



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

March 31, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **New Vehicle Delivery Hold - Special Field Action 22L02 – Supplement #1**
Certain 2021 Model Year F-150 Raptors with BlueCruise Prep Kit
- Unsold Vehicles - Reinvoice/Window Label Replacement Verification
- Sold Vehicles - Owner Refund

Ref. **New Vehicle Delivery Hold - Special Field Action 22L02**
Dated January 27, 2022

New! REASON FOR THIS SUPPLEMENT

- *Service Action: Details on refund process.*
- *Sold Vehicles: Details on refund process.*
- *Labor Allowances: Revised wording.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 Raptor	2021	Dearborn	January 7, 2021 through November 22, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

Ford's advanced BlueCruise hands-free driving technology has started rolling out to a wide variety of customers, beginning with more than 50,000 F-150 and Mustang Mach-E vehicles already equipped with the feature produced at our plants starting last July. Ford knows Raptor truck customers want the best of everything, which is why we delivered our most off-road capable version of the truck ever with plans to combine it with BlueCruise for breakthrough hands-free, on-road driving.

We found in the final stages of software development that this specific implementation does not meet Ford and our customers' highest standards when combined with the purpose-built off-road suspension and capability that our Raptor truck customers expect. As a result, Ford will refund customers the \$795 hardware prep kit price and make new customers aware they are not being charged for the feature.

New! SERVICE ACTION

Reinvoiced 2021 Raptor Vehicles – The following must be performed by the dealership before delivering any vehicles involved in this program:

- Install new Monroney label that reflects a \$795 decrease in price.
 - New labels were sent automatically to dealers through FedEx on February 2, 2022.
- Inform customer prior to purchase that BlueCruise functionality is not available on the vehicle and they are not going to be charged for the prep kit.
- Have customer sign 2021 Ford F-150 Raptor Acknowledgement Form (Attachment III) and retain in the deal jacket.
- *Vehicles SOLD after February 1 re invoicing - Reinvoiced and delivered to customers PRIOR to the dealership receiving the new Monroney label:*
 1. *provide the customer with the new Monroney label*
 2. *have the customer sign the 2021 Ford F-150 Raptor Acknowledgement Form (Attachment III) and retain in the deal jacket*
 3. *reimburse \$795 to the original vehicle purchaser or lessee directly. (Dealer already received \$795 when invoiced).*

Once these steps are completed, the dealer can submit a claim for 22L02B.

Non-Reinvoiced 2021 Raptor Vehicles - Ford will refund \$795 to original vehicle purchasers and lessees.

- *Vehicles SOLD prior to February 1 re invoicing:*
 - *Original vehicle purchasers and lessees can request a refund via the form included with the owner letter.*

Refer to Flowchart at the end of Attachment 1.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be mailed April 2022.

EXPIRATION DATE

This program has an expiration date of September 30, 2022. We encourage dealers to complete this service as soon as possible.

New! ATTACHMENTS

Attachment I: Administrative Information and Flowchart
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: 2021 Ford F-150 Raptor Acknowledgement Form

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

New Vehicle Delivery Hold - Special Field Action 22L02 – Supplement #1

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OASIS ACTIVATION

OASIS was activated on January 27, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on January 27, 2022. Owner names and addresses will be available April 20, 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 program 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 service action.

New! SOLD VEHICLES***Reinvoiced 2021 Raptor Vehicles:***

- *Vehicles SOLD after February 1 re invoicing - Reinvoiced and delivered to customers PRIOR to the dealership receiving the new Monroney label:*
 1. *provide the customer with the new Monroney label*
 2. *have the customer sign the 2021 Ford F-150 Raptor Acknowledgement Form (Attachment III) and retain in the deal jacket*
 3. *reimburse \$795 to the original vehicle purchaser or lessee directly. (Dealer already received \$795 when re invoiced).*

Once these steps are completed, the dealer can submit a claim for 22L02B.

Non-Reinvoiced 2021 Raptor Vehicles - Ford will refund \$795 to original vehicle purchasers and lessees.

- *Vehicles SOLD prior to February 1 re invoicing:*
 - *Original vehicle purchasers and lessees can request a refund via the form included with the owner letter.*

Refer to Flowchart at the end of this Attachment.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.

New Vehicle Delivery Hold - Special Field Action 22L02 – *Supplement #1*

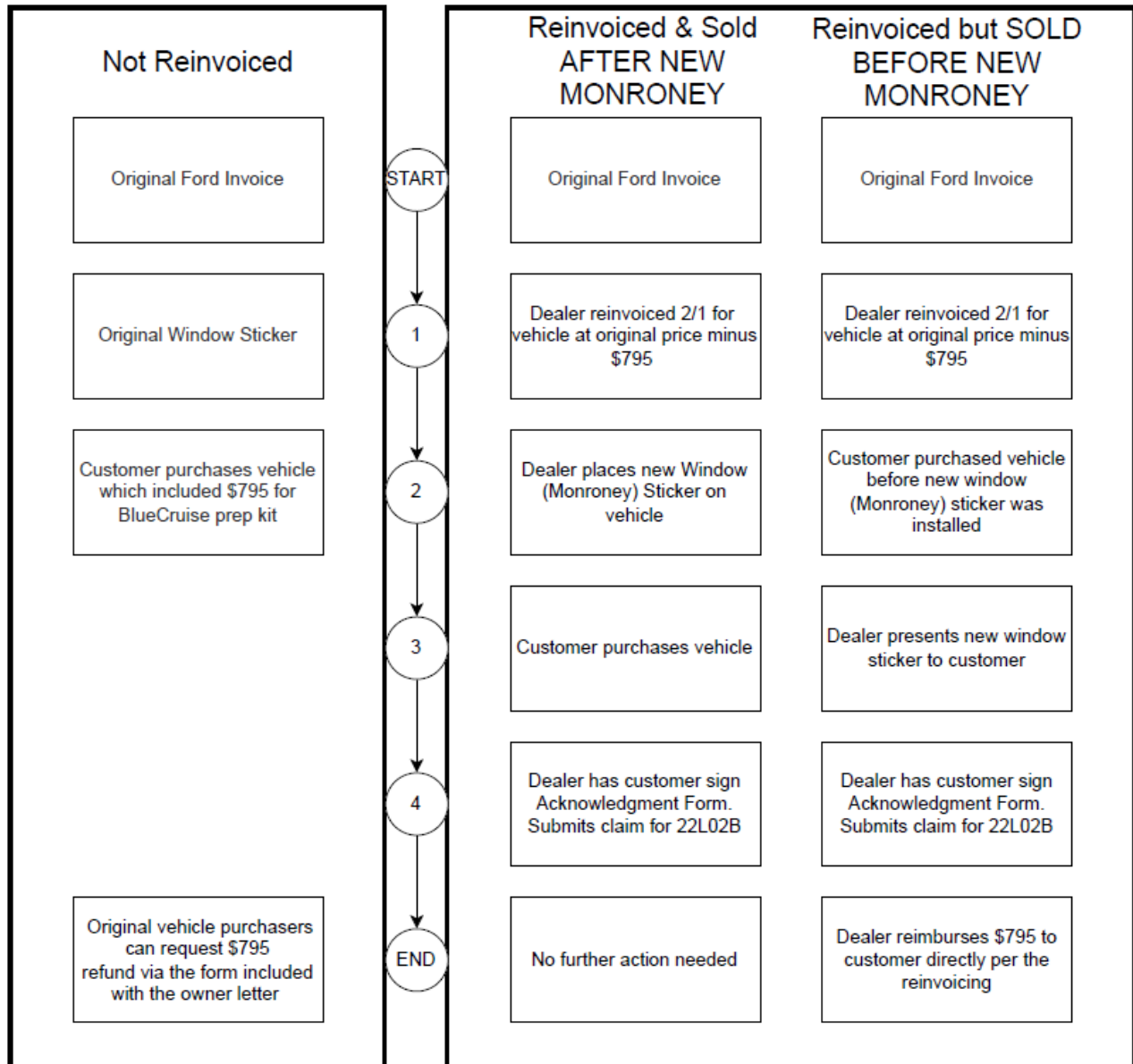
- Certain 2021 Model Year F-150 Raptors with BlueCruise Prep Kit
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CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action.
 - The FSA number 22L02 is the sub code.
 - Customer Concern Code (CCC): A29
 - Condition Code (CC): 42
 - Causal Part Number: 14G647
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

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Flowchart



New Vehicle Delivery Hold - Special Field Action 22L02 – Supplement #1

- Certain 2021 Model Year F-150 Raptors with BlueCruise Prep Kit
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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p><i>Reinvoiced Vehicles Only</i> - this is for the administrative work to file a claim certifying to Ford that dealer:</p> <ul style="list-style-type: none"> • Installed new window (Monroney) label • Printed Attachment III for inclusion with deal jacket. 	22L02B	0.2 Hours

PARTS REQUIREMENTS

No parts required. Monroney labels will be automatically shipped to dealers. For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.



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

April 2022

Special Field Action 22L02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford knows F-150 Raptor customers want the best of everything, which is why we delivered our most off-road capable version of the truck ever with plans to combine it with BlueCruise for breakthrough hands-free, on-road driving. We found in the final stages of software development that this specific implementation of BlueCruise does not meet Ford and our customers' highest expectations when combined with the purpose-built off-road suspension and capability that our Raptor truck customers expect. As a result, Ford will refund the \$795 hardware prep kit price. We apologize for this inconvenience. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, the software required to operate BlueCruise does not meet Ford and our customers' highest standards.

What will Ford do? Ford Motor Company will refund the original vehicle owner the price of the BlueCruise specific hardware (\$795).
This Special Field Action will be in effect until September 30, 2022, regardless of miles.

What should you do? To receive your refund, you can sign and return the form included with this letter along with a copy of your original sales agreement (required).

What if you no longer own this vehicle? **NOTE: This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether or not they still own the vehicle.**
If you are not the original owner of this vehicle, and have an address for the original owner, please forward this letter to the original owner.

Can we assist you further? **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: owner.ford.com

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division

Please send signed form along with a copy of your original sales agreement in the return envelope provided.

Mail to: Ford Motor Company, Field Service Action 22L02, PO Box 1634, Southgate, MI 48195-9907



OWNER INFORMATION WAIVER – CUSTOMER SATISFACTION PROGRAM 22L02

To compensate you for not delivering BlueCruise functionality, Ford Motor Company is offering you \$795 in a cash check.

To redeem this offer of \$795, the equivalent value of the BlueCruise hardware originally ordered, please sign your full name below and mail it back, along with a copy of your original sales agreement, using the pre-addressed, postage-paid envelope included with this letter. By signing and returning this completed form, you are acknowledging that your vehicle does not include the Ford BlueCruise feature functionality.

A copy of your original sales agreement is required for this refund to be processed.

1FDUF4HN5LEE90669
JOHN A. SAMPLE
123 SAMPLE ST
SAMPLE CITY, MI 12345-6789

YOUR SIGNATURE

Optional: Please include your phone number or email address in case we need to contact you about your refund. Thank you.

PHONE NUMBER or EMAIL ADDRESS