



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

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

June 10, 2022

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

**SUBJECT:** **Advance Notice - Customer Satisfaction Program 22N06**  
 Certain 2020-2022 Model Year Explorer (Non-Police) Vehicles  
 Rear Axle Repair After Bolt Fracture

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 22S27**  
 Dated: May 4, 2022

**PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the parts required to replace a rear subframe bushing and axle cover due to a rear axle bolt bending and fracturing for ten (10) years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through March 31, 2023, or six months after part availability.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago Assembly / Chicago SHO Center	October 22, 2018 through September 27, 2020
	2021		June 4, 2020 through November 10, 2021
	2022		July 3, 2021 through March 31, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the rear axle mounting bolt may fracture during vehicle acceleration. A fractured rear axle bolt will allow the rear axle housing to move out of position, resulting in severe noise and vibration. If the rear axle bolt breaks, the driveshaft/half shafts may become disconnected, resulting in loss of transmission torque to the rear wheels which is necessary to hold the vehicle in park. If the parking brake is not applied, the loss of the primary park torque will allow the vehicle to roll in park increasing the risk of crash and injury.

### **SERVICE ACTION**

A complete Dealer Bulletin will be provided to dealers by the end of 3rd Quarter 2022 when it is anticipated that parts ordering information and repair instructions will be available to support this customer satisfaction program.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a program.**


### **CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

### **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 that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson



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**\*\*\* IMPORTANT SAFETY RECALL \*\*\***

**Safety Recall Notice 22S27 / NHTSA Recall 22V255  
Customer Satisfaction Program 22N06**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. 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, it may be possible that a rear axle mounting bolt may fracture during vehicle acceleration.

**What is the risk?**

A fractured rear axle bolt will allow the rear axle housing to move out of position, resulting in severe noise and vibration. If the rear axle bolt breaks, the driveshaft or half-shafts may become disconnected, resulting in loss of the vehicle's forward power and loss of transmission torque to the rear wheels. Loss of the vehicle's forward power increases the risk of crash and injury. Transmission torque is necessary to hold the vehicle in park. If the parking brake is not applied, the loss of the primary park torque will allow the vehicle to roll in park increasing the risk of crash and injury.

**What will Ford and your dealer do?**

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module (PCM) free of charge (parts and labor). This PCM update will engage the electronic parking brake every time the vehicle is shifted into Park (P). An engaged parking brake will not allow the vehicle to roll.

**What will Ford and your dealer do? (continued)**

In addition, for your peace of mind, Ford Motor Company will provide a one-time repair of the rear axle bolts and housing (if needed) under Customer Satisfaction Program 22N06. 22N06 provides the one-time repair for 10 years or 150,000 miles from the warranty start date - whichever comes first.

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

Please call your dealer without delay and request a service date for Recall 22S27. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Until the recall repair is completed, customers should apply the parking brake when the vehicle is in park.

If severe noise and/or vibration from the rear axle is noticed, please find a safe parking location and call your dealer immediately.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to drive your vehicle.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19 (CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [ford.com/support](https://ford.com/support).

**Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the repairs required due to rear axle bolt fracture. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**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: [ford.com/support](http://ford.com/support).

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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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](http://fleet.ford.com).

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [nhtsa.gov](http://nhtsa.gov). Reference NHTSA Safety Recall 22V255.

Thank you for your attention to this important matter.

Ford Customer Service Division