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Ford Motor Company
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November 23, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Component Installation Program 22G02**
Certain 2022 Model Year Expedition 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
Expedition	2022	Kentucky Truck Plant	June 13, 2022 through July 3, 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 an RHVAC module and will not have the ability to control the RHVAC system from the second row. However, customers will still be able to control the RHVAC 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

Upon customer request, dealers are to remove and discard the current blank plate on the back of the center console, install the new RHVAC module, and clear diagnostic trouble codes (DTC). 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 December 19, 2022. Per customer request, dealers should assist customers of 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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, looped initial "S".

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: scan tool to clear codes, and interior trim tool.

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 23, 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 resolution.
- Upon customer request, correct affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize updates of customer vehicles over updates 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.

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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 (**22G02**) is the sub code.
 - Customer Concern Code (CCC): **C20** - Other temperature control troubles
 - Condition Code (CC): **39** - Missing Part
 - Causal Part Number: **19808**, 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 repair 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 repairs, retain a copy of the Service Management signed record (see Attachment IV), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 22G02MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).

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 Rear Climate Control Module Retrofit

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install new rear HVAC module on rear of center console. Includes time to clear DTCs.	22G02B	0.4 Hours
Mobile Service: Can be used when the update takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	22G02MM	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

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
NL1Z-19808-A	Rear HVAC manual climate control module - Without heated seats	As Needed	1
NL1Z-19808-B	Rear HVAC automatic climate control module - Without heated seats	As Needed	1
NL1Z-19808-C	Rear HVAC automatic climate control module - With heated seats	As Needed	1

Order your parts requirements through normal order processing channels. 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.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 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 1st 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 EXPEDITION 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 22G02 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 Control Module (RHVAC). Please follow the Workshop Manual (WSM) procedures in Section 412-02.

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.

