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Ford Motor Company  
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February 14, 2023

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

**SUBJECT: Customer Satisfaction Program 22B34**

Certain 2021-2022 Model Year F-150 Vehicles Equipped with 9.75" HD Axle – ¾ Float Axle

Rear Axle Half-Shaft and Hub Assembly Replacement

**PROGRAM TERMS**

This program will be in effect through February 28, 2024. There is no mileage limit for this program.

**AFFECTED VEHICLES**

| Vehicle | Model Year | Assembly Plant | Build Dates                                   |
|---------|------------|----------------|-----------------------------------------------|
| F-150   | 2021       | Dearborn       | May 1, 2021 through September 30, 2021        |
| F-150   | 2021       | Kansas City    | June 15, 2021 through September 30, 2021      |
| F-150   | 2022       | Dearborn       | September 16, 2021 through September 16, 2021 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the wheel end hub bolt may become loose or separate and make a rattle noise. This is often discovered by technicians during routine maintenance such as oil changes and tire rotations when a rattle is found coming from the wheel cap. If the wheel end hub bolt separates, the wheel hub will remain attached and will not separate from the rear axle shaft.

**SERVICE ACTION**

- Due to a limited supply of service parts at this time, dealers are authorized to repair affected F-150 vehicles identified in OASIS that are brought to your dealership with a loose or separated wheel end hub bolt.
- F-150 vehicles identified in OASIS that do not have a loose or separated wheel end hub bolt will be eligible for repair at a future date, after it is determined that the service part inventory can accommodate additional orders. At that time, a dealer bulletin supplement will be released announcing the authorization to repair all vehicles identified in OASIS.

Dealers are to inspect for a loose or separated wheel end hub bolt and replace both the right hand (RH) and left hand (LH) rear axle half-shaft and hub assemblies as required. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles are expected to be mailed 3<sup>rd</sup> Qtr. 2023. Dealers should repair any affected vehicles that arrive at their dealerships with a loose or separated wheel end hub bolt, 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,

A handwritten signature in black ink, appearing to read "Stacy L. Balzer". The signature is fluid and cursive, with the first name "Stacy" being more prominent.

Stacy L. Balzer

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**OASIS ACTIVATION**

OASIS will be activated on February 14, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 14, 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.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **December 31, 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 loose or separated wheel end hub bolts.

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**RENTAL VEHICLES**

- **PASS INSPECTION:** Vehicles that pass the wheel end hub bolt inspection are **NOT** affected and are not approved for rental vehicles. Refer to the 22B34 technical instructions for additional information.
- **FAIL INSPECTION:** Vehicles that fail the applicable wheel end hub bolt inspection:
  - **Parts are NOT available:**
    - ✓ Rear Axle Shaft is on back-order.
    - ✓ PARTS ESCALATION PROCESS (Vehicle Off Road) process has been followed and COPIS ticket with VOR flagged has been submitted.
    - ✓ Prior approval is required from the SSSC, submit contact type long-term rental for consideration and approval if appropriate.
- **A ten-digit prior-approval code is required from the SSSC for rental vehicles,** a new approval code is required from SSSC every 30 days.
- If rental vehicles are needed beyond August 31, 2023, dealers will have to contact SSSC for an extension.
- Approval for all rental vehicles for this program will end on August 31, 2023.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts. Prior approval is required from the SSSC.

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**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 FSAs / 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.

**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 (22B34) is the sub code
    - Customer Concern Code (CCC): K02-Axle Whine/Howl/Groan
    - Condition Code (CC): 01-Broken/Cracked
    - Causal Part Number: 4234
    - 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.

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22B34
  - 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.

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**LABOR ALLOWANCES**

| Description                                                                                                                                                                          | Labor Operation | Labor Time |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------|
| Remove rear tires and inspect for broken axle bolt. If both axle bolts pass, install rear tires. (no parts replaced)<br><b>(will not close program)</b>                              | 22B34AA         | 0.3 Hours  |
| Remove rear tires and inspect for broken axle bolt. If at least one is broken, replace both rear axle and hub assemblies, install rear tires. Includes axle fluid check and top off. | 22B34B          | 1.0 Hours  |
| Time allowed to submit photos.                                                                                                                                                       | 22B34ZZ         | 0.2 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

**Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair customer-owned vehicles currently in the dealership that have a loose or separated wheel end hub bolt on either side.**

- To place an order for the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site - three or more photos are required:
  - Door label with VIN
  - Odometer showing mileage of vehicle
  - Review the technical instructions and provide photos as requested for a **loose or separated wheel end hub bolt(s).**

| Part Number  | Description – If one side is broken, order and replace both RH and LH Rear Axle Shafts in one dealer visit | Order Quantity | Claim Quantity |
|--------------|------------------------------------------------------------------------------------------------------------|----------------|----------------|
| ML3Z-4234-E  | RH Rear Axle Shaft Assy                                                                                    | As required    | 1              |
| ML3Z-4234-F  | LH Rear Axle Shaft Assy                                                                                    | As required    | 1              |
| W718680-S439 | Caliper Anchor Bolts (2 required each side (4 per repair)/4 per pkg)                                       | As required    | 1              |

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 |
|-------------|--------------------------------------------------------------|----------------|----------------|
| XY-75W85-QL | Motorcraft Rear Axle Fluid (4 oz per repair/32 oz container) | 1              | 0.13           |

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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**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.

**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 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 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 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 FSAs require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

## CERTAIN 2021-2022 MODEL YEAR F-150 VEHICLES EQUIPPED WITH 9.75" HD AXLE – 3/4 FLOAT AXLE — REAR AXLE HALF-SHAFT AND HUB ASSEMBLY REPLACEMENT

**NOTE:** Due to a limited supply of service parts at this time, dealers are authorized to repair affected F-150 vehicles identified in OASIS that are brought to your dealership and **currently have a fractured rear axle bolt.**

**NOTE:** F-150 vehicles identified in OASIS that do **NOT** have a fractured rear axle bolt will be eligible for repair at a future date, after it is determined that the service part inventory can accommodate additional orders. At that time, a dealer bulletin supplement will be released announcing the authorization to repair all vehicles identified in OASIS.

### SERVICE PROCEDURE

1. Position the vehicle on a hoist. Please follow Workshop Manual (WSM) Procedures in Section 100-02.
2. On both sides, remove the rear tire to prevent any possible scratching. Please follow Workshop Manual (WSM) Procedures in Section 204-04A.
3. On both sides, locate the rear wheel end hub bolt. See Figure 1.

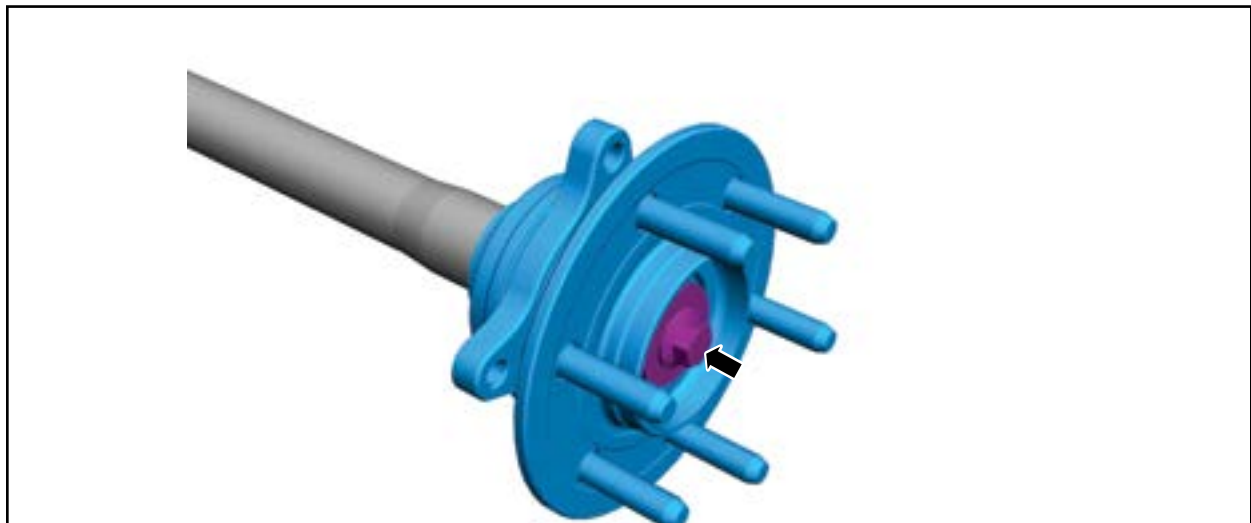


FIGURE 1



4. On both sides, inspect the rear wheel end hub bolt. Is the wheel end hub bolt broken on either side?  
See Figures 2 and 3.

No – Passes inspection. Reinstall the rear tires per WSM Section 204-04A. This program will remain open until parts are available to complete the program.

Yes – Does not pass inspection. Capture a clear photo of the broken wheel end hub bolt and submit the photo to SSSC. Then, proceed to step 5.



FIGURE 2



FIGURE 3

5. Contact the SSSC. Once verbal approval has been given, replace the axle shaft on **BOTH** sides, even if only one side is broken. Please follow WSM Procedures in Section 205-02B.

**NOTE:** The Anchor Plate bolt is a M18, torque each bolt to 258 lb ft (350 Nm).

6. Reinstall the rear tires. Please follow WSM Procedures in Section 204-04A.

