



David J. Johnson
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Ford Customer Service Division

Ford Motor Company
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May 23, 2022

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
Safety Recall 22S36 - *Supplement #1***
Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles
Underhood Fire

New! REASON FOR THIS SUPPLEMENT

Updated information on rental vehicles and claiming information under 22A03.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2021	Kentucky Truck	December 1, 2020 through April 27, 2021
Navigator	2021	Kentucky Truck	December 2, 2020 through April 25, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Certain vehicles built during this time frame may pose a risk of underhood fire, including while the vehicle is parked, and the engine is off. Ford Motor Company is currently investigating the cause of this condition. Until Ford's investigation concludes, affected vehicles should be parked outside away from structures and other property.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Ford Motor Company's investigation is on-going at this time, dealers and customers will be contacted when further information is available.

Note: Owners should be instructed to park their vehicle outside away from structures and other vehicles due to the risk of fire.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail as soon as possible to instruct them to park their vehicles away from structures and other property due to the risk of fire.

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 prior to delivery.

New! ATTACHMENTS

Attachment I: Administrative 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,

A handwritten signature in black ink, appearing to read "D. Johnson".

David J. Johnson

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New! RENTAL VEHICLES

- *Ford has not issued instructions to stop driving vehicles under this safety recall.*
- *Submit a request to SSSC under FSA 22A03 using contact-type APPROVAL REQUEST for consideration and approval if customers have unique circumstances in which they are unable to park outside a structure, for example they may:*
 - *Live in a high-rise condo with a parking structure*
 - *Have a designated parking spot in multiple-story parking garage for work*
 - *Have a short driveway which only has room for one vehicle, with no alternate place to park*
- *Follow Extended Service Plan (ESP) guidelines for dollar amounts.*

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.

CLAIMS PREPARATION AND SUBMISSION

- ***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.*
- ***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.*

Rental Vehicle Reimbursement

- *For Long-Term (greater than one day) rental due to unique circumstances, submit a rental request to the SSSC using FSA Contact Type APPROVAL REQUEST.*
- *If SSSC approval is provided under program number 22A03, eligible rental expenses and the administrative fee should be claimed on an RO line that is separate from the repair.*
 - *Use Misc. Expense Code "RENTAL" for the rental expenses.*
 - *Use sub code 22A03 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.*