



David J. Johnson
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 Service Engineering Operations
 Ford Customer Service Division

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

March 25, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Regional Recall 22R01**

Certain 2014 - 2015 Model Year, Fusion and MKZ and 2015 Model Year Mustang Vehicles

Brake Stop Lamps Remain On

REF: **Safety Recall 22S02**

Certain 2014 - 2015 Model Year, Fusion and MKZ and 2015 Model Year Mustang Vehicles

Brake Stop Lamps Remain On

AFFECTED VEHICLES

Vehicles identified below were **not originally sold** and are **not currently registered** in the high ambient temperature states covered under Safety Recall 22S02.

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2014 – 2015	Flat Rock	October 1, 2013 through April 19, 2015
Mustang	2015	Flat Rock	February 11, 2014 through July 31, 2015
Fusion / MKZ	2014 – 2015	Hermosillo	October 1, 2013 through April 6, 2015

This program **does not apply** to vehicles originally sold in, or currently registered in the following states or countries/territories:

In the United States				
Texas	Louisiana	Mississippi	Alabama	Florida
Georgia	South Carolina	North Carolina	Virginia	Hawaii

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Under Safety Recall 22S02, in some of the affected vehicles, exposure to a high temperature, high humidity, and high salinity environment is causing the brake pedal “stop bumper” to disintegrate and fall off on some of the affected vehicles resulting in the brake stop lamps remaining on continuously, even when the brake pedal is not applied. If the brake pedal bumper is missing on automatic transmission vehicles, the engine can be started, and the transmission can shift out of park without depressing the brake pedal.

For 22R01, owners will be instructed to request a repair under this regional program if their vehicle exhibits brake pedal concerns or if they are concerned about the brake pedals in their vehicles.

NOTE: Vehicles identified as originally sold, or currently registered in the high ambient temperature states are included in Safety Recall 22S02 and can be identified in OASIS.

SERVICE ACTION

Dealers are to replace the brake pedal bumper. 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 April 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.

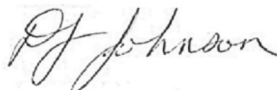
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters

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

Regional Program 22R01

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OASIS ACTIVATION

OASIS will be activated on March 25, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this regional program.
- If a customer's vehicle exhibits door latching concerns or if owners are concerned about the latches in their vehicles, they may request repairs under this regional program.
- Owners can continue to safely drive their vehicles if they ensure the doors are securely latched without using excessive effort before driving.

STOCK VEHICLES

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 regional program must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the program on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **September 18, 2022**.
- 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 brake pedal replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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 22R01 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22R01 - 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
Replace 1 Brake Pedal Bumper	22R01B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
MR3Z-7583-A	Brake Pedal Bumper	1	1

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 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 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 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 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 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 2014 - 2015 MODEL YEAR MUSTANG, FUSION, AND MKZ VEHICLES — BRAKE PEDAL BUMPER REPLACEMENT

SERVICE PROCEDURE

1. Remove the brake pedal bumper by pushing down on the brake pedal and using pliers or a flat blade screw driver to pull the bumper out. If needed push in the brake switch plunger back for more clearance. See Figure 1.

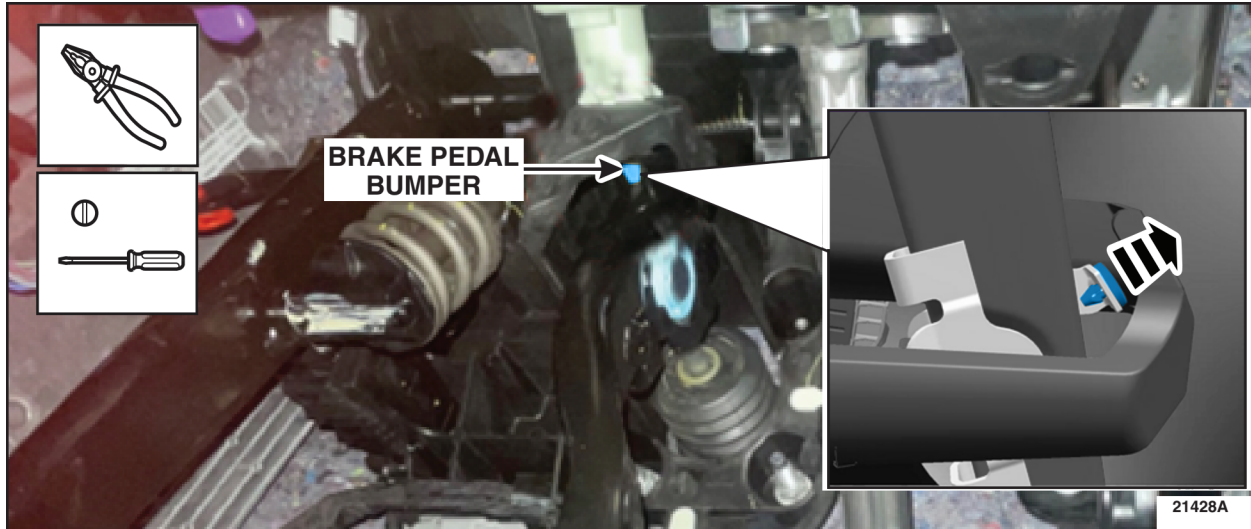


FIGURE 1

2. Install the *new* brake pedal bumper. See Figure 2.

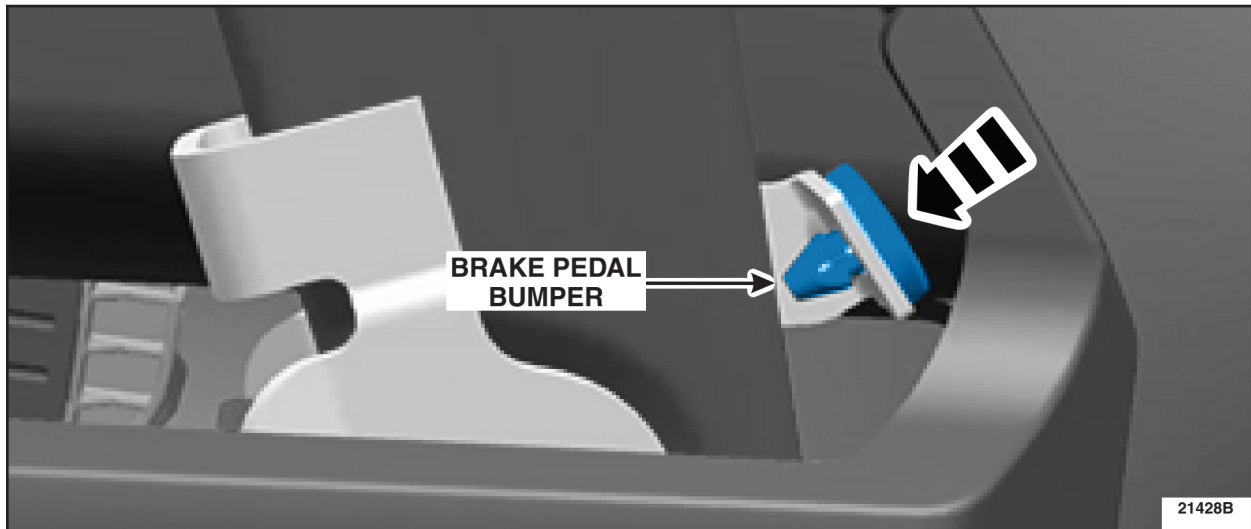


FIGURE 2

