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March 29, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S06 - Supplement #1
Certain 2015-2017 Model Year Mustang Vehicles
Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 22S06
Dated March 16, 2022

New! REASON FOR THIS SUPPLEMENT

Technical Information: Updated with revised directions regarding the review of the warranty and customer pay history of all model year vehicles and the inspection of the 2015 model year vehicles build date. Only the 2015 model year vehicles built on or between May 12, 2014 and February 28, 2015 are potentially equipped with a suspect rear view camera. As a result, the Service Action - Customer Vehicles and the Labor Allowances have also been updated. All affected vehicles were correctly identified in OASIS and FSA VIN lists.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2015-2017	Flat Rock	February 11, 2014 through October 2, 2017

Affected vehicles are identified in OASIS and Field Service Action (FSA) VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, damage to the luggage compartment lid wiring harness in the area of the right side luggage compartment lid hinge may lead to intermittent rear view camera operation, loss of satellite radio reception, inoperative luggage compartment lamp and/or inoperable luggage compartment release.

In addition, in some of the affected 2015 model year vehicles, insufficient electrical conductivity within the Printed Circuit Board (PCB) internal to the camera may also lead to intermittent rear view camera operation.

A rear view camera that intermittently displays a blank or distorted image can reduce the driver's view of what is behind the vehicle increasing the risk of a crash.

SERVICE ACTION – NEW IN-STOCK VEHICLES

A dealer bulletin supplement is expected to be provided to dealers in the 2nd quarter of 2022 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

NOTE: The new in-stock vehicles DO NOT require luggage compartment lid wiring jumper harness installation, but will require harness modification when parts become available.

Service Action Continued On The Next Page

New! SERVICE ACTION – CUSTOMER VEHICLES

- **2015 Vehicles:** If the rear view camera intermittently displays a blank or distorted image, dealers are to *check the vehicle build date and, if necessary, the rear view camera engineering part number. In some cases, a review of the vehicle warranty and customer pay history is required to determine if Technical Service Bulletin (TSB) 18-2362 or 19-2273 was previously performed.* As needed, dealers are to replace the rear view camera and/or install a luggage compartment lid wiring jumper harness per the technical instructions.
 - For certain vehicles, the Safety Recall will remain open until complete parts ordering information and repair instructions are available via a dealer bulletin supplement.
- **2016-2017 Vehicles:** If the rear view camera intermittently displays a blank or distorted image, dealers are to *review the vehicle warranty and customer pay history to determine if TSB 18-2362 or 19-2273 was previously performed.* As needed, dealers are to install a luggage compartment lid wiring jumper harness per the technical instructions.

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

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles have been notified. Parts available owner letters are expected to be mailed by the end of 2nd quarter of 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

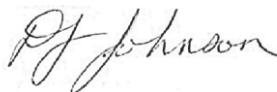
New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters
Recall Reimbursement Plan

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,



David J. Johnson

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OASIS ACTIVATION

OASIS was activated on February 17, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on February 17, 2022. Owner names and addresses are expected to be available by June 30, 2022.

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS once the dealer bulletin supplement becomes available. 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 once parts and repair information becomes available.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 rear view camera and/or luggage compartment lid wiring.

RENTAL VEHICLES

Dealers may receive approval for up to 1 day for a comparable rental vehicle if parts are required after inspection. 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 is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (22S06) is the sub code.
 - 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: 22S06 - 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.
- **Provision for Locally Obtained Supplies:** Includes Coroplast 837 electrical wire harness tape or equivalent and rosin core solder. This provision is for the amount supplies used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.
NOTE: The listed tape and locally obtained supply can be used on multiple vehicles.
 - Program Code: **22S06**
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$3.00 (can only be claimed if a wiring repair is performed).

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New! LABOR ALLOWANCES – See below for vehicle specific configurations

2016-2017 Mustang (All Models) - Description	Labor Operation	Labor Time
<i>The Vehicle Warranty or Customer Pay History <u>Indicate</u> Technical Service Bulletin (TSB) 18-2362 or 19-2273 Was Previously Performed.</i> Safety Recall Complete (Closes Program)	22S06A	0.2 Hours
2016-2017 Mustang (Coupe) - Description	Labor Operation	Labor Time
<i>The Vehicle Warranty and Customer Pay History <u>DO NOT Indicate</u> That TSB 18-2362 or 19-2273 Was Previously Performed.</i> - Install Luggage Compartment Lid Wiring Jumper Harness (Includes Time to Retrieve and Clear DTCs) Safety Recall Complete (Closes Program)	22S06B	1.2 Hours
2016-2017 Mustang (Convertible) - Description	Labor Operation	Labor Time
<i>The Vehicle Warranty and Customer Pay History <u>DO NOT Indicate</u> That TSB 18-2362 or 19-2273 Was Previously Performed.</i> - Install Luggage Compartment Lid Wiring Jumper Harness (Includes Time to Retrieve and Clear DTCs) Safety Recall Complete (Closes Program)	22S06C	2.8 Hours

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Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! LABOR ALLOWANCES – See below for vehicle specific configurations (continued)

2015 Mustang (All Models) - Description	Labor Operation	Labor Time
- Check the Vehicle Build Date. PASS - The Vehicle Built Date <u>DOES NOT</u> Fall On or Between May 12, 2014 and February 28, 2015. - Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. PASS - TSB 18-2362 or 19-2273 <u>Was</u> Previously Performed. Safety Recall Complete (Closes Program)	22S06L	0.2 Hours
- Check the Vehicle Build Date. DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. - Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. PASS - Rear View Camera Part Number <u>Is</u> FR3T-19G490-AH. - Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. PASS - TSB 18-2362 or 19-2273 <u>Was</u> Previously Performed. - Reassemble Vehicle. Safety Recall Complete (Closes Program)	22S06D	0.3 Hours
2015 Mustang (Coupe) - Description	Labor Operation	Labor Time
- Check the Vehicle Build Date. DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. - Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. PASS - Rear View Camera Part Number <u>Is</u> FR3T-19G490-AH. - Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed. DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. - Install Luggage Compartment Lid Wiring Jumper Harness (Includes Time to Retrieve and Clear DTCs) Safety Recall Complete (Closes Program)	22S06E	1.2 Hours

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Certain 2015-2017 Model Year Mustang Vehicles

Luggage Compartment Lid Wiring Inspection and Rear View Camera Improper Function

New! LABOR ALLOWANCES – See below for vehicle specific configurations (continued)

2015 Mustang (Convertible) - Description	Labor Operation	Labor Time
• <i>Check the Vehicle Build Date.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. • Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. PASS - Rear View Camera Part Number <u>Is</u> FR3T-19G490-AH. • <i>Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed.</i> DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. - Install Luggage Compartment Lid Wiring Jumper Harness (Includes Time to Retrieve and Clear DTCs) Safety Recall Complete (Closes Program)	22S06F	2.9 Hours
2015 Mustang (All Models) – Description	Labor Operation	Labor Time
• <i>Check the Vehicle Build Date.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. • Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. DOES NOT PASS - Rear View Camera Part Number <u>Is NOT</u> FR3T-19G490-AH. Replace Camera (Includes Time for Camera Configuration) • Verify Camera System Operation After New Camera Installation. Camera System Operates Correctly NOTE: Interim Repair Complete. Return Vehicle to The Customer. Safety Recall Remains Open. Complete Parts Ordering Information and Repair Instructions Will be Available Via a Dealer Bulletin Supplement.	22S06GG	0.4 Hours

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New! LABOR ALLOWANCES – See below for vehicle specific configurations (continued)

2015 Mustang (All Models) – Description (continued)	Labor Operation	Labor Time
• <i>Check the Vehicle Build Date.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. • Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. DOES NOT PASS - Rear View Camera Part Number <u>Is NOT</u> FR3T-19G490-AH. Replace Camera (Includes Time for Camera Configuration) • Verify Camera System Operation After New Camera Installation. Camera System DOES NOT Operate Correctly • <i>Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed.</i> PASS - TSB 18-2362 or 19-2273 <u>WAS</u> Previously Performed. Reassemble Vehicle. Safety Recall Complete (Closes Program)	22S06H	0.4 Hours
2015 Mustang (Coupe) – Description	Labor Operation	Labor Time
• <i>Check the Vehicle Build Date.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. • Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. DOES NOT PASS - Rear View Camera Part Number <u>Is NOT</u> FR3T-19G490-AH. Replace Camera (Includes Time for Camera Configuration) • Verify Camera System Operation After New Camera Installation. Camera System DOES NOT Operate Correctly • <i>Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed.</i> DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. - Install Luggage Compartment Lid Wiring Jumper Harness (Includes Time to Retrieve and Clear DTCs) Safety Recall Complete (Closes Program)	22S06J	1.3 Hours

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New! LABOR ALLOWANCES – See below for vehicle specific configurations (continued)

2015 Mustang (Convertible) - Description	Labor Operation	Labor Time
• <i>Check the Vehicle Build Date.</i> DOES NOT PASS - The Vehicle Built Date Falls On or Between May 12, 2014 and February 28, 2015. • Inspect Rear View Camera for Engineering Part Number: FR3T-19G490-AH. DOES NOT PASS - Rear View Camera Part Number <u>Is NOT</u> FR3T-19G490-AH. Replace Camera (Includes Time for Camera Configuration) • Verify Camera System Operation After New Camera Installation. Camera System DOES NOT Operate Correctly • <i>Review The Vehicle Warranty And Customer Pay History To Determine If TSB 18-2362 or 19-2273 Was Previously Performed.</i> DOES NOT PASS - TSB 18-2362 or 19-2273 <u>WAS NOT</u> Previously Performed. - Install Luggage Compartment Lid Wiring Jumper Harness (Includes Time to Retrieve and Clear DTCs) Safety Recall Complete (Closes Program)	22S06K	2.9 Hours

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

To place an order for rear view camera and/or for luggage compartment lid wiring jumper harness and wiring splice kits submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
FR3Z-19G490-A	2015 Mustang Only Rear View Camera (All models) Can Only Claim With 22S06GG, 22S06H, 22S06J or 22S06K	1 (If Required)	1 (If Required)
FR3Z-14A411-X	Luggage Compartment Lid Jumper Harness (Coupe) Can Only Claim With 22S06B, 22S06E or 22S06J	1 (If Required)	1 (If Required)
FR3Z-14A411-Y	Luggage Compartment Lid Jumper Harness (Convertible) Can Only Claim With 22S06C, 22S06F or 22S06K		

Parts Requirements / Ordering Information Continued On The Next Page

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**SSSC Web Contact Site:**

To place an order for rear view camera and/or for luggage compartment lid wiring jumper harness and wiring splice kits submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
3U2Z-14A088-AB	Wiring Splice Kit (Coupe) Can Only Claim With 22S06B, 22S06E or 22S06J	2 (If Required)	2 (If Required)
	Wiring Splice Kit (Convertible) Can only claim with 22S06C, 22S06F or 22S06K	3 (If Required)	3 (If Required)

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
NAI837X	Electrical Wire Harness Tape* Coroplast 837 or Equivalent - Specification: ES-AC3T-1A303-AA	MISC. OTHER (If Required)	
Obtain Locally	Rosin Core Solder*		

* The electrical wire harness tape and the rosin core solder can be used on multiple vehicles. 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. 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.

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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.