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Ford Motor Company  
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August 10, 2022

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 22S47 - Supplement #2**

Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022 Model Year Maverick Vehicles Equipped with a 2.5L HEV/PHEV Engine Under Hood Fire

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 22S47- Supplement #1**  
Dated July 29, 2022

**New! REASON FOR THIS SUPPLEMENT**

- *Pick-up and Delivery is now available and can be combined with rental.*
- *Rentals: Rental vehicles are now pre-approved for 1-day.*
- *Labor Operations: New labor operation codes have been added to support vehicle pick-up and delivery allowances.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Corsair	2021-2022	Louisville	October 24, 2019 through June 13, 2022
Escape	2020-2022		January 09, 2019 through June 13, 2022
Maverick	2022	Hermosillo	February 03, 2021 through July 07, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

Isolated engine manufacturing issues have resulted in 2.5L HEV/PHEV engine failures involving engine block or oil pan breach. The fluid dynamics induced by the under engine shield and Active Grille Shutter (AGS) system could increase the likelihood of engine oil and/or fuel vapor expelled during an engine block or oil pan breach accumulating near sources of ignition, primarily expected to be the exhaust system. Engine oil and/or fuel vapor that accumulates near an ignition source, may ignite resulting in an under hood fire, and increasing the risk of injury.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to modify the front under engine shield by creating additional drain holes and modify the AGS system by removing 4 blinds. 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 8, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **New! ATTACHMENTS**

*Attachment I: Administrative Information*  
*Attachment II: Labor Allowances and Parts Ordering Information*  
Attachment III: Technical Information  
*Attachment IV: Vehicle Pick-Up and 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

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**OASIS ACTIVATION**

OASIS was activated on July 8, 2022. For vehicles that were added to this program under Supplement #1, OASIS was activated on July 29, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on July 8, 2022. FSA VIN Lists were available for the vehicles that were added to the program under Supplement #1 on July 29, 2022. Owner names and addresses will be available by August 23, 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.

**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 the modification of the front under engine shield and AGS system.

**New! RENTAL VEHICLES**

*Dealers are pre-approved for up to one day for a comparable rental vehicle (no SSSC contact required). Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for the repair. Prior approval for more than one rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.*

**New! PICK-UP AND DELIVERY**

*All customers affected by this recall have the option of complimentary Vehicle Pick-Up & Delivery service (at participating dealers). Pick-Up and Delivery may also be combined with a rental vehicle for one day. 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 PICK-UP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pick-up and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08749, 2021 Lincoln Pick-Up & Delivery Updates.

**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.



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**New! LABOR ALLOWANCES**

Description	Vehicle	Labor Operation	Labor Time
Remove Four AGS Blinds and Drill Holes in the Engine Front Undershield	Corsair	22S47B	1.2 Hours
Extra Time to Perform the 360 Degree View Camera Alignment (As Needed)		22S47C	0.5 Hours
Remove Four AGS Blinds and Drill Holes in the Engine Front Undershield	Escape	22S47D	1.0 Hours
	Maverick	22S47E	0.4 Hours
<b><u>Vehicle Pick-Up and Delivery Allowance:</u></b> <i>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. (Does Not Close the Recall).</i>		22S47PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

See CLAIMS PREPARATION AND SUBMISSION section for locally obtained supply.

## CERTAIN 2021-2022 MODEL YEAR CORSAIR, 2020-2022 MODEL YEAR ESCAPE AND 2022 MODEL YEAR MAVERICK VEHICLES EQUIPPED WITH A 2.5L HEV/PHEV ENGINE — UNDER HOOD FIRE

### SERVICE PROCEDURE

**NOTE:** Set the Air Conditioning (AC) to max when bringing the vehicle into the garage to ensure the Active Grille Shutters (AGS) blinds will be open.

#### Escape and Corsair Vehicles Only

1. Remove the Front Bumper Cover. Please follow the Workshop Manual (WSM) procedures in Section 501-19.

#### All Vehicles

2. Remove the four required shutter blinds. See Figures 1, 2, 3 and 4.

- First, bend the shutter blind at center and pull toward the front of the vehicle, then remove the OUTBOARD side tab from hole in housing.
- Second, pull to dislodge the INBOARD side tabs via pulling toward outboard the side of vehicle and remove the shutter blind.
- Third, verify all remaining shutter blinds move and do not bind.

**NOTE:** Maverick shutter blinds can be removed through the bumper cover opening. 

**NOTE:** AGS assembly removed from the vehicle for clarity.

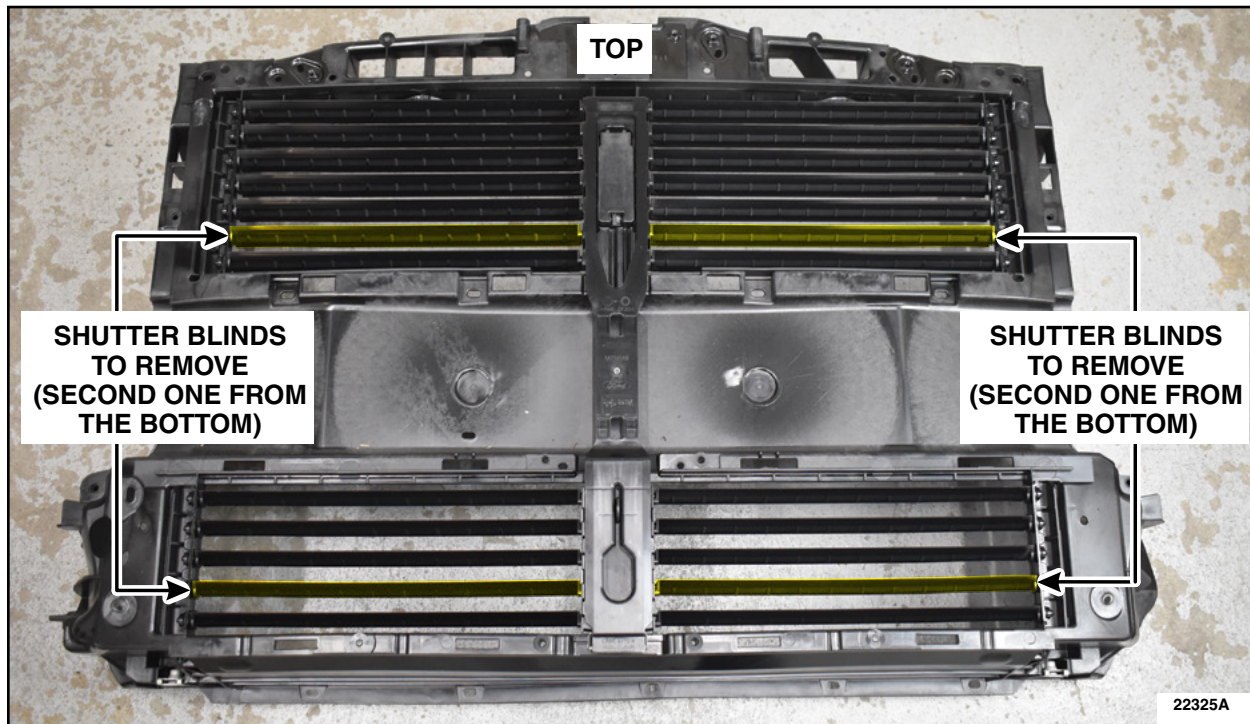


FIGURE 1



**NOTE:** AGS assembly removed from the vehicle for clarity.



**FIGURE 2**

**NOTE:** AGS assembly removed from the vehicle for clarity.



**FIGURE 3**





### Completed AGS Assembly Modification

**NOTE:** AGS assembly removed from the vehicle for clarity.



**FIGURE 4**

#### Escape and Corsair Vehicles Only

3. Reinstall the Front Bumper Cover. Please follow the WSM procedures in Section 501-19.

- Do not reinstall the engine front undershield at this time.

#### Maverick Vehicles Only

4. Remove the Engine Front Undershield. Please follow the WSM procedures in Section 501-02.

#### All Vehicles

**IMPORTANT:** The Ford logo, the part numbers and the side of the engine front undershield that is rough to the touch must be facing up.

5. Place the engine front undershield engine side facing up on a work bench.

**NOTE:** The engine front undershield features and indentations will be used to locate the areas to be cut out.



6. Using a liquid paint marker or equivalent, draw a line on the engine front undershield along the flat inner edge of the indentation as shown in Figure 5.

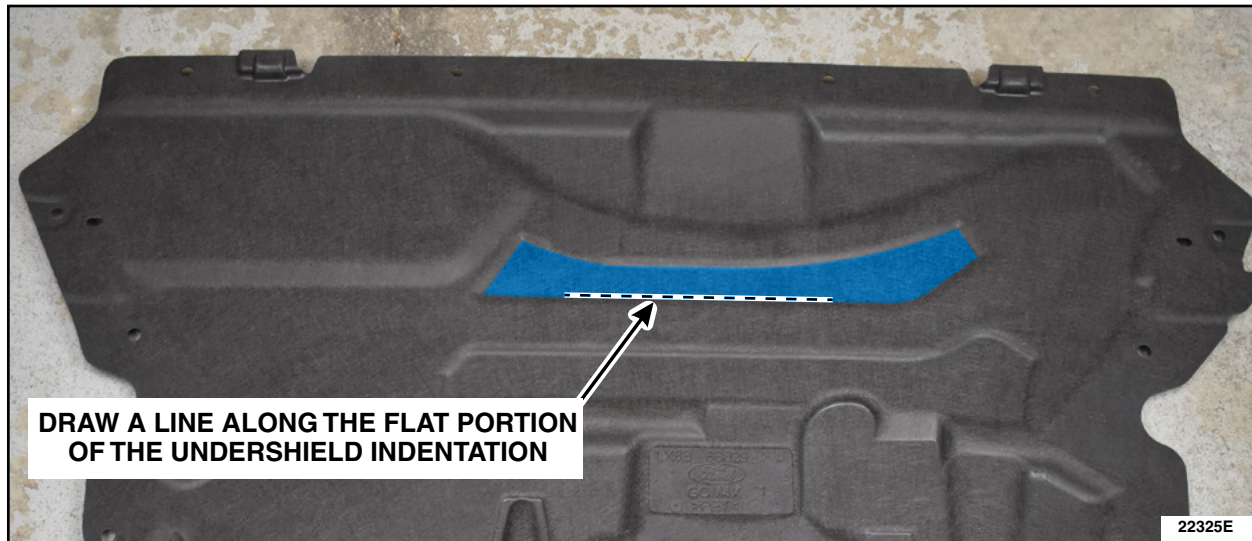


FIGURE 5

7. Using a liquid paint marker or equivalent and a flat edge, draw a line from the right edge of the indent to the line made in the prior step (1). Draw a line from the indent corner to the opposite side of the indentation (2). See Figure 6.

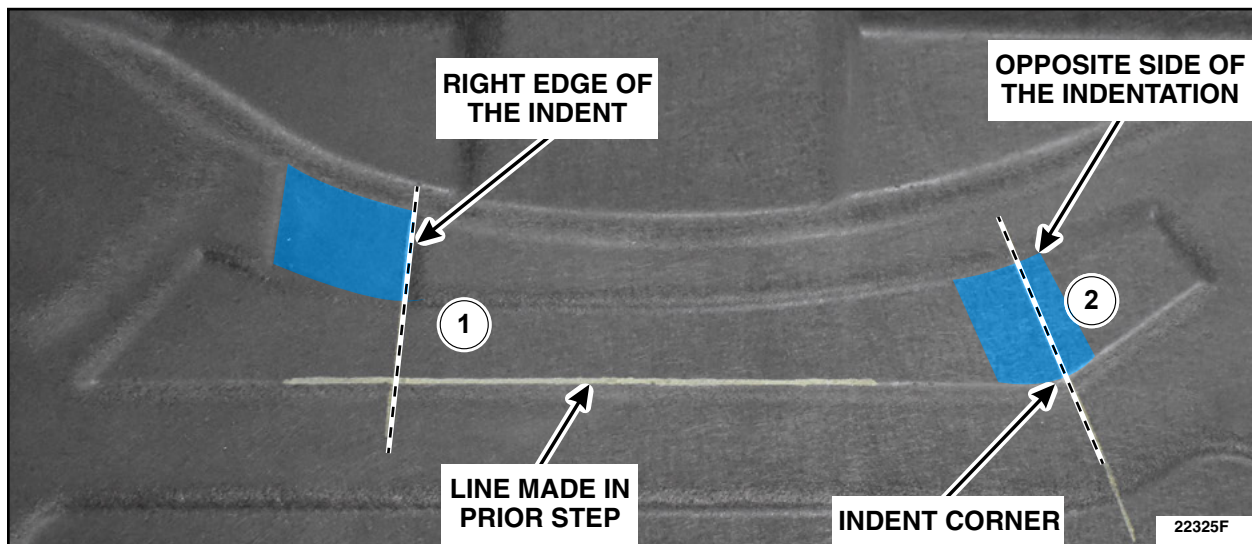


FIGURE 6



8. Using a liquid paint marker or equivalent, put a mark at the half way point on the indent bottom line and on the indent corner line (right side). See Figure 7.

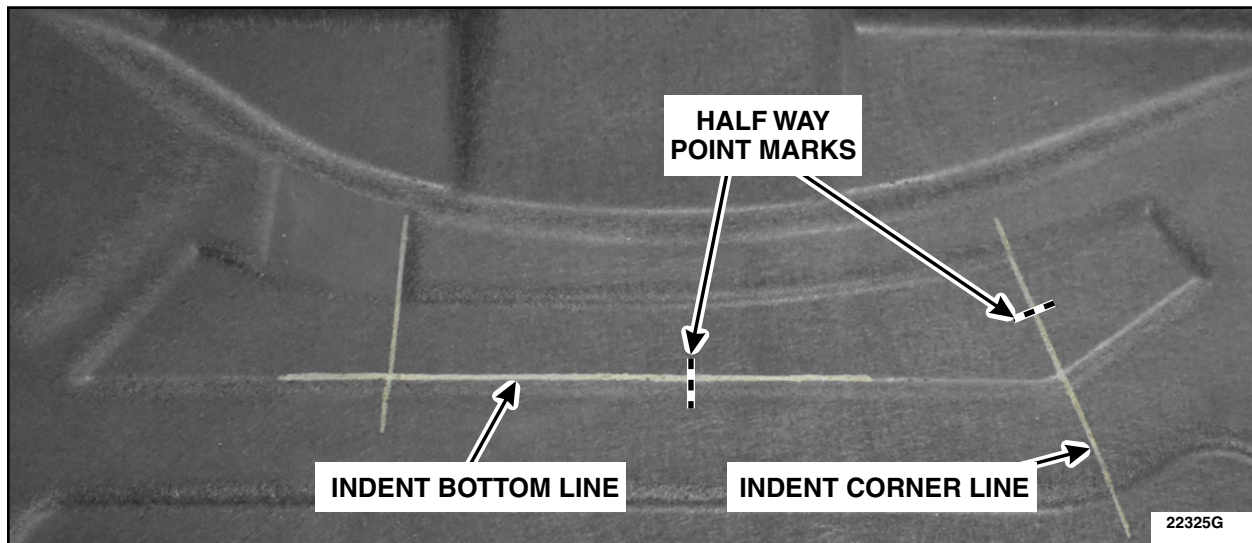


FIGURE 7

**NOTE:** If a cutout is present in this area, Proceed to Step 11.

9. Using a liquid paint marker or equivalent and a flat edge, draw 3 lines using the flat side of the indentations shown. See Figure 8.

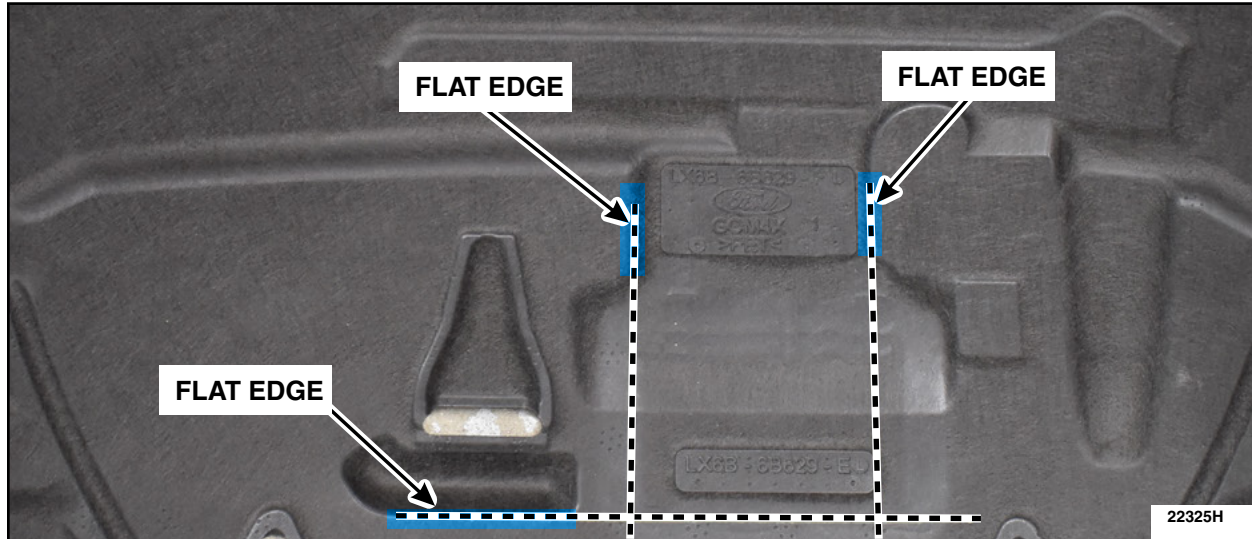


FIGURE 8



10. Draw a line 4 in (102 mm) up from the bottom line. See Figure 9.

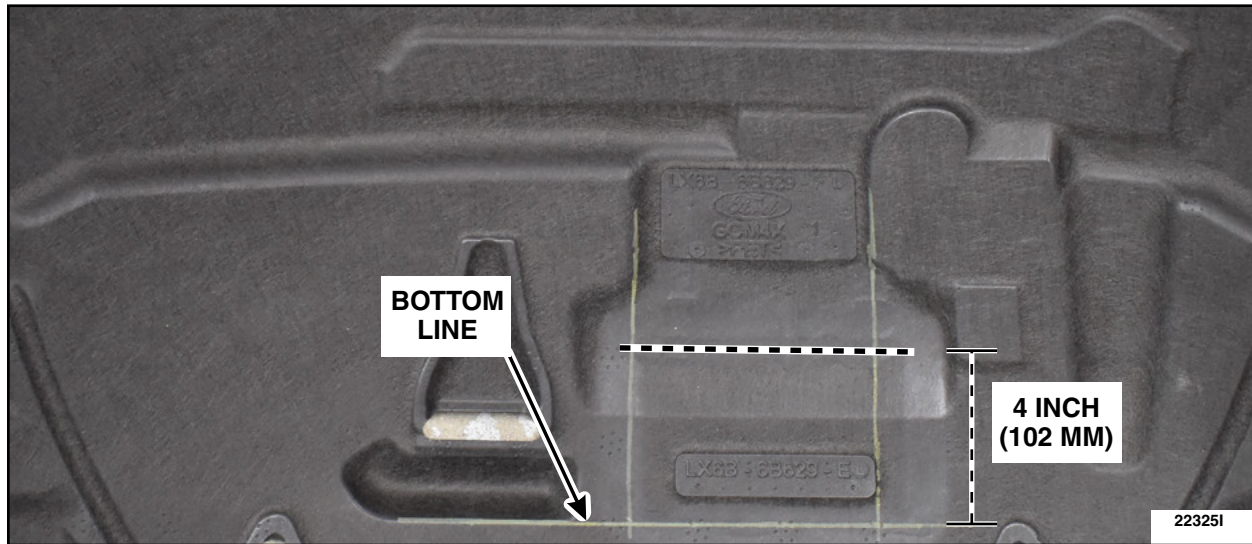


FIGURE 9

11. Find the center of the cutout and draw a line for vertical center. Measure from the bottom edge of the cut out 1.5 in (38 mm). See Figure 10.

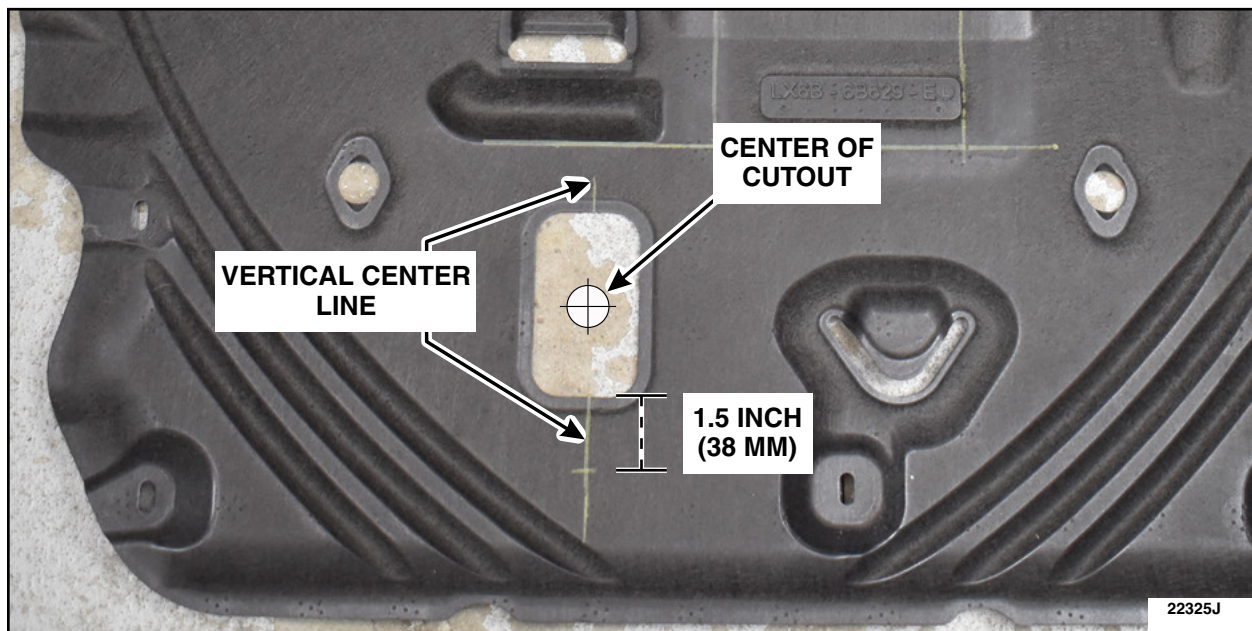


FIGURE 10



12. Measure 9.25 in (235 mm) from the cut out and 6.5 in (152 mm) from the edge of the shield.  
See Figure 11.

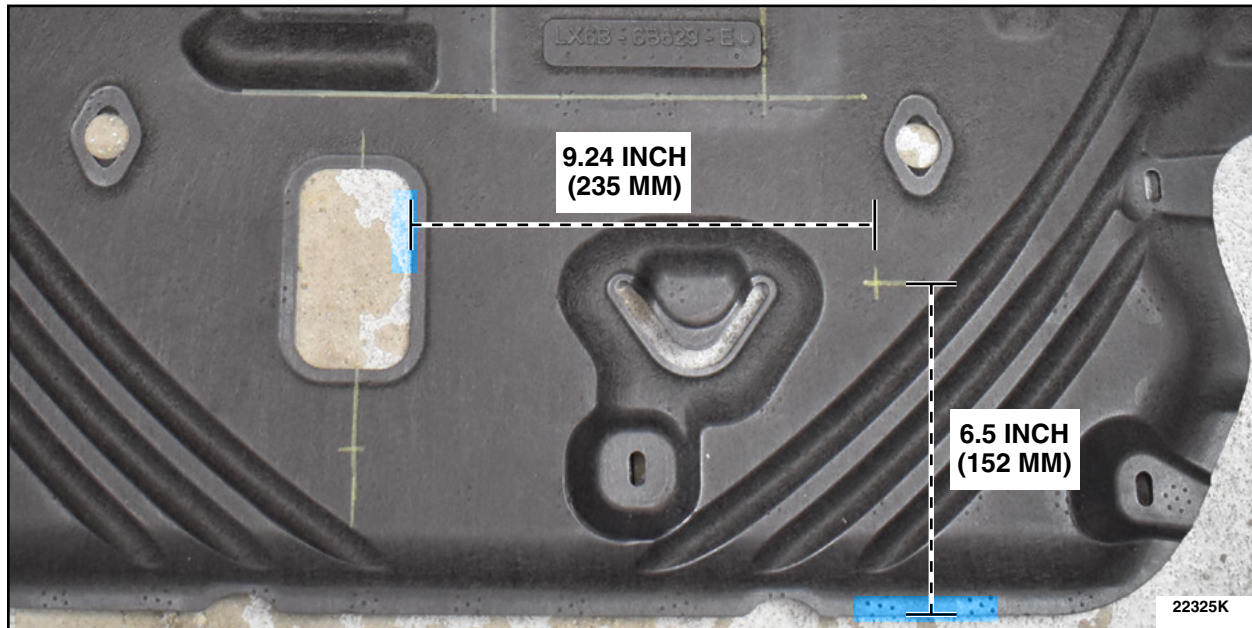


FIGURE 11

**NOTE:** The use of a Bi-Metal Hole Saw is recommended as the teeth are less aggressive.

**NOTE:** Use a wood backing when cutting and drilling through the underbody shield.

**NOTE:** If a cutout is present in this area, Proceed to Step 15.

13. On the square mark in the center, using a 1-3/4 inch (44 mm) Bi-Metal Hole Saw with arbor and pilot bit, drill a hole in each corner keeping the hole saw within the square marking. See Figure 12.

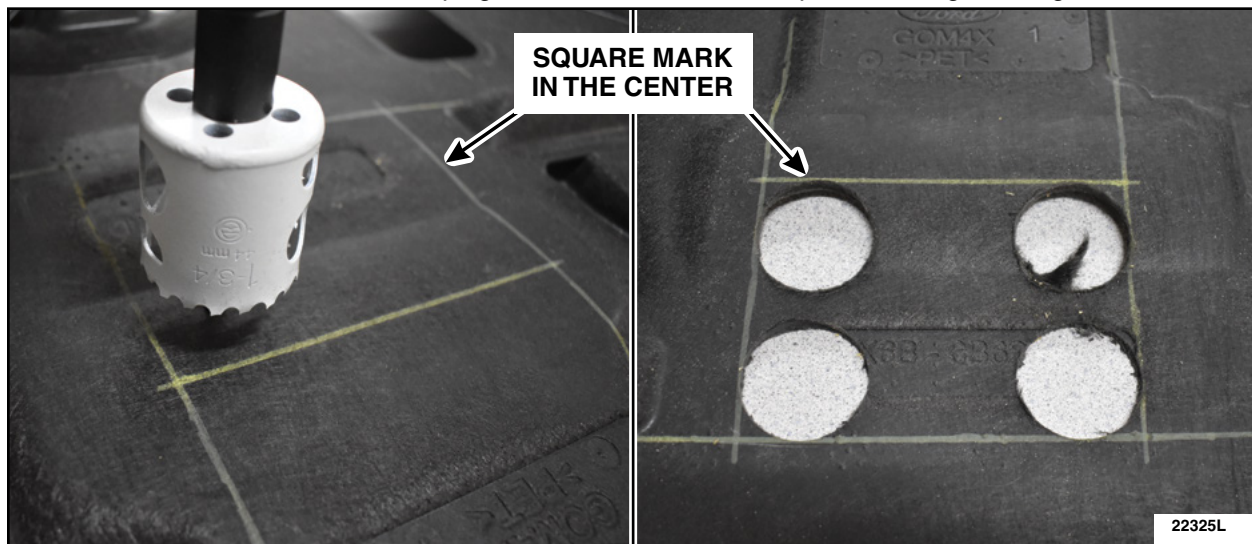


FIGURE 12



14. Using a straight edge and a utility knife, cut out the underbody shield material left between the 4 holes made within the square. See Figure 13.

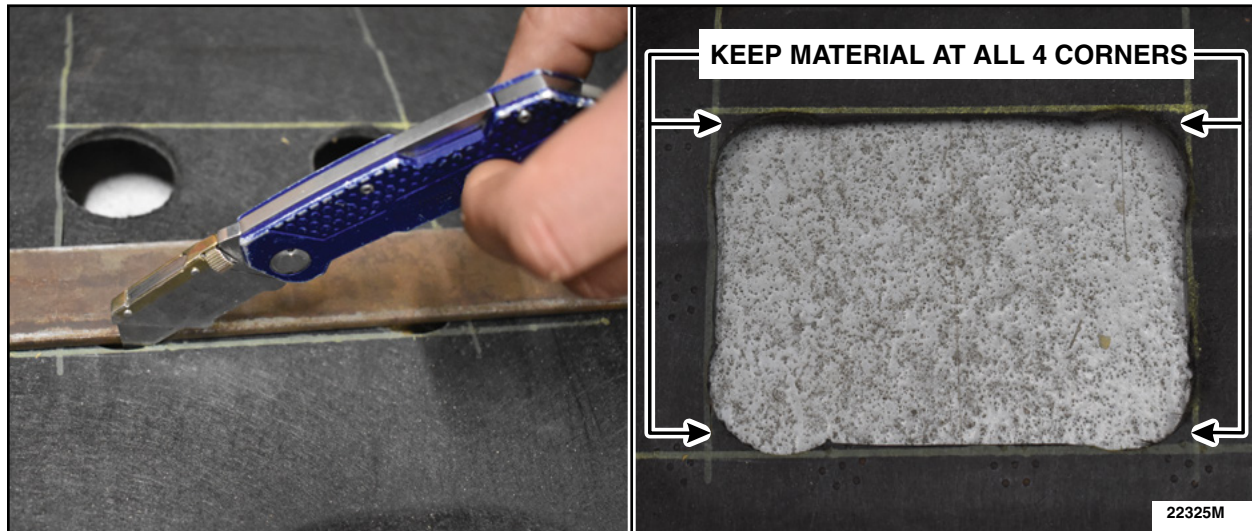


FIGURE 13

15. Using a 1-3/4 inch (44 mm) Bi-Metal Hole Saw with arbor and pilot bit, drill out the remaining 5 holes. See Figure 14.

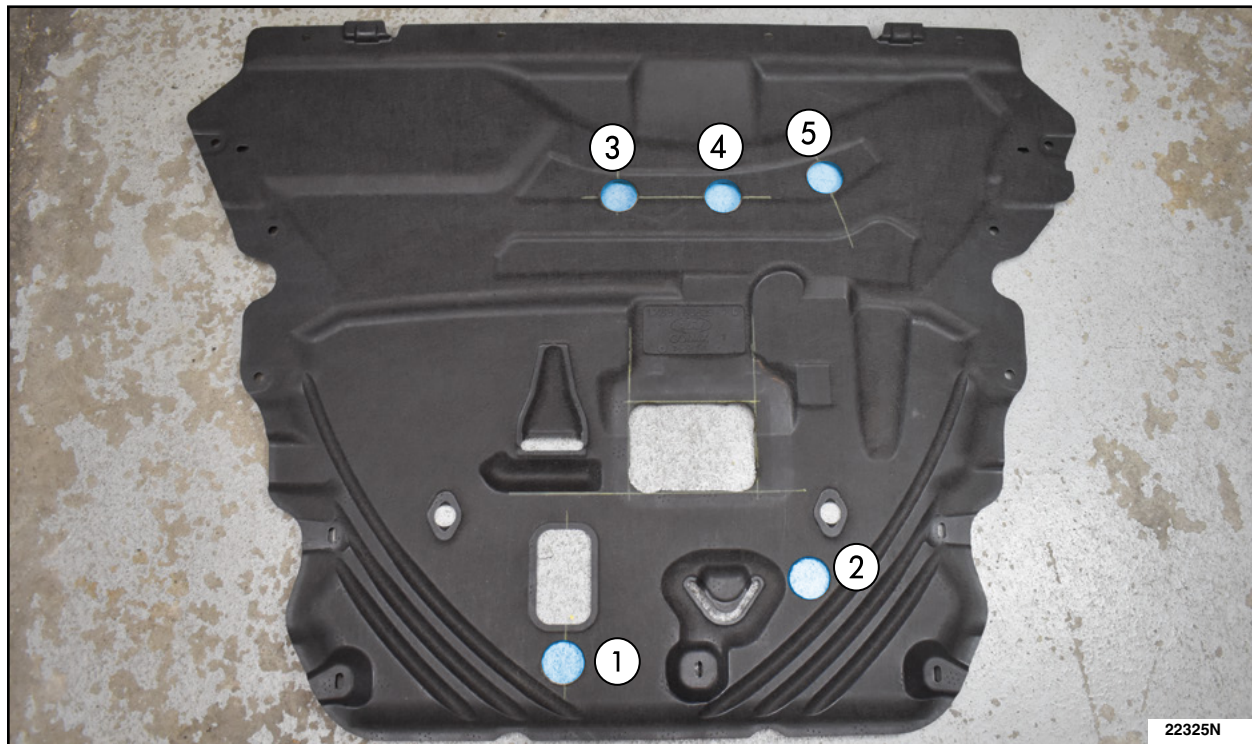
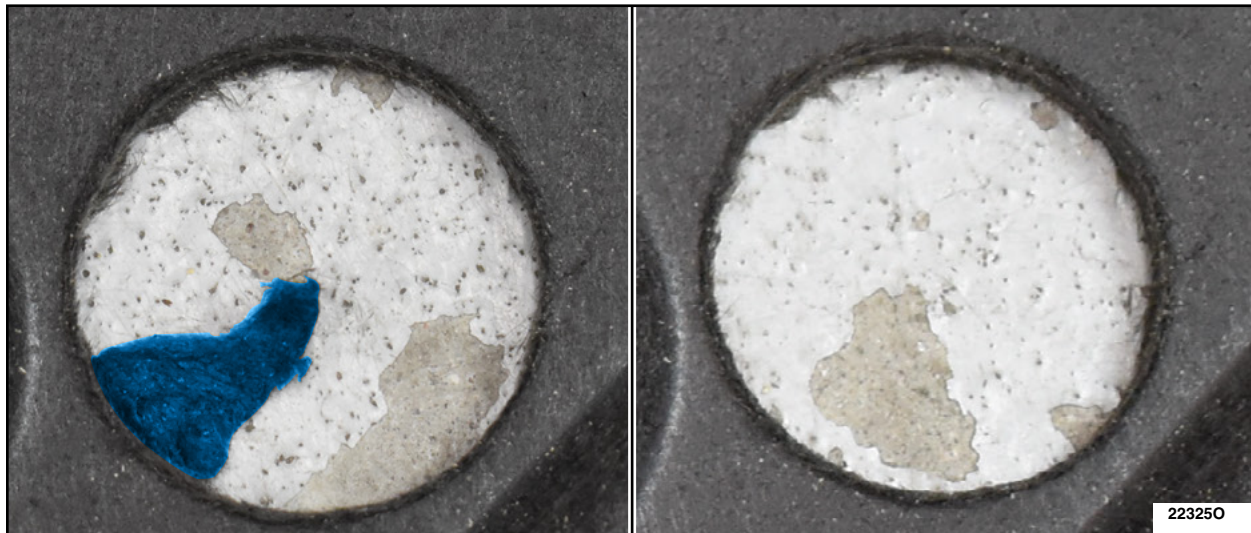


FIGURE 14



16. Using a utility knife, clean up any burrs and stray pieces of underbody shield material in any holes drilled. See Figure 15.



**FIGURE 15**

17. Install the Engine Front Undershield. Please follow the WSM procedures in Section 501-02.

**Completed Engine Front Undershield Modification**



**FIGURE 16**



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 22S47 - Supplement #2**

Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022 Model Year  
Maverick Vehicles Equipped with a 2.5L HEV/PHEV Engine - Underhood Fire

**VEHICLE PICK-UP AND DELIVERY RECORD**

VIN \_\_\_\_\_ received pick-up and/or delivery service

As outlined for the 22S47 Field Service Action program.

Pick-Up      – Date: \_\_\_\_\_

Delivery      – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date



**Ford Motor Company**  
**Recall Reimbursement Plan for 22S47 - Supplement #2**

*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 # 22S47, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 29, 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 noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

## **Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.