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November 22, 2022

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

**SUBJECT:** **Component Installation Program 22G01**  
Certain 2022 Model Year Explorer Vehicles  
Rear Climate Control Module Retrofit

**PROGRAM TERMS**

This program will be in effect through November 30, 2025 or a maximum of 36,000 miles, whichever occurs first. If a vehicle already has accumulated more than 36,000 miles, this coverage will last through May 31, 2023.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2022	Chicago	November 23, 2021 through November 30, 2022

**Note:** Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

**REASON FOR THIS PROGRAM**

In all of the affected vehicles, a global supply shortage of semiconductor chips caused unavailability of the rear heating, ventilation and air conditioning control (RHVAC) module for certain vehicles.

These vehicles will have a blank plate instead of a RHVAC module and will not have the ability to control the rear HVAC system from the second row. However, customers will still be able to control the rear HVAC system from the primary first row controls.

Some vehicles are equipped with second-row heated seats but lack a button to operate the second-row heated seats. The RVHAC module, as installed under this program, also contains the buttons for the second-row heated seats for applicable vehicles.

**SERVICE ACTION**

Dealers are to remove and replace the current blank plate on the back of the center console with the RHVAC module. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in two separate mailings. Mailing will begin by December 19, 2022, prioritized by vehicle sale date. Per customer request, 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 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,



Stacy L. Balzer

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**MOBILE REPAIR RECOMMENDATIONS**

- Confirm with customer a mobile repair is feasible.
- Check OASIS prior to going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

**MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended.
- Recommended tools and cleaning supplies: Plastic trim removal tool, VCM, and Laptop with FDRS.

**MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**OASIS ACTIVATION**

OASIS will be activated on November 22, 2022.

**FSA VIN LISTS ACTIVATION**

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

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Upon customer request, as parts become available, 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**

- Vehicles may be sold as built.
- As parts become available, 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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**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 – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
  - 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.
    - The FSA number (**22G01**) is the sub code.
    - Customer Concern Code (CCC): **C20** - Other temperature control troubles
    - Condition Code (CC): **39** - Missing Part
    - Causal Part Number: **19980**, 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.
- **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.

- **Special Allowances**
  - Mobile service allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
  - For dealer-performed mobile service, retain a copy of the Service Management signed record (see Attachment IV), with the repair order documentation.
  - Claim the mobile service allowance Labor Operation Code **22G01MM** along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Install new rear HVAC module on rear of center console. Includes time to clear DTCs.	22G01B	0.3 Hours
Mobile Service: Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	22G01MM	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

To place an order for Explorer- Rear aux manual climate controls, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

**NOTE:** Order 1 part per vehicle type – with or without heated rear seats to confirm in PTS with VIN.

Part Number	Description	Order Quantity	Claim Quantity
LB5Z-19980-H	Explorer- Rear aux manual climate controls <b><u>with</u></b> heated seats	As Needed	1
LB5Z-19980-J	Explorer- Rear aux manual climate controls <b><u>without</u></b> heated seats	As Needed	1

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

**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 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.
- 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 2022 MODEL YEAR EXPLORER VEHICLES — REAR CLIMATE CONTROL MODULE RETROFIT

### SERVICE PROCEDURE

**NOTE:** Instead of a rear climate control module on the back of the center console, vehicles under 22G01 will have a blank plate installed with electrical connections tapped down at the vehicle assembly plant.

1. Remove and discard the blank plate on the back of the center console.
2. Install the *new* Rear Heating, Ventilation and Air Conditioning (RHVAC) Control Module. Please follow the Workshop Manual (WSM) procedures in Section 412-02.
3. After installing the *new* RHVAC module check and clear all DTC's.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

