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August 24, 2022

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 22S36 – Supplement #5**  
 Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a Standard Duty Cooling Fan  
 Underhood Fire

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 22S48 – Supplement #2**  
 Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles equipped with a Heavy Duty Cooling Fan  
 Underhood Fire

**New! REASON FOR THIS SUPPLEMENT**

- *The last seed stock shipments of the aux box wire assembly were Friday, August 19<sup>th</sup>, the aux box wire assembly is now available open order. Contacting the SSSC is not required.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Expedition	2021	Kentucky Truck	July 27, 2020 through August 31, 2021
Navigator	2021	Kentucky Truck	July 27, 2020 through August 31, 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 has developed a remedy for those vehicles equipped with a Standard-Duty Cooling Fan. Until the repair is complete, affected vehicles should continue to be parked outside away from structures and other property.

**SERVICE ACTION**

**Note: Owners should be instructed to park their vehicle outside away from structures and other vehicles due to the risk of fire until this repair is completed.**

**Final Repair Now Available:**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install the aux box wire assembly, and remove a ground wire from the BJB, also inspect the battery junction box (BJB) for damage, replace as required per the technical instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**Interim Battery Disconnect/Reconnect Service:**

Ford Motor Company is working closely with its suppliers to produce parts for this repair. Until parts become available, if a dealer or customer is unable to park a vehicle outside, away from structures and other property, the vehicle's negative battery cable should be disconnected and securely positioned to the side. To assist vehicle owners who would prefer to store their vehicle at home, dealers are to arrange for a mobile service at the owner's location, so they may have the battery disconnected. Refer to the Special Allowances section in

Attachment I for further details. This is an interim procedure and disconnecting the battery cable does not close this recall program.

Disconnecting the battery cable is to be used to put a vehicle into storage until a part is available. Although the procedure can be performed multiple times (example - a customer wants to take their vehicle out of storage to go on a trip), this procedure should not be done on a regular basis (daily or weekly).

All Repairs (when parts are available):

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Mobile repairs are not possible due to repair complexity.
- Proactively contact owners when parts are available:
  - Arrange to pick-up the owner's vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles)
- Re-deliver the owner's vehicle after repairs have been completed.
- Pick-up and delivery, towing, alternative transportation, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

**Administrative Allowance:**

An administrative allowance of one hour is available to assist dealers in prioritizing these repairs, and create a flawless service experience for our customers (this administrative allowance expires September 17, 2022).

This allowance may be claimed one time per VIN, when the repair is completed.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of May 23, 2022, to instruct customers to park their vehicles away from structures and other property due to the risk of fire. All customers will be mailed the week of July 18, 2022, to instruct customers to park their vehicles away from structures and other property due to the risk of fire until this repair is completed. 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 – Interim Battery Disconnect/Reconnect Procedure  
Attachment IV: Technical Information – Final Repair Procedure, Aux Box Wire Assembly  
Attachment V: Mobile Repair and Pick-Up & Delivery Record  
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,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
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Underhood Fire

**MOBILE REPAIR RECOMMENDATIONS**

- Confirm with customer a mobile repair is feasible.
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

**MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.
- Recommended tools and cleaning supplies: ¼" ratchet, 10mm socket or wrench, electrical tape and/or zip tie, and a clean lint free shop towel. Side cutters will be needed to cut a zip-tie when reconnecting the negative battery cable.

**MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**OASIS ACTIVATION**

OASIS was activated on May 19, 2022. The additional population was activated in OASIS on July 8, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on May 19, 2022. The FSA VIN lists for the additional population were available on July 8, 2022. Owner names and addresses were available by June 13, 2022. The owner names and addresses for the additional population were available on August 5, 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.

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**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 BJB replacement.

**RENTAL VEHICLES****Short-Term Rentals (parts available)**

Dealers are pre-approved for up to two days for a comparable rental vehicle (no SSSC contact required).

**Long-Term Rentals (parts not available)**

Dealers are self authorized to provide long-term rental vehicles immediately.

- Dealers will need to contact the SSSC for an approval code, the **same day the rental is authorized.**  
**(Note: The approval code is not required prior to putting the customer into a rental.)**
- The approval code will ensure part availability for the vehicle after putting the customer in a rental.
- If long-term rental vehicles are needed beyond September 15, 2022, dealers will have to contact SSSC for an extension.

**Towing**

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

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**Pick-Up and Delivery**

All customers affected by this recall have the option of complimentary Vehicle Pickup & Delivery service (at participating dealers) with a short-term rental for up to two days. Claim any additional rental days approved by the SSSC as instructed.

Dealers are authorized to claim unique services for completing this program, including:

- Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
- Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IV for details.

**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. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

**Alternative Transportation**

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar per day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount in excess of the cost per day limits will be the customer's responsibility.
- The customer will need to pay up front and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

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**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
  - Lincoln vehicles – 4 years or 50,000 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 (22S36) 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, dealers are pre-approved for local market rates for both short and long-term rentals. 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.
  - Use sub code 22A03 on the claim.
  - The maximum number of days that can be requested on one RO line is 30 days.
- **Rental Vehicle Reimbursement**
  - For Long-Term (greater than two days) rental, dealers are self authorized to provide long-term rental vehicles immediately.
  - Dealers will need to contact the SSSC for an approval code, the same day the rental is authorized. (Note: The approval code is not required prior to putting the customer into a rental.)
  - Dealers should submit a rental request to the SSSC using FSA Contact Type APPROVAL REQUEST.
  - If submitting a daily rental amount above guidelines, (\$60 per day Ford, \$72 per day Lincoln), please provide evidence of locally higher rates.
  - 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.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22S36                      - 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.
- **Special Allowances**
  - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
  - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Attachment IV), with the repair order documentation.
  - Claim the mobile repair allowance Labor Operation Code 22S36MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).
- **Provision for Locally Obtained Supplies:** Includes Coroplast tape and mobile repair supplies (electrical tape and a clean lint free shop towel). Submit on the same line as the repair.
  - Program Code: 22S36
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$3.00 (\$253 total for Misc. Expense: Other)
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program, only if BJB or other related damage exists and the repair cannot be completed by mobile service. Submit on the same line as the repair.
  - Program Code: 22S36
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$250.00 (\$253 total for Misc. Expense: Other)

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**LABOR ALLOWANCES**

**Note: Owners should be instructed to park their vehicle outside away from structures and other vehicles due to the risk of fire until this repair has been completed.**

**Parts Available:**

- Due to the complexity of the final repair, it cannot be completed as a mobile repair.
- BJB inspection/replacement should occur once the dealer has received an Aux Box Wire Assembly to install in vehicle - there is no labor operation code for the inspection only (as the inspection is part of 22S36D). This repair is not intended to be performed over multiple dealership visits

Description	Labor Operation	Labor Time
<p><b>Aux box wiring assembly ML1Z- 13A840-A must be installed on all vehicles, this is the only labor operation that closes the recall.</b></p> <p>Inspect cover, Inspect BJB, remove BJB, remove air intake box, install aux box wiring assembly, Cut/heat shrink ground wire from BJB harness, re-assemble, and check operation of HVAC blower, cooling fans, and wiper/washer leaks at BJB</p> <p><b>CAN ONLY BE CLAIMED FOR FINAL REPAIR, AFTER AUX BOX WIRING ASSEMBLY IS INSTALLED</b></p>	22S36D	2.4 Hours
<p><b><u>Failed BJB Inspection, Part on Back-Order:</u></b></p> <p>Inspect cover, Inspect BJB, Contact SSSC, BJB is on Back-Order, COPIS Ticket submitted, VOR selected, Rental provided for customer (if requested), negative battery cable disconnected, vehicle parked outside.</p> <ul style="list-style-type: none"> <li>• Vehicle should not be returned to customer to continue to drive with BJB that failed inspection.</li> <li>• This is an interim labor operation code and will not close recall</li> <li>• 22S36CC can be claimed with C, D and ZZ</li> <li>• When BJB is available, claim 22S36D to close recall</li> </ul>	22S36CC	0.3 Hours
<p>BJB was on back order - Extra time to un-tape and re-connect the battery once back ordered BJB is available.</p> <p><b>Can only be claimed with CC, D and ZZ.</b></p> <p><b>CAN ONLY BE CLAIMED AFTER AUX BOX WIRING ASSEMBLY IS INSTALLED</b></p> <p><b>(Does Not Close the Recall)</b></p>	22S36C	0.1 hours
<p>Time allowed to submit photos for BJB Fuse panels and/or top and bottom covers</p> <p><b>*This labor operation code should only be claimed when photos have been submitted in an SSSC Part Order contact, showing BJB, BJB top or bottom covers that are <u>damaged</u>. VINs claiming this in OWS without attached photos of <u>damage</u> are subject to charge-back.</b></p> <p>This labor operation code will be deleted and claims will reject once parts are available on open order.</p>	22S36ZZ	0.2 Hours



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**LABOR ALLOWANCES (continued)**

**Parts Available:**

Note: Due to the complexity of the final repair, it cannot be completed as a mobile repair.

<p><b><u>Administrative Allowance:</u></b></p> <p>NOTE: This administrative allowance is to assist dealers in prioritizing these repairs, and to assist dealers in flawless execution of this service repair for our customers.</p> <ul style="list-style-type: none"> <li>• Can only be claimed once, regardless of outstanding FSA's repaired.</li> <li>• Cannot be combined with 22S36MM/22S36BB</li> </ul> <p><b>(Does Not Close the Recall).</b> (this administrative allowance expires September 17, 2022)</p>	<p align="center">22S36AA</p>	<p align="center">1.0 Hours</p>
<p><b><u>Vehicle Pick-up and Delivery Allowance:</u></b></p> <p>NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSA's repaired.</p> <p><b>(Does Not Close the Recall).</b></p>	<p align="center">22S36PP</p>	<p align="center">0.5 Hours</p>

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**LABOR ALLOWANCES (continued)****NO PARTS AVAILABLE TO COMPLETE REPAIR:**

If a dealer or customer is unable to park a vehicle outside, away from structures and other property, the vehicle's negative battery cable should be disconnected and securely positioned to the side. To assist vehicle owners who would prefer to store their vehicle at home, dealers are to arrange for a mobile service at the owner's location, so they may have the battery disconnected.

This is an interim procedure and disconnecting the battery cable does not close this recall program.

Description	Labor Operation	Labor Time
<p><b><u>Mobile Service (can only be claimed for battery disconnect/reconnect service)</u></b></p> <p>Can be Used With 22S36BB When Repair Takes Place Away from The Dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form</p> <ul style="list-style-type: none"> <li>• Cannot be combined with 22S36D</li> <li>• <b>(Does Not Close the Recall)</b></li> </ul>	22S36MM	0.5 Hours
<p>Time to disconnect or reconnect the negative battery cable and securely position to the side</p> <ul style="list-style-type: none"> <li>• Cannot be combined with 22S36D</li> </ul> <p><b>(Does Not Close the Recall)</b></p>	22S36BB	0.3 Hours

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

**SSSC Web Contact Site:**

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, which are customer-owned vehicles currently in the dealership.

- To place an order for any of the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site - three or more photos as required per the technical instructions.
  - Door label with VIN
  - Odometer showing mileage of vehicle
  - Review the updated technical instructions and provide photos as requested for each step the BJB fuse panel, top covers or bottom fails the inspection process per the Technical Instructions.

**BJB - Only replace the BJB and/or covers if melted, burned, or broken per the technical instructions.**

**NOTE: Do NOT submit part orders with photos for any of the part numbers listed below when there is no melting or damage seen – doing so may result in dealer charge-backs for claiming 22S36ZZ.**

Part Number	Description	Order Quantity	Claim Quantity
LL1Z-14A068-A	BJB – Fuse Panel Assembly (Comes with a new cover – do not order JU5Z-14A003-B also)	Only after failed Inspection	As Required
JL3Z-14A003-A	High Current Fuse Cover	Only after failed Inspection	As Required
JL3Z-14A003-B	Bottom Cover of BJB	Only after failed Inspection	As Required
JU5Z-14A003-B	Fuse Panel Top Cover - not required if BJB is being replaced	Only after failed Inspection	As Required

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

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***New!*** **PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

Order the following parts below through normal order processing channels:

***The Aux Box Wire Assembly is now open order.***

<b><i>Part Number</i></b>	<b><i>Description</i></b>	<b><i>Order Quantity</i></b>	<b><i>Claim Quantity</i></b>
<b><i>ML1Z- 13A840-A</i></b>	<b><i>Aux Box Wire Assembly</i></b>	<b><i>1</i></b>	<b><i>1</i></b>

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
WA-7-SBA WA-11-SBA WA-14-SBA	<p><b><u>Zip Ties (21 required):</u></b> Note: Any of these part numbers can be used for this repair: WA-7-SBA (Package of 100, order 1, claim 21) WA-11-SBA (pack of 50, order 1, claim 21) WA-14-SBA (pack of 50, order 1, claim 21)</p> <ul style="list-style-type: none"> <li>• <b>Return unused zip-ties to parts department</b></li> <li>• <b>Check dealer inventory before ordering additional quantities.</b></li> <li>• <b>Use D2D to order from other dealers.</b></li> </ul>		
DU2Z- 14A088-AA or Equivalent (use OSP)	<p>Splice Kit 8 gauge wire (kit can complete 5 vehicles, return unused contents to parts department) <b>Check dealer inventory before ordering additional quantities.</b> <b>Use D2D to order from other dealers.</b></p>	1	.20
3U2Z-14A088-AB	<p>Splice Kit 18-22 gauge wire (kit can complete 2 vehicles, return unused contents to parts department) <b>Check dealer inventory before ordering additional quantities.</b> <b>Use D2D to order from other dealers.</b></p>	1	.50

To guarantee the shortest delivery time, an emergency order for parts must be placed.

**Obtain the parts below locally:**

<b>Part Number</b>	<b>Description</b>	<b>Quantity Needed</b>
Obtain Locally	Coroplast Engineered Wire Harness Tape (Narin) 1-800-565-3778) – or Rotunda Part Number NA1837X (Package of 6 rolls)	As Required - Claim as Misc. Other

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**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.

**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 MODEL YEAR EXPEDITION AND LINCOLN NAVIGATOR VEHICLES EQUIPPED WITH A STANDARD DUTY COOLING FAN — UNDERHOOD FIRE

### INTERIM SERVICE PROCEDURE

**⚠** Disconnecting the battery cable does not close the recall.

**NOTE:** If a dealer or customer is unable to park a vehicle outside, away from structures and other property, the vehicle's negative battery cable should be disconnected and securely positioned to the side. To assist vehicle owners who would prefer to store their vehicle at home, dealers are to arrange for a mobile service at the owner's location, so they may have the battery disconnected.

**NOTE:** Disconnecting the battery cable is to be used to put a vehicle into storage until a repair is available. Although the procedure can be performed multiple times (example - a customer wants to take their vehicle out of storage to go on a trip), this procedure should not be done on a regular basis (daily or weekly).

#### Recommended Tool List

For Battery Disconnect:	For Battery Reconnect:
1/4" ratchet and 10mm socket or 10mm wrench	1/4" ratchet and 10mm socket or 10mm wrench
Electrical Tape	Side Cutters
One standard zip tie	Torque wrench with 10mm socket

1. Ensure the customer has both keys, including the manual entry key. See Figure 1.



FIGURE 1



2. Open hood, roll-up windows, and make sure the keys are removed from the vehicle.
3. Lock and close all doors.
4. Disconnect the negative battery cable following the battery disconnect procedure. Please follow Workshop Manual (WSM) procedures in section 414-01.
5. Disconnect the Battery Monitor Sensor. See Figure 2.

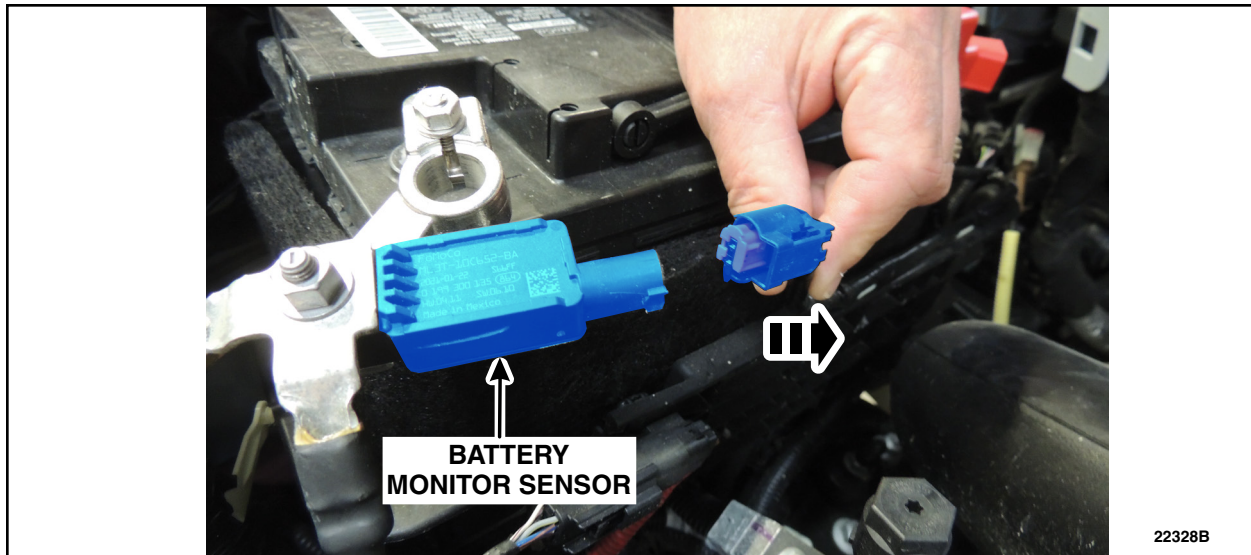


FIGURE 2

6. Apply electrical tape to sufficiently cover the negative battery cable. See Figure 3.

**NOTE:** Apply no less than 4 layers of electrical tape.

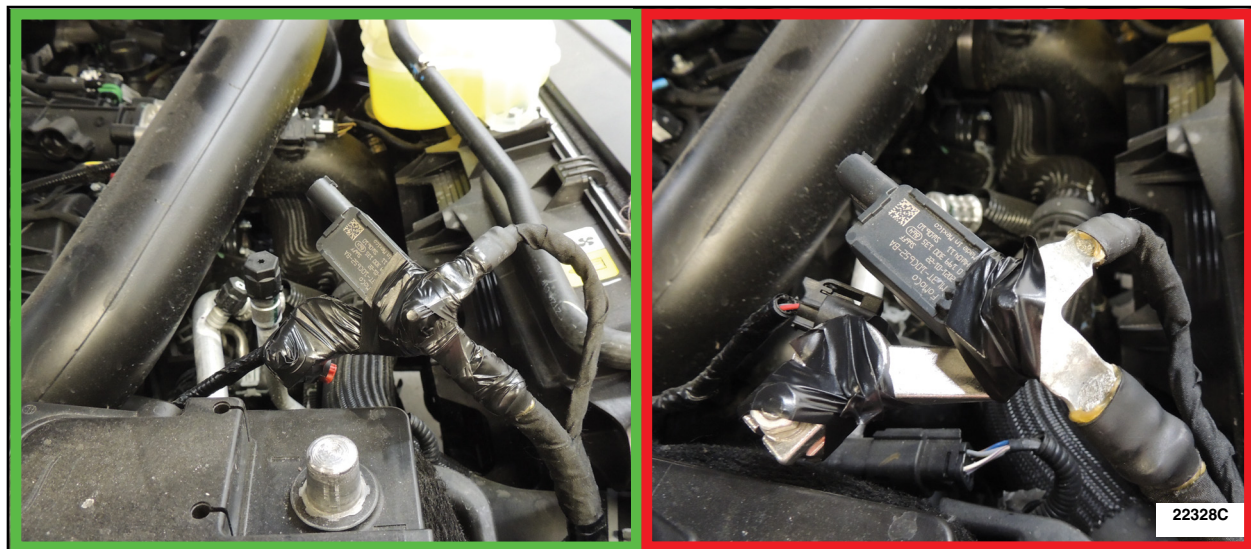
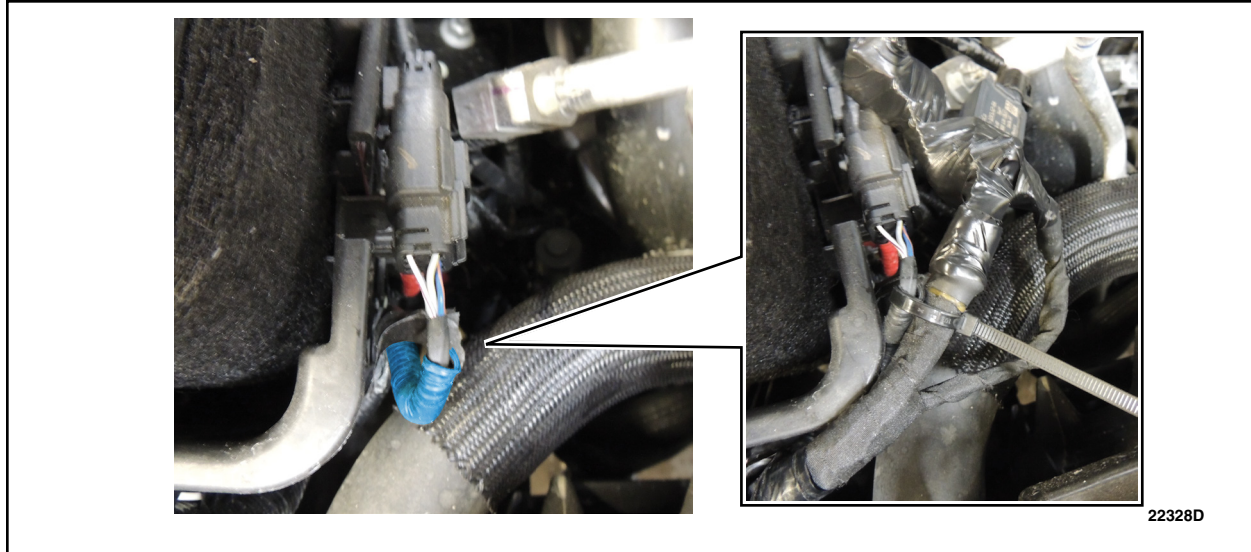


FIGURE 3



7. Reconnect the Battery Monitor Sensor.

8. Using a tie strap, secure the negative battery cable to the identified harness. See Figure 4.




**FIGURE 4**

Reconnection Procedures on next page.





 Reconnecting the battery cable does not close the recall.

#### TO RECONNECT BATTERY

**NOTE:** Disconnecting the battery cable is to be used to put a vehicle into storage until a repair is available. Although the procedure can be performed multiple times (example - a customer wants to take their vehicle out of storage to go on a trip), this procedure should not be done on a regular basis (daily or weekly).

9. Manually unlock door with key. See Figure 5.



**FIGURE 5**

10. Open hood.
11. Remove zip tie and disconnect Battery Monitor Sensor.
12. Remove electrical tape and reconnect Battery Monitor Sensor.
13. Position the negative battery cable and torque bolt to 55 lb.in (6.2 Nm).
14. If the vehicle is equipped with power running boards, make sure to enable the running boards in the IPC message center.



**CERTAIN 2021 MODEL YEAR EXPEDITION AND LINCOLN NAVIGATOR VEHICLES  
EQUIPPED WITH A STANDARD DUTY COOLING FAN — UNDERHOOD FIRE**

**SERVICE PROCEDURE**

**NOTE:** The aux box wiring assembly ML1Z-13A840-A must be installed on all vehicles. 22S36D is the only labor operation that closes the recall.

BJB inspection/replacement should occur once the dealer has received Aux Box Wire Assembly to install in vehicle - there is no labor operation code for the inspection only (as the inspection is part of 22S36D). This repair is not intended to be performed over multiple dealership visits.

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**Connector C1035C .....24**

**Fan Test Operation Using FDRS.....29**

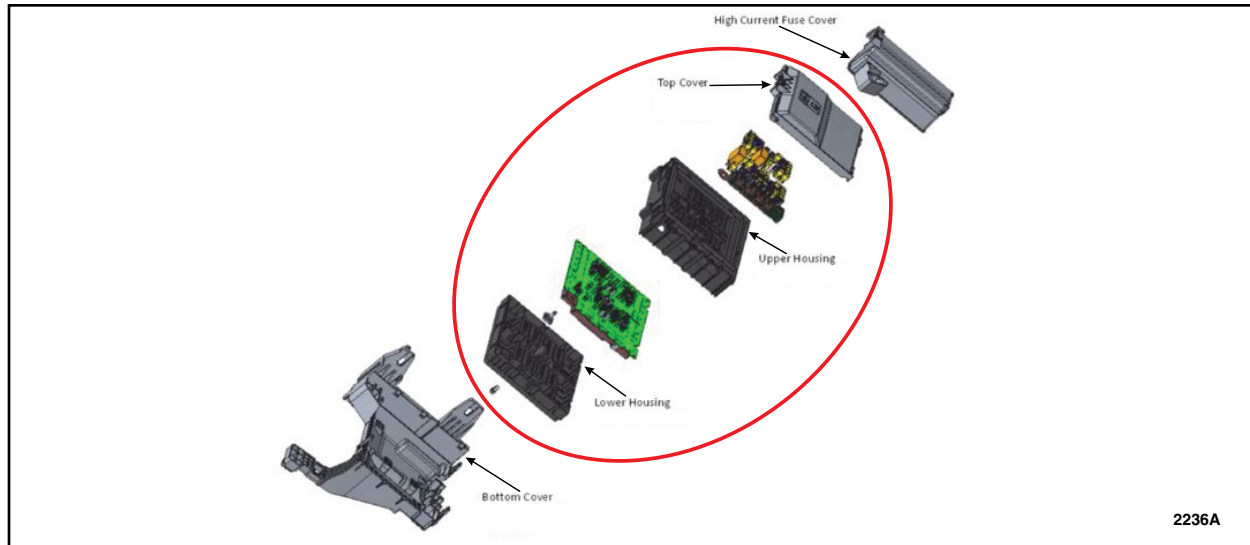
**Recommended Tool List:**

Small Flathead Screwdriver	Wire Stripper
Terminal Tool	Rotunda Wire Splice Tool Kit
Wire Cutter	Paint Pen
Heat Gun	Permanent Marker
Coroplast (Friction) Tape	Tie Straps/Zip Ties
Dual Wall Heat Shrink Tubing	



Figure 1 is a breakdown of the Battery Junction Box (BJB).

**NOTE:** Items circled in red are included with a new BJB. Covers can be ordered independently of the BJB.

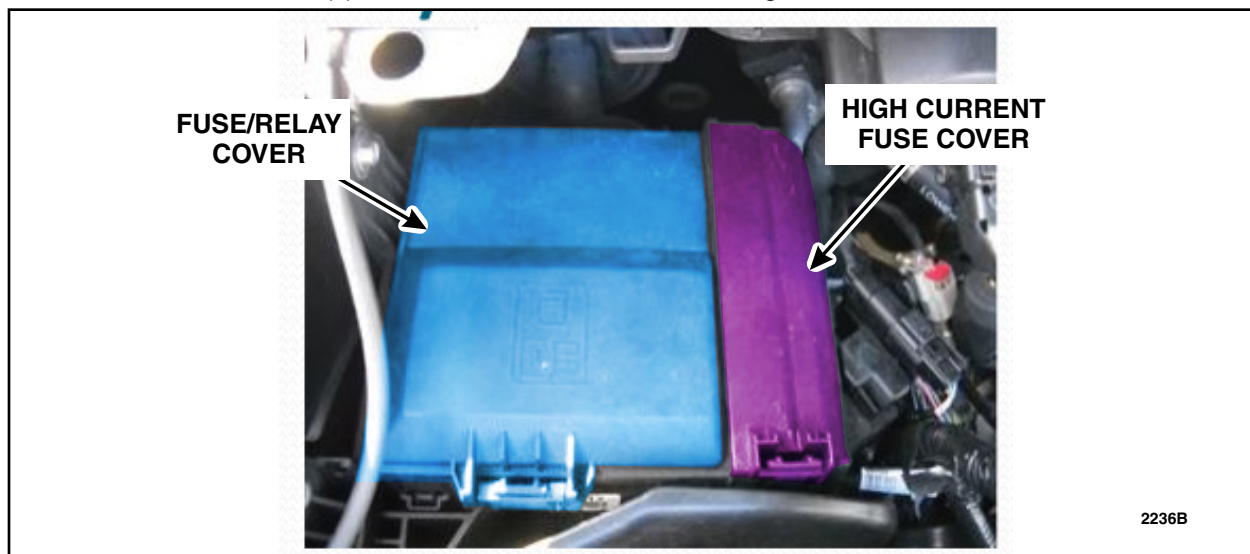


**FIGURE 1**

**Battery Junction Box Inspection and Removal Steps 1-16**

1. Position vehicle to be placed on a hoist.
2. Are both the fuse/relay cover and the High Current fuse cover present. See Figure 2.  
Yes - Proceed to Step 3.  
No - Install new cover(s). Proceed to Step 3.

**IMPORTANT:** New cover(s) can be ordered WITHOUT ordering a new BJB.



**FIGURE 2**



3. Check to make sure that the covers are properly installed. On the fuse box cover there are three attachment features securely engaged, two hoops in the rear and one latch in the front. On the High Current cover there are two attachment features securely engaged, one hoop in rear fully engaged and one latch in the front fully engaged. See Figure 3. Are both covers properly installed?

Yes - Proceed to Step 4.

No - Ensure that the covers latch and install properly. Proceed to Step 4.

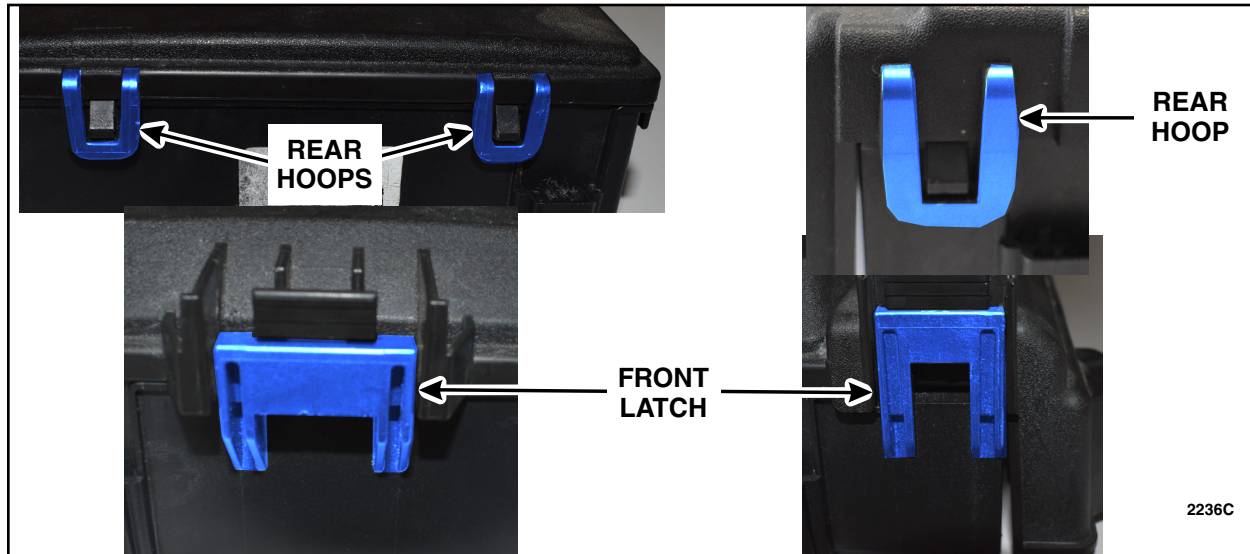


FIGURE 3

4. Check for any damage such as cracks, excessive warping, melting, broken hoop(s), and/or broken latch(es) on both covers. Is there any damage present on either cover? See Figure 4.

Yes - Replace damaged cover(s), proceed to Step 5.

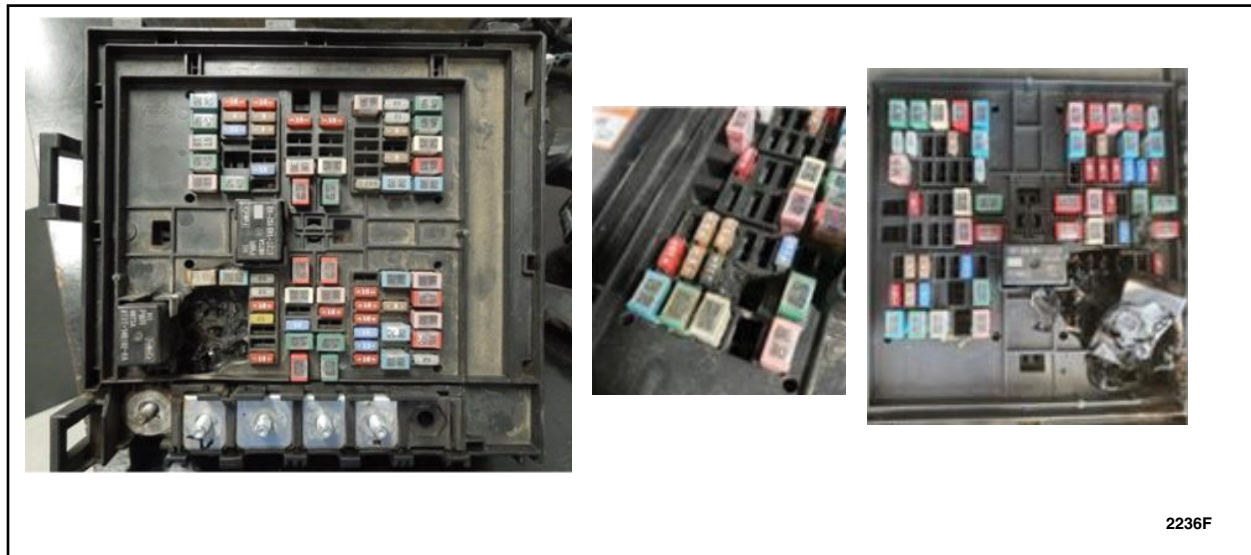
No - Proceed to Step 5.



FIGURE 4



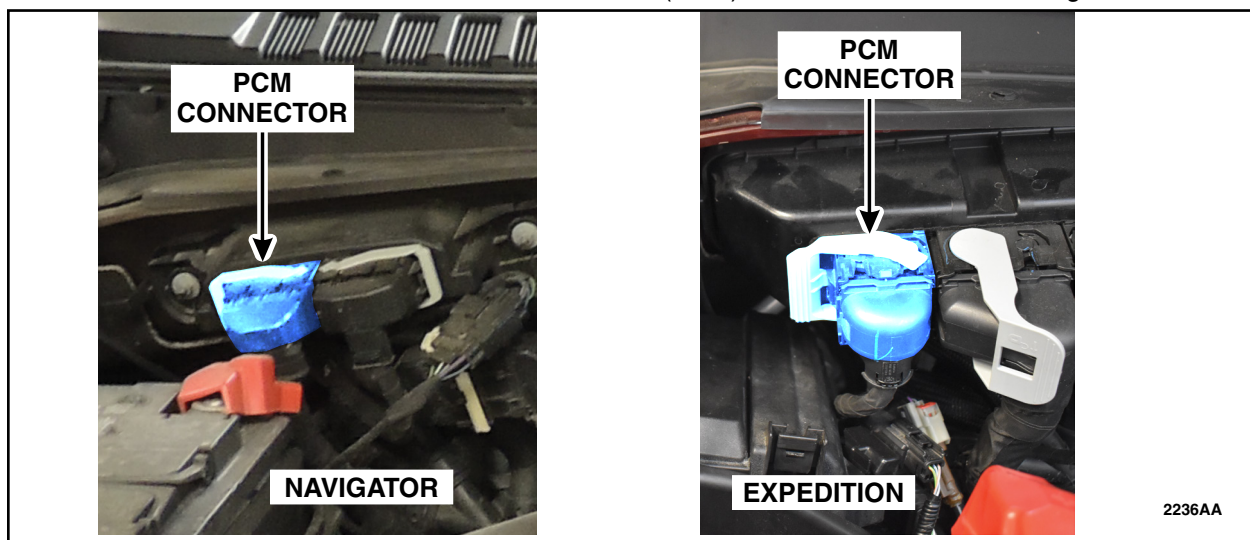
5. Remove covers and inspect BJB. Is there any evidence of melted fuse(s), melted relay(s), or melted plastic in the BJB? See Figure 5.
  - Yes - Replace BJB, (photos and Special Service Support Center (SSSC) approval required to proceed. Is the part available?
    - Yes - Proceed to Step 6.
    - No - Part is on back-order. Park vehicle outside, disconnect negative battery cable, and contact the SSSC for approval for rental vehicle for customer.
  - No - Proceed to Step 6.



**FIGURE 5**

**NOTE:** The following steps outline how to remove the BJB.

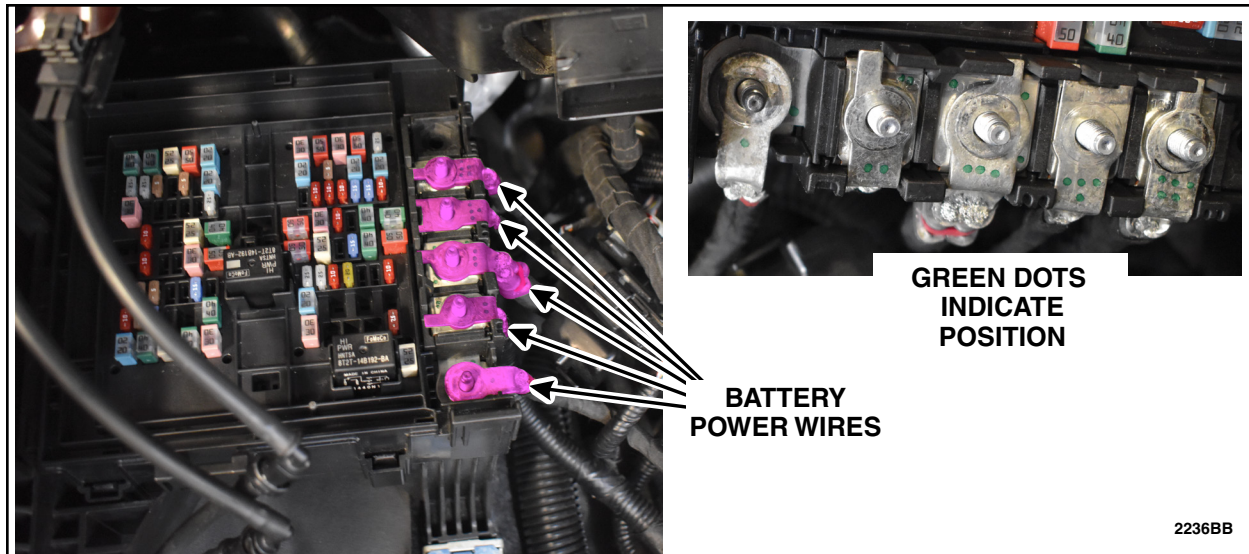
6. Remove the battery and battery tray. Please follow Workshop Manual (WSM) procedures in section 414-01.
7. Disconnect the outboard Powertrain Control Module (PCM) electrical connector. See Figure 6.



**FIGURE 6**



8. Remove battery power wires and make sure to document their position. See Figure 7.



**FIGURE 7**

9. Separate the upper and lower BJB housings from the bottom cover. There are 4 clips that fasten these two parts together, two in the front and two in the rear. It is easiest to release these tabs with a small screwdriver. See Figure 8.

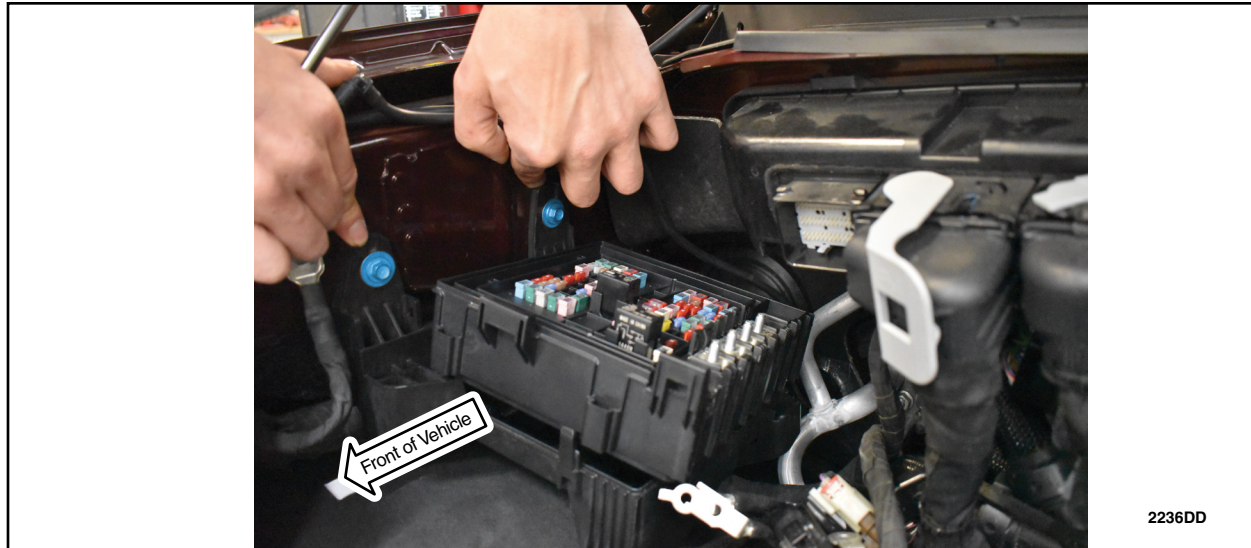
**NOTE:** BJB removed for illustrative purposes.



**FIGURE 8**

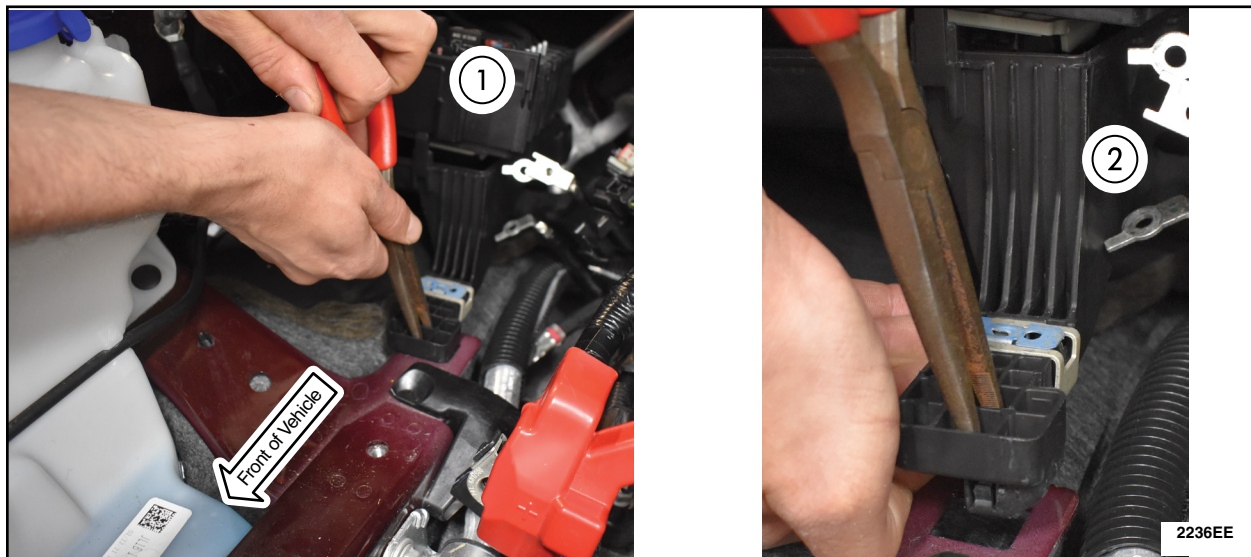


10. Remove the fasteners for the bottom cover of the BJB. See Figure 9.



**FIGURE 9**

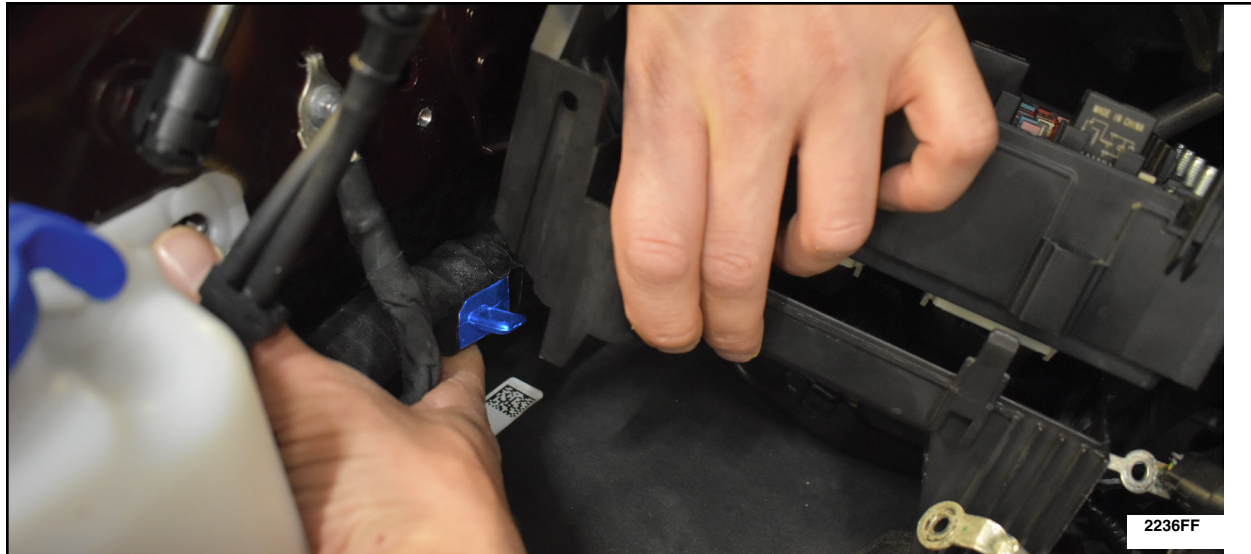
11. Release the tab connecting the BJB to the frame. Needle nose pliers will be needed to release the tab. See Figure 10.



**FIGURE 10**

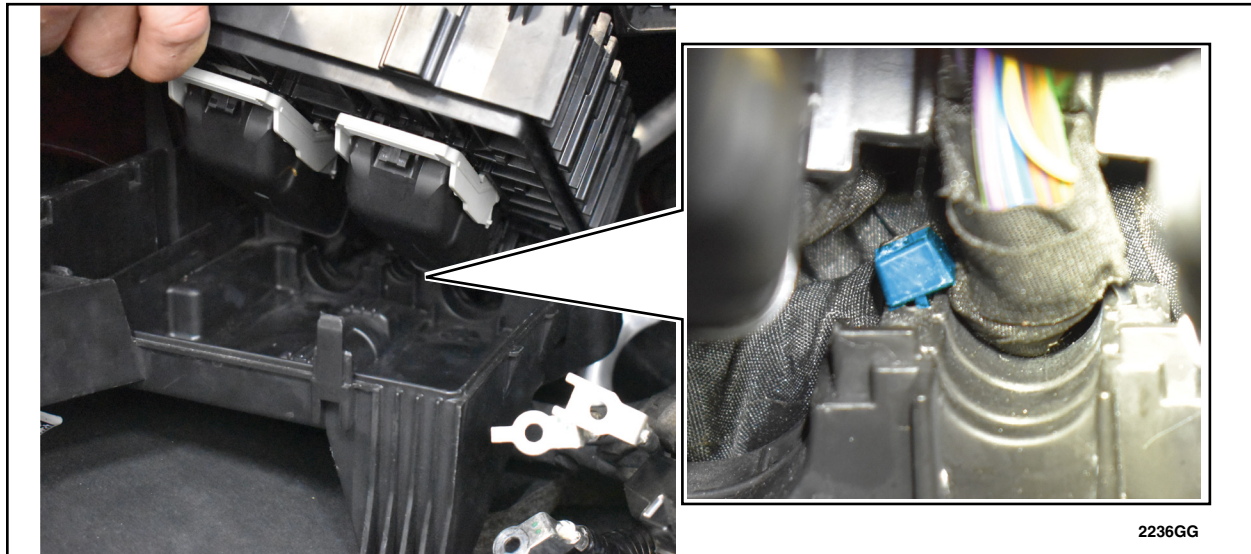


12. Release the 2 harness retainers from underneath the lower BJB. See Figure 11.



**FIGURE 11**

13. Position BJB, remove the zip tie connecting the middle wire harness to the lower portion of the BJB. See Figure 12.



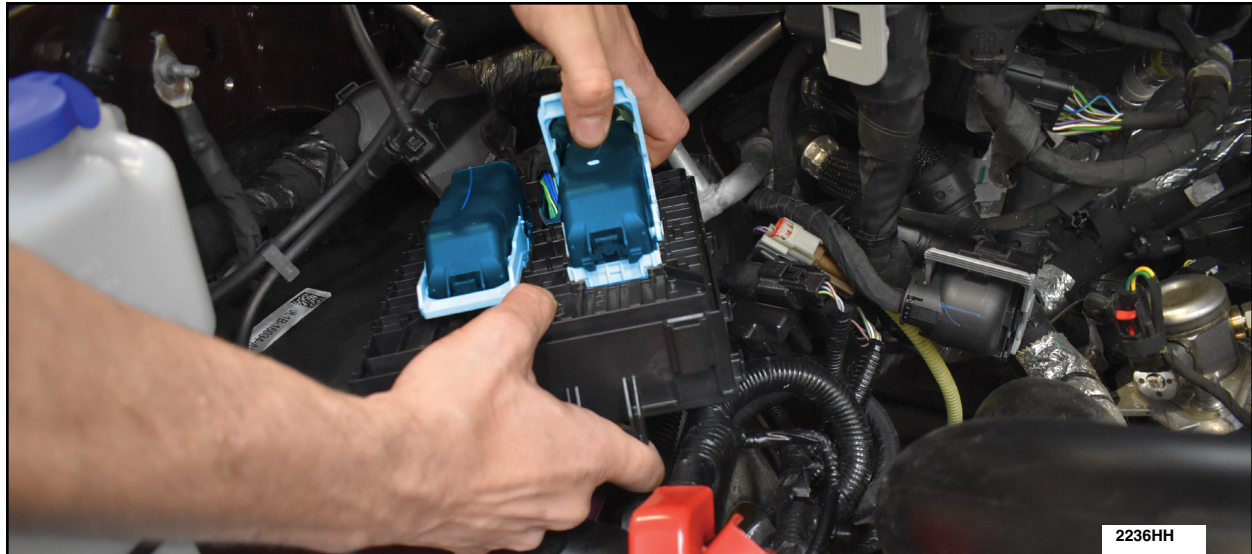
**FIGURE 12**





14. Remove lower BJB from vehicle.

15. Disconnect the three wire harness connectors from the BJB. See Figure 13.

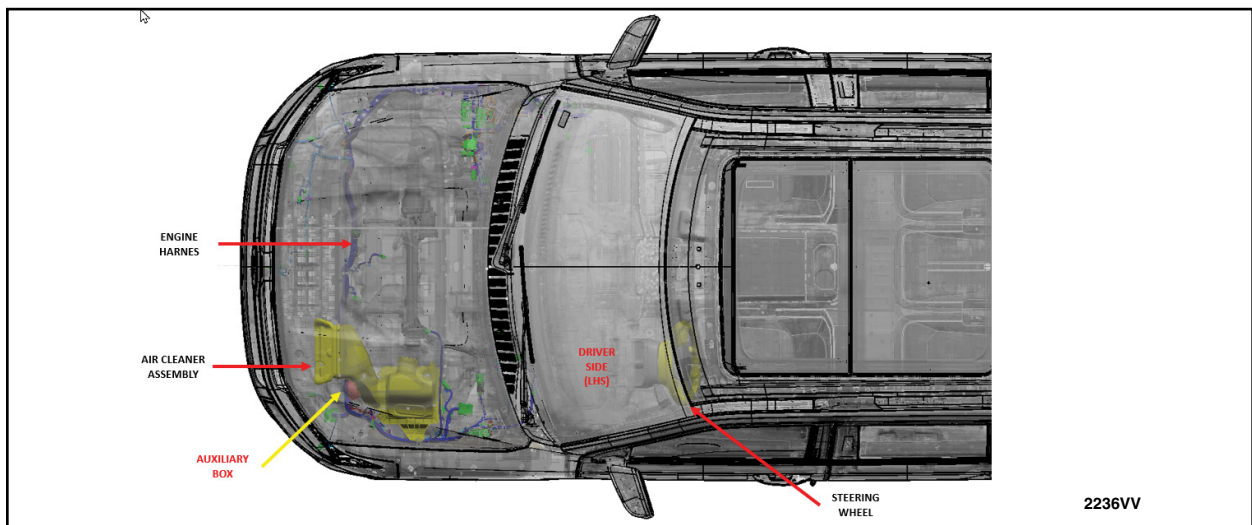


**FIGURE 13**

16. Remove BJB box from vehicle.

**Auxiliary Box Wire Assembly Installation Steps 17-60**

See Figure 14 for position of auxiliary box in the engine bay.



**FIGURE 14**

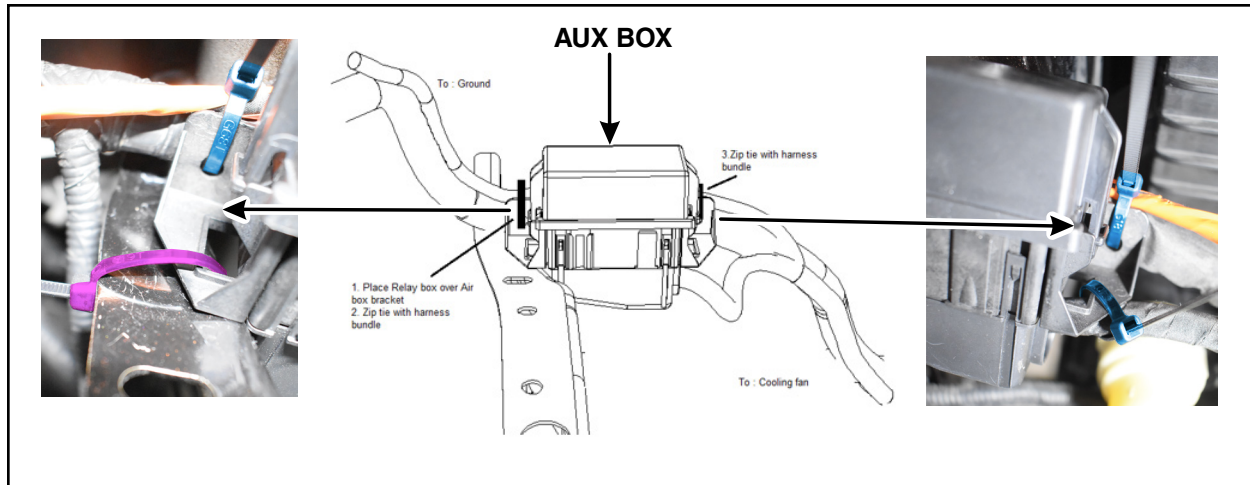


17. Remove Air Cleaner. Please follow Workshop Manual (WSM) procedures in Section 303-12

18. Secure the aux box to the vehicle over the air box bracket with 4 zip ties. See Figure 15.

**NOTE:** The zip tie identified in purple must utilize the hole that is already in the frame of the vehicle.

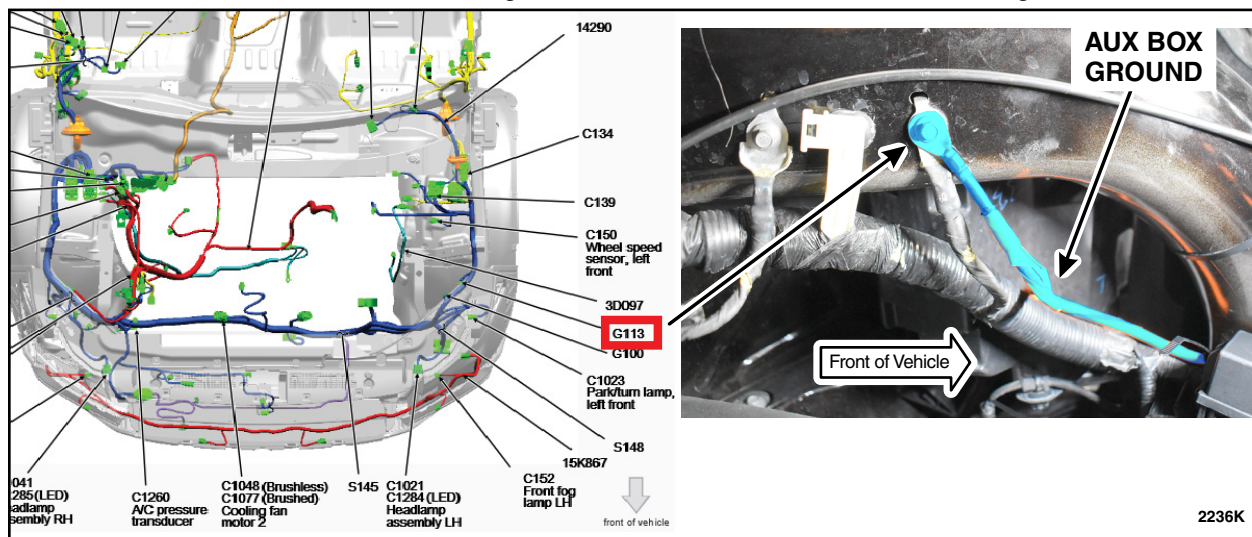
**IMPORTANT:** The tails of the zip ties were left on for easier identification. Ensure to remove them after each zip tie has been installed.



**FIGURE 15**

19. Install aux box ground on top of existing ground (Ground #113). Torque 9.0+/-1.4 N-m. See Figure 16.

**IMPORTANT:** Ensure that the anti-rotational tab from G113 stays engaged and that there is about 45° of offset between the grounds so the heat-shrinks are not touching.

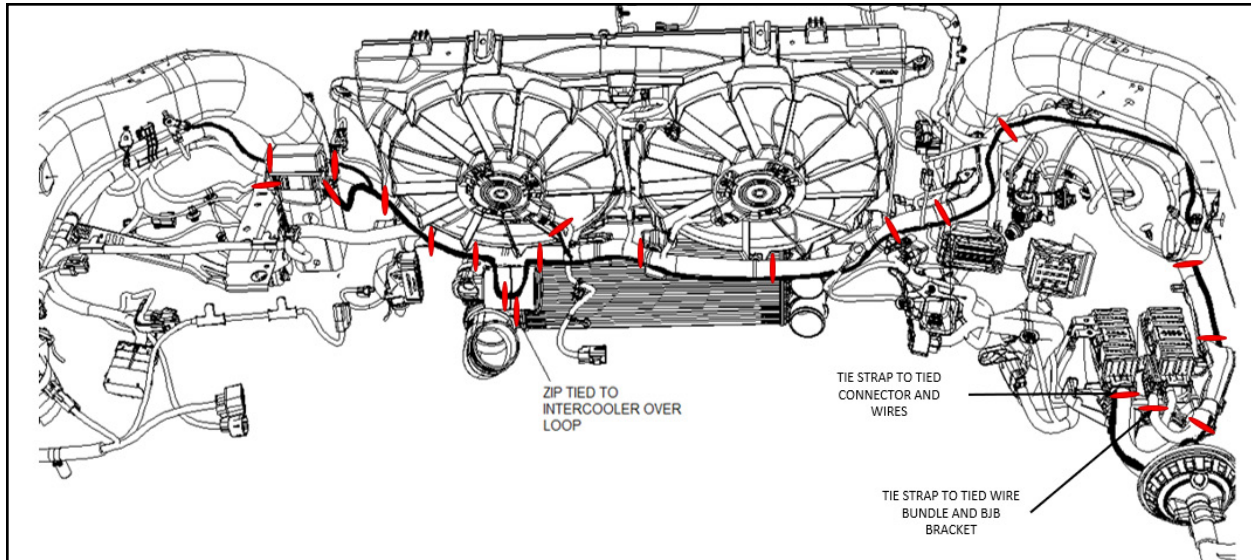


**FIGURE 16**



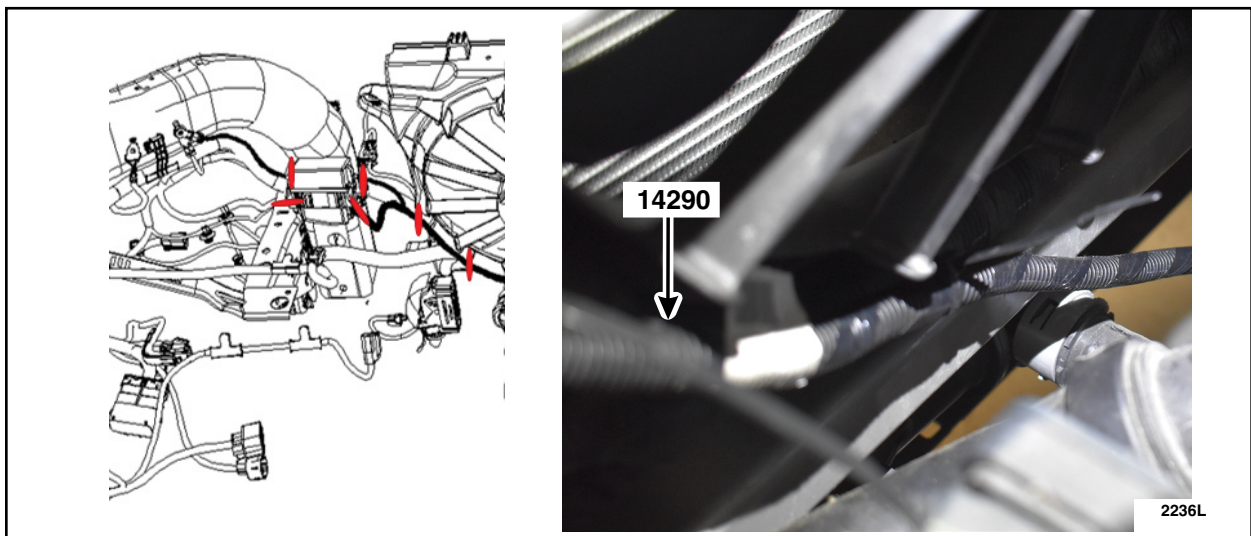
Figure 17 shows the placement of the zip ties needed to bundle the aux box harness to the 14290. Zip tie placement is critical. Please follow areas highlighted in red for placement.

**NOTE:** It is important to frequently check the tightness of the aux box wiring harness to make sure that it is not slipping. Position of zip ties may need to be adjusted to make sure that the aux box harness stays tight to the 14290.



**FIGURE 17**

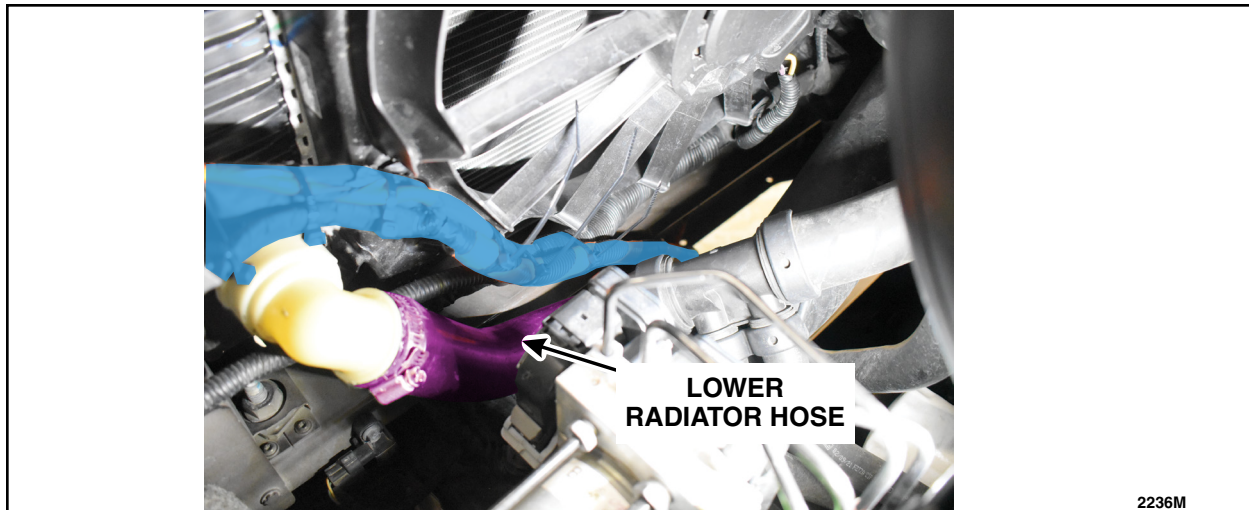
20. Secure the aux box harness bundle along with the engine bay harness (14290) using zip ties, See Figure 18.



**FIGURE 18**



21. As you follow the 14290 harness down, be sure to zip tie the aux box harness away from the lower radiator hose. This step is critical. See Figure 19.



**FIGURE 19**

22. Once the harness has been secured past the lower radiator hose, drop the harness down through the engine bay.

23. Hoist vehicle. Please follow Workshop Manual (WSM) procedures in Section 100-02.

24. Following the routing procedure in Figure 17, be sure to loop the aux box harness and secure it to the intercooler. See Figure 20.

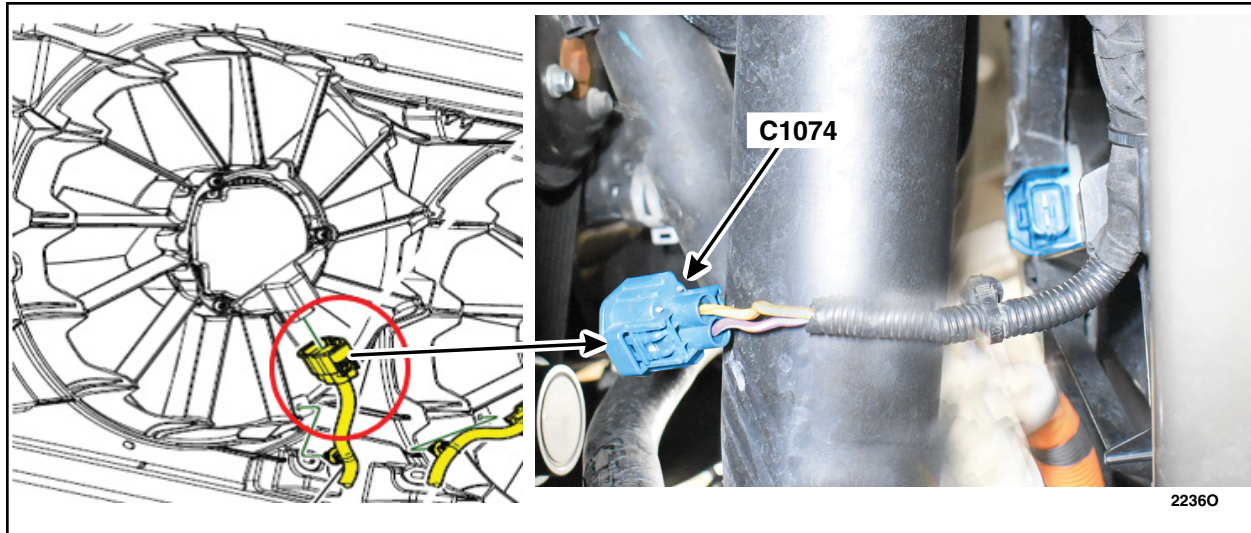


**FIGURE 20**



**C1074 Connector Steps 25-30**

25. Disconnect connector C1074 from cooling fan. See Figure 21.

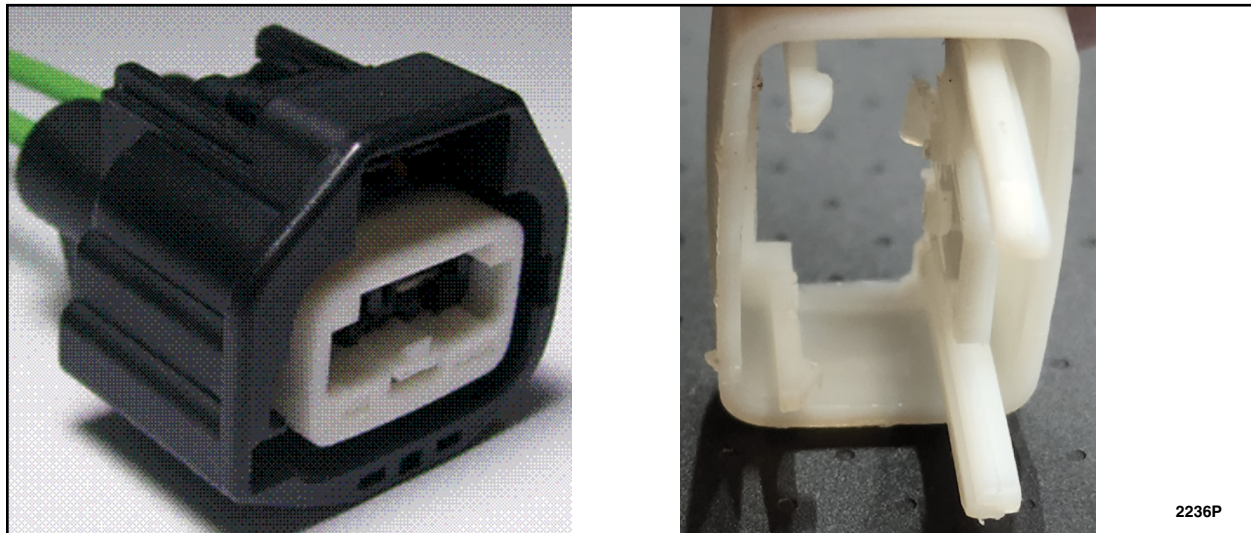


**FIGURE 21**

26. Remove connector cover to the C1074 connector to access the terminal. See Figure 22.

**CAUTION:** Connector cover cannot be ordered individually if broken. The only way to replace this cover is with the cooling fan pigtail repair kit.

**NOTE:** If connector cover is broken during removal contact the SSSC.

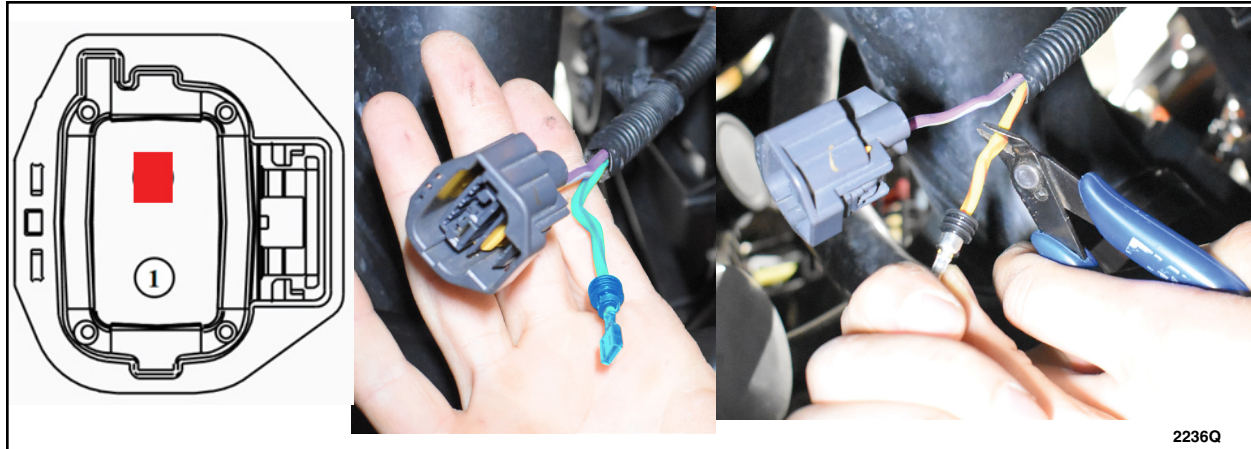


**FIGURE 22**



27. Identify cavity 2 which contains a yellow wire with an orange tracer. Remove wire located in cavity 2 from the connector. Cut terminal end off of wire. See Figure 23.

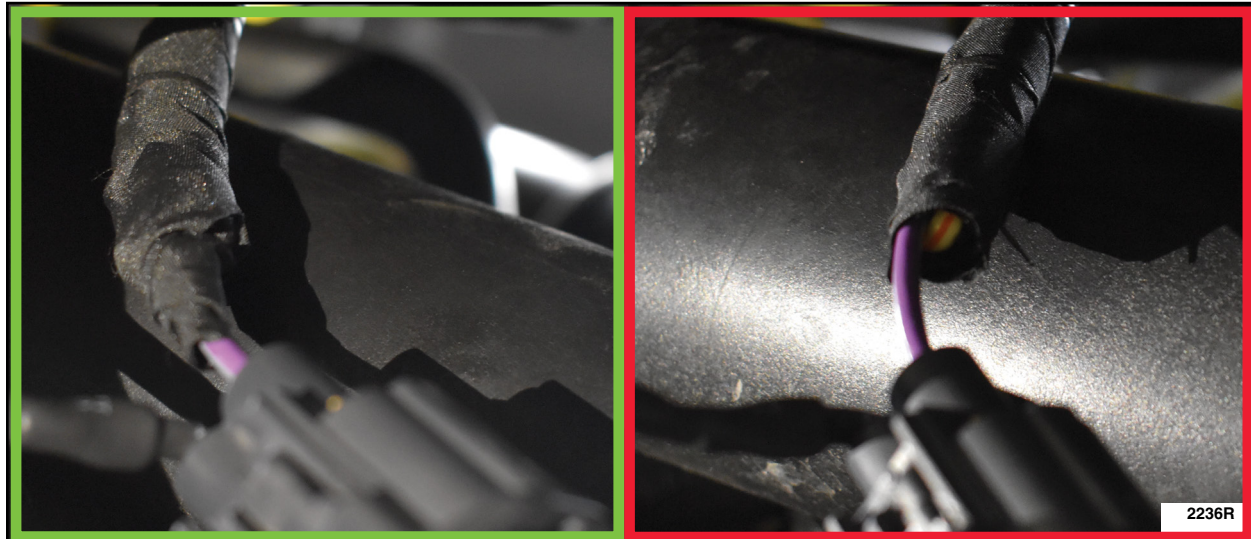
**CAUTION:** Both the aux box harness and the cooling fan harness contain a yellow wire with an orange tracer. Ensure that the cooling fan harness is the one being modified.



**FIGURE 23**

28. Add Dual Wall Heat Shrink tubing to cover the open end of the yellow wire with orange tracer. Tuck wire back into conduit and secure wire to bundle with Coroplast tape. See Figure 24.

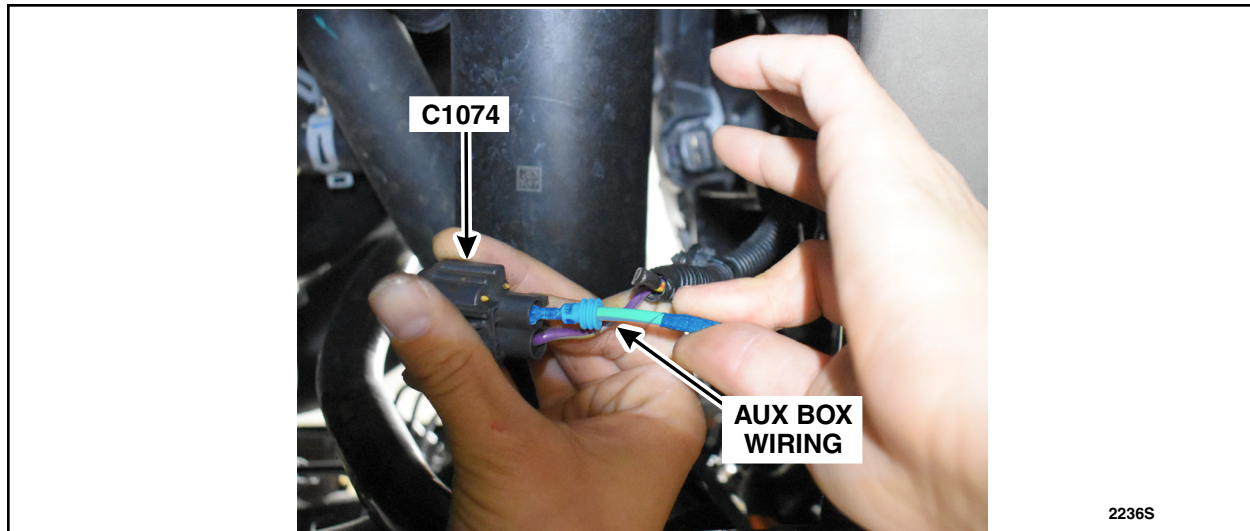
**NOTE:** Ensure that the tape completely covers the cooling fan wire.



**FIGURE 24**



29. Install circuit from aux box wiring assembly, into the empty cavity of the C1074 connector. This circuit is identified with a yellow wire with an orange tracer. Replace connector cover. See Figure 25.

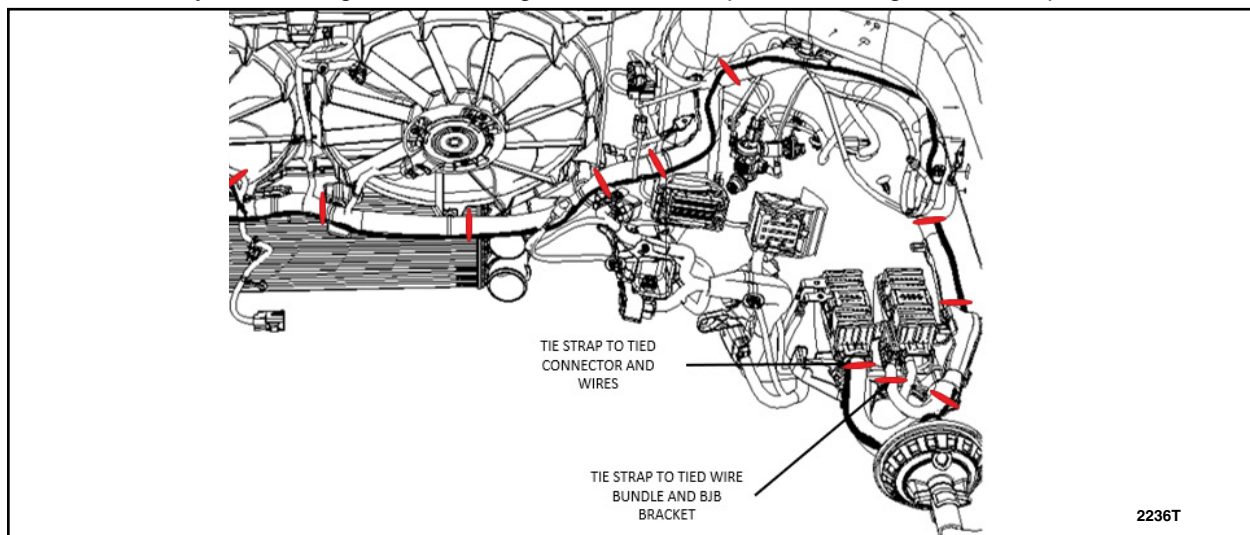


**FIGURE 25**

30. Reconnect connector C1074 to cooling fan.

31. Continue to attach the aux box harness to the 14290 harness using zip ties as identified with red highlights. Working your way up to the BJB area. See Figure 26.

**NOTE:** Carefully route wiring identical to Figure 26 as it is imperative during the next steps.

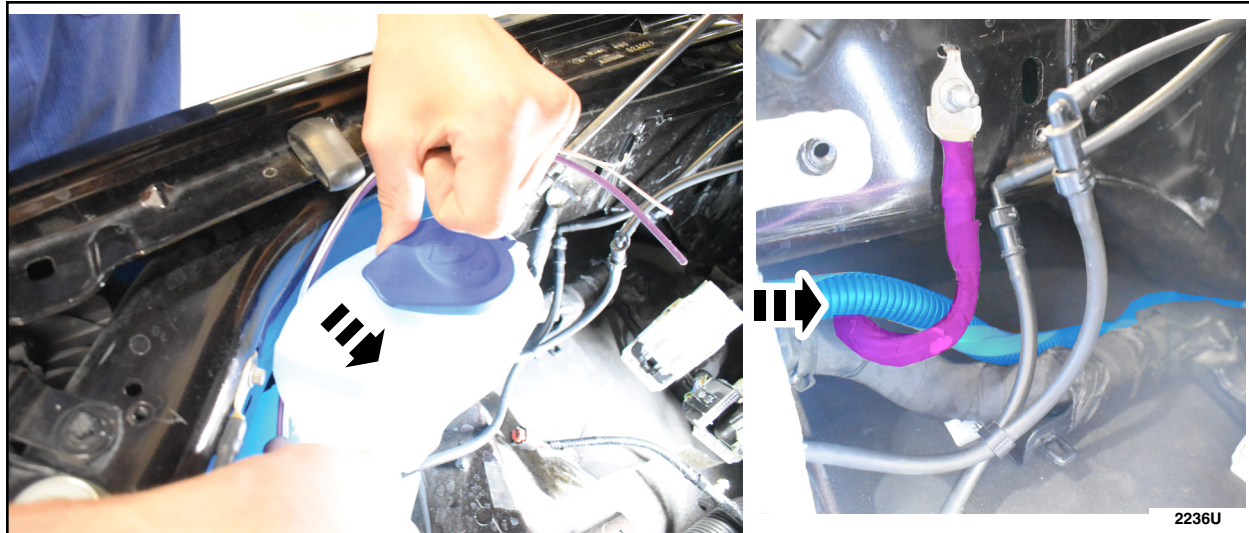


**FIGURE 26**



32. Route wire harness behind the washer reservoir. This is easiest to do if the reservoir is slightly pushed forward. Once the wires are routed behind the reservoir, the remaining harness can be pulled through. See Figure 27.

**NOTE:** Ensure that aux box wiring harness goes behind ground wire and washer hoses on the right hand side. This wire has been highlighted purple for easier identification.

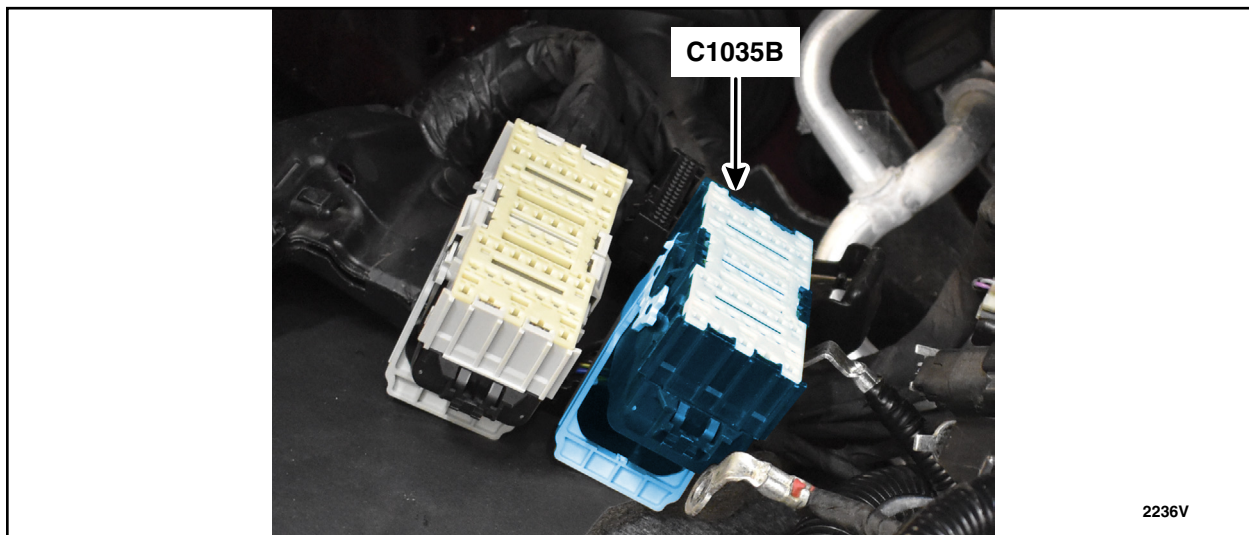


**FIGURE 27**

**C1035B Connector Steps 33-53**

33. Locate the black 50-way connector (C1035B). See Figure 28.

**NOTE:** Connector has been highlighted blue to aid in identification.



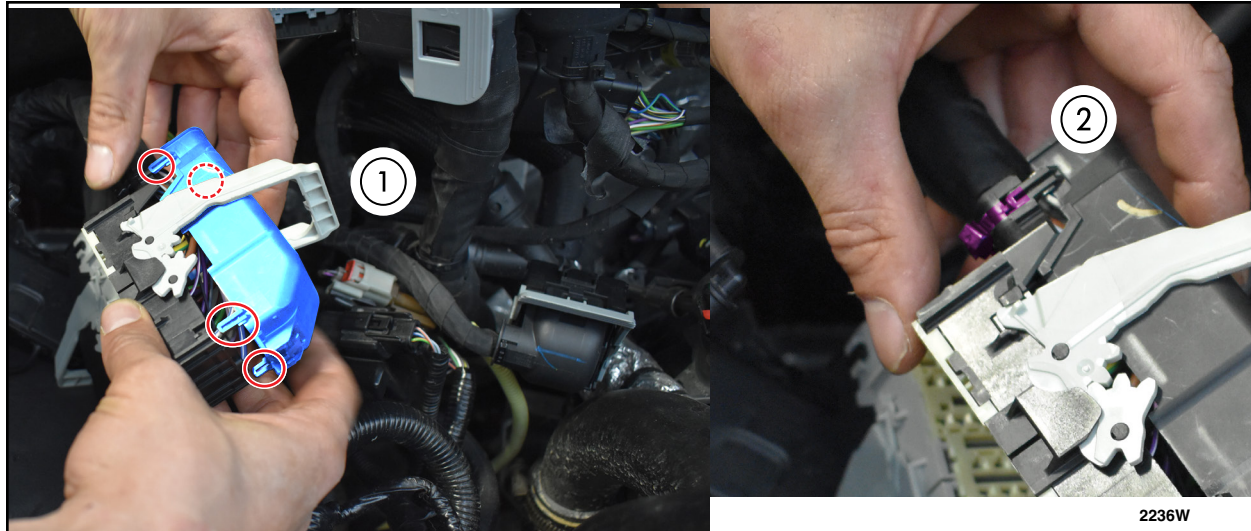
**FIGURE 28**





34. Using a small flat-head screwdriver, remove back shell from 50-way black connector. There are a total of 4 tabs that will need to be released. Cut and remove zip-tie from 50-way black connector (C1035B). See Figure 29.

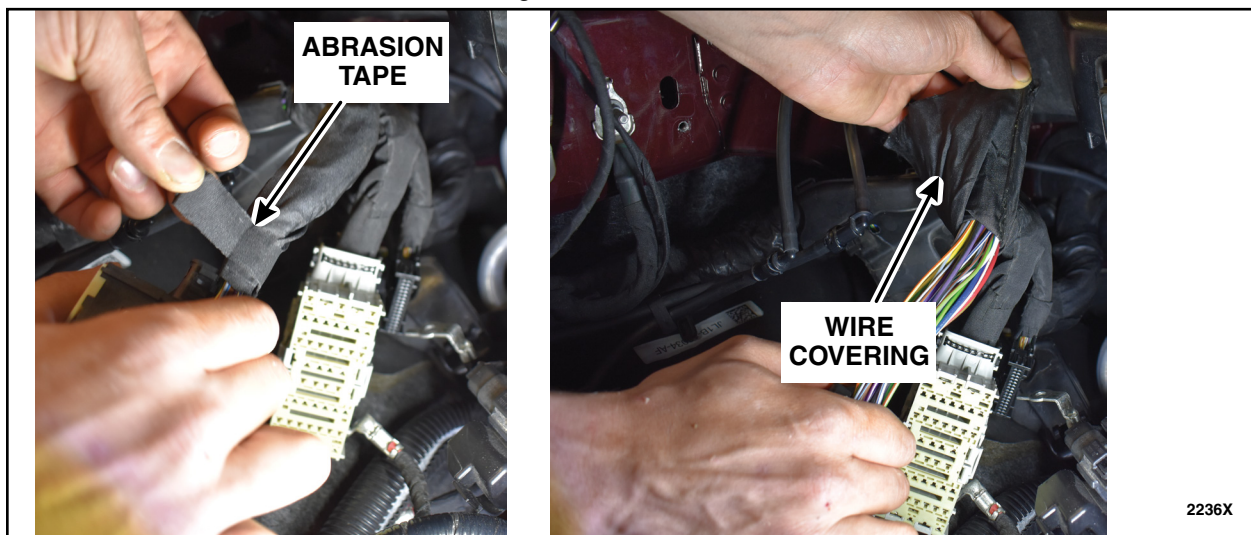
 **CAUTION:** Do NOT break the back shell.



**FIGURE 29**

35. Remove abrasion tape from the harness and peel back the covering about 300mm. See Figure 30.

**NOTE:** Do NOT cut or remove wire covering.

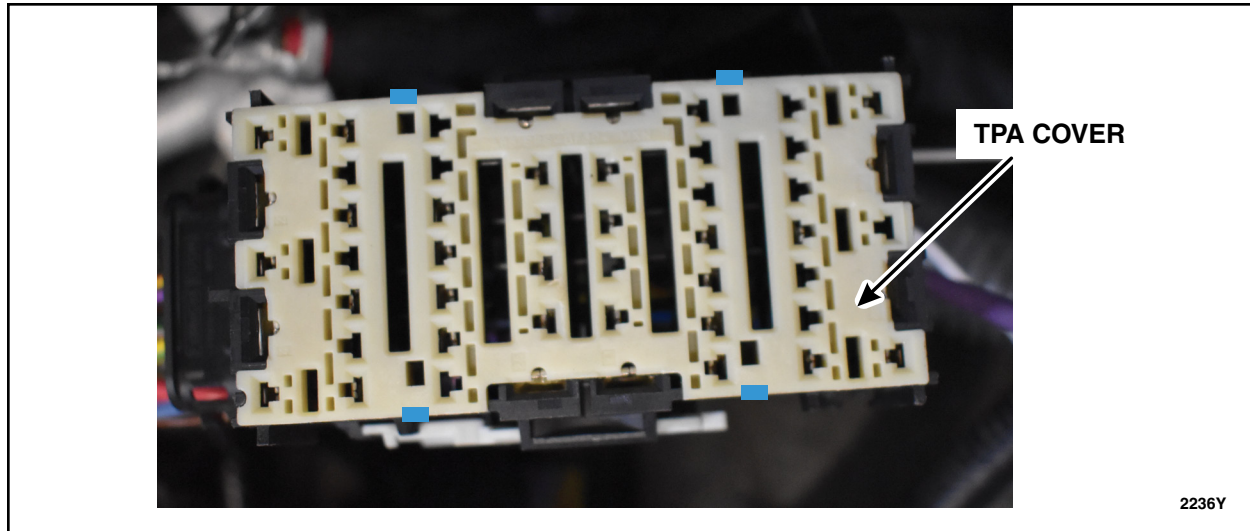


**FIGURE 30**



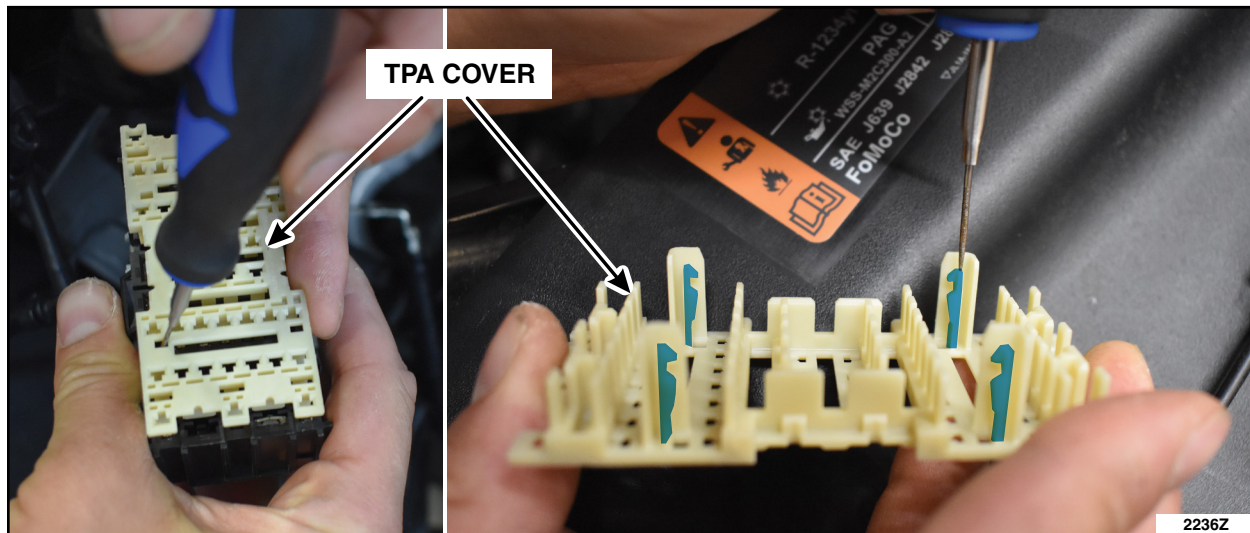
36. Using a small flat-head screwdriver, gently pry on the sides of the Terminal Position Assurance (TPA) cover, to lift the cover to the first hard stop. Do this by inserting the screwdriver between the TPA cover and the shell of the connector in the areas identified in blue. See Figure 31.

**NOTE:** TPA cover has a hard stop, so it will need to be unclipped twice.



**FIGURE 31**

37. Using a pointed terminal tool, remove the TPA cover. See Figure 32.

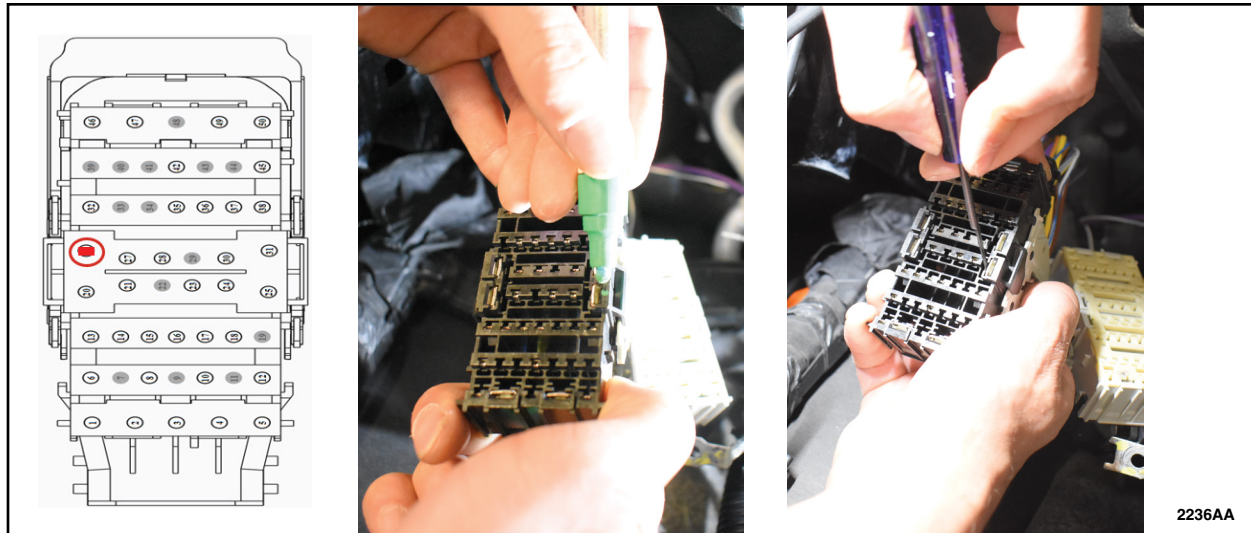


**FIGURE 32**



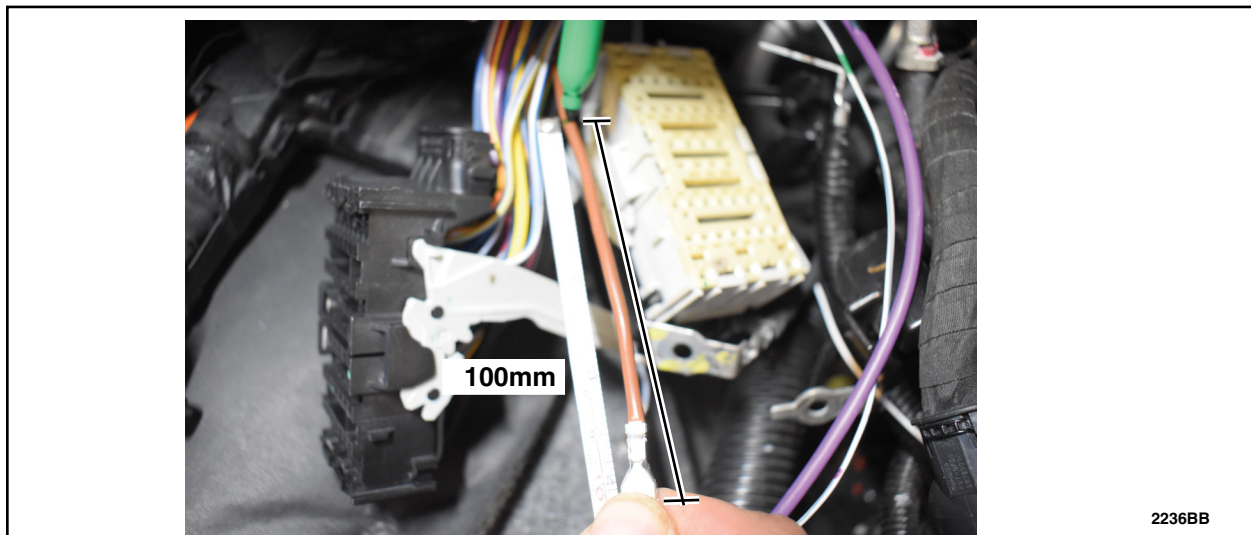
38. In connector C1035B identify cavity 26 which contains a brown wire. Remove the brown wire located in cavity 26 from the C1035B connector using a terminal tool. See Figure 33.

**NOTE:** Using a paint marker it is best to identify the cavity in which the wire is in for ease of identification while working.



**FIGURE 33**

39. About 100mm down, on the identified wire, mark the wire to prepare to insert new wire from aux box wiring harness. See Figure 34.

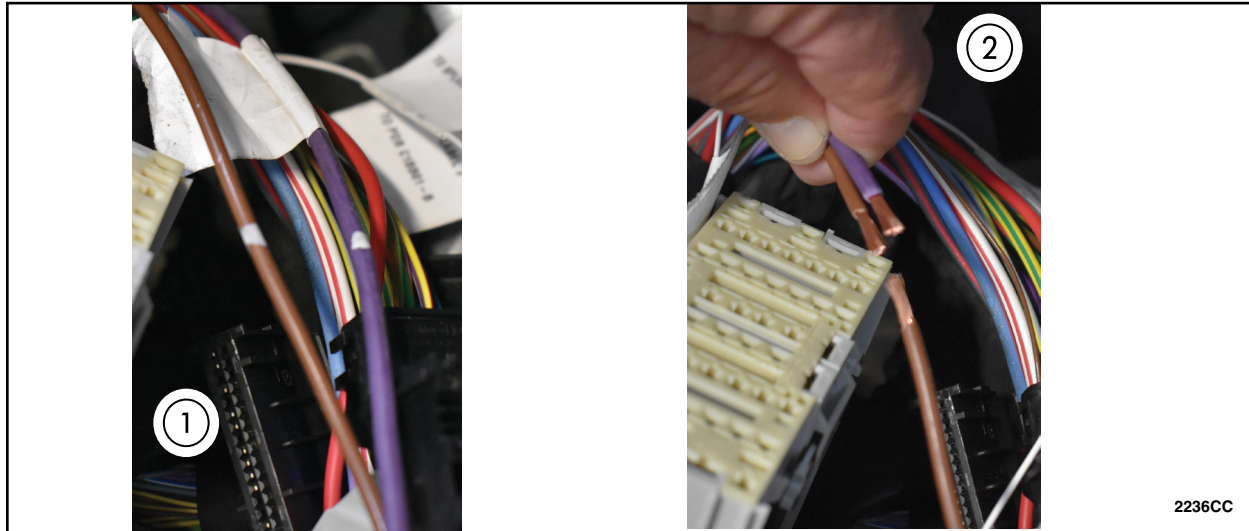


**FIGURE 34**



40. Taking the purple wire from the aux box harness, make a mark about one inch up from the label. Cut both the violet and the brown wires. See Figure 35.

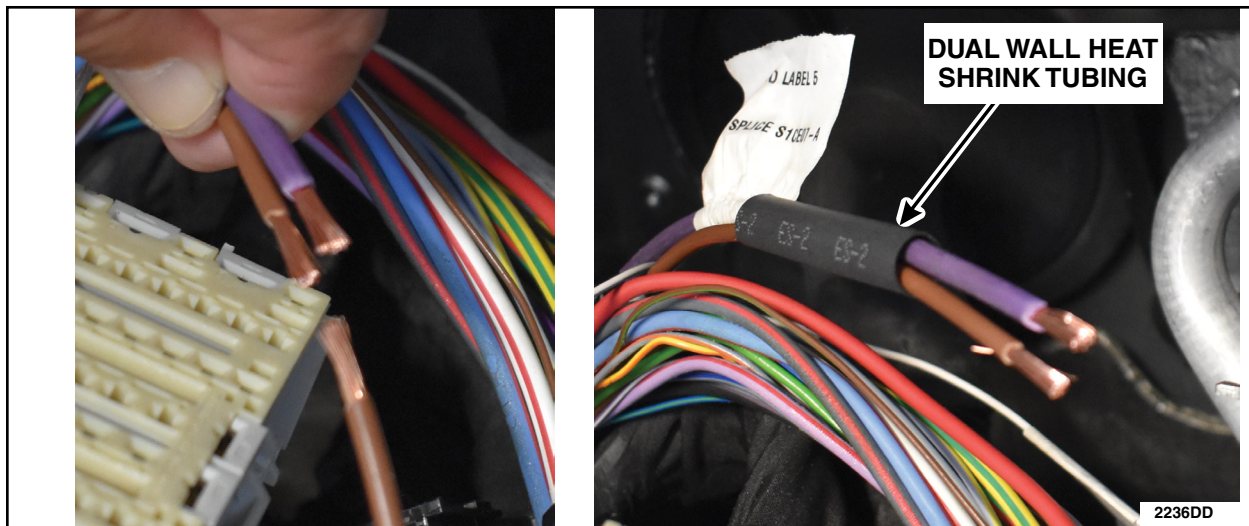
**NOTE:** Do NOT discard terminal end as it will be needed for the next step.



**FIGURE 35**

41. Strip 1" of insulation from the violet wire, brown wire, and terminal end. Put dual wall heat shrink tubing over brown and violet wires. See Figure 36.

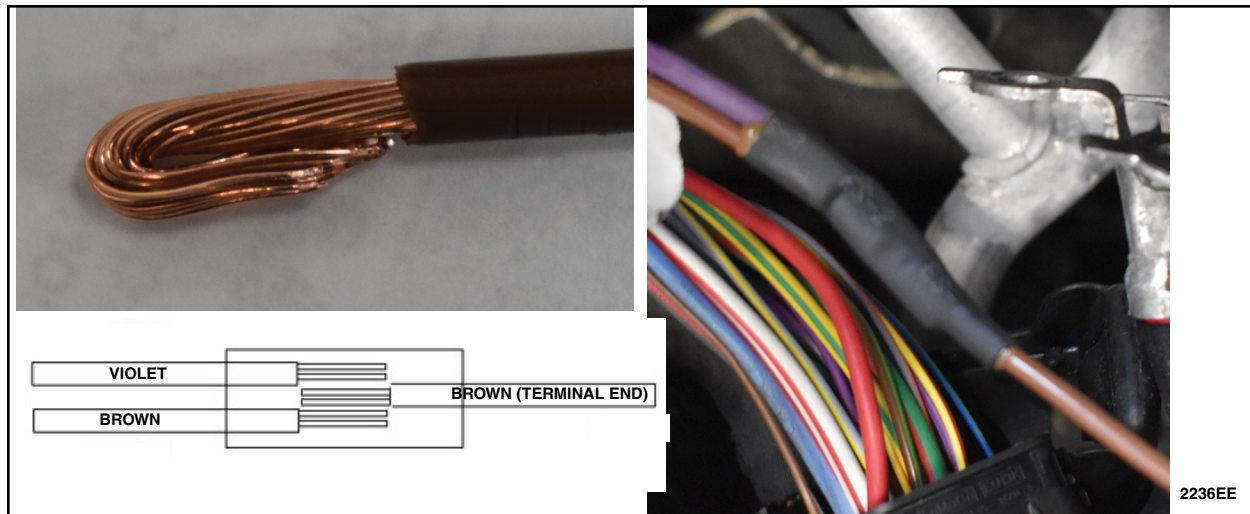
**NOTE:** If the label on the violet wire is interfering with the splice site, this label can be pulled down on the wire.



**FIGURE 36**



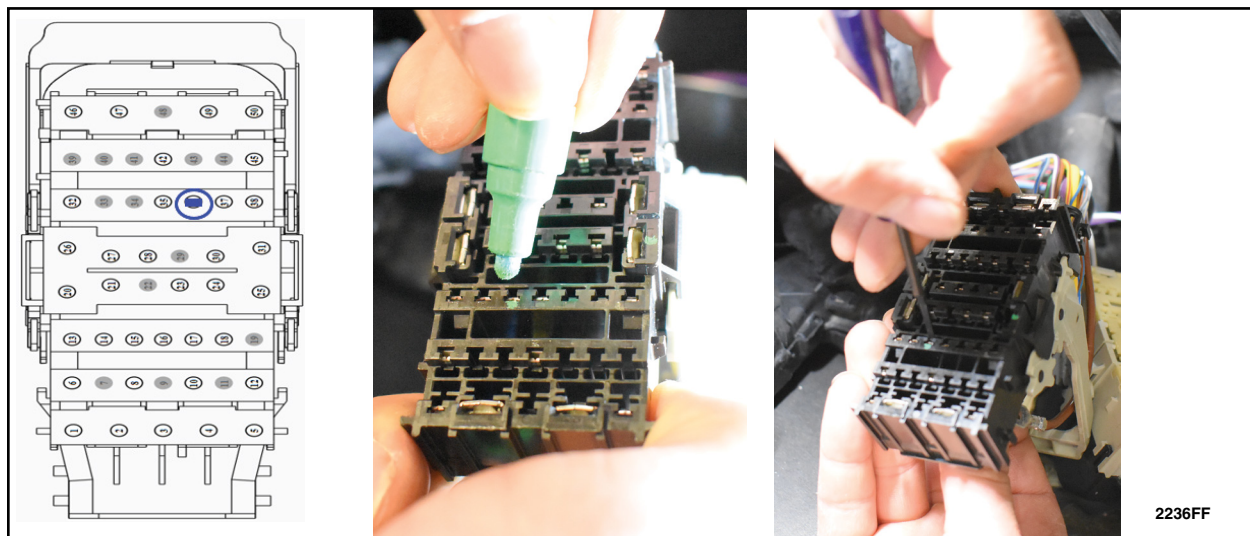
42. On the brown terminal end fold the exposed wire in half before placing in splice butt connector. This will allow good contact with the butt splice connector. Place wires in splice butt connector. See Figure 37.



**FIGURE 37**

43. Reinstall circuit into cavity 26 of the C1035B connector.
44. In connector C1035B identify cavity 36 which contains a gray wire. Remove the gray wire located in cavity 36 from the C1035B connector using a terminal tool See Figure 38.

**NOTE:** Using a paint marker it is best to identify the cavity in which the wire is in for ease of identification while working.



**FIGURE 38**



45. About 100mm down, on the identified wire, mark the wire to prepare to insert new wire from aux box wiring harness. Cut the gray wire. See Figure 39.

**NOTE:** If there is excess white/blue wire it can be cut off.

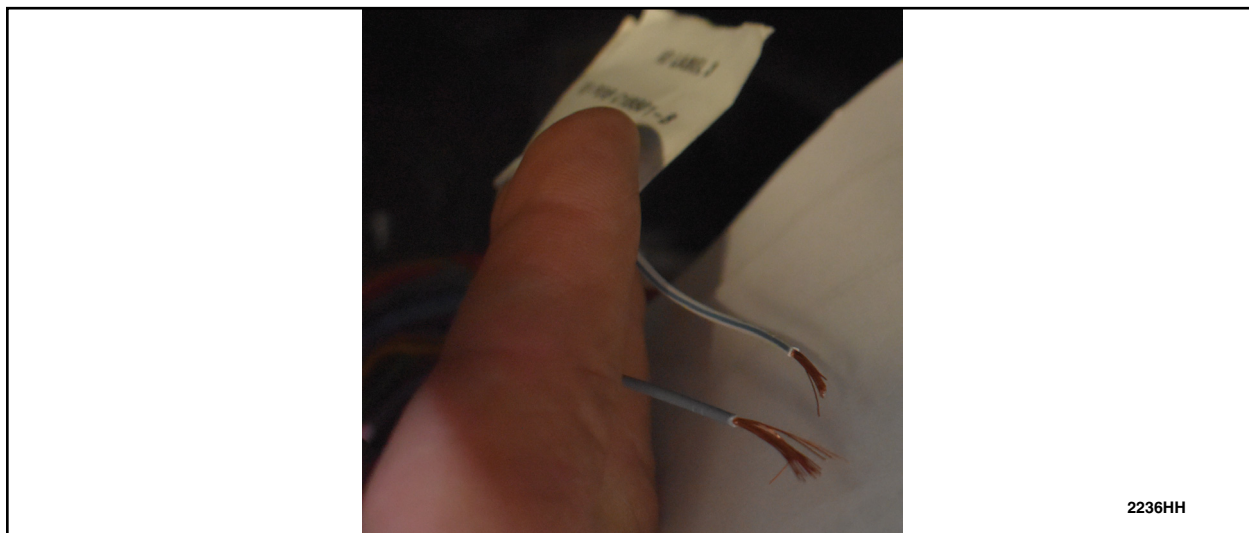
**NOTE:** Do NOT discard terminal end as it will be needed for the next step.



**FIGURE 39**

46. Strip 1" of insulation from the gray wire and white/blue wire, and terminal end. Put dual wall heat shrink tubing over gray wire and white/blue wire. See Figure 40.

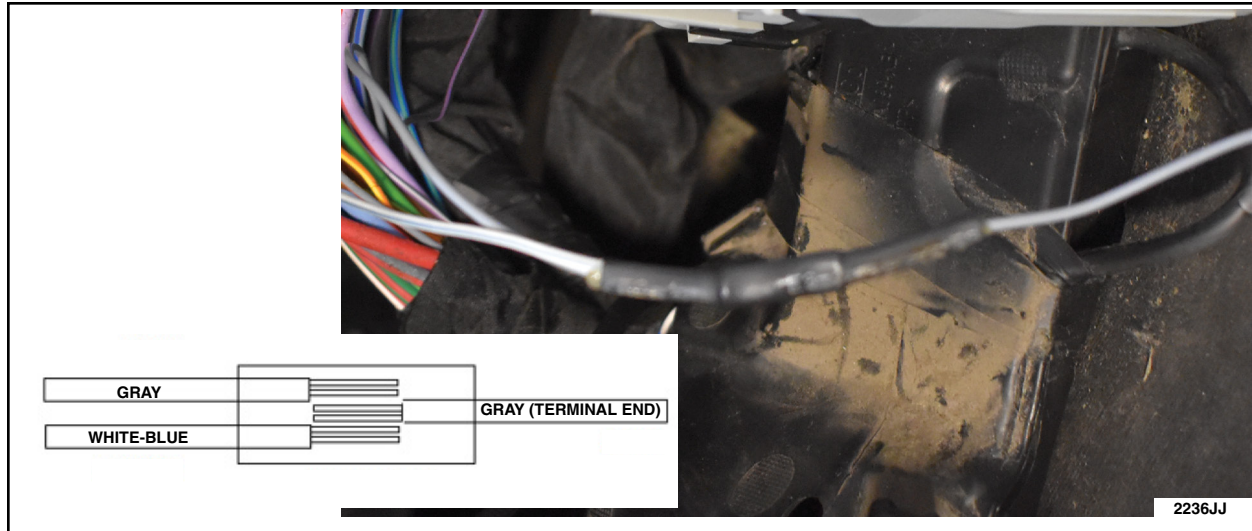
**NOTE:** If the label on the white/blue wire is interfering with the splice site, this label can be pulled down on the wire.



**FIGURE 40**



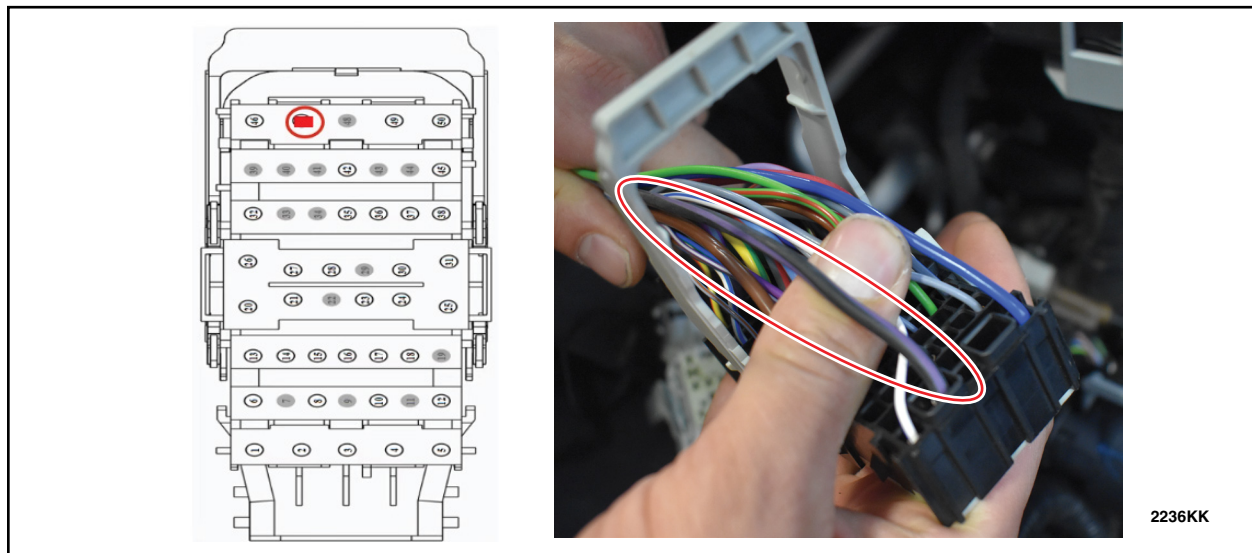
47. On the gray terminal end fold the exposed wire in half before placing in splice butt connector. This will allow good contact with the butt splice connector. Place wires in splice butt connector. See Figure 41.



**FIGURE 41**

48. Reinstall circuit into cavity 36 of the C1035B connector.

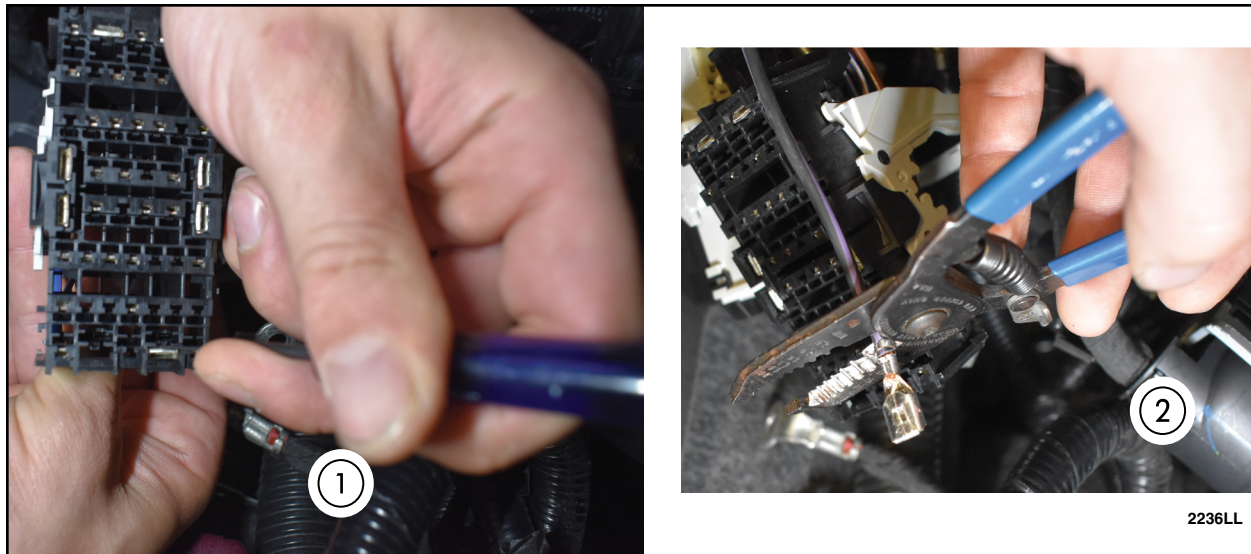
49. In connector C1035B identify cavity 47 which contains a black-violet wire. See Figure 42.



**FIGURE 42**

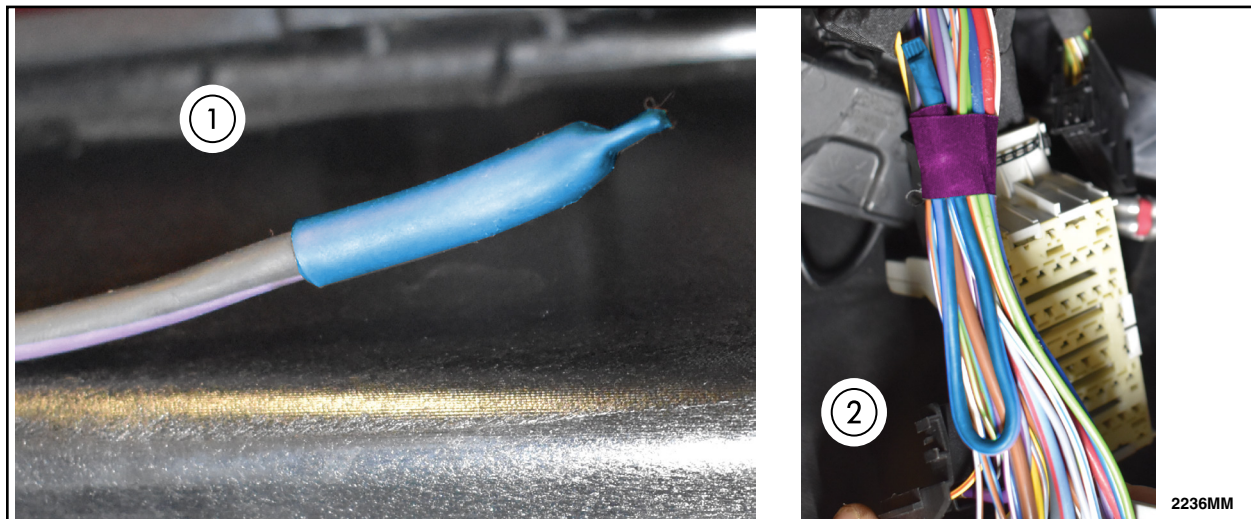


50. Remove the black-violet wire located in cavity 47 from the C1035B connector using a terminal tool. Cut terminal end off of wire. See Figure 43.



**FIGURE 43**

51. Add Dual Wall Heat Shrink tubing to cover open end of the black-violet wire. Bend the circuit with heat shrink into the bundle and secure with Coroplast tape. See Figure 44.



**FIGURE 44**





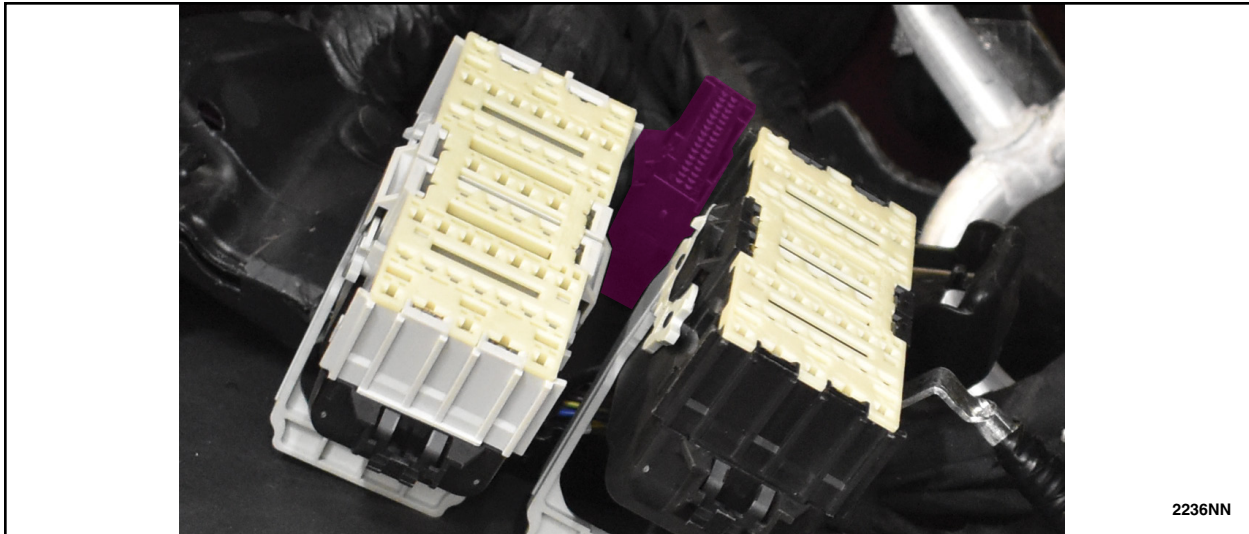
52. Reinstall TPA cover, ensuring that it properly seats into the C1035B connector.

53. Cover both circuits with Coroplast tape.

**C1035C Connector Steps 54-58**

54. Identify connector C1035C. See Figure 45. If needed wire covering can be pulled back.

**NOTE:** Connector has been highlighted purple to aid in identification.



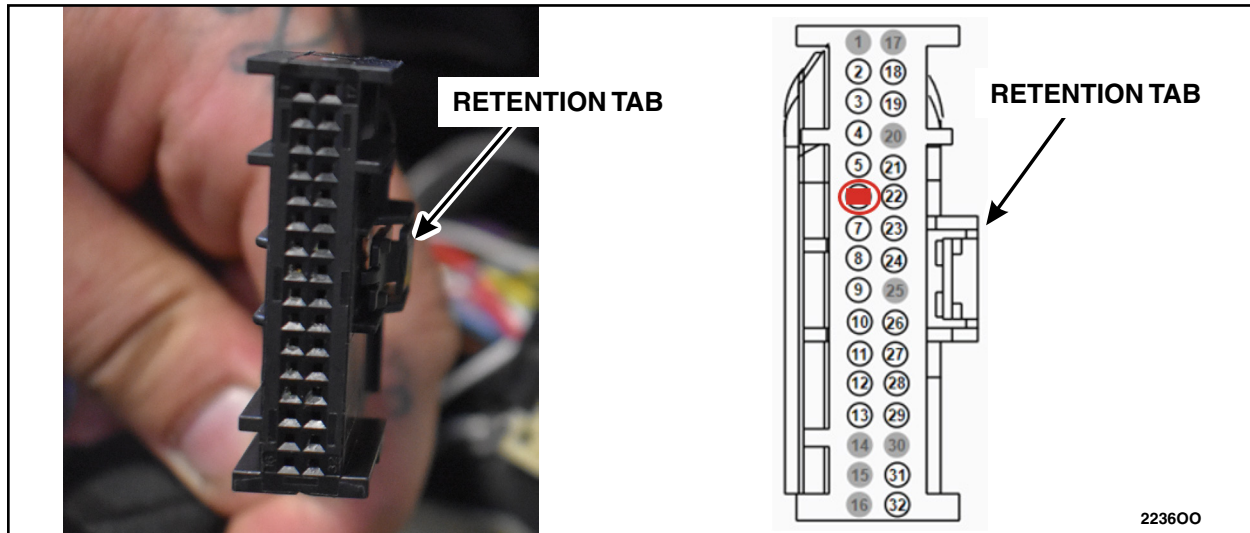
**FIGURE 45**



55. In connector C1035C identify cavity 6 which contains a white-blue wire. Ensure that the cavities in the connector are being counted and not wires. Do NOT remove wire from connector. See Figure 46.

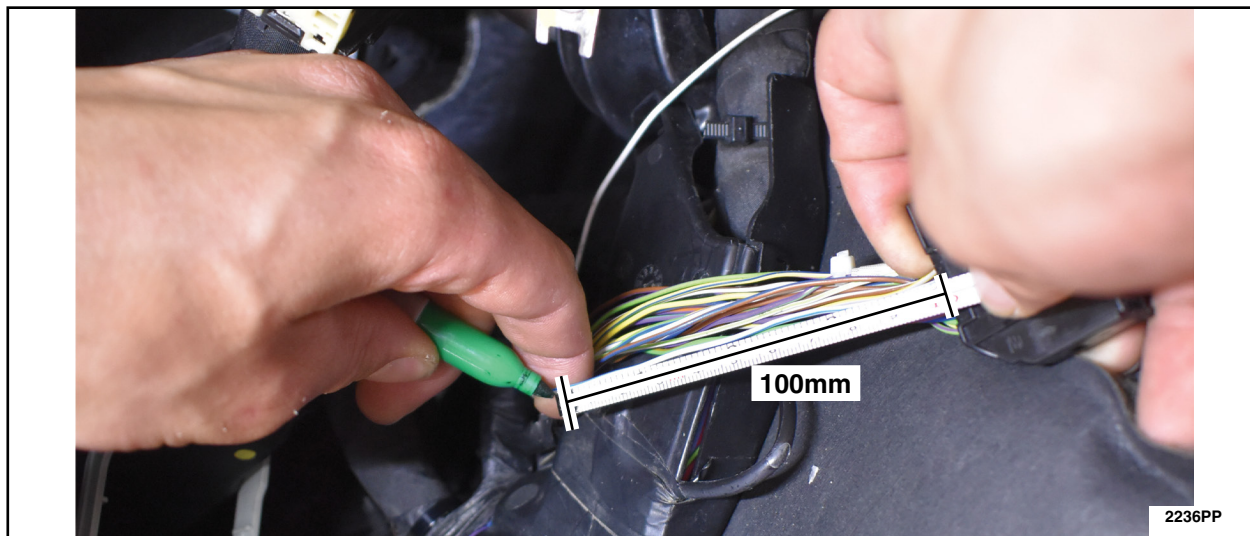
**NOTE:** Ensure that the direction of the retention tab matches to Figure 46.

**WARNING:** Ensure that the proper cavity has been identified as there is more than one white-blue wire.



**FIGURE 46**

56. About 100mm down, on the identified wire, cut the wire to prepare to insert new wire from aux box wiring harness. See Figure 47.

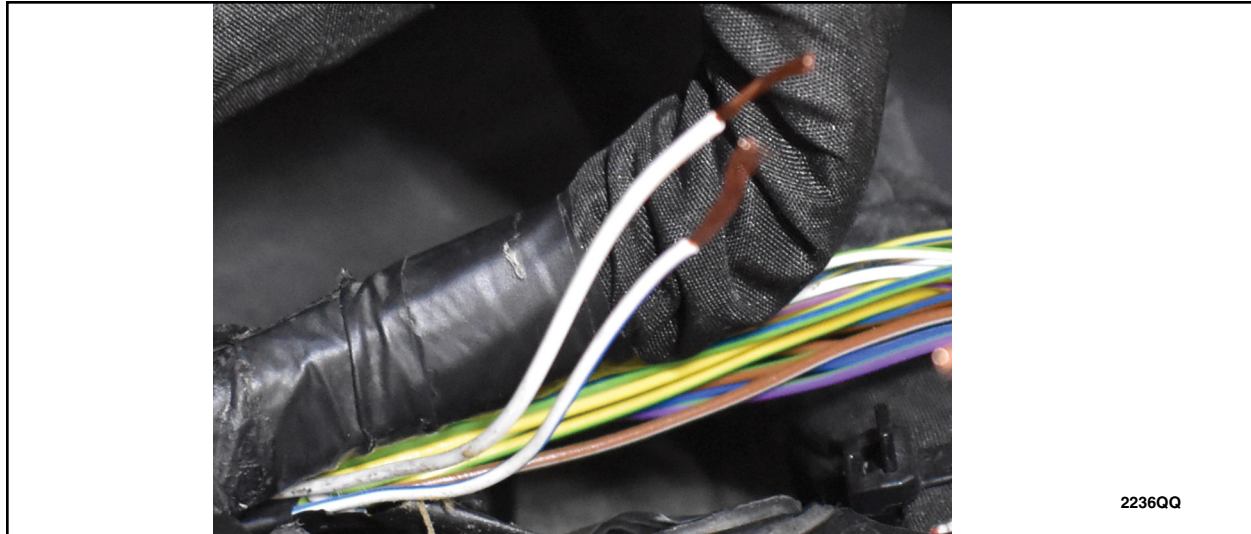


**FIGURE 47**



57. Strip 1" of insulation from the white/blue wire and the white wire, and terminal end. Put dual wall heat shrink tubing over white/blue wire and white wire. See Figure 48.

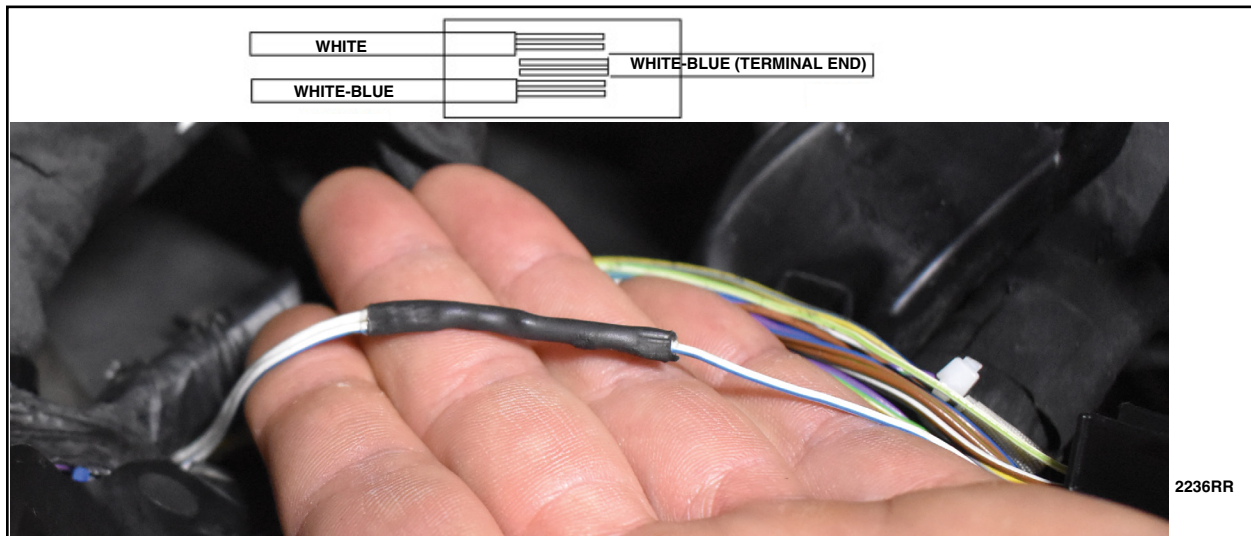
**NOTE:** If the label on the white wire is interfering with the splice site, this label can be pulled down on the wire.



**FIGURE 48**

58. On the white/blue terminal end fold the exposed wire in half before placing in splice butt connector. This will allow good contact with the butt splice connector. Place wires in splice butt connector. See Figure 49.

**NOTE:** If there is excess white wire it can be cut off.

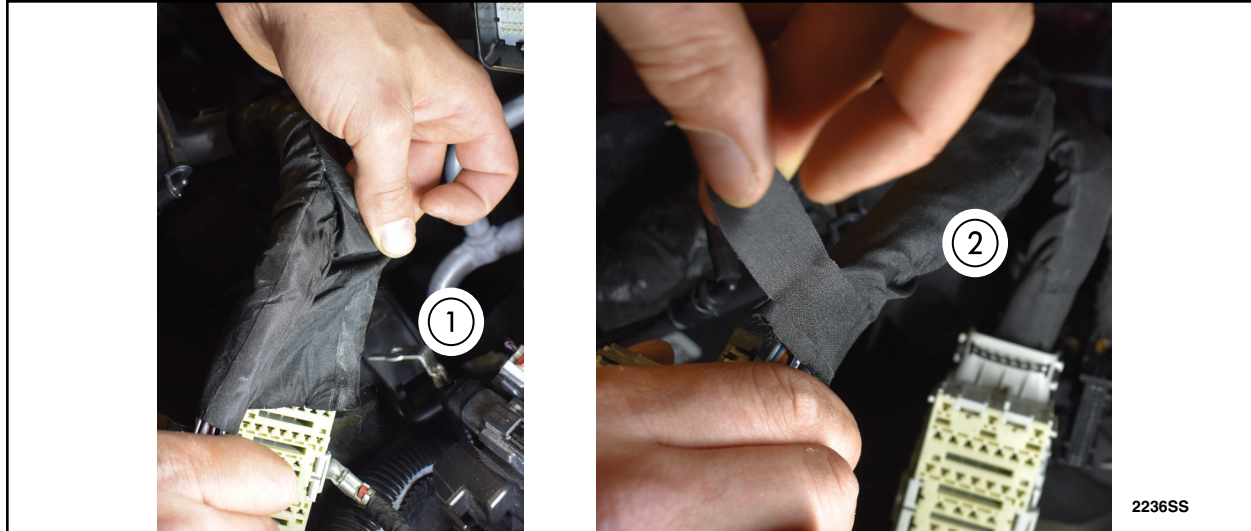


**FIGURE 49**



59. Put wire covering back into place and secure with new Coroplast tape. See Figure 50.

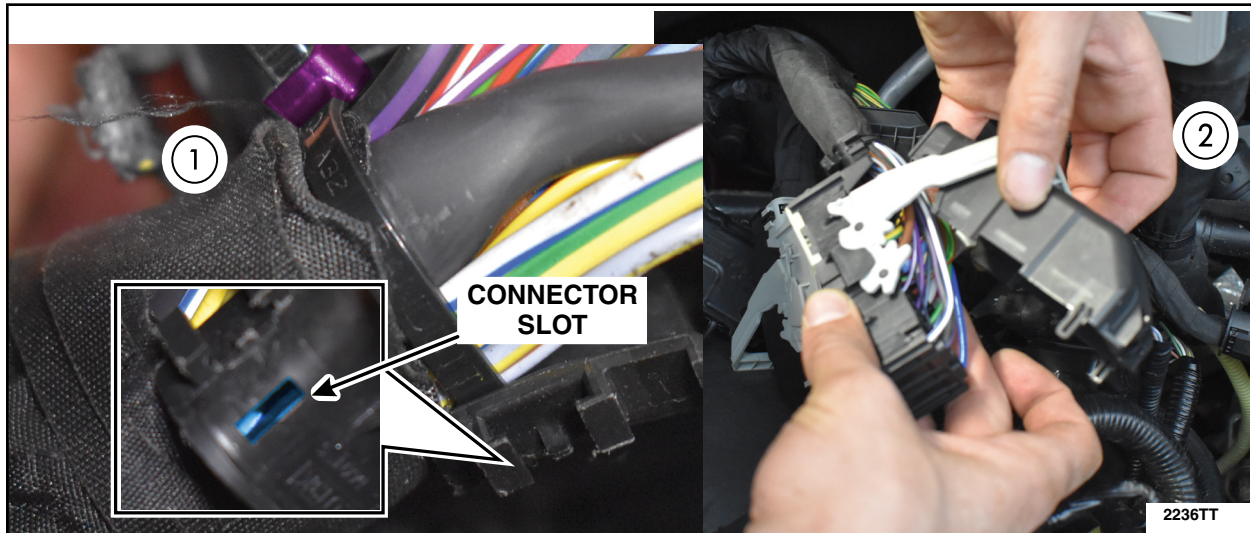
**NOTE:** If there are any tears in the wire covering, it will still be reused. Using Coroplast tape, secure wire covering.



**FIGURE 50**

60. Secure wire covering and wire bundle with a zip tie. Clip back shell into place on connector C1035B. See Figure 51.

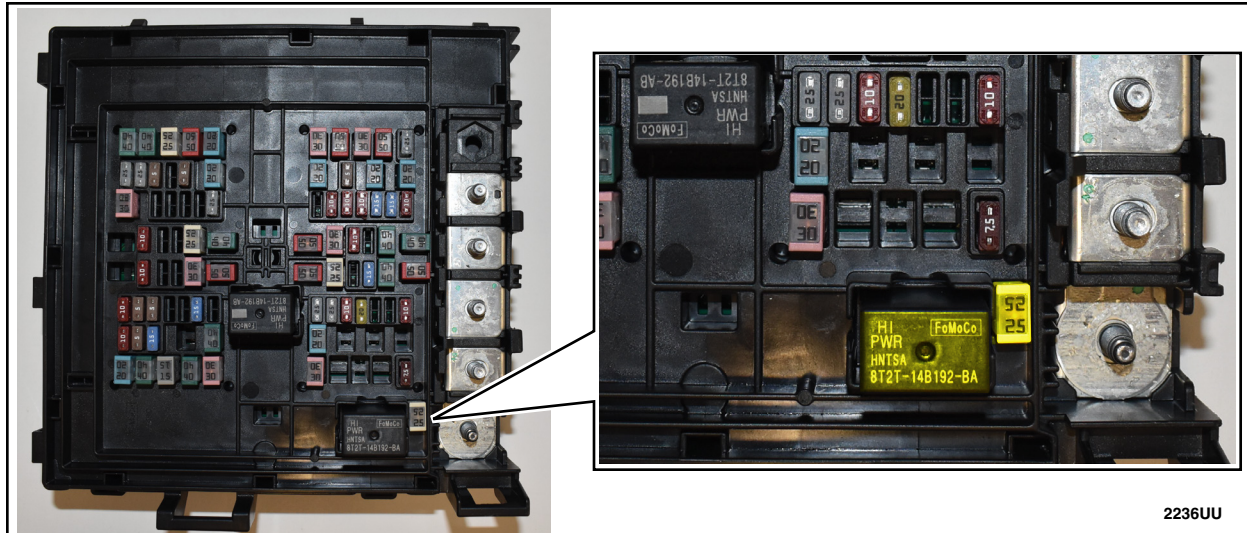
**NOTE:** Be sure to use identified slots to pull zip-tie through. Also, the head of the zip-tie must be placed so that it will be underneath the wire bundle, or it will not clip back into place.



**FIGURE 51**



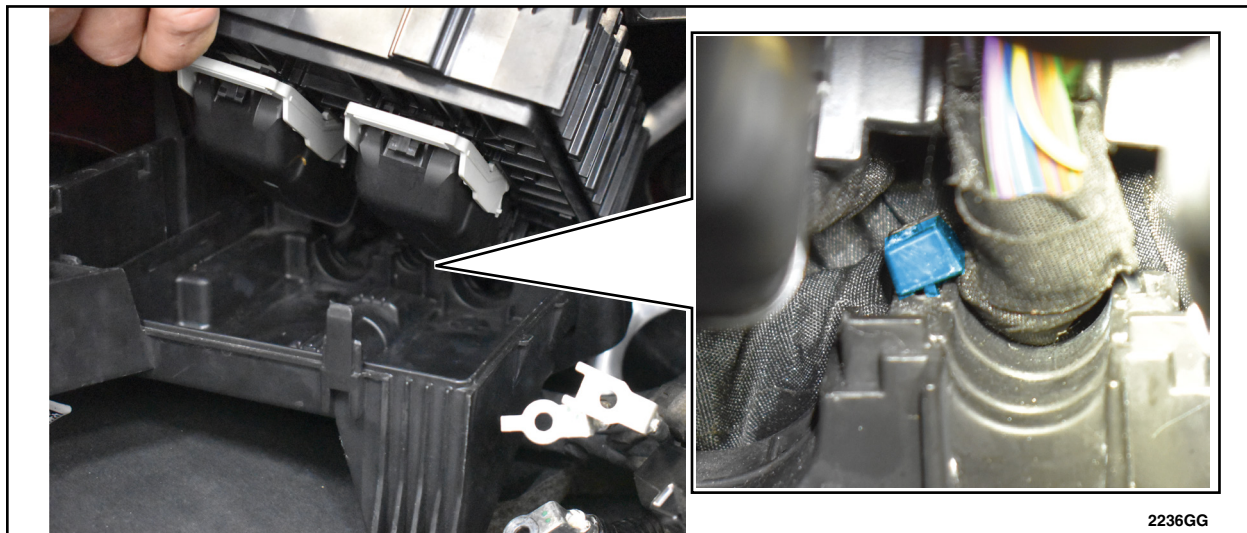
61. Remove relay and 25 amp fuse from BJB as identified in Figure 52.



**FIGURE 52**

62. Install BJB. Reverse removal directions Steps 6-16.

A. Ensure that the zip tie connecting the middle wire harness to the lower portion of the BJB is replaced. See Figure 53.



**FIGURE 53**

63. Reinstall Air Cleaner. Please follow WSM procedures in Section 303-12



64. Ensure both covers of the BJB are properly installed and securely engaged.

65. Verify proper operation of the front and rear washer motor. Ensure that there are no leaks from the washer system and hoses, near the BJB.



### Fan Test Operation using FDRS

66. Log into Ford Diagnostic and Repair System (FDRS).
67. Click 'Read VIN from Vehicle' or manually enter the VIN.
68. Select Toolbox tab.
69. Run the Datalogger function.
70. Select Powertrain Control Module (PCM).
71. Look and select Fan control high speed (HFC #), Fan control low speed (LFC #), and Parameter Identification (PIDS). See Figure 54.

Acronym	Description	Units	<input type="checkbox"/>
BATT_VLO_FAN	Cooling Fan operation changed by low battery	Status	<input type="checkbox"/>
BATT_VLO_FAN_AR	After run cooling fan operation changed by low battery	Status	<input type="checkbox"/>
CACC_FAN	Charge Air Cooler Cooling Fan Speed - Commanded	Percentage	<input type="checkbox"/>
CACC_FANSTAT	Charge Air Cooler Cooling Fan Output Status	Status	<input type="checkbox"/>
FANMOD_PSP	Cooling Fan control modified by Elec Power Steer	Status	<input type="checkbox"/>
HFC #	Fan control high speed	Status	<input checked="" type="checkbox"/>
HFC_F	Fan Control High Fault	Status	<input type="checkbox"/>
LFC #	Fan control low speed	Status	<input checked="" type="checkbox"/>
LFC_F	Fan Control Low Fault	Status	<input type="checkbox"/>

2236WW

**FIGURE 54**

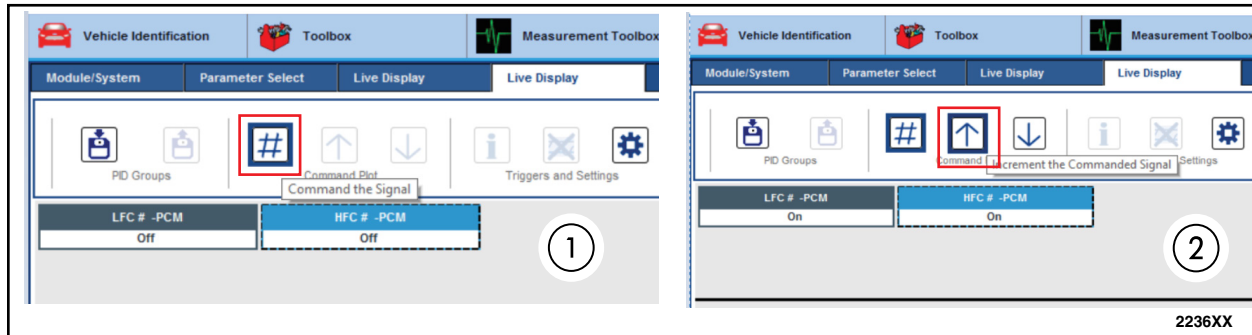


72. To test the High Speed Fan function turn the engine off.

**NOTE:** KOEO Mode should be entered automatically by the program.

73. Highlight HFC # - PCM.

74. Select the Command Signal button (#) and then select the arrow pointing up. See Figure 55.



**FIGURE 55**

75. To turn off the fan, unselect the Command signal (#) button or press arrow pointing down.

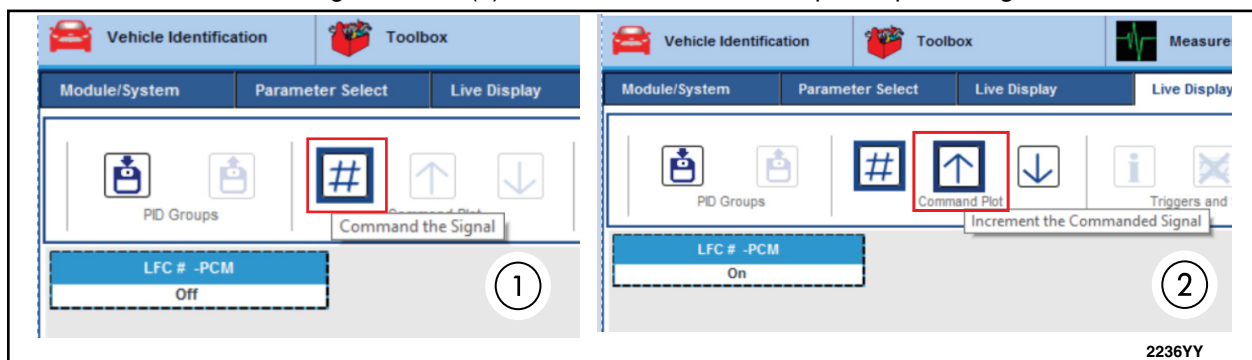
**NOTE:** This will also test Low Speed fan, because it goes through Low Speed before setting high speed.

76. To test only Low Speed Fan function turn the engine off. Go back to Parameter Select and re-select LFC # only.

**NOTE:** KOEO Mode should be entered automatically by the program.

77. Highlight LFC # - PCM.

78. Select the Command Signal button (#) and then select the arrow point up. See Figure 56.



**FIGURE 56**

79. To turn off the fan, unselect the Command signal (#) button or press arrow pointing down.

80. If one or both cooling fans are not functional contact the SSSC for next steps.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Safety Recall 22S36 – *Supplement #5***  
Certain 2021 Model Year Expedition and Lincoln Navigator Vehicles  
equipped with a Heavy Duty Cooling Fan  
Underhood Fire

**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY  
RECORD**

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 22S36 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date



**Ford Motor Company**  
**Recall Reimbursement Plan for 22S36**

*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 # 22S36, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 19, 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 noncompliance's 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.