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June 1, 2022

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

**SUBJECT:** **New Vehicle Delivery Hold - Special Field Action 22L02 – Supplement #2**  
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 - Supplement #1  
Dated March 31, 2022

**New! REASON FOR THIS SUPPLEMENT**

- *Service Action: Revisions made to correct re invoicing date to February 4, 2022.*
- *Owner Notification: Updated mailing date.*
- *Sold Vehicles: Revisions made to correct re invoicing date to February 4, 2022.*

**AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
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 4, 2022** re-invoicing - Re-invoiced 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 4, 2022** 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 *in the month of May 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 #2**

- Certain 2021 Model Year F-150 Raptors with BlueCruise Prep Kit
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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 were 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 4, 2022** 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 4, 2022** 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 #2***

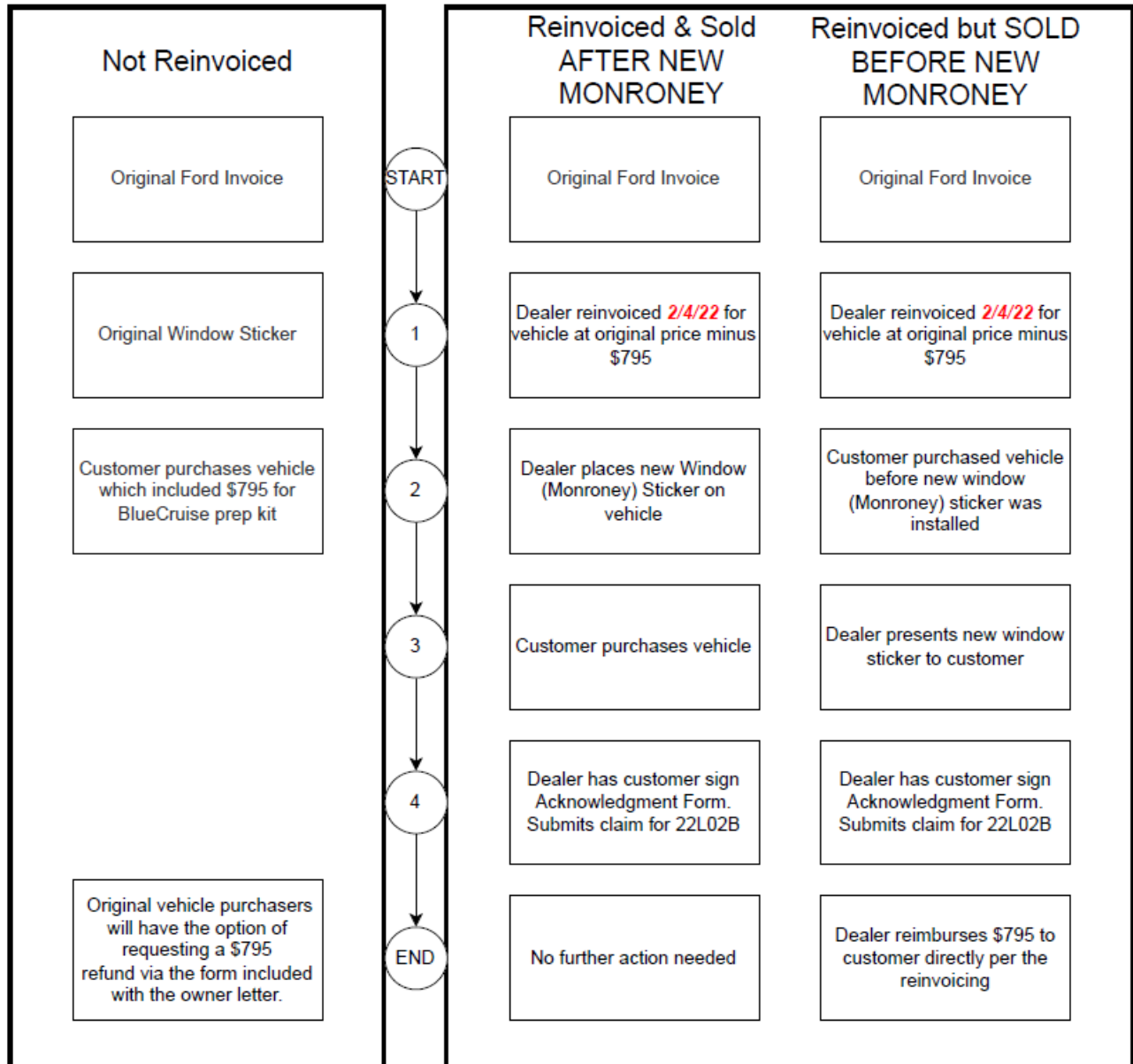
- Certain 2021 Model Year F-150 Raptors with BlueCruise Prep Kit
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**CLAIMS PREPARATION AND SUBMISSION**

- **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**



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  - Sold Vehicles - Owner Refund

**LABOR ALLOWANCES**

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