



Stacy L. Balzer  
Operating Director  
Service Engineering Operations  
Ford Customer Service Division

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

April 14, 2023

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

**SUBJECT: Special Field Action 22L07**  
Certain 2022 Model Year Bronco Sport Big Bend vehicles  
LED Fog Lamps Monroney Label (Window Sticker) Mismatch

**PROGRAM TERMS**

This program will be in effect through April 30, 2024. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport Big Bend	2022	Hermosillo	10-Jun-2021 through 19-Jan-2022

U.S. Population of affected vehicles is 1623. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS ACTION**

In all of the affected vehicles, customers paid for Light Emitting Diode (LED) fog lamps and the Monroney Label (window sticker) list LED fog lamps as "Standard Equipment". However, the vehicles are not equipped with LED fog lamps, and they cannot be retrofitted. "LED Fog Lamps Delete" should have been listed on the Monroney Label (window sticker) under the Optional Equipment/Other section as a credit of \$500.00.

**SERVICE ACTION**

Customers that are the original owners of sold units will receive financial compensation for the deleted LED fog lamps option. Eligible owners will receive information about their reimbursement plan through their Owner Letter. No service action is required by the dealership.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are being mailed the week of May 1, 2023. Dealers should refer original owners to their Owner Letter and the Ford Ownership Care Web-Site: <https://fordownershipcare.com/>. If there are any additional concerns, contact the SSSC for any vehicles that arrive at your dealerships regarding this FSA.

**EXPIRATION DATE**

This program has an expiration date of April 30, 2024.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Requirements  
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

**Special Field Action 22L07**  
Certain 2022 Model Year Bronco Sport Big Bend Vehicles  
Fog Lamps Monroney Label Mismatch

**OASIS ACTIVATION**

OASIS will be activated on April 14, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 14, 2023. Owner names and addresses will be available by May 1, 2023.

**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**

Customers that are the original owners of sold units will receive financial compensation for the deleted LED fog lamps option. Eligible owners will receive information about their reimbursement plan through their Owner Letter.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action provided the customer is the original owner.

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Fog Lamps Monroney Label Mismatch

**LABOR ALLOWANCES**

There are no Labor Operations. All vehicles are Sold.

**PARTS REQUIREMENTS**

**Sold Vehicles:** Replacement labels will not be provided for sold vehicles.



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
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May 2023

Special Field Action 22L07

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also, to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a \$500.00 credit for your vehicle with the VIN shown above.

**What is the issue?** You paid for a vehicle with Light Emitting Diode (LED) fog lamps and the Monroney Label (window sticker) lists LED fog lamps as “Standard Equipment”. However, your vehicle was not equipped with LED fog lamps, and it cannot be retrofitted with LED fog lamps.

**What will Ford and your dealer do?** Ford is providing a \$500.00 credit to customers who did not receive this intended credit when the vehicle was purchased.

This offer will be in effect until April 30, 2024, regardless of mileage.

**What should you do?** Please visit [fordownershipcare.com](http://fordownershipcare.com) to participate in the program. You can register or scan the QR code below with your mobile device to start the claim process. This letter lists a PIN you can use to access the reimbursement website. Please keep this document until the process is complete.

**What if you no longer own this vehicle?** This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether they still own the vehicle. You received this notice because our records, which are based primarily on state registration and title data, indicate you are the original owner.

If you are not the original owner of this vehicle and have their address, please forward this letter to the original owner.

**Can we assist you further?** 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 deaf or hard of hearing, please contact the Telecommunication Relay Service by dialing 711.

**Can we assist you further?  
(Continued)**

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](https://fleet.ford.com).

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

**Personal Identification Number (PIN)**

<1A2B3C4D>

**QR code for direct link to the compensation website:**



Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division