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Ford Motor Company
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November 08, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Component Installation Program 22G01 – Supplement #2**
 Certain 2022 Model Year Explorer Vehicles
 Rear Climate Control Module Retrofit

REF: **Component Installation Program 22G01 – Supplement #1**
Dated: April 25, 2023

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles:**
 - *Police Interceptor Utility is now shown separately*
 - *Certain non-applicable vehicles were removed from the population*
- **Service Action:** *Added Police specific instruction*
- **Owner Notification Mailing Schedule:** *Update to owner letter mailing date*
- **Mobile Repair:**
 - *Explorer: Clarification that Mobile Repairs for this FSA are for participating Remote Experience dealers only*
 - *Police Interceptor Utility: Not a mobile service repair*
 - *Mobile Service Repair Assessment is now given as an attachment*
- **FSA VIN Lists Activation:** *release date updated with part availability*
- **Pick Up and Delivery:** *Clarification that Pick Up and Delivery (PDL) for this FSA is for participating Remote Experience dealers only.*
- **Claims Preparation and Submission:** *Clarified terms for PDL and mobile repairs*
- **Labor Allowances:** *Update to include Police vehicles with separate labor code*
- **Parts Requirements:**
 - *Open Order on all parts*
 - *Clarification that Police Interceptor Utility use the same part number as Explorer*
- **Replaced FSA Parts Inspection and Sign Off:** *Added detail for the Immediate Scrap List*

PROGRAM TERMS

This program will be in effect through November 30, 2025. There is no mileage limit for this program.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2022	Chicago	November 23, 2021 through November 30, 2022
<i>Police Interceptor Utility</i>			<i>January 14, 2022 through November 26, 2022</i>

New! AFFECTED VEHICLES (continued)

NOTE: *NO additional VINs were added to this Field Service Action (FSA) population. Police VINs were already included. However, certain non-applicable vehicles were removed from the population.*

US population of affected vehicles: **112,844**. Affected vehicles are identified in OASIS *and FSA VIN Lists*.

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 RHVAC module, as installed under this program, also contains the buttons for the second-row heated seats for applicable vehicles.

New! SERVICE ACTION

Explorer: Dealers are to remove and replace the current blank plate on the back of the center console with the RHVAC module.

Police Interceptor Utility: *Dealers are to remove and replace the current blank plate on the front lower trim panel with the RHVAC module. Note, it may be necessary to remove and re-install police specific equipment in the center console area for this repair.*

This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 27, 2023. Per customer request, dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

- *Administrative Information*
- *Labor Allowances and Parts Ordering Information*
- *Technical Instructions*
- *Mobile Service Repair Assessment*
- *Owner 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

Component Installation Program 22G01 – Supplement #2**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL - Participating Dealers**

Dealers participating in the Remote Experience Program:

- Explorer vehicles (RHVAC on rear of console) have the following assessment level:
 - Light Mobile Service
- Police Interceptor Utility vehicles have the following assessment level because of the unknown amount of police specific equipment necessary to remove for access:
 - Not a Mobile Service Repair

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before 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 the dealership or Ford logos are recommended.

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.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

OASIS ACTIVATION

OASIS was activated on November 22, 2022.

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on April 25, 2023. Owner names and addresses will be available by **December 15, 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.

Component Installation Program 22G01 – Supplement #2

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

BRANDED / SALVAGED TITLE VEHICLES

Affected branded /salvaged title 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.

New! 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.

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.

Component Installation Program 22G01 – Supplement #2**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.

New! 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: **22G01**
 - Customer Concern Code (CCC): **C20** - Other temperature control troubles
 - Condition Code (CC): **39** - Missing Part
 - Causal Part Number: **19980**, 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.
- **Pickup & Delivery:**
 - *Dealers participating in the Remote Experience Program –*
 - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

Component Installation Program 22G01 – **Supplement #2**

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Explorer - Install new rear HVAC module on rear of center console. Includes time to clear DTCs.	22G01B	0.3 Hours
Police Interceptor Utility - Position back floor console plate, remove/install HVAC trim plate, re-assemble, clear codes, and check operation. Claim time for other removal/install of unique police specific hardware separate (M-Time).	22G01D	0.6 Hours

NOTE: Mobile repairs and PDL is for participating dealers only. See Claiming section for details.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: All Parts are now available for open order.

NOTE: Police units use the same module part number as Explorer.

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	Rear aux manual climate controls with heated seats	As Needed	1
LB5Z-19980-J	Rear aux manual climate controls without 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 by 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

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

Component Installation Program 22G01 – *Supplement #2*

New! 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 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 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 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.



Ford Motor Company

November 2023

Component Installation Program #: 22G01 - Retail

Ms. Jane Sample
123 Main Street
Anywhere, USA 12345

Rear-seat forecast: Sunny and mild.

A little while back, we offered you the option to get the new Ford Explorer® SUV faster but without the rear-passenger climate control panel and/or rear heated-seat controls — and you said yes.

Good news: Parts are in! Rear passengers will be able to dial in their favorite temperature — no need for anyone to tap you on the shoulder for heat or AC adjustments again. And if you ordered heated seats in the second row, those passengers will also be nice and toasty.

Reach out to your dealer now.

Ask for your 22G01 program's rear climate and/or rear heated-seat controls. You can call or book your appointment online or in the FordPass® App. If it's easier, we may even be able to send a mobile technician to you to install the new panel. There's no charge to you for any of this.

Have these numbers ready to reference with your dealer:

Your Vehicle Identification Number (VIN): 12345678901234567 and program number 22G01.

Service for this update can be done in half a day or less.* However, with service scheduling requirements, your dealer may need your vehicle for more time. If you have any difficulties, ask the Service Manager at your dealership for help.

If you have questions or concerns, please contact our Ford Customer Relationship Center at 1-866-436-7332 or visit ford.com/support, and we'll be happy to help.

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday, 8:00 a.m.–8:00 p.m. Eastern Time Zone.

Thank you for your patience and for choosing Ford.

Your Ford Customer Service Team

*This update offer will be available through November 30, 2025. Coverage is automatically transferred to subsequent owners.



Ford Motor Company

November 2023

Component Installation Program #: 22G01 - Fleet

Ms. Jane Sample
123 Main Street
Anywhere, USA 12345

The update you've been expecting is in.

A little while back, we offered fleet owners the option to get the new Ford Explorer® SUV faster but without the rear-passenger climate control panel and/or rear heated-seat controls — and you said yes.

Good news: Parts are in! So, customers and associates who ride in the rear passenger seat will be able to dial in their favorite temperature — no need for anyone up front to make heat or AC adjustments again. If you ordered heated seats in the second row, those will also be operational.

Reach out for installation now.

Ask your dealer or Commercial Vehicle Center for the 22G01 program's rear climate and/or heated-seat controls for your fleet. You can call or book your appointment online or in the FordPass® App. If it's easier, we may even be able to send a mobile technician to your business or job site to do the installation. There's no charge to you for any of this.

Have these numbers ready to reference with your dealer:

Your Vehicle Identification Number (VIN): 12345678901234567 and program number 22G01.

Service for this update can be done in half a day or less.* However, with service scheduling requirements, your dealer may need your vehicle for more time. If you have any difficulties, ask the Service Manager at your dealership for help.

If you have questions or concerns, please contact our Fleet Customer Information Center at 1-800-34-FLEET, choose Option #3, and one of our representatives will be happy to assist you.

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday, 8:00 a.m.–8:00 p.m. Eastern Time Zone.

Thank you for your patience and for choosing Ford.

Your Ford Customer Service Team

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Component Installation Program 22G01 – *Supplement #2*













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 the Administrative Information Attachment 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)

Component Installation Program 22G01 – *Supplement #2*

   – 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

CERTAIN 2022 MODEL YEAR EXPLORER VEHICLES — REAR CLIMATE CONTROL MODULE RETROFIT

NEW ! SERVICE PROCEDURE

 **This procedure is different from the Workshop Manual (WSM). Follow Technical Instructions carefully.**

EXPLORER NON-POLICE INTERCEPTOR VEHICLES

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 secured at the vehicle assembly plant.

1. Remove the rear trim panel on the back of the floor console as part of the Workshop Manual (WSM) procedures in Section 412-02 - Rear Heating, Ventilation and Air Conditioning (RHVAC) Control Module.
2. Remove the four screws and discard the blank plate on the back of the center console. See Figure 1.



FIGURE 1

3. Install the new Rear Heating, Ventilation and Air Conditioning (RHVAC) Control Module. Follow the WSM *installation* procedures in Section 412-02.
4. After installing the new RHVAC module check and clear all DTC's.



POLICE INTERCEPTOR VEHICLES

NOTE: Instead of a rear climate control module on the center lower trim panel, vehicles under 22G01 will have a blank plate installed with electrical connections secured at the vehicle assembly plant.

1. Temporarily remove or reposition any police specific equipment to allow access to center console and blank plate on lower trim panel. See Figure 2.



FIGURE 2



2. If equipped, remove the nuts and bolts, then remove the police rear console extension plate.
See Figure 3.

- Torque: 40 lb.in (4.5 Nm)

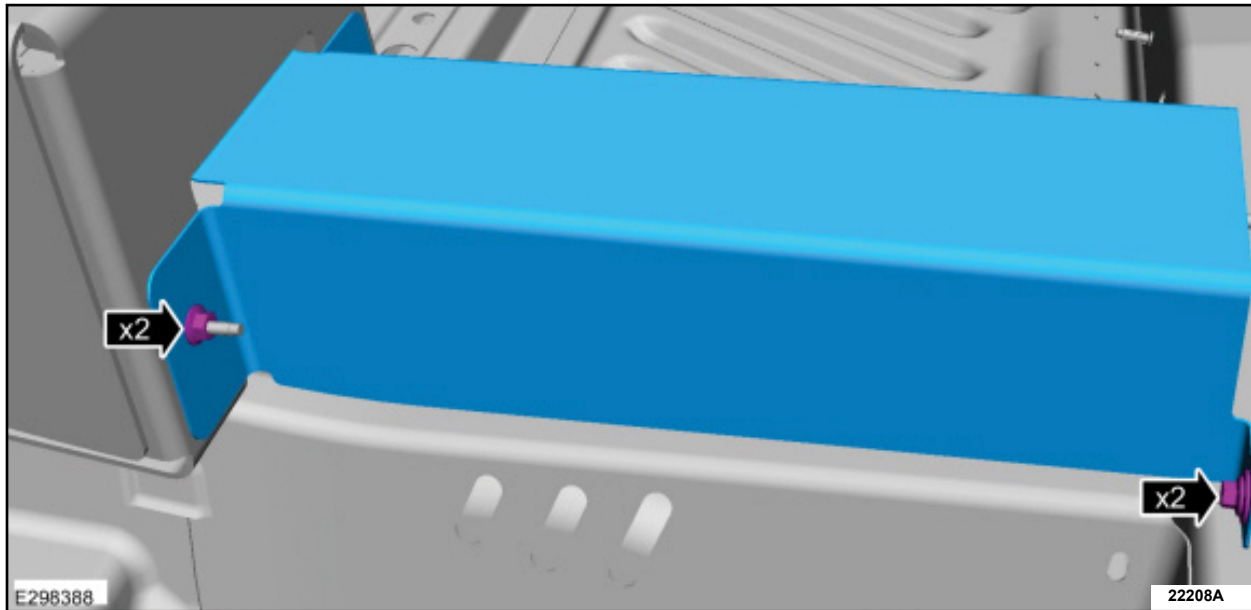


FIGURE 3

3. Remove the nuts and position back the front police floor console plate. See Figure 4.
• Torque: 93 lb.in (10.5 Nm)

NOTE: The front two bolt holes are slotted in order for the plate to slide under the floor trim.

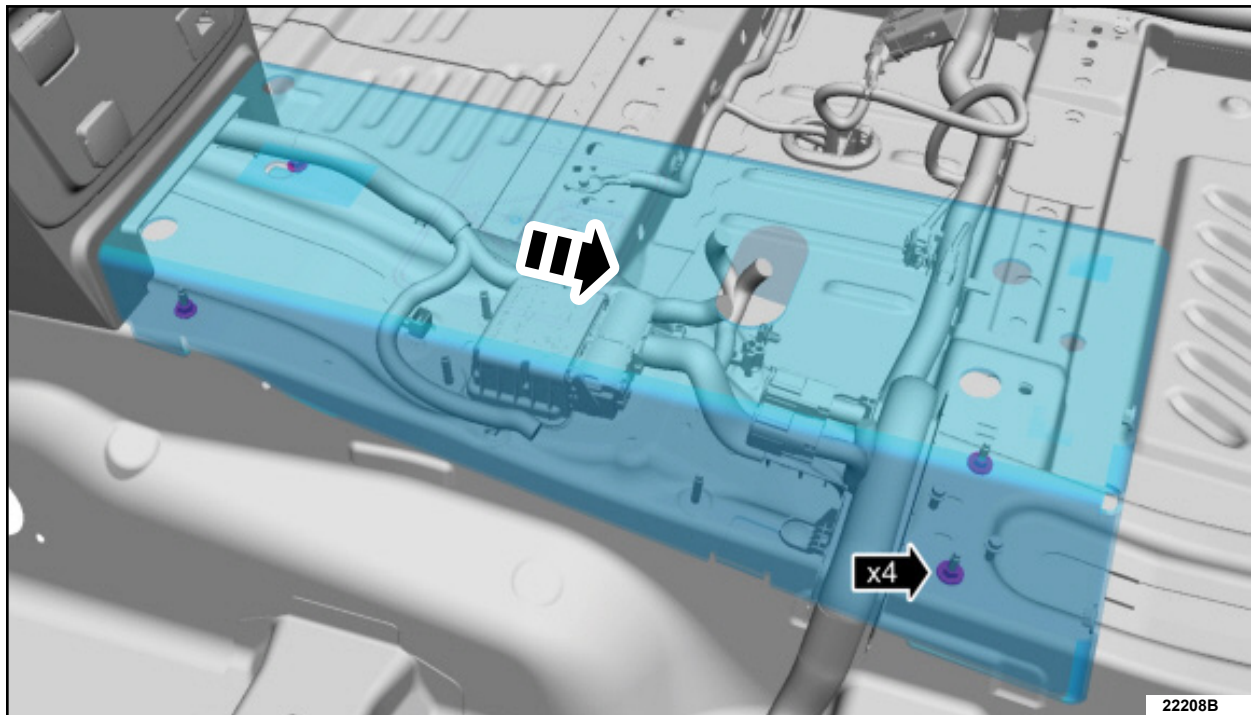


FIGURE 4



4. On both sides of the center lower trim panel, remove the screws. See Figure 5.
• Torque: 22 lb.in (2.5 Nm)



FIGURE 5

5. Release the clips and position the center dash lower trim panel out. See Figure 6.



FIGURE 6



6. Disconnect the electrical connectors and remove the center dash lower trim panel. See Figure 7.

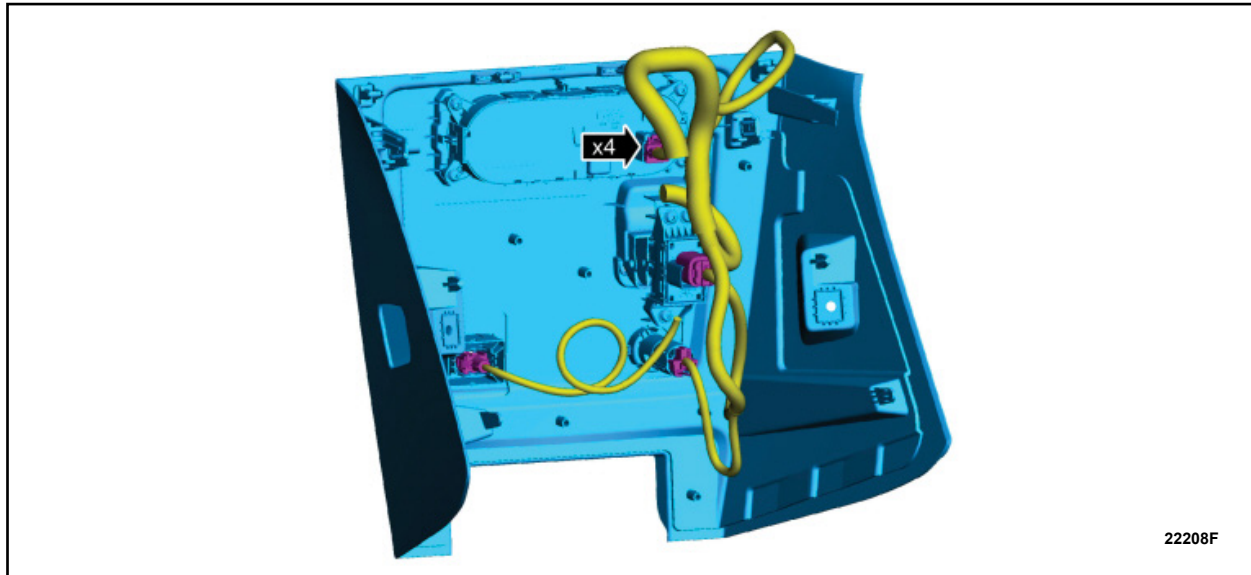


FIGURE 7

7. Remove and discard the blank plate on the back of the center dash lower trim panel. See Figure 8.



FIGURE 8



8. Install the new Rear Heating, Ventilation and Air Conditioning (RHVAC) Control Module. See Figure 9.



FIGURE 9

9. Reassemble the vehicle by reversing the removal procedure.

10. 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.

