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 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

February 21, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
 Compliance Recall 22C22**
 Certain 2022 Model Year Bronco Sport and F-150 Vehicles
 Front Park Lamp Flicker

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -
 Compliance Recall 22C22**
 Dated: October 31, 2022

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2022	Dearborn	March 11, 2022 through July 22, 2022
F-150	2022	Kansas City	March 15, 2022 through July 23, 2022
Bronco Sport	2022	Hermosillo	March 19, 2022 through June 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 COMPLIANCE RECALL

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 108 Lamps, reflective devices, and associated equipment. FMVSS 108 requires the park/position lamp function to be “steady burning”. Vehicles may exhibit a front park/position lamp flickering that results in a park/position lamp function that is not “steady burning”. A front park/position lamp that flickers could increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to follow the Technical Information in Attachment III:

F-150: Inspect the headlamp lenses to determine if vehicles have headlamp control modules (HCM):

- Labor code B: **With** HCM – Update the software in the HCM and light emitting diode (LED) module using FDRS.
- Labor code C: **WITHOUT** HCM – Update the software in the body control module (BCM) two times using FDRS. Includes printing the Owner Manual’s Addendum as needed.
- This service must be performed on all affected F-150 vehicles at no charge to the vehicle owner.

Bronco Sport: Instructions are expected to be made available in a supplement by the 2nd quarter of 2023 when parts are available to order.

OWNER NOTIFICATION MAILING SCHEDULE

F-150 Owner letters are expected to be mailed the week of March 6, 2023.

Dealers should repair any F-150 affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

Bronco Sport Owner Letters are expected to be mailed by the second quarter of 2023.

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 \$26,315 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 Manual's Addendum
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,



Stacy L. Balzer

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OASIS ACTIVATION

OASIS will be activated on February 21, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 21, 2023. F-150 Owner names and addresses will be available by March 24, 2023.

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 dealers for an appointment to have their vehicles remedied as soon as practicable.
- 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/compliance 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 before 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 replacing a HCM or LED control module to correct a flickering front park lamp.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 FSAs / 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 before completing the repair.

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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 (22C22) is the subcode.
 - 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 the same claim type and subcode as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22C22 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
F-150 <i>with</i> HCM: HCM and LED Control Module Software Updates using FDRS. Includes headlamp inspection. Cannot be claimed with labor code C.	22C22B	0.5 Hours
F-150 <i>without</i> HCM: reprogram of the BCM two (2) times using FDRS. Includes headlamp inspection. Includes printing the Owner Manual's Addendum as needed. Cannot be claimed with labor code B.	22C22C	0.9 Hours
Bronco Sport – To be provided when parts are available.	-	-

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
-	Bronco Sport parts to be listed when available for order	-	-

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

DEALER PRICE

For the 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 by 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

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of 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 1st, 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 of 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 identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2022 MODEL YEAR BRONCO SPORT AND F-150 VEHICLES — PARK LAMP FLICKER

SERVICE PROCEDURE

F-150

NOTE: Halogen lamps are NOT to be included in this program. **DO NOT** attempt to program a vehicle with halogen headlamps.

1. Inspect the headlamps to determine if the vehicle is equipped with a Headlamp Control Module (HCM). Which headlamps are equipped on this vehicle? See Figure 1.

With HCM Identification: Headlamp is split into 2 sections and has a thin turn lamp.
- Proceed to the Headlamp Control Module Reprogramming Procedure on Page 2.

Without HCM Identification: Headlamp is split into 4 sections and has a thicker turn lamp.
- Proceed to the Body Control Module Reprogramming Procedure on Page 4.

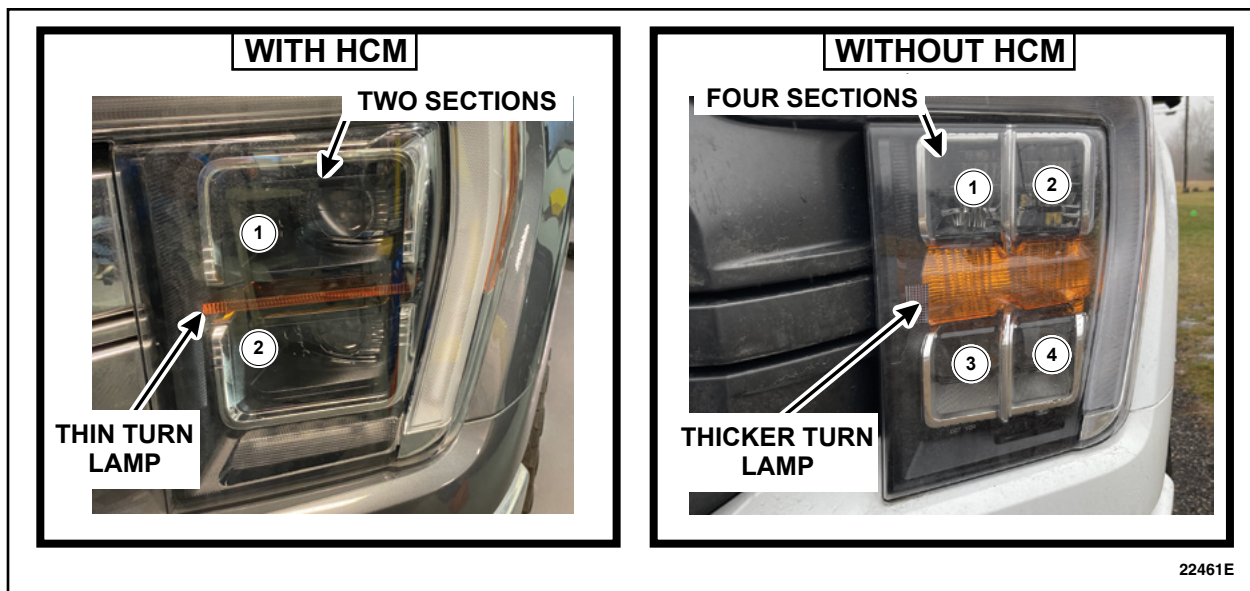


FIGURE 1



Headlamp Control Module (HCM) Reprogramming Procedure

Module Programming

⚠ WARNING: Headlamps may not be functional if this process is interrupted.

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the VCM is properly connected to the DLC.

2. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click "**Read VIN from Vehicle**" or manually enter the VIN.

NOTE: Available modules are shown on the LH side of the screen and available procedures are listed on the RH side of the screen. Modules that are communicating are highlighted in green.

4. Select Toolbox tab.

5. From the list on the LH side of the screen, select the **HCM**.

6. From the list on the RH side of the screen, select **HCM - Headlamp Control Module (HCM) Software Update**.

7. Click **RUN**. Follow all on-screen instructions carefully.

NOTE: HCM programming instructions are continued on the next page.



8. From the list on the RH side of the screen, select **HCM - Light Emitting Diode (LED) Control Module Software Update - Software Level 9.23** or later. See Figure 2.

	All	Favor...	Offline	Multi-Mo...	SW Upd...	Programmable Fea...	Guided Rout...	HCM
★							Run	⊞
★							Run	⊞
★							Run	⊞
★	📶						Download	
★	📶						Download	
★	📶						Run	⊞
★	📶						Download	
★	📶						Download	
HCM - Light Emitting Diode (LED) Control Module Software Update - Software Level 9.23 - G2380888-10.0 - This application reprograms LDM. ad								
★	📶						Download	

22461F

FIGURE 2

9. Click **RUN**. Follow all on-screen instructions carefully.
10. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
11. Click the **Run Selected Tests** button in the lower right.
12. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
13. Disconnect the battery charger from the 12V battery once the programming has completed. This completes the recall.

NOTE: If the headlamps are inoperative following the update, contact the Technician Assistance Center.

NOTE: See page 6 for Important Information for Module Programming.



Body Control Module (BCM) Reprogramming Procedure

Module Programming

 **WARNING: Headlamps may not be functional if this process is interrupted.**

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the VCM is properly connected to the DLC.

2. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click "**Read VIN from Vehicle**" or manually enter the VIN.

NOTE: Available modules are shown on the LH side of the screen and available procedures are listed on the RH side of the screen. Modules that are communicating are highlighted in green.

4. Select Toolbox tab.

5. From the list on the LH side of the screen, select the **BCM**.

 **WARNING: Do NOT interrupt this procedure once started.**

6. From the list on the RH side of the screen, select **BCM - Body Control Module (BCM) Software Update**.

7. Click **RUN**. Follow all on-screen instructions carefully.

NOTE: BCM programming instructions are continued on the next page.



8. Has Field Service Action (FSA) 21M08 been completed on this vehicle?

YES - Continue to Step 9.

NO - Print 22C22 specific owner manual addendum and continue on to Step 9.

(Do **NOT** print the 21M08 addendum as called out in the FDRS pop-up as shown in Figure 3.)

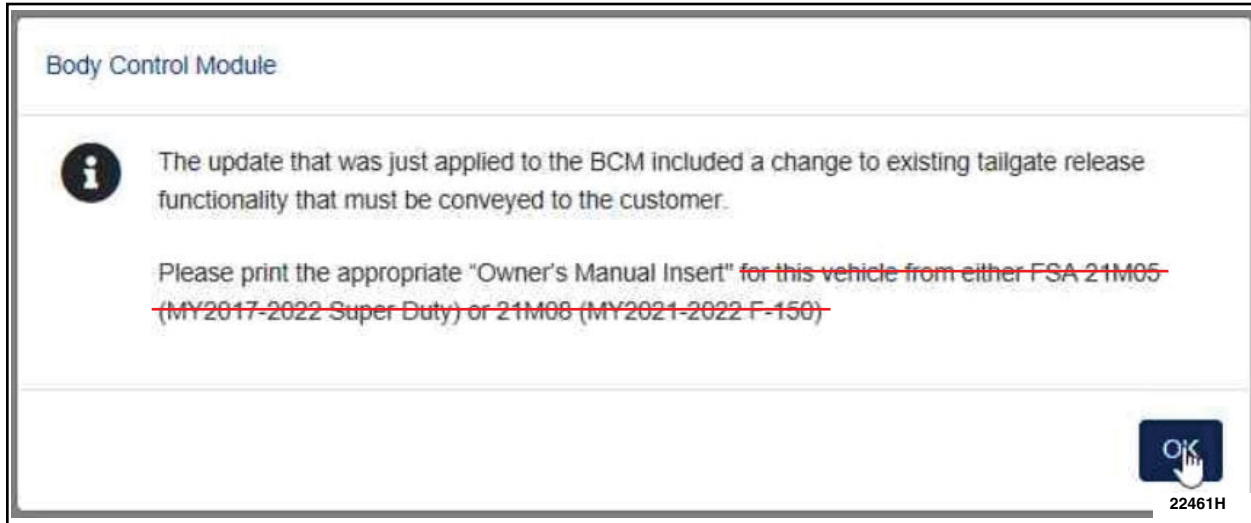


FIGURE 3

9. Select the **SW Update** tab again.

NOTE: This starts the 2nd BCM programming which is required.

10. From the list on the RH side of the screen, select **BCM - Body Control Module (BCM) Software Update** again. See Figure 4.

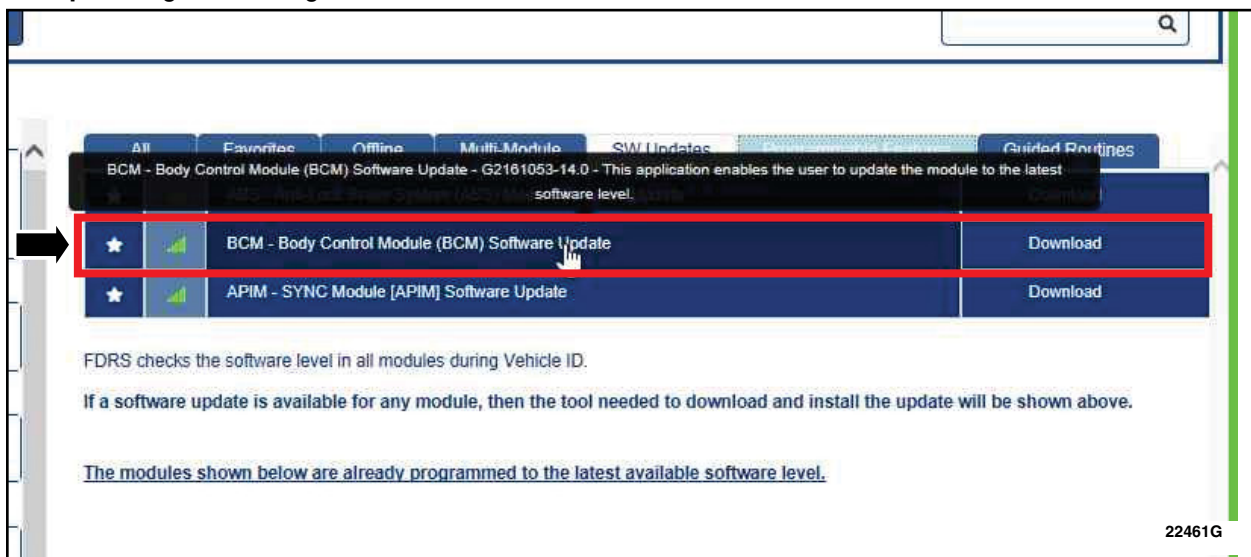


FIGURE 4



11. Click **RUN**. Follow all on-screen instructions carefully.
12. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
13. Click the **Run Selected Tests** button in the lower right.
14. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
15. Disconnect the battery charger from the 12V battery once the programming has completed. This completes the recall.

NOTE: If the headlamps are inoperative following the update, contact the Technician Assistance Center.

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



Owner's Manual Addendum

Please insert this page in your Owner's Manual.

Tailgate - Vehicles With: Remote Power Tailgate Release/Remote Release Tailgate

The following information supplements your Owner's Manual. For any questions regarding the tailgate, contact an authorized dealer.

NOTE: The following is applicable after the completion of Field Service Action 22C22 - Front Park Lamp Flicker, which updated the vehicle to the most current level of software.

OPENING THE TAILGATE FROM INSIDE YOUR VEHICLE

Press the button on the instrument panel twice within three seconds.

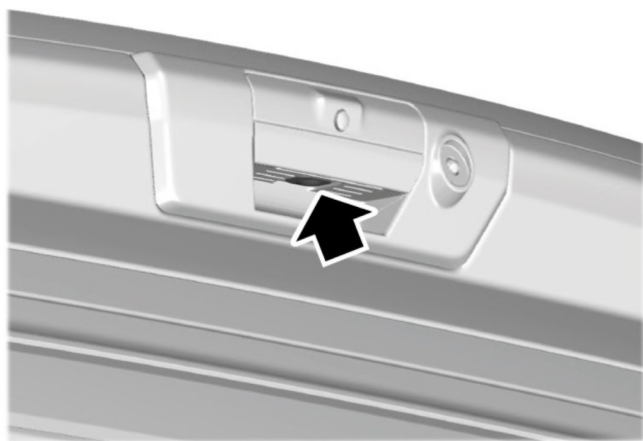


Note: A tone sounds when the tailgate opens.

OPENING THE TAILGATE FROM OUTSIDE YOUR VEHICLE

1. Unlock the vehicle with the remote control or power door unlock button.

Note: If an intelligent access transmitter is within 1 m (3 ft) of the tailgate, the tailgate unlocks when you press the tailgate release button.



2. Press the button in the top of the tailgate handle twice within three seconds.

Ford Motor Company
Recall Reimbursement Plan for 22C22

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 # 22C22, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to November 14, 2023. 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.