

NOTE: Wiper motors have been added to the re-manufacturing process to expedite service part availability for this recall. A core has been added to wiper motors, follow the core return process. A unique labor operation code has been created to facilitate the collection of wiper motors from select pre-approved fleets. The select fleets will remove wiper motors and return them to aid in the re-manufacturing process. **Please expedite wiper motor repairs and core returns to aid in the wiper motor supply shortage.**

OWNER NOTIFICATION MAILING SCHEDULE

Parts available letters are expected to be mailed 3 Qtr. of 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.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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,



David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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OASIS ACTIVATION

OASIS was activated on March 13, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN was made available through <https://web.fsavinlists.dealerconnection.com> on March 13, 2022. Owner names and addresses will be available 3 Qtr. of 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 drive their vehicles.
- 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.

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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.
- Refunds will only be provided for the cost associated with front wiper motor replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.

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 22S12 is the subcode.
 - 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 subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22S12 - 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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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p><i>Remove and Replace Front Wiper Motor</i></p> <ul style="list-style-type: none"> • <i>Cannot be claimed with 22S12C or 22S12D, OR 22S12E.</i> • <i>Closes recall</i> 	22S12B	0.7 Hours
<p><u>Pre-Approved Fleet Part Harvest:</u> Remove Wiper Motor and Return Part to be Re-manufactured. Cannot be claimed with 22S12B, <i>or 22S12E</i> recall remains open</p>	22S12C	0.4 Hours
<p><u>Pre-Approved Fleet Part Harvest:</u> <i>Install Wiper Motor</i></p> <ul style="list-style-type: none"> • <i>Cannot be claimed with 22S12B or 22S12E</i> • <i>Can only be claimed once per Vin / RO</i> • <i>Closes recall</i> 	<i>22S12D</i>	<i>0.5 Hours</i>
<p>Does not have part number ML34-17504-xx. Includes time to remove LH Wiper arm and LH cowl panel grill, using a mirror – inspect part number.</p> <ul style="list-style-type: none"> • Closes Recall • Cannot be claimed with any other labor op. 	<i>22S12E</i>	<i>0.4 Hours</i>

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Front Wiper Motor Replacement

New! PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order for the wiper motor, for customer-owned vehicles currently in the dealership with an inoperable wiper motor and open RO, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Seed Stock for:

To ensure an equitable distribution of service parts, all wiper motor part numbers listed below will be seed stocked.

- 1. Effective immediately, wiper motors will be provided through the seed stock program.*
- 2. The quantity shipped to each dealer will be equal to a percentage of the vehicles assigned to them.*
- 3. The SSSC will **only** accept orders if:*
 - a. The dealer is out of seed stock and:*
 - i. The vehicle is currently at the dealership with an inoperable wiper motor.*
 - ii. The dealer has an open RO on the VIN with an inoperable wiper motor.*

Part Number	Description	Order Quantity	Claim Quantity
ML3Z-17508-B	Front Wiper Motor	1	1
<i>ML3Z-17508-ARM</i>	<i>Remanufactured Front Wiper Motor</i>	<i>1</i>	<i>1</i>

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

NOTE: *All unsold vehicles must be repaired with a **new** Original Equipment (OE) wiper motor. Once released, sold vehicles can be repaired with an OE or re-manufactured wiper motor.*

DEALER PRICE

For latest prices, refer to DOES II.

New! PARTS RETENTION, RETURN, & SCRAPPING

NOTE: Wiper motors have been added to the re-manufacturing process to expedite service part availability for this recall. A core has been added to wiper motors, follow the core return process. **Please expedite wiper motor repairs and core returns to aid in the wiper motor supply shortage.**

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Safety Recall 22S12 *Supplement # 1***
Certain 2021 Model Year F-150 Vehicles
Front Wiper Motor Replacement

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

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 FSAs 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 F-150 VEHICLES - WIPER MOTOR REPLACEMENT

SERVICE PROCEDURE

1. Remove the windshield wiper pivot arm. Left hand side only. See Figure 1.

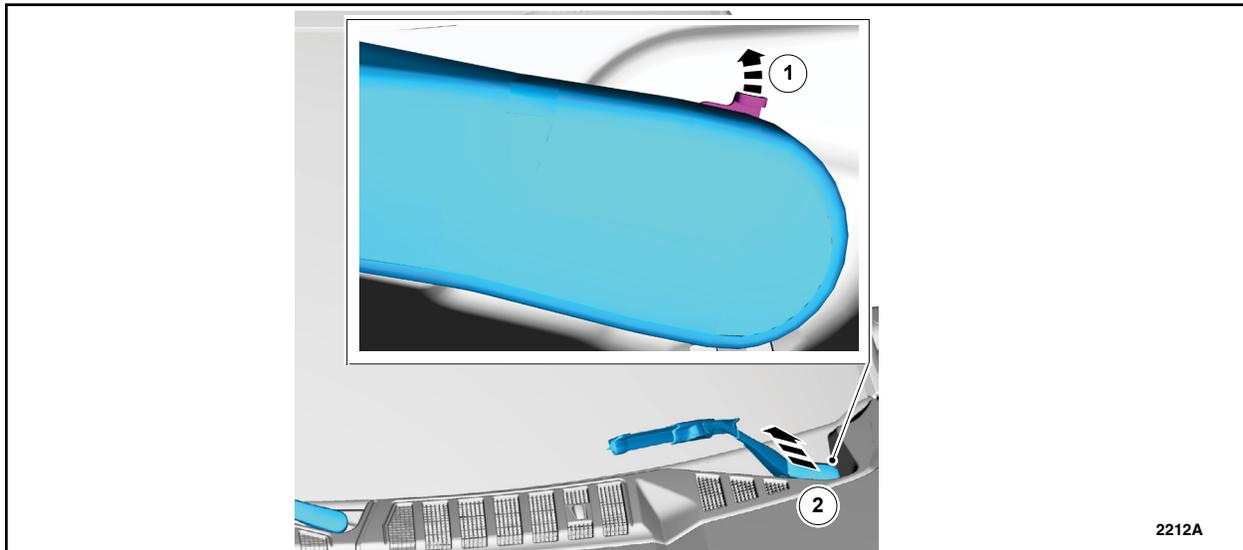


FIGURE 1

2. Remove the cowl panel grille. Left hand side only. See Figure 2.

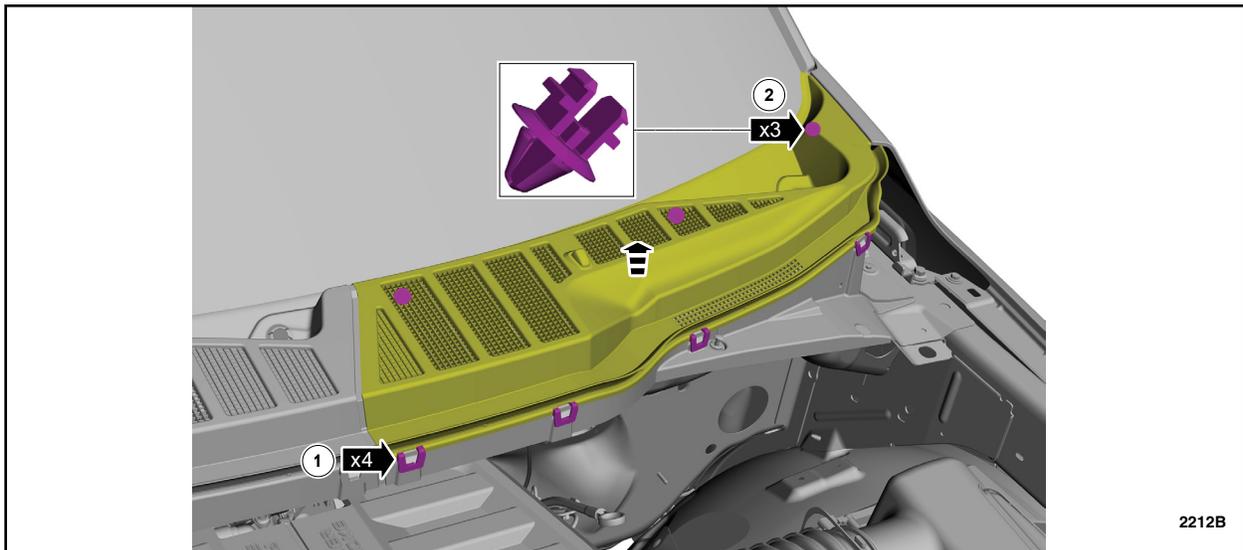


FIGURE 2



- Using a mirror, look underneath the wiper motor to locate the part number. Record part number. See Figure 3.



FIGURE 3

- Looking at the recorded part number, is the part number ML34-17504-xx?
No - Reassemble vehicle. Recall is complete.
Yes - Install new wiper motor. Please follow Workshop Manual (WSM) procedures in Section 501-16.

