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Ford Motor Company  
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August 31, 2022

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S55**  
Certain 2022 Model Year Mustang Mach-E Vehicles  
Right Rear Halfshaft Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2022	Cuautitlan	July 18, 2022 through July 29, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the right rear halfshaft may have been manufactured with a thin wall on the outer race of the inboard joint, which may break under load. A broken halfshaft will result in the loss of transmission torque to the rear wheels, which is necessary for motive power and for the transmission to hold the vehicle in park. If the electronic parking brake is not manually applied, the loss of the primary park torque will allow the vehicle to roll with the transmission in park increasing the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the right rear halfshaft and if it does not pass the inspection, replace it. Due to limited part supply, dealers must submit a part request, including a copy of the signed sales agreement for stock units, to the Special Service Support Center (SSSC). 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 by September 23, 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.**

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Suspect Halfshaft Serial Numbers  
Attachment V: Pickup and Delivery Record  
Owner Notification Letter  
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,

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

David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S55**

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**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:  
Floor jack, jack stands, lug wrench or cordless impact, lug socket, torque wrench

**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 will be activated on August 31, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 31, 2022. Owner names and addresses will be available by September 30, 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 vehicle, however, should manually apply the electronic parking brake prior to exiting.
- 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 a broken right rear halfshaft.

**RENTAL VEHICLES**

For vehicles requiring halfshaft replacement, dealers are pre-approved for up to 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**TOWING**

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

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**PICKUP 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.

**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence of an inspected, found good, halfshaft for this FSA. For claim reimbursement please submit photos that clearly show the vehicle VIN, along with the bar code label and/or serial number that was used to determine if the vehicle had a good right rear halfshaft.

- Photos can be attached using the Mobile PTS "Report a Vehicle Concern". You can access Mobile PTS using your mobile device at:  
<https://m.fordtechservice.dealerconnection.com/>.

**Note:** If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile prior to accessing "Report a Vehicle Concern" on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in EFC08860.

**Note:** Ensure that your "User Profile" is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:

<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>

- After completing the report entry form you can upload a maximum of 5 attachments at once.
  - If submitting more than one attachment (photo), the files must be saved to the mobile device you're using, PRIOR to submitting the report.
  - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

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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

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 22S55 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: 22S55                      - 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.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program, ONLY when the Mobile Inspection determines repairs are required. Submit on the same line as the repair.
  - Program Code: 22S55
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$250.00

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<b><u>DEALER INSPECTION</u></b> - Inspect Right Rear Halfshaft – <b>PASS (Closes Recall)</b> Can ONLY be claimed with PP and ZZ.	22S55A	0.3 Hours
<b><u>MOBILE INSPECTION</u></b> - Inspect Right Rear Halfshaft - <b>PASS (Closes Recall)</b> Can ONLY be claimed with ZZ and MM.	22S55M	0.3 Hours
<b><u>MOBILE INSPECTION</u></b> - Inspect right rear halfshaft <b>DOES NOT PASS (Recall remains open)</b> Vehicle will need to be taken to dealer to replace halfshaft. Can ONLY be claimed with B, ZZ, MM and (PP when vehicle is being returned to the customer).	22S55BB	0.3 Hours
<b><u>DEALER REPAIR</u></b> Inspect right rear halfshaft <b>DOES NOT PASS</b> Replace halfshaft. <b>(Closes Recall)</b> Can ONLY be claimed with BB, ZZ, MM and PP.	22S55B	1.1 Hour
<b><u>SUBMIT PHOTOS</u></b> (PTS or to the SSSC)	22S55ZZ	0.2 Hours
<b><u>MOBILE INSPECTION</u></b> (drive to vehicle location) Cannot be claimed with A.	22S55MM	0.5 Hours
<b><u>VEHICLE PICK-UP AND DELIVERY ALLOWANCE</u></b> NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of number of open FSA's repaired on a vehicle. Cannot be claimed with M.	22S55PP	0.5 Hours

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**PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

To place an order for LJ9Z-4K138-A, W720792-S439 or W714333-S439 submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Ensure to attach photos of the halfshaft and labels with the contact. Parts on restriction will not be released if photos are not sent. For in stock unsold vehicles, a copy of the signed sales agreement is required to be sent in with the part request.

Part Number	Description	Order Quantity	Claim Quantity
LJ9Z-4K138-A	Halfshaft (right rear)	1	1
W720792-S439	Caliper anchor plate bolts (2 req/pkg of 4)	1	2
W714333-S439	Hub bearing bolts (4 req/pkg of 4)	1	4

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

**Order the parts below through normal order processing channels:**

Part Number	Description	Order Quantity	Claim Quantity
CCPZ-3B477-B	Halfshaft retainer nut	1	1

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

**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.



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**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.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

**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 MUSTANG MACH-E VEHICLES — RIGHT REAR HALFSHAFT INSPECTION

### SERVICE PROCEDURE

#### MOBILE REPAIR INSPECTION INSTRUCTIONS

- ⚠ WARNING:** When jacking or lifting the vehicle, block all wheels remaining on the ground. Set the parking brake if the rear wheels will remain on the ground. These actions help prevent unintended vehicle movement. Failure to follow these instructions may result in serious personal injury.
- ⚠ WARNING:** Never get underneath a vehicle that is supported only by a jack. The jack could unintentionally lower. Always support vehicle with floor stands. Failure to follow these instructions may result in serious personal injury.
- ⚠ WARNING:** Only raise the vehicle when positioned on a hard, level surface. Attempting to raise the vehicle on an uneven or soft surface may result in vehicle slipping or falling from the jack or jackstand. Failure to follow this instruction may result in serious personal injury.
- ⚠ WARNING:** Turn off (disable) the power running boards (if equipped) before jacking, lifting or placing any object under the vehicle. Never place your hand between the power running board and the vehicle. Extended power running boards will retract when doors are closed. Failure to follow these instructions may result in serious personal injury.

**NOTICE:** When raising a vehicle on a hoist, use care when positioning the hoist adapters prior to lifting the vehicle so that hoist arms do not interfere with the surrounding suspension or steering linkage components.

**NOTE:** If you suspect that you will not have Internet access at the vehicle's mobile repair location then, you should print a copy of these instructions (including any required Workshop Manual references) for reference during the mobile repair.

1. Is the inspection of the right rear halfshaft taking place at the dealership?

Yes – Proceed to step 2.

No – Print and take the Mobile Repair Inspection documentation to the inspection site. Proceed to step 3.

2. Position the vehicle on a hoist, then proceed to step 4. Please follow Workshop Manual (WSM) Procedures in Section 100-00.

3. Remove the right rear tire. Please follow Workshop Manual (WSM) Procedures in Section 204-04A.



4. Does the middle section of the vehicle's right rear halfshaft have a black painted finish, as shown in Figure 2?

No – Proceed to step 5.

Yes – Proceed to step 7.

5. Locate the white label containing a large font part number on the halfshaft. See Figure 1.



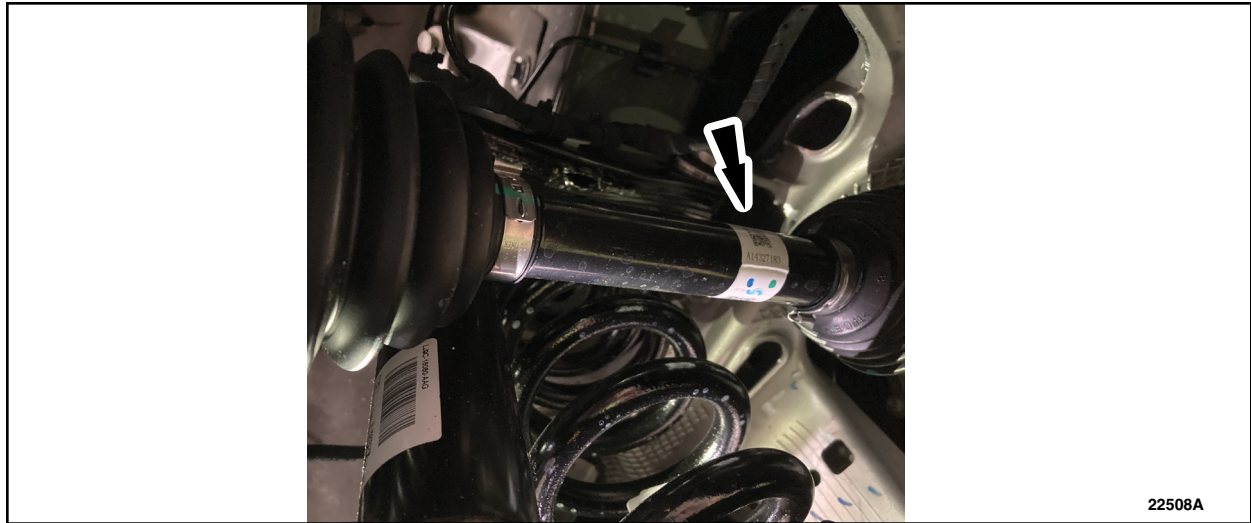
**FIGURE 1**

6. Capture a photo of the halfshaft with the label and submit it via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Recall is complete.

**NOTE: Photos taken must also include the middle section of the halfshaft showing the unpainted finish, similar to Figure 1.**



7. Locate the white label containing 3 QR codes on the halfshaft. See Figure 2.



**FIGURE 2**


8. Locate and capture a photo of the serial number that begins with a number and NOT a letter. If needed, use a small dry rag to clean it off. To prevent removal of ink, do not use brake cleaner to clean off the serial number. See Figure 3.



**FIGURE 3**



9. Verify if the recorded serial number is listed in the suspect serial numbers in Attachment IV. Is the recorded serial number on the suspect serial numbers list in Attachment IV?

 **CAUTION: WHEN COMPARING THE SERIAL NUMBER ON THE LABEL TO THE LIST, YOU WILL NEED TO IGNORE THE VERY LAST CHARACTER ONLY IF IT IS A LETTER. SEE FIGURE 4. OTHERWISE, IT WILL NEED TO MATCH EXACTLY AS SHOWN ON THE LABEL.**

Yes – Does not pass inspection. Submit the photograph of the serial number to SSSC for determination as to whether or not the right rear halfshaft needs to be replaced. SSSC will release halfshaft order based on need. Advise customer that their vehicle will be towed to the dealership to determine if a repair is required. Arrangements will be made for a loaner vehicle.

No – Dealers must submit their photo(s) via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Recall is complete.



**FIGURE 4**

10. Did SSSC determine that a new right rear halfshaft is needed?

**NOTE:** If replacing the right rear halfshaft, it is not necessary to check and top off the rear electric drive assembly oil level.

Yes – Replace the right rear halfshaft. Follow Workshop Manual (WSM) procedures in Section 205-05

No – Right rear halfshaft replacement is not required. Recall is complete.



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Right Rear Half Shaft Inspection

The table starting on page 2 contains a list of serial numbers to be used for checking for a suspect right rear halfshaft. Vehicles with a matching serial number on the right rear halfshaft will require additional verification. Photos are to be submitted to the SSSC for final determination if halfshaft replacement is required.

Follow the instructions outlined in Attachment III to locate the correct serial number of the halfshaft. Suspect halfshaft serial numbers will start with the number two (2). Perform a lookup in this attachment using the "ctrl" + "F" keys on your computer's keyboard. Ensure to accurately type in the serial number (without spaces) to see if it is on this list. If it is, submit a contact to the SSSC with the requested information to determine if halfshaft replacement is required.

**SUSPECT RIGHT REAR HALFSHAFT SERIAL NUMBERS**

220211330	220219442	220219487	220305178	220307216
220211357	220219443	220219488	220305182	220307219
220211362	220219444	220219489	220305183	220307222
220211364	220219445	220219490	220305184	220307238
220211365	220219446	220219491	220305185	220307264
220211366	220219447	220219492	220305186	220307271
220211367	220219448	220219493	220305187	220307272
220211368	220219449	220219494	220305188	220307273
220211369	220219450	220219495	220305189	220307274
220211370	220219451	220219496	220307044	220307275
220211371	220219452	220219497	220307045	220307276
220211372	220219453	220219498	220307123	220307277
220211373	220219454	220219499	220307125	220307278
220211374	220219455	220219500	220307130	220307279
220211375	220219456	220219501	220307131	220307280
220211376	220219457	220219502	220307133	220307281
220211377	220219458	220219503	220307135	220307284
220211378	220219459	220219504	220307138	220307285
220211379	220219460	220305119	220307139	220307286
220211380	220219461	220305138	220307140	220307287
220211381	220219462	220305140	220307142	220307288
220211382	220219463	220305141	220307143	220307289
220211383	220219464	220305153	220307144	220307290
220211384	220219465	220305154	220307145	220307291
220211385	220219466	220305155	220307146	220307292
220211386	220219467	220305156	220307147	220307293
220211387	220219468	220305157	220307148	220307294
220211388	220219469	220305158	220307149	220307295
220211390	220219470	220305159	220307151	220307296
220211392	220219471	220305160	220307154	220307297
220211393	220219472	220305161	220307155	220307298
220211394	220219473	220305162	220307157	220307299
220211395	220219474	220305163	220307158	220307300
220211396	220219475	220305164	220307159	220307301
220211397	220219476	220305165	220307160	220307302
220211398	220219477	220305166	220307163	220307303
220219433	220219478	220305167	220307164	220307304
220219434	220219479	220305168	220307165	220307305
220219435	220219480	220305169	220307169	220307306
220219436	220219481	220305170	220307170	220307307
220219437	220219482	220305171	220307172	220307311
220219438	220219483	220305172	220307175	220307312
220219439	220219484	220305173	220307208	220307313
220219440	220219485	220305174	220307209	220307314
220219441	220219486	220305177	220307212	220307315

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**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S55**  
Certain 2022 Model Year Mustang Mach-E Vehicles  
Right Rear Halfshaft Inspection

**MOBILE REPAIR (INSPECTION) / VEHICLE PICK-UP AND DELIVERY RECORD**

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

- Mobile Repair (Inspection)
- Pick-up and/or delivery service

As outlined below for the 22S55 Field Service Action program.

Mobile Inspection – Date: \_\_\_\_\_

- PASS
- FAIL – Vehicle Repairs Required – Tow to Dealership
- Customer refused to allow the vehicle to be towed to the dealership for right rear halfshaft replacement:**
  - o Ford has offered to tow your vehicle to a dealership to have the recall repair performed and offered you a loaner vehicle.
  - o Customer declined to have their vehicle towed and wishes to continue to drive the vehicle without the recall repair completed

\_\_\_\_\_  
Owner's Signature

\_\_\_\_\_  
Date

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 22S55**

*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 # 22S55, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to October 7, 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.