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Ford Motor Company  
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September 26, 2023

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Application Performance Upgrade 22G08**  
Certain 2022 Model Year Escape Vehicles  
Oxford White Paint Off-Color

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2022	Louisville	December 7, 2022 through December 8, 2022

US population of affected vehicles: 14. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** There are only 14 vehicles affected by this program.

**REASON FOR THIS PROGRAM**

In all of the affected vehicles, a contaminant was introduced to the Oxford White paint at the assembly plant, leading to a color mismatch with other body components.

**SERVICE ACTION**

Dealers are to provide the following options to the customer:

- 1) The customer can choose to have only the “hang-on” parts re-painted (Front bumper cover, mirror caps, wheel lips, door handles, sill trim, spoiler, rear quarter panel and rear bumper cover) to match the body. This option will also allow the customer to claim a \$1500 refund on their purchase price.
- 2) The customer can choose to have the entire vehicle re-painted Oxford White and decline the refund.

Dealers are to review the options with the customer and obtain a signed acknowledgement with the choice selected. Dealers need to ensure customer signature and VIN on the acknowledgement form (attached).

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 16, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Information
- Mobile Service Repair Assessment
- Owner Notification Letters
- Acknowledgement Form

## **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

## Application Performance Upgrade 22G08

### MOBILE SERVICE REPAIR ASSESSMENT LEVEL

All repairs in this program have the following assessment level.

- ⊘ - Not a Mobile Service Repair

### OASIS ACTIVATION

OASIS will be activated on September 26, 2023.

### FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by September 26, 2023. Owner names and addresses will be available by November 3, 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

- 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.

### BRANDED / SALVAGED TITLE VEHICLES

Affected title-branded and salvaged vehicles are not eligible for this service action.

### OWNER REFUNDS

- Should the owner select the refund option, Ford Motor Company is offering a refund of \$1500. This refund offer expires **September 30, 2024**. Owners seeking to claim this refund should follow the instructions provided in customer owner letter.

### RENTAL VEHICLES

Dealers are pre-approved for up to fifteen (15) days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 15 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

## Application Performance Upgrade 22G08

### **PICK-UP AND DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

### **ALTERNATIVE TRANSPORTATION**

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

### **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 before completing the repair.

**Application Performance Upgrade 22G08****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: 22G08
    - Customer Concern Code (CCC): F30 (uneven color/color diff. between body panels)
    - Condition Code (CC): P3 (spray panel repair)
    - Causal Part Number: ENTIRE- Multi Pnl Paint, 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 the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Pickup & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Refunds:**
  - Program Code: 22G08      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND      - Misc. Expense: 0.2 Hrs
  - Claim the refund under 22G08B or 22G08D.
- **Additional parts not listed in the parts section:** Additional parts such as fasteners may be submitted on the same repair line on which the FSA is claimed.
- **Provision for Locally Obtained Supplies:** Includes paint and paint supplies. Submit on the same line as the repair.
  - Program Code: 22G08
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$12,000.
- **Sublet Painting:** This program may be sublet to a body/paint shop if required. Sublet documentation must be retained. Submit on the same line as the repair.
  - Program Code: 22G08
  - Misc. Expense: FSAOSL
  - Misc. Expense: Claim up to \$25,000.

**Application Performance Upgrade 22G08**

**LABOR ALLOWANCES**

Dealers may only claim one labor operation between MT22G08B, MT22G08C and 22G08D. 22G08E may be claimed with all labor operations. Contact the SSSC for an approval code based on the customer's choice.

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Prep and paint hang-on parts. (includes removal/replacement if necessary) <b>(This labor operation may include the customer refund)</b>	MT22G08B	Up to 35.4 Hours
Prep and paint the entire body <b>(This labor operation may NOT include the customer refund)</b>	MT22G08C	Up to 117.9 Hours
Administrative code to claim sublet operations. This code will close the FSA. <b>(This labor operation may include the customer refund)</b>	22G08D	0.2 Hours
Administrative code for collecting the owner's choice of option 1 or 2 and processing acknowledgement form	22G08E	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

The parts required to complete this repair are VIN and customer option specific.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

## Application Performance Upgrade 22G08

### **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 dealer's 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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- 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 of 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 identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

FSA 22G08













Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


**Dealer Bulletin**



Within Attachment I of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)



FSA 22G08

   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
  - Brake Inspection and Brake Repair/Replacement
  - Limited Suspension Component replacement (no alignment)
  - Under Vehicle access for limited repairs (no large component removal)
  - Vehicle Check Up - VCU
  - Pre-Delivery Inspection - PDI
  - Used Car Inspection/Presale Inspection
  - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle



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

October 2023

Application Performance Upgrade **22G08**

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 no-charge Application Performance Upgrade for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

The paint appearance on your Escape does not match the visual intent of Oxford White paint color. A contaminant in the body shop produced a color that does not match the exterior bolt-on parts such as front bumper cover, mirror caps, wheel lips, door handles, sill trim, spoiler, rear quarter panel and rear bumper.

**What is the effect?**

The color discrepancy between the painted body and the “bolt-on” parts create a poor visual harmony.

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

In consideration for the difference in the visual appearance, Ford is offering a refund or a complete re-paint. You have two options:

**Option 1:** A refund of \$1,500 and bolt-on parts to be repainted to match the base vehicle color.

**Option 2:** A complete repaint of the body to Oxford White and no refund.

This Optional Improvement Program will be in effect until September 30, 2024 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this repair is more than a day, and due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

- What should you do?** Before scheduling an appointment with your dealer please determine which option you would like:
- **Option 1 – Repaint Exterior Bolt-On Parts to Match the Body and Request \$1,500 Refund**
  - **Option 2 – Repaint the Entire Vehicle Oxford White and Decline the \$1,500 Refund**

Please call your dealer without delay to schedule a service appointment for Application Performance Upgrade 22G08. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter. Let your dealer know which option you have chosen, Option 1 or Option 2.

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 service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

- Do you need a rental vehicle?** Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for painting. Please see your dealer for guidelines and limitations.

- Have you previously paid for this repair?** If the previously paid repaint was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to repainting. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before September 30, 2024. To avoid delays, do not send receipts to Ford Motor Company.

**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 our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repainted 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](https://ford.com/support).

For the hearing-impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

# 22MY Ford Escape

**Subject: Paint Appearance on 22MY Oxford White Ford Escapes**

Dear Valued Ford Escape Customer:

The paint appearance on the 2022 Model Year Ford Escape with the VIN number \_\_\_\_\_ does not meet the visual appearance intent of the Oxford White paint option. When the vehicle was painted, there was a contaminant introduced into the paint. While its durability is not affected, the painted body does not match the “bolt-on” parts painted at other suppliers.

In consideration of the difference in the visual appearance Ford is offering one of the following options if the vehicle paint appearance is accepted as delivered (except for bolt-on parts):

**Option 1:** Customer rebate of \$1,500 and the option to have the bolt-on parts repainted to match the base vehicle paint.

**OR**

**Option 2:** Customer declines the rebate and has the entire vehicle repainted Oxford White.

**Acknowledgement:**

By accepting either (1) the rebate of \$1,500 and having the bolt-on parts repainted to match the body OR (2) having the entire vehicle repainted Oxford White, I understand and agree as follows:

- This vehicle’s paint appearance did not meet the original intent of the Oxford White paint option and this will not constitute a defect with respect to my vehicle.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

## CERTAIN 2022 MODEL YEAR ESCAPE VEHICLES WITH OXFORD WHITE PAINT COLOR — PAINT MISMATCH

### SERVICE PROCEDURE

**NOTE:** Black and Chrome parts are not to be painted.

#### Parts Identification



FIGURE 1

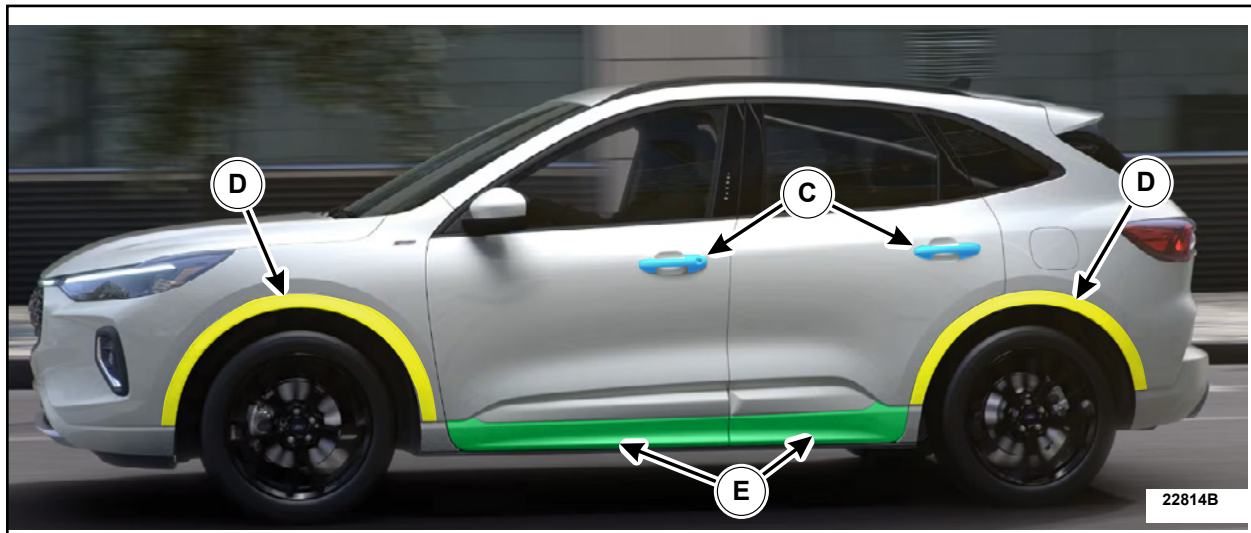


FIGURE 2





**FIGURE 3**

**Bolt-on Part Identification Chart**

Item	Description
<b>A</b>	Front Bumper Cover
<b>B</b>	Mirror Caps
<b>C</b>	Door Handles
<b>D</b>	Wheel Arch Mouldings
<b>E</b>	Door Mouldings
<b>F</b>	Rear Spoiler
<b>G</b>	Rear Bumper Cover

**NOTE:** Parts listed will vary per vehicle. It is suggested to confirm with the customer what parts are to be painted while the customer is still at the dealer.



1. Confirm customer has signed the 22G08 Acknowledgment form and has selected Option 1 - Including option to have the bolt-on parts repainted to match the base vehicle paint.
2. Inspect the paint of the vehicle body compared to the bolt-on parts listed in the chart above. See Figures 1, 2 and 3.
3. Note any of the bolt-on parts where the paint does not match the body.
4. Confirm the bolt-on parts that are to be painted with the customer.
- 5 Remove the affected parts following the Workshop Manual (WSM) Procedures listed for the parts below.
6. Paint the affected part(s), and then once dry, reinstall the part(s) by reversing the WSM procedure(s).
  - Front Bumper Cover - WSM Section 501-19.
  - Door Handles - WSM Section 501-14.
  - Wheel Arch Mouldings - WSM Section 501-08.
  - Door Mouldings - WSM Section 501-08.
  - Rear Spoiler - WSM Section 501-08.
  - Rear Bumper Cover - WSM Section 501-19.

**NOTE:** Instructions continued for parts without WSM procedures.

#### Side Mirror Cap - As Needed

- I. Remove the Side Mirror Cap using a trim tool. See Figure 4.



**FIGURE 4**

