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Ford Customer Service Division

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

October 12, 2022

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Customer Satisfaction Program 22B27**  
Certain 2021 Model Year Bronco Vehicles  
Front Driveshaft Replacement

**PROGRAM TERMS**

This program will be in effect through October 12, 2023. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2021	Michigan	September 23, 2020 through September 17, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In the affected vehicles, the front driveshaft constant-velocity (CV) joint boot material is not robust for this application and may fail under normal vehicle usage. A failed CV joint boot may result in a loss of grease and the accumulation of debris in the CV joint, leading to noise and/or vibration while driving.

**SERVICE ACTION**

Dealers are to replace the front driveshaft. 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 October 24, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

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

## **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 "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized initial 'S'.

Stacy L. Balzer

**Customer Satisfaction Program 22B27**  
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**OASIS ACTIVATION**

OASIS will be activated on October 12, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 12, 2022. Owner names and addresses will be available by November 11, 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.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**OWNER REFUNDS**

Refunds are not approved for this program.

**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. Beneficial
- 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 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:
    - Claim type 31: Field Service Action
    - Sub Code: 22B27
    - Customer Concern Code (CCC): K06 – Driveshaft Noise/Vibration
    - Condition Code (CC): 01 – Broken/Cracked
    - Causal Part Number: 4A376, Quantity 0
  - 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.

**Customer Satisfaction Program 22B27**  
**Certain 2021 Model Year Bronco Vehicles**  
**Front Driveshaft Replacement**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Front Driveshaft - To be claimed when repairing vehicles equipped with an electronic front stabilizer bar disconnect	22B27B	0.9 Hour(s)
Replace Front Driveshaft - To be claimed when repairing vehicles equipped with a standard front stabilizer bar	22B27C	0.8 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION****Special Program Part Ordering:**

To place an order for the Front Driveshaft submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

Part Number	Description	Order Quantity	Claim Quantity
MB3Z-4A376-U	Front Driveshaft <b>(Please refer to the Ford Parts Catalog for correct driveshaft ordering)</b>	As Needed	Up to 1
MB3Z-4A376-V	Front Driveshaft <b>(Please refer to the Ford Parts Catalog for correct driveshaft ordering)</b>	As Needed	Up to 1
MB3Z-4A376-W	Front Driveshaft <b>(Please refer to the Ford Parts Catalog for correct driveshaft ordering)</b>	As Needed	Up to 1
MB3Z-4A376-X	Front Driveshaft <b>(Please refer to the Ford Parts Catalog for correct driveshaft ordering)</b>	As Needed	Up to 1
MB3Z-4A376-Y	Front Driveshaft <b>(Please refer to the Ford Parts Catalog for correct driveshaft ordering)</b>	As Needed	Up to 1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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 Front Driveshaft Replacement

**PARTS REQUIREMENTS / ORDERING INFORMATION (CONTINUED)**

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W721449-S439	Front Stabilizer Bar Bracket Bolts (4 in Pkg, 2 Needed Per Repair)	1 Pkg	2 Bolts
W520214-S440	Front Stabilizer Bar Bracket Nuts (2 in Pkg, 2 Needed Per Repair)	1 Pkg	2 Nuts
W721041-S439	Front Stabilizer Bar Bracket Studs (4 in Pkg, 2 Needed Per Repair)	1 Pkg	2 Studs
W717376-S439-B	Front Stabilizer Bar Disconnect Shield Bolts – Only used on vehicles equipped with an electronic front stabilizer disconnect (4 in Pkg, Up to 4 Needed Per Repair)	Up to 1 Pkg	Up to 4 Bolts

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.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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.

**Customer Satisfaction Program 22B27**  
Certain 2021 Model Year Bronco Vehicles  
Front Driveshaft Replacement

**REPLACED FSA PARTS INSPECTION AND SIGN OFF (CONTINUED)**

- 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 1<sup>st</sup> 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 2021 MODEL YEAR BRONCO VEHICLES – FRONT DRIVESHAFT REPLACEMENT

### SERVICE PROCEDURE

1. With the vehicle in NEUTRAL, position it on a hoist. Please follow Workshop Manual (WSM) procedures in Section 100-02.
2. Is the vehicle equipped with a Front Stabilizer Bar Disconnect?  
  
Yes – Proceed to step 3.  
No – Proceed to step 5.
3. Remove and discard the bolts and remove the stabilizer bar undershield. See Figure 1.
  - Torque: 22 lb.ft (30 Nm)

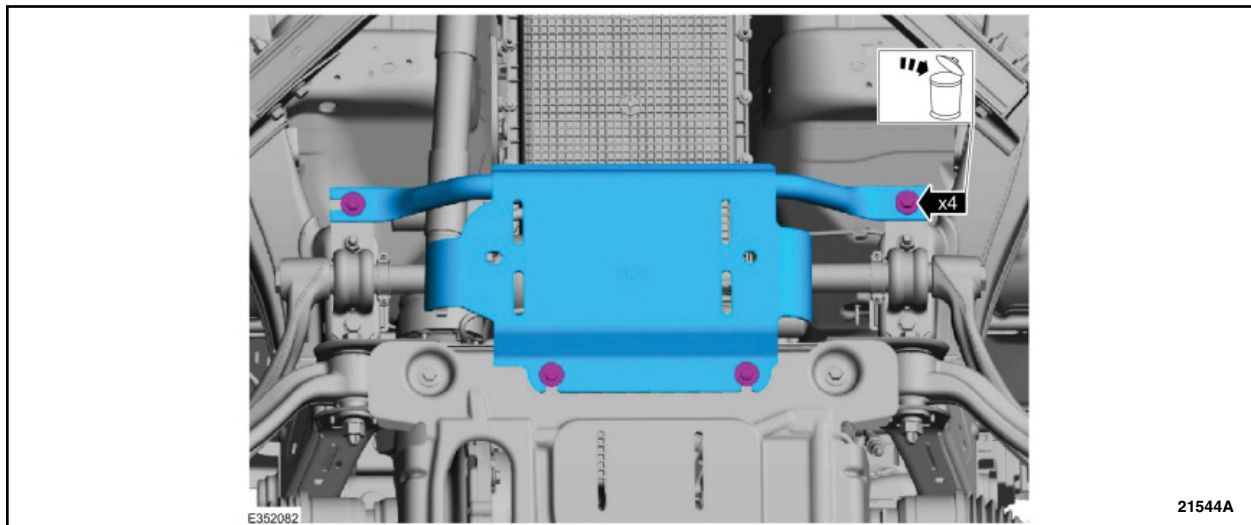


FIGURE 1

4. Disconnect the stabilizer bar disconnect assembly electrical connectors. See Figure 2.

**NOTE:** Position aside any loose wires or connectors to prevent any possible damage.

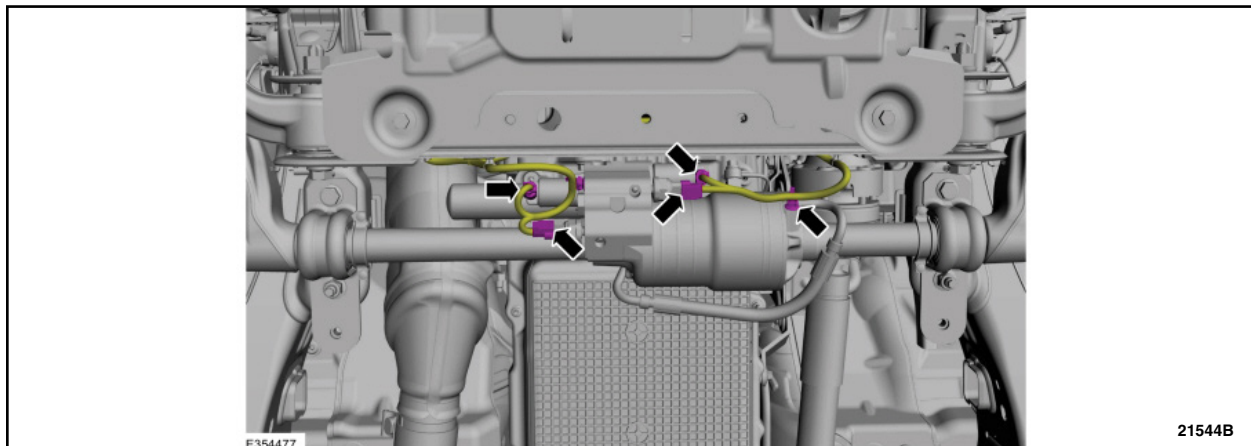


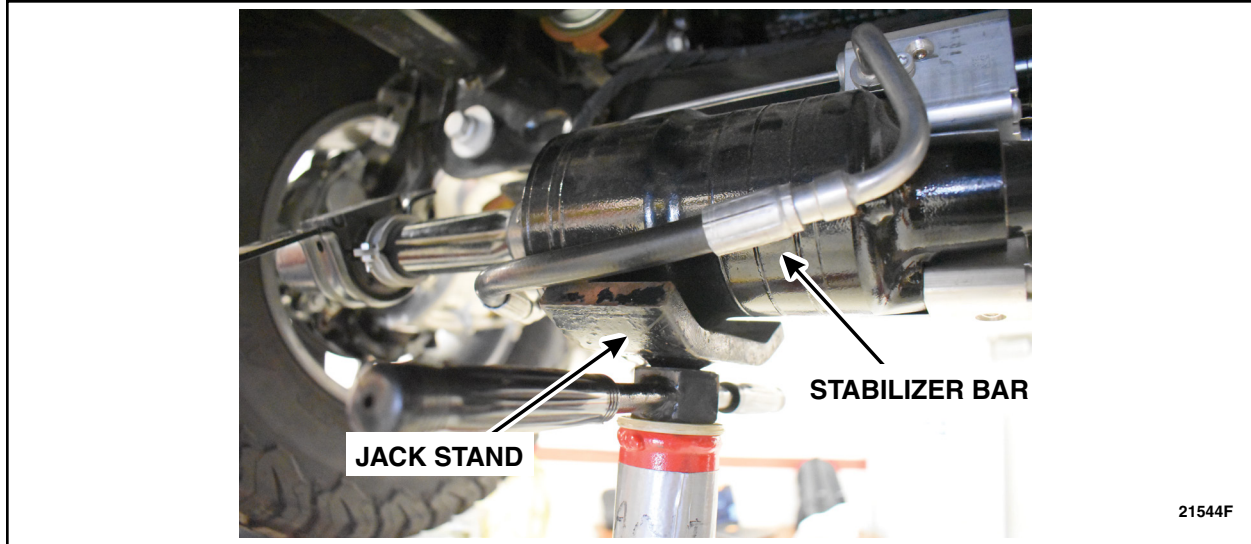
FIGURE 2





5. Using a jack stand, support the stabilizer bar. See Figure 3.

**NOTE:** For vehicles equipped with a front stabilizer bar disconnect, make sure the jack stand does not make contact with any pressure lines or connectors or damage may occur.



**FIGURE 3**

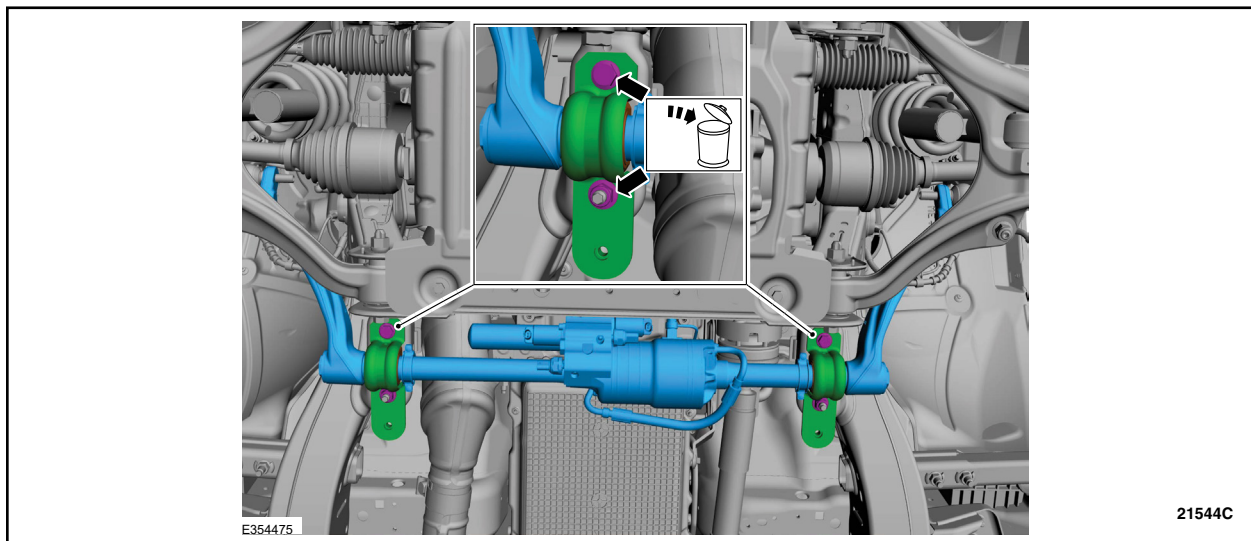
6. On both sides, remove and discard the front stabilizer bar bracket nut and bolt. See Figure 4 for vehicles equipped with a sway bar disconnect and Figure 5 for vehicles not equipped.

- Torque: 66 lb.ft (90 Nm)

**⚠ NOTICE:** Take extra care when handling the components.

**NOTE:** Note the position of each component before removal.

**NOTE:** Make sure that the stabilizer bar arms do not rotate.



**FIGURE 4**



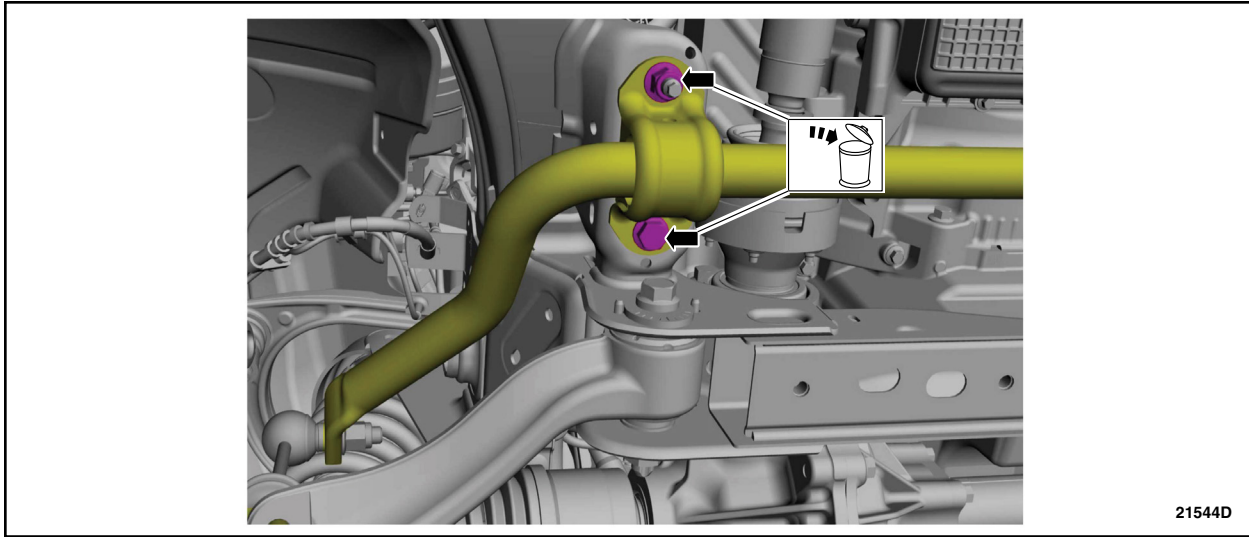


FIGURE 5

7. While continuing to use the jack stand for support, allow the stabilizer bar to swing downward.

**⚠ NOTICE: Do not over-articulate the stabilizer bar links. Damage to the stabilizer bar link ball joints and boots may occur. See Figure 6.**

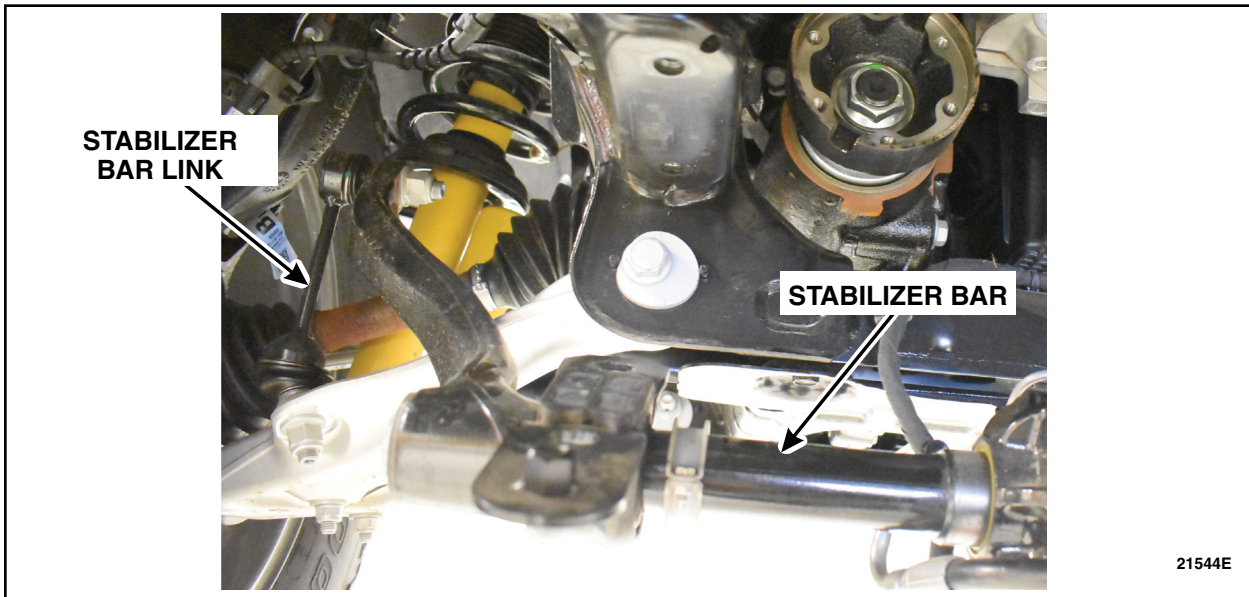


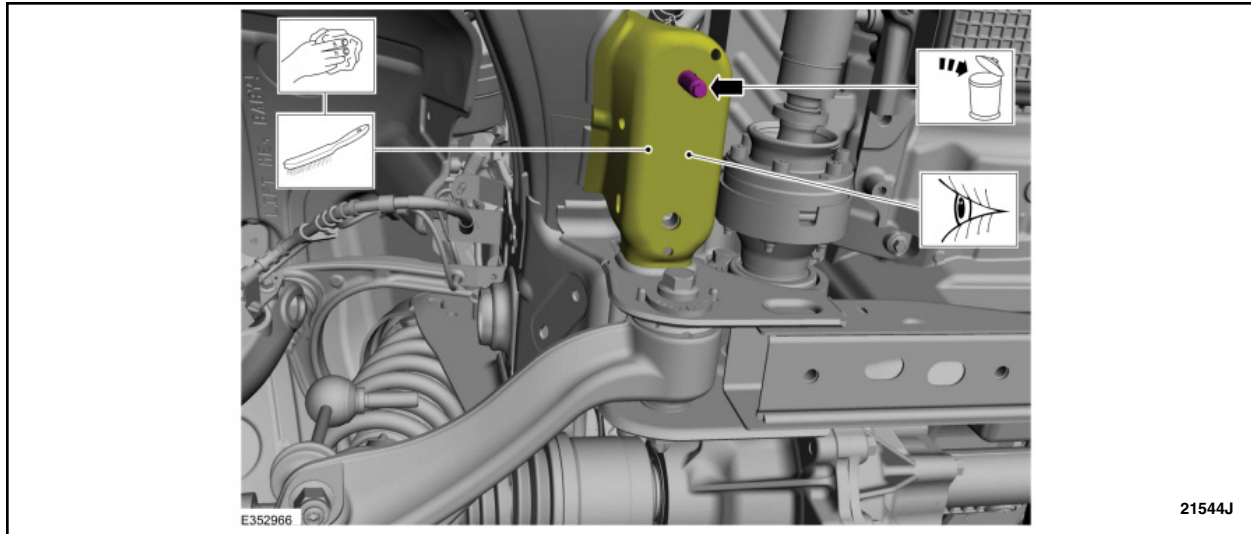
FIGURE 6



8. On both sides, remove and discard the front stabilizer bar bracket mounting stud and inspect and thoroughly clean both sides of the frame bracket mounting surfaces. See Figure 7.
- Torque: 177 lb.in (20 Nm)

**⚠ NOTICE:** Make sure that the mating faces are clean and free of corrosion and foreign material.

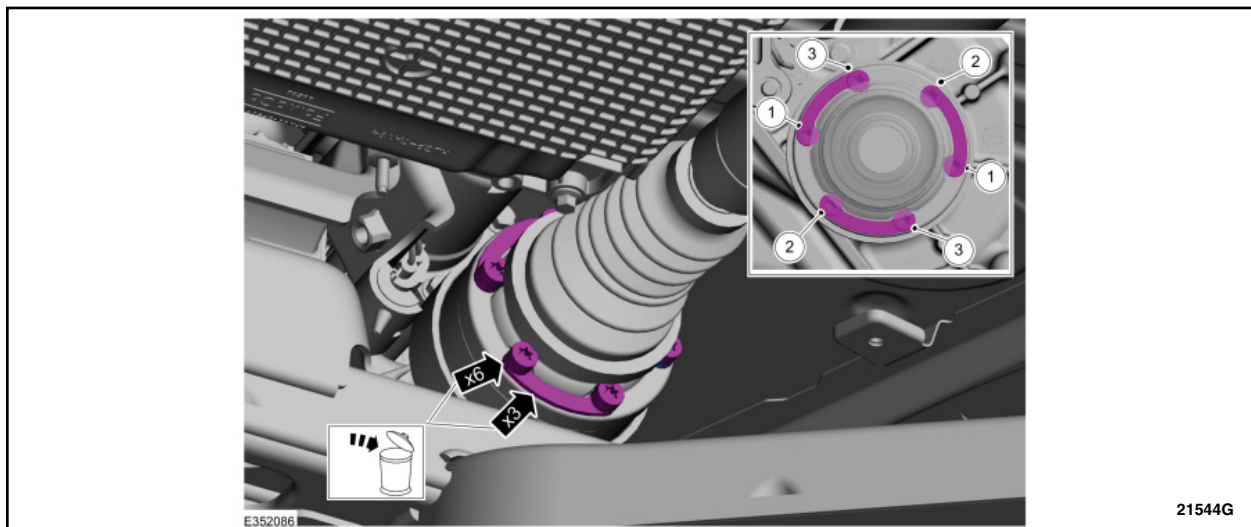
**NOTE:** Note the position of each component before removal.



**FIGURE 7**

9. Remove and discard the CV joint-to-transfer case flange cup bolts and retaining straps. See Figure 8.
- Torque:  
Stage 1: 21 lb.ft (28 Nm)  
Stage 2: 120°

**NOTE:** Make sure that new bolts are installed.

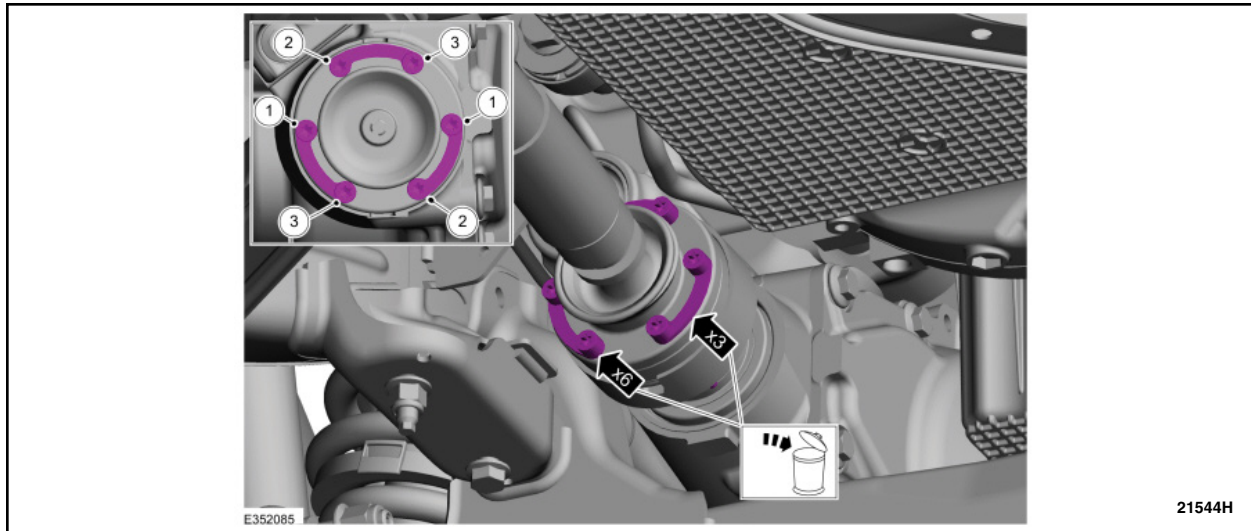


**FIGURE 8**



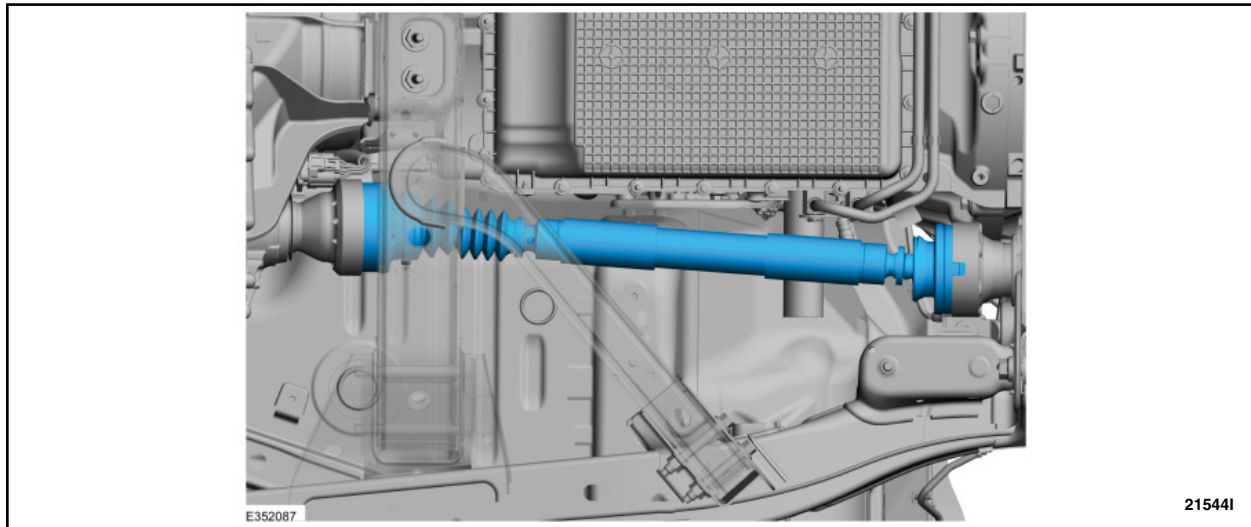
10. Remove and discard the CV joint-to-the pinion flange bolts and retaining straps. See Figure 9.
- Torque:  
Stage 1: 21 lb.ft (28 Nm)  
Stage 2: 120°

**NOTE:** Make sure that new bolts are installed.



**FIGURE 9**

11. Remove the front driveshaft. See Figure 10.



**FIGURE 10**



12. Install the new front driveshaft by reversing steps 1 through 11 as required.

**NOTE:** When installing the new front driveshaft, make sure the alignment dots on both the flange and the driveshaft line up or driveshaft vibrations post repair may occur. See Figure 11.



21544K

**FIGURE 11**





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

October 2022

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

**IMPORTANT: PLEASE CONTACT YOUR DEALER FOR A FORD BRONCO®  
SUV DRIVESHAFT REPLACEMENT TODAY.**  
Vehicle Identification Number: XXXXXXXXXXXXXXXX  
Customer Satisfaction Program 22B27

Our goal is always to ensure you and your Bronco are equipped to tackle the next adventure that comes your way. So, we want to let you know about a potential issue that deserves your attention.

- |   |  |
|---|--|
| <b>Why are you receiving this notice?</b> | Your vehicle's driveshaft boot may crack under normal driving conditions because of a material used in the front driveshaft boot.  |
| <b>What is the effect?</b>                | Unwanted noise or a vibration while driving may occur if a cracked driveshaft boot allows grease to leak and debris to accumulate in the driveshaft joint.   |
| <b>What will Ford and your dealer do?</b> | We've authorized your dealer to replace the front driveshaft at no charge between now and October 12, 2023 regardless of mileage. Coverage is automatically transferred to future owners.  |
| <b>How long will it take?</b>             | The repair takes about an hour; however, your dealer may need your vehicle for more time due to scheduling.  |
| <b>What should you do?</b>                | <p>Please call your dealer now to schedule service. Mention Customer Satisfaction Program 22B27 and have your VIN handy. It's printed near your name at the beginning of this letter.</p> <p>If you need a local dealer, visit <a href="http://ford.com/support">ford.com/support</a> for dealer addresses, maps and driving instructions. We want to make sure you get this repair done as soon as possible as it will help avoid being denied coverage for vehicle damage.</p> <p>NOTE: Our FordPass® App is a great way to receive information about this Customer Satisfaction Program, recalls and other important vehicle health information. You can use it to schedule service online. If you haven't already, download it through the App Store® or Google Play™.</p> |

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

If you no longer own this Bronco SUV, and have an address for the current owner, please forward this letter to them. We've written to you because our records, which are based on state registration and title, list you as the current owner.

**Can we assist you further?**

Your vehicle should be repaired quickly and without charge. If you run into any issues, contact your dealership's Service Manager for help.

RETAIL OWNERS: If you have questions, our Ford Customer Relationship Center at 1-866-436-7332 is here for you. One of our representatives will be happy to assist. You can also visit [ford.com/support](https://ford.com/support).

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday 8 a.m. – 8 p.m. (Eastern Time).

FLEET OWNERS: If you have questions, please call our Ford Pro™ Contact Center at 1-800-34-FLEET, choose Option #1, and one of our representatives will help. You can also reach us online at [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday 7 a.m. – 11 p.m. and Saturday 7 a.m. – 5 p.m. (Eastern Time).

We know you want to take on the wild without a second thought and we want to make that happen. So, please accept our sincere apologies for this inconvenience. Thank you for making Ford and Bronco part of your journey.

Ford Customer Service Division