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August 19, 2022

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Compliance Recall 22C13**  
Certain 2022 Model Year Aviator and Explorer Vehicles  
Inspect Engine Frame Rail Assembly

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -**  
**Compliance Recall 22C13**  
Dated: June 28, 2022

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2022	Chicago	April 4, 2022 through May 2, 2022
		Chicago SHO Center	April 5, 2022 through May 3, 2022
Explorer	2022	Chicago	April 4, 2022 through May 2, 2022
		Chicago SHO Center	April 4, 2022 through May 4, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles were built with an engine frame rail that does not maintain its integrity in a crash and as a result does not meet the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 208 Occupant Crash Protection and FMVSS No. 301 Fuel System Integrity. A vehicle that does not comply with FMVSS 208/301 increases the risk of injury in a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to test the hardness of both left hand (LH) and right hand (RH) engine frame rails per technical instructions. If both engine frame rails pass the initial hardness test, then this recall is complete. If an engine frame rail fails the initial hardness test, then the suspect engine frame rail must be checked again using a calibrated hardness tester. If the rail does not meet a minimum specified hardness, customers will be given the option of a replacement of the engine frame rail assembly or, because of the extensive nature of this repair, a vehicle buyback. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of August 22, 2022. Dealers should inspect and 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,



David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on August 19, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 19, 2022. Owner names and addresses will be available by September 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 compliance recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

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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.
- 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 engine frame rail replacement.

**RENTAL VEHICLES**

If the owner's vehicle fails the first portion of the inspection test, dealers are pre-approved for up to 2 days for a comparable rental vehicle while waiting for the handheld hardness tester. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership waiting for the handheld hardness tester portion of the inspection and for part replacement (if needed). Prior approval for more than 2 rental days is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**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 EFC09879, 2022 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.

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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 22C13 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: 22C13                      - 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.
- **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 EFC09879, 2022 Lincoln Pickup & Delivery Updates for details.
- **Provision for Locally Obtained Supplies:** Submit on the same line as the repair.
  - Program Code: 22C13                      - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$200

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>Explorer 2.3L</b>		
Perform torque test at specified locations on the LH and RH rails. • Both <b>PASS</b> , no further action is needed.	22C13A	0.4 Hours
Perform torque test at specified locations on the LH and RH rails. • One or both <b>FAIL</b> , perform handheld hardness test.	22C13AA	0.4 Hours
<b>Explorer 3.0L, 3.3L HEV, Aviator 3.0L, 3.0L PHEV</b>		
Perform torque test at specified locations on the LH and RH rails. • Both <b>PASS</b> , no further action is needed.	22C13B	0.5 Hours
Perform torque test at specified locations on the LH and RH rails. • One or both <b>FAIL</b> , perform handheld hardness test below.	22C13BB	0.5 Hours
<b>Handheld Hardness Test</b>		
If either torque test fails, • Contact SSSC to request loan of handheld hardness tester. • Perform hardness test at specified locations on LH and RH rails. • <b>BOTH PASS</b> , no further action is needed.	22C13C	0.3 Hours
If either torque test fails, • Contact SSSC to request loan of handheld hardness tester. • Perform hardness test at specified locations on LH and RH rails. • <b>ONE OR BOTH FAIL</b> , contact SSSC for further instructions. • Program stays open.	22C13CC	0.3 Hours

**Note: Claim the following labor operation combinations**

- For vehicles that pass the initial hardness test: Claim 22C13A or 22C13B as appropriate.
- For vehicles that fail the initial hardness test but pass the second test: Claim 22C13C with 22C13AA or 22C13BB as appropriate.

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**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
	<b>Parts to order for first inspection test</b>		
W505255-S450	Torque test bolt (4 per pkg, 2 req'd) <b>NOTE: The Ford bolt shown must be used for the inspection procedure as it has been validated for this process. Due to the nature of this procedure, a non-Ford bolt is not authorized.</b>	1	2
W712961-S439	Steering shaft bolt (all except 2.3L)	1 As Needed	

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

Less than 8% of the affected vehicle population is expected to require engine frame rail replacement.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**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 2022 MODEL YEAR AVIATOR AND EXPLORER VEHICLES — INSPECT ENGINE RAIL ASSEMBLY

### SERVICE PROCEDURE

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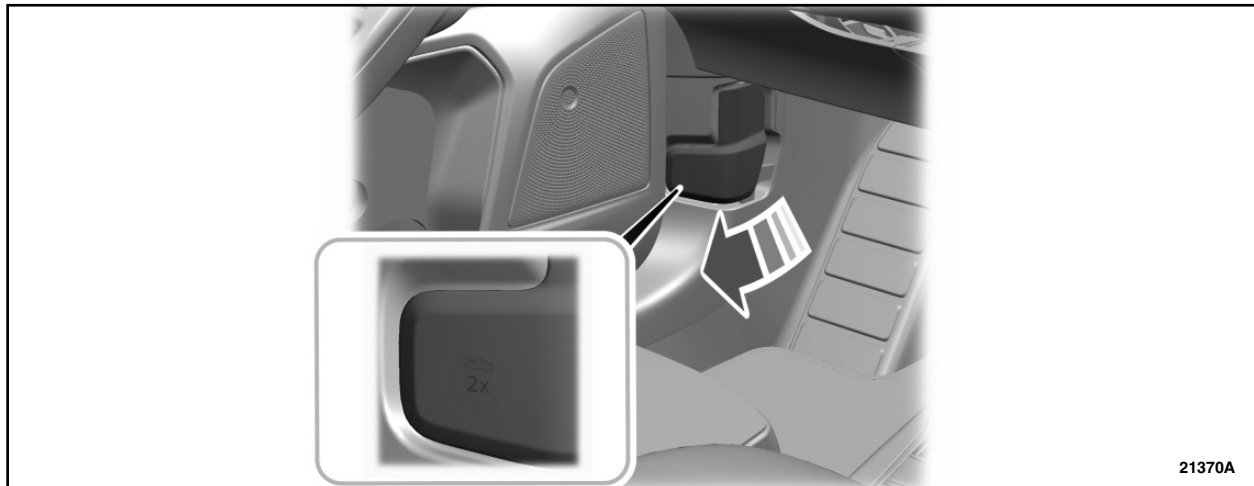
#### Vehicles Equipped with a 2.3L Engine

##### Bolt Torque Test

**NOTE:** The Ford bolt shown must be used for the inspection procedure as it has been validated for this process. Due to the nature of this procedure, a non-Ford bolt is not authorized.

1. Open the LH (left-hand) front door.
2. Fully pull the hood release lever and let it completely retract. See Figure 1.

**NOTE:** This action releases the hood latch.



**FIGURE 1**

3. Fully pull the hood release lever for a second time.

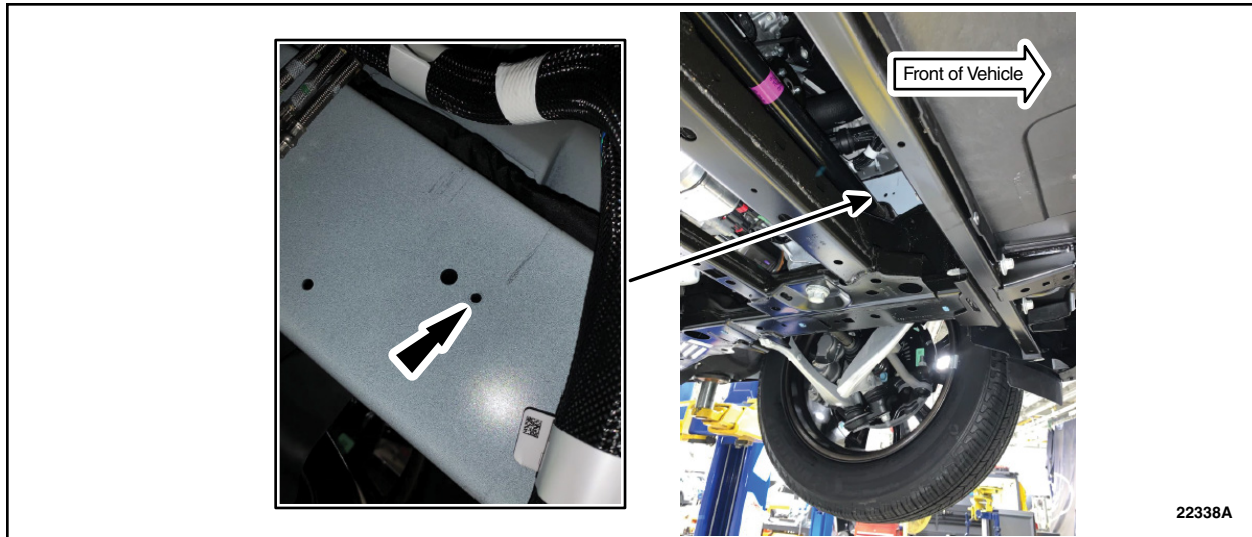
**NOTE:** This action fully releases the hood.



4. Open the hood.

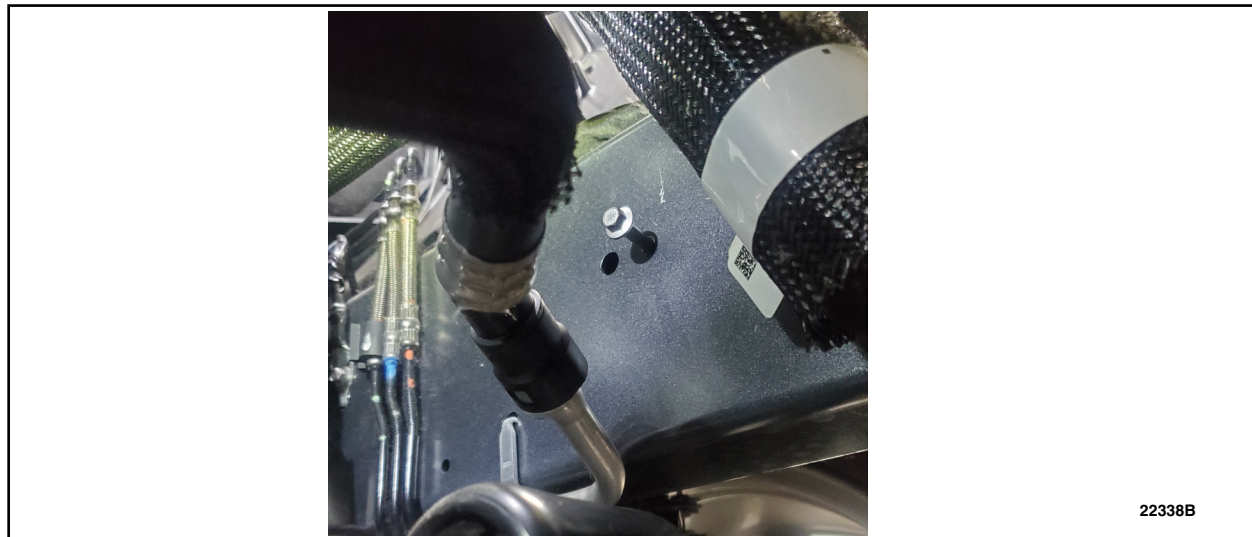
**NOTE:** There is no secondary latch under the hood.

5. In the engine compartment, locate the existing hole on the inboard side of the LH frame rail.  
See Figure 2, showing the hole from underneath the vehicle for better clarity.



**FIGURE 2**

6. Hand start the bolt part number W505255-S450 into the existing hole. See Figure 3.



**FIGURE 3**

7. Using a digital torque wrench, tighten and torque the bolt to 5.9 lb. ft (8 Nm).

8. Did the bolt successfully torque to 5.9 lb. ft (8 Nm)?

Yes – Passes inspection, proceed to step 9.

No – Fails inspection. Remove the bolt from the hole, then proceed to step 9.



9. With the vehicle in NEUTRAL, position it on a hoist. Please follow Workshop Manual (WSM) procedures in Section 100-02.
10. Locate the existing hole on the bottom of the RH (right-hand) frame rail, just above the CV axle. See Figure 4.



**FIGURE 4**

11. Repeat steps 6-7 for the RH frame rail.
12. Did the bolt successfully torque to 5.9 lb. ft (8 Nm)?
  - Yes – Passes inspection, proceed to step 13.
  - No – Fails inspection. Remove the bolt from the hole, then proceed to step 13.
13. Did either one or both of the bolts fail to successfully torque to 5.9 lb. ft (8 Nm)?
  - Yes – Contact the SSSC to request a Webster Hardness Tester. Once a hardness tester has been received, proceed to step 14.
  - No – Proceed to step 18.

#### **Hardness Test**

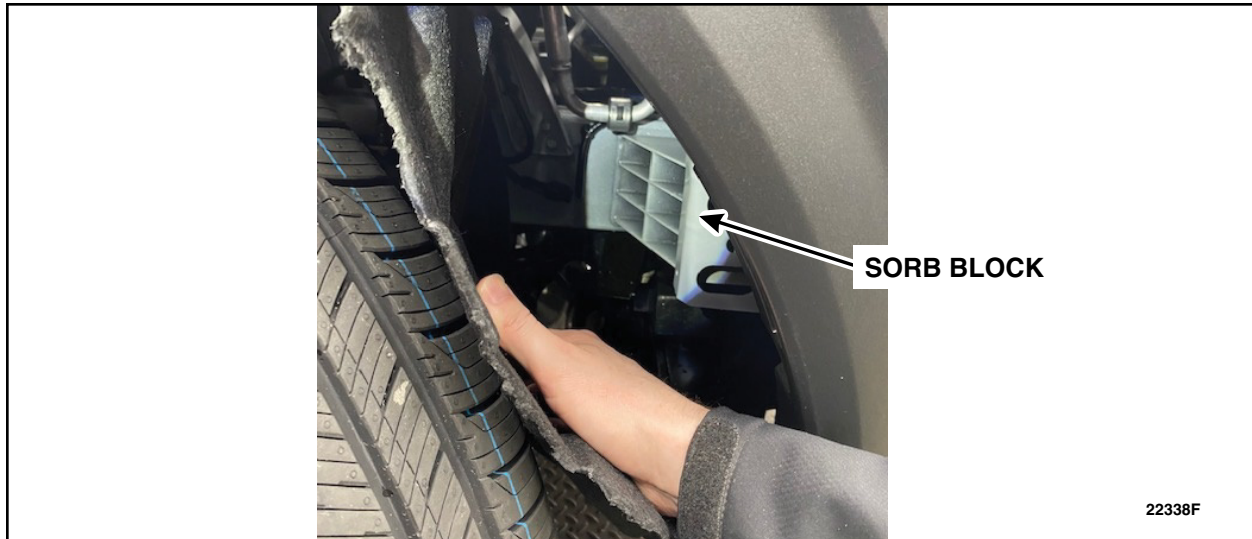
**NOTE: Ensure hardness tester is properly calibrated before performing hardness test.**

**NOTE: Perform steps 14 through 17 ONLY on the side(s) where the bolt torque test failed.**

14. Locate the SORB block. See Figure 5.

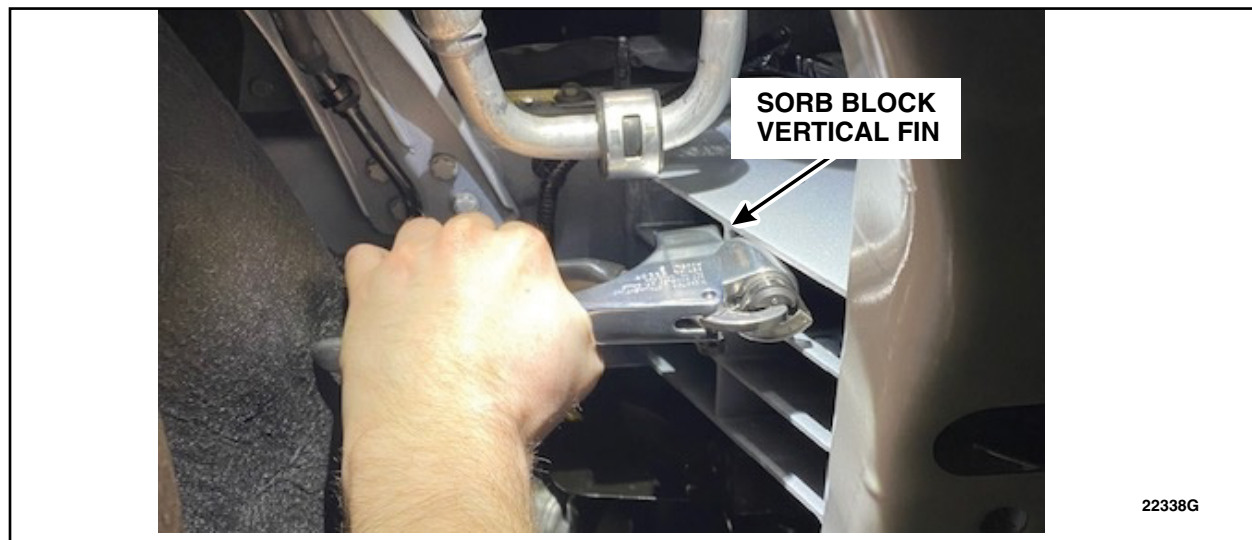
**NOTE: Remove any splash shield screws and push pins and position aside the splash shield as required for access.**





**FIGURE 5**

15. Place the hardness tester on the SORB block vertical fin and actuate the handle with the same force that was used on the gauge bar. See Figure 6.



**FIGURE 6**

16. What is the hardness tester gauge reading?

Less than 12 – Fails inspection. Proceed to step 17.

12 or greater – Passes inspection. Return the hardness tester, then proceed to step 18.

17. Contact SSSC for further instructions regarding frame rail replacement and hardness tester return.

18. Lower the hood and allow it to drop under its own weight for the last 10–14 in (25–35 cm).



**WARNING:** Make sure that you fully latch the hood before driving. Failure to follow this instruction could result in personal injury or death.



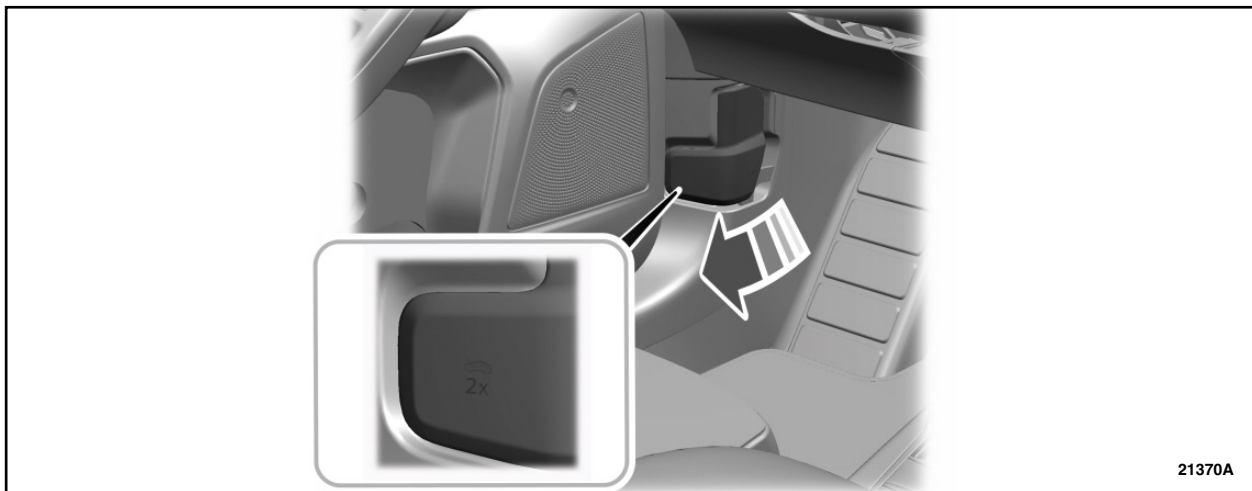
## All Other Vehicles

### Bolt Torque Test

**NOTE:** The Ford bolt shown must be used for the inspection procedure as it has been validated for this process. Due to the nature of this procedure, a non-Ford bolt is not authorized.

19. Open the LH (left-hand) front door.
20. Fully pull the hood release lever and let it completely retract. See Figure 7.

**NOTE:** This action releases the hood latch.



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**FIGURE 7**

21. Fully pull the hood release lever for a second time.

**NOTE:** This action fully releases the hood.

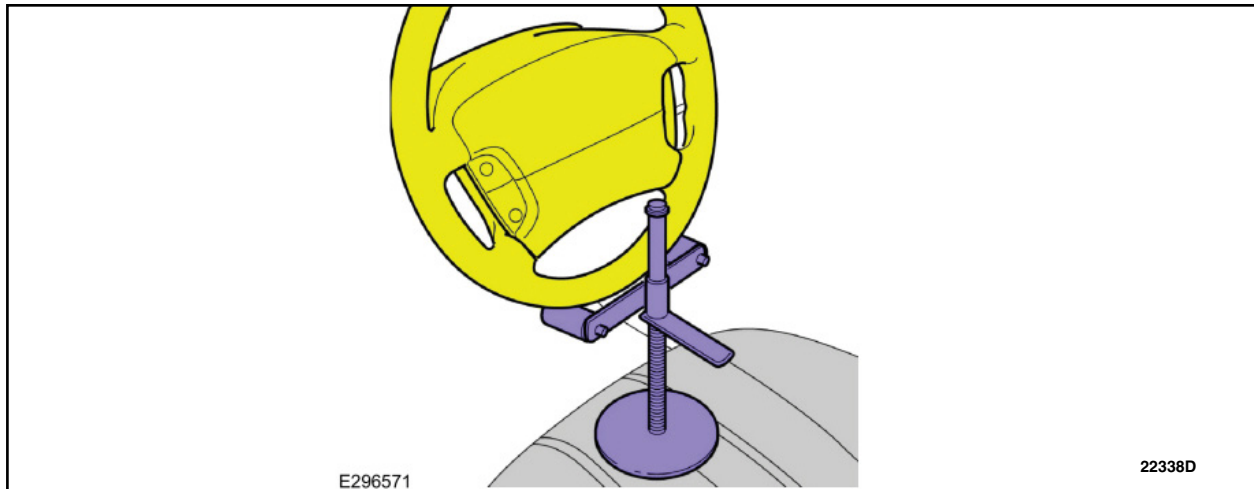
22. Open the hood.

**NOTE:** There is no secondary latch under the hood.



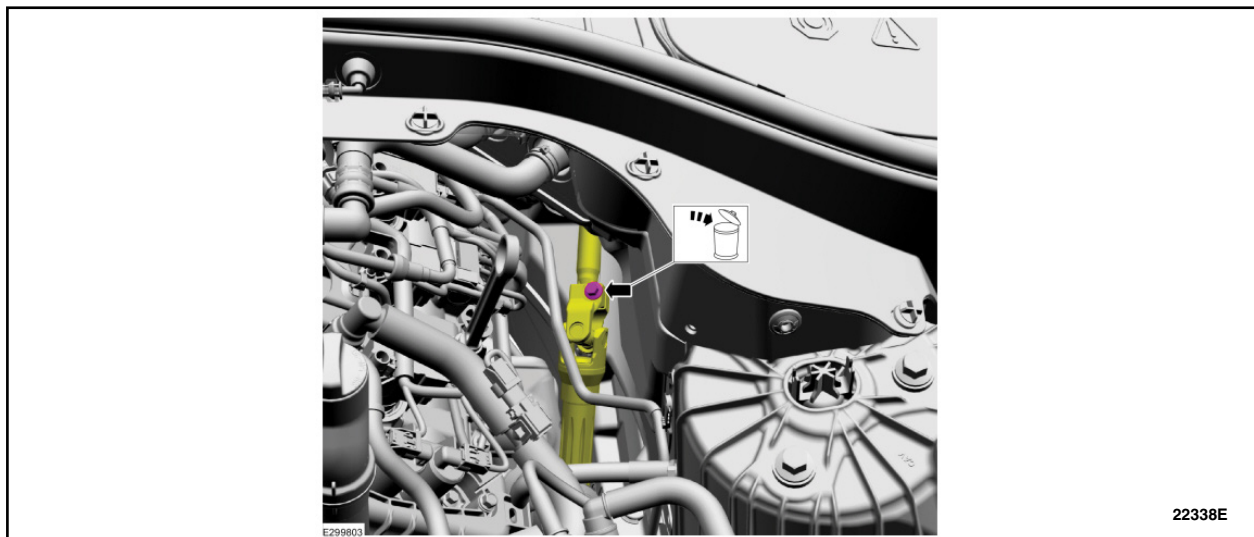


23. Using a holding device, hold the steering wheel. See Figure 8.



**FIGURE 8**

24. Remove and discard the steering shaft bolt, then separate and position aside the steering shaft. See Figure 9.

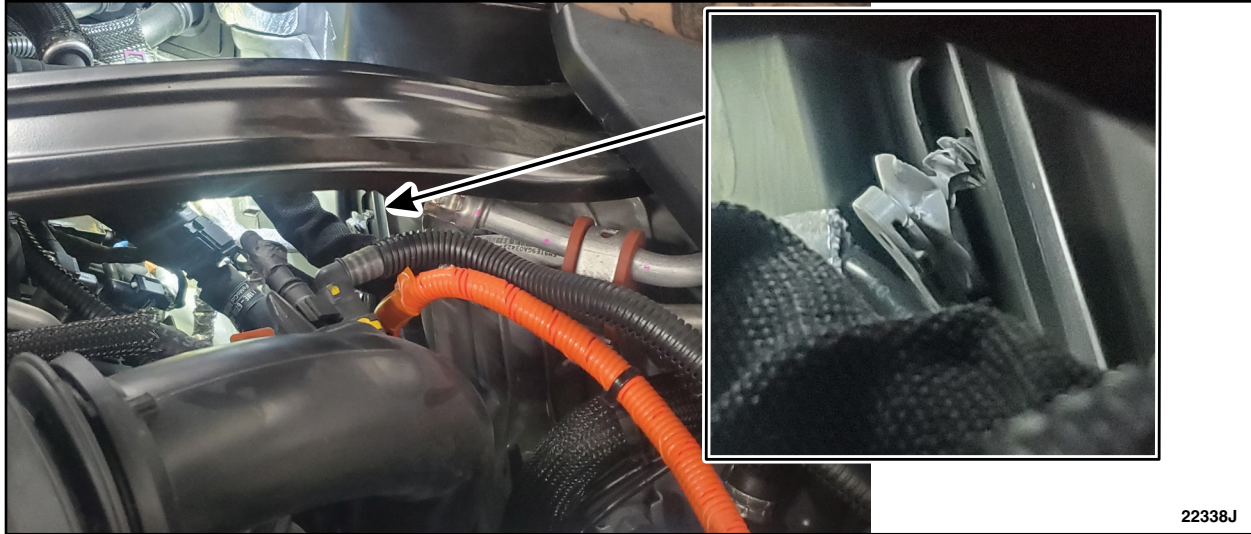


**FIGURE 9**



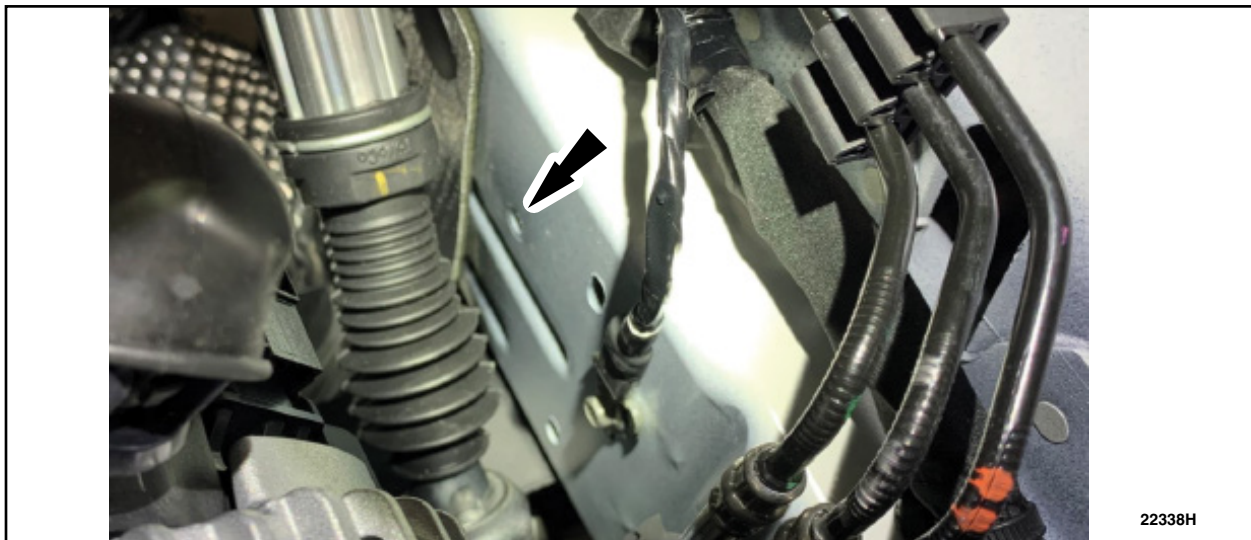
25. Remove the push pin retainer and position aside the harness. See Figure 10.

**NOTE:** This step only applies to hybrid electric vehicles.



**FIGURE 10**

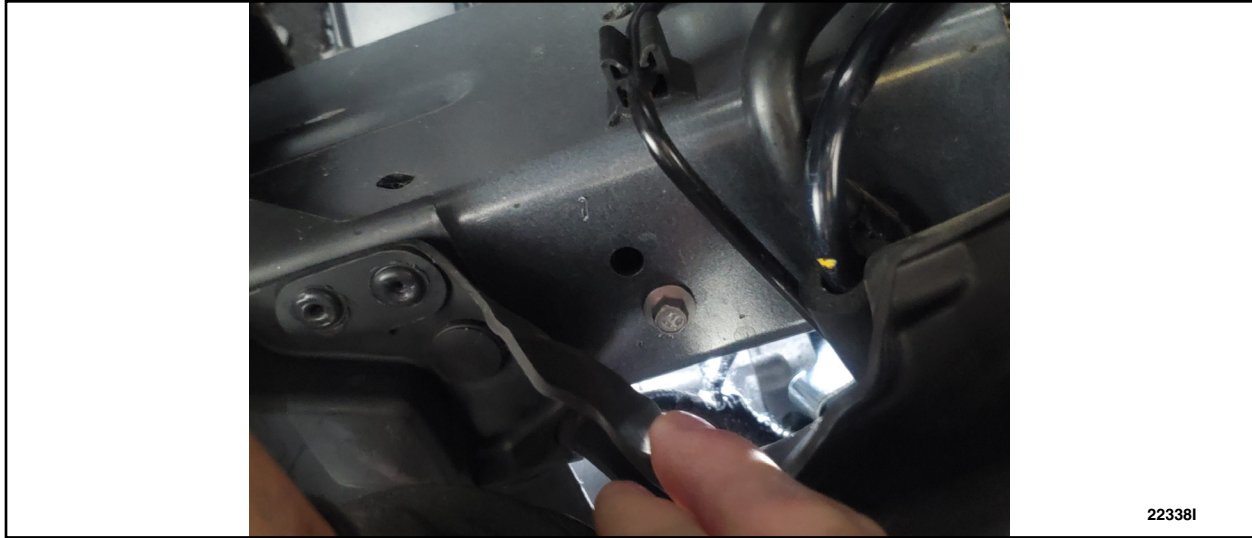
26. Locate the existing hole on the inboard side of the LH frame rail. See Figure 11.



**FIGURE 11**



27. Hand start the bolt part number W505255-S450 into the existing hole. See Figure 12.



**FIGURE 12**

28. Using a digital torque wrench, tighten and torque the bolt to 5.9 lb. ft (8 Nm).

29. Did the bolt successfully torque to 5.9 lb. ft (8 Nm)?

Yes – Passes inspection, proceed to step 30.

No – Fails inspection. Remove the bolt from the hole, then proceed to step 30.

30. Position the harness back into place and reinstall the push pin retainer

**NOTE:** This step only applies to hybrid electric vehicles.

31. Position the steering shaft back into place and install the new steering shaft bolt.

• Torque: 22 lb.ft (30 Nm)

32. With the vehicle in NEUTRAL, position it on a hoist. Please follow Workshop Manual (WSM) procedures in Section 100-02.





33. Locate the existing hole on the bottom of the RH (right-hand) frame rail, just above the CV axle.  
See Figure 13.



**FIGURE 13**

34. Repeat steps 27-28 for the RH frame rail.
35. Did the bolt successfully torque to 5.9 lb. ft (8 Nm)?
- Yes – Passes inspection, proceed to step 36.
  - No – Fails inspection. Remove the bolt from the hole, then proceed to step 36.
36. Did either one or both of the bolts fail to successfully torque to 5.9 lb. ft (8 Nm)?
- Yes – Contact the SSSC to request a Webster Hardness Tester. Once a hardness tester has been received, proceed to step 37.
  - No – Proceed to step 41.

#### **Hardness Test**

**NOTE: Ensure hardness tester is properly calibrated before performing hardness test.**

**NOTE: Perform steps 37 through 40 ONLY on the side(s) where the bolt torque test failed.**

37. Locate the SORB block. See Figure 14.

**NOTE: Remove any splash shield screws and push pins and position aside the splash shield as required for access.**





**FIGURE 14**

38. Place the hardness tester on the SORB block vertical fin and actuate the handle with the same force that was used on the gauge bar. See Figure 15.



**FIGURE 15**

39. What is the hardness tester gauge reading?

Less than 12 – Fails inspection. Proceed to step 40.

12 or greater – Passes inspection. Return the hardness tester, then proceed to step 41.

40. Contact SSSC for further instructions regarding frame rail replacement and hardness tester return.

41. Lower the hood and allow it to drop under its own weight for the last 10–14 in (25–35 cm).



**WARNING:** Make sure that you fully latch the hood before driving. Failure to follow this instruction could result in personal injury or death.

