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Ford Motor Company
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March 14, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N18**
Certain 2021-2023 Model Year Bronco Sport and 2020-2022 Model Year Escape
Vehicles with a 3-cylinder 1.5L Engine
Replacement of High-Pressure Fuel Injectors

REF : 22S73 – Dated December 19, 2022

PROGRAM TERMS

This program provides a no-cost, one-time replacement (if needed) of all three high-pressure fuel injectors for 15 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through March 31, 2024.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

| Vehicle | Model Year | Assembly Plant | Build Dates |
|--------------|------------|----------------|---|
| Bronco Sport | 2021 | Hermosillo | February 5, 2020 through November 17, 2021 |
| | 2022 | | June 9, 2021 through October 17, 2022 |
| | 2023 | | June 14, 2022 through August 12, 2022 |
| Escape | 2020 | Louisville | November 19, 2018 through December 22, 2020 |
| | 2021 | | August 26, 2020 through December 3, 2021 |
| | 2022 | | August 16, 2021 through October 17, 2022 |

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles there is a possibility that a high-pressure fuel injector may crack, which may result in fuel accumulating on the top of the engine. Liquid fuel and/or fuel vapor that accumulates near a sufficiently hot surface may ignite resulting in an under-hood fire, increasing the risk of injury. Ford has issued FSA 22S73 to remedy this safety concern.

NOTE: When FSA 22S73 is completed and claimed, customer satisfaction program 22N18 will be automatically activated on the VIN and will provide a one-time repair to replace the high-pressure fuel injectors in the event of a cracked high-pressure injector.

SERVICE ACTION

If an affected vehicle is experiencing leaking high-pressure fuel injectors, or has DTC P0087 with wrench light, dealers are to replace all three high-pressure fuel injectors. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters specific to FSA 22N18 will not be mailed, however, information advising owners about FSA 22N18 being automatically activated after 22S73 has been completed, is included in the owner letter mailings for 22S73. Dealers should repair any affected vehicles that experience a cracked high-pressure fuel injector(s), or present with DTC P0087 with wrench light, 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

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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OASIS ACTIVATION

OASIS will be activated on March 14, 2023.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before March 28, 2023. This refund offer expires September 30, 2023.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with replacing a cracked high-pressure fuel injector(s).

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers). 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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - 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.

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CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22N18 if vehicle is still within time and mileage limits.
- **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: 22N18
 - Customer Concern Code (CCC): E68 – Fuel leak/odor
 - Condition Code (CC): 01 – Broken/cracked
 - Causal Part Number: 9F593, 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22N18 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Pickup & Delivery:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|------------|
| Inspect and replace all three high-pressure fuel injectors | 22N18B | 1.2 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for HX7Z-9F593-E submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

| Part Number | Description | Order Quantity | Claim Quantity |
|--------------|-----------------------------|----------------|----------------|
| HX7Z-9F593-E | High-pressure fuel injector | 3 | 3 |

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

Order the parts below through normal order processing channels:

| Part Number | Description | Order Quantity | Claim Quantity |
|--------------|--------------------------------|----------------|----------------|
| HX7Z-9J323-A | High-pressure fuel supply tube | 1 | 1 |

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.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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.