



Field Service Action 22B44

To: All Ford Dealerships

August 07, 2023

Attention: Ford Dealer Principal
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers
Ford Dealer Stock Controllers & Campaign Coordinators

OWNER-NOTIFIED SERVICE PROGRAM

SUBJECT: 22B44 - MONDEO - FRONT BRAKE FLEXIBLE HOSE REPLACEMENT

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

Introduction

In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the amount of brake fluid is depleted below a predetermined level, the brake fluid warning indicator light will illuminate.

Dealers are to replace both front brake flexible hoses and perform a brake system bleed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Dealers are reminded that it is Ford's recommendation that every customer (including FSA customers) receive a completed Vehicle Report Card before they collect their vehicle.

OWNER REFUNDS

- This 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 before the launch date of this bulletin. Owners are directed to seek reimbursement through authorized dealers.
- Refunds will only be provided for the cost associated with front brake flexible hose replacement.

Xtime FSA/ Recall Integration

For Dealers who have registered for and completed FSA/Recall operation code integration setup with Xtime, please firstly create the corresponding operation code in your DMS using your preferred choice of prefix and the new field service action number of 22B44, eg: 99FOFSA22B44. The operation code that you create in your DMS can allow for labour time and/or parts required to complete this FSA. Please contact Xtime support on 03 8585 3000 if you are unsure of the operation code format prior to the creation.

Vehicles Affected

<u>Vehicle Line</u>	<u>Model Year</u>	<u>Plant</u>	<u>Earliest Production</u>	<u>Latest Production</u>
Mondeo	2014 – 2017	Valencia (Spain)	13 th February 2014	9 th July 2017

A total of 7,603 vehicles are affected in Australia and 2,920 in New Zealand.

NOTE: Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service-related purposes. All vehicles should be checked on **SERVIS2** for Field Service Action eligibility and any outstanding Field Service Actions completed prior to vehicle departure in accordance with the Warranty & Policy Manual, Section E 3.4 and I 3.

NOTE: All Dealers can obtain a copy of the Campaign (which includes a sample copy of the Customer Letter) via the FMC Dealer or PTS websites.



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NOTE: Dealers can obtain a list of eligible vehicles from the PTS Website www.proservicetech.com by selecting Quick Links and then FSA VINs.

Parts Requirement

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
JG9Z-2078-B	Right Front Flexible Brake Hose	1
JG9Z-2078-A	Left Front Flexible Brake Hose	1
W711784-S300	Banjo Washers	4
PM-20 or equivalent with WSS-M6C65-A2 Specification	Brake Fluid	As required

Claim Instructions

Claim Type 41, Causal Part No. 22B44, Condition Code 79.

<u>Pre-Defined Repair</u>	<u>PDR No.</u>	<u>Labour Time</u>
<u>Replace Both Front Flexible Brake Hoses</u>	<u>FSA22B441</u>	<u>1.3 Hrs</u>

Displaced Parts

All displaced parts must be handled in accordance with the Warranty and Policy Manual (Section G, Attachment G).

Completion Date

It is estimated that this campaign will be completed by August 31, 2024. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

TIM NETHERCOTE
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Email: awu6@ford.com



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22B44: Mondeo/S - Front Brake Flexible Hose Replacement

RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

OVERVIEW

In some of the affected vehicles, brake fluid may leak from one or both front brake flexible hoses. If the amount of brake fluid is depleted below a predetermined level, the brake fluid warning indicator light will illuminate.

SERVICE PROCEDURE

NOTE: It may be apparent during this repair that the hose itself is longer, the routing different to that of the part removed and as a result the hose is closer to the height sensor (if fitted). This is normal.

NOTE: The wheel speed sensor wiring harness and if equipped, the front suspension height sensor wiring harness attach to the front brake flexible hose bracket. Ensure the harness retainer(s) are reinstalled into their original positions.

NOTE: The three (3) brake hose bumpers shown in step 1 may move during fitting due to brake fluid seepage. These bumpers must be checked and relocated after completing both Right Hand (RH) and Left Hand (LH) front brake replacements.

1. Mark brake hose bumper positions prior to fitting the new brake hoses to the vehicle. See Figure 1.



FIGURE 1



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2. Replace the Right Hand (RH) and Left Hand (LH) front brake flexible hoses. Please follow Workshop Manual (WSM) procedures in Section 206-03. See Figure 2

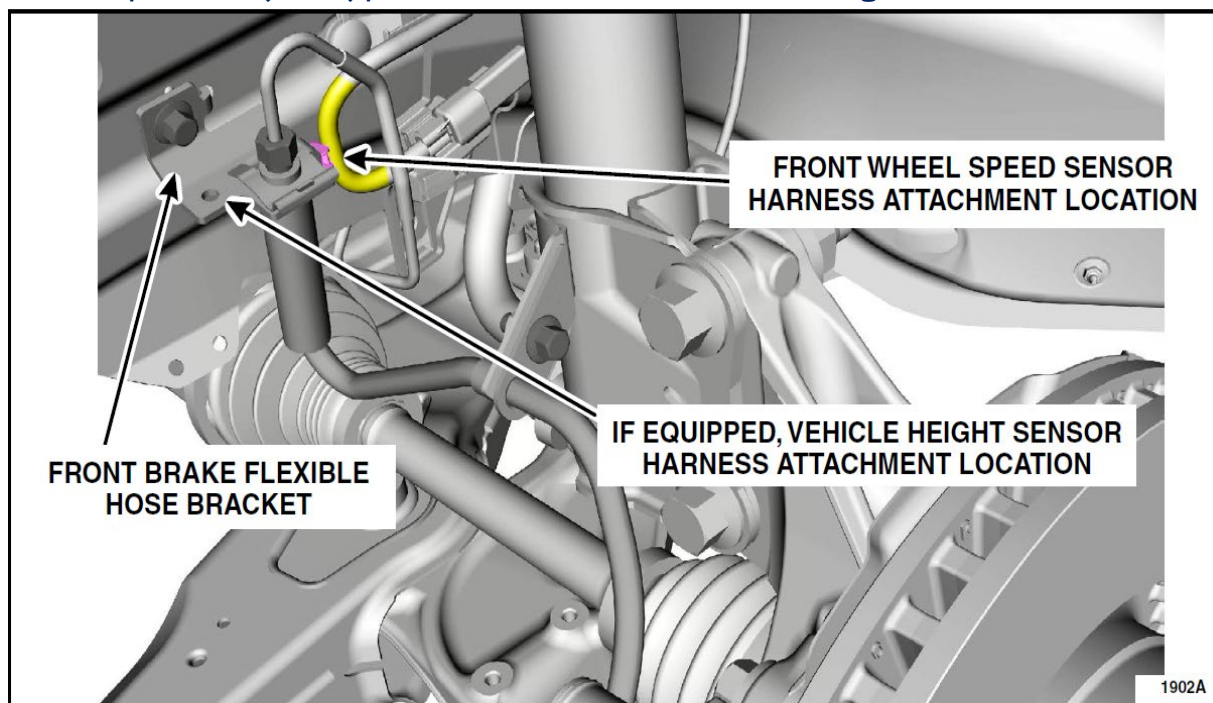


FIGURE 2

3. Check both brake hoses for bumper movement and relocate to original positions as marked in step 1.

For vehicles fitted with Front Suspension Ride Height Sensors, proceed to Step 4. If not, proceed to Step 12.



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Front Suspension Ride Height Sensor and Harness Re-routing, if equipped

 **CAUTION:** Do not disconnect the Front Suspension Ride Height Sensor harness connector during this procedure.

NOTE: Do not reinstall the wheel and tire assemblies at this time, they will be installed later in this procedure.

4. Remove the wire harness retainer from the ride height sensor stud. See Figure 1.

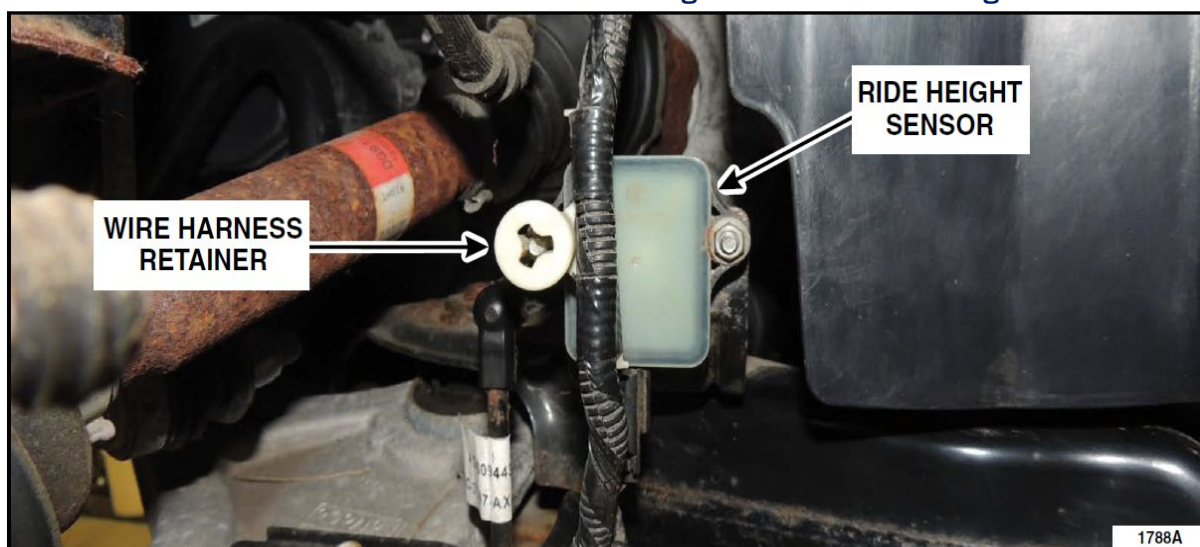


FIGURE 1

5. Remove the nuts and bolts from the ride height sensor and position aside. See Figure 2.
6. Cut the ride height sensor's harness tape at the harness bend. See Figure 2.

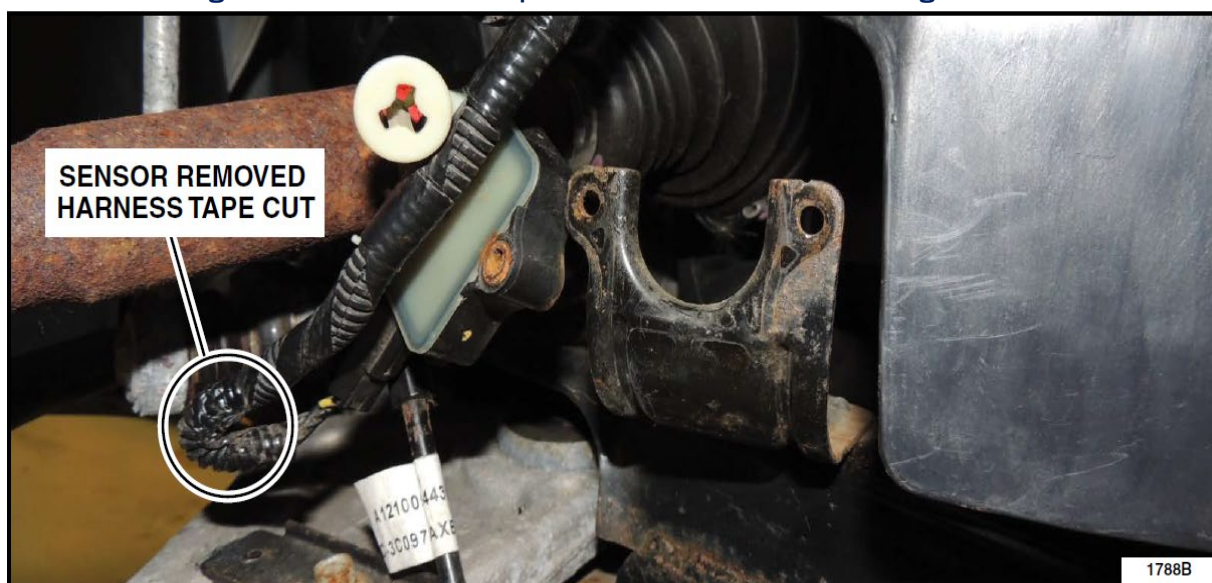


FIGURE 2



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7. Attach the cut-out templates (See Attachment IV) to the RH and LH front fender splash shields. Using a suitable cutting tool, cut the front fender splash shields at the locations shown. See Figure 3.

NOTE: Remove any burrs or sharp edges.

NOTE: Some vehicles may already be fitted with front fender splash shields that include the cut outs. If the cut-outs are present, please proceed to step 8, if not continue with step

NOTE: The front fender splash shields should remain on the vehicle during cutting.

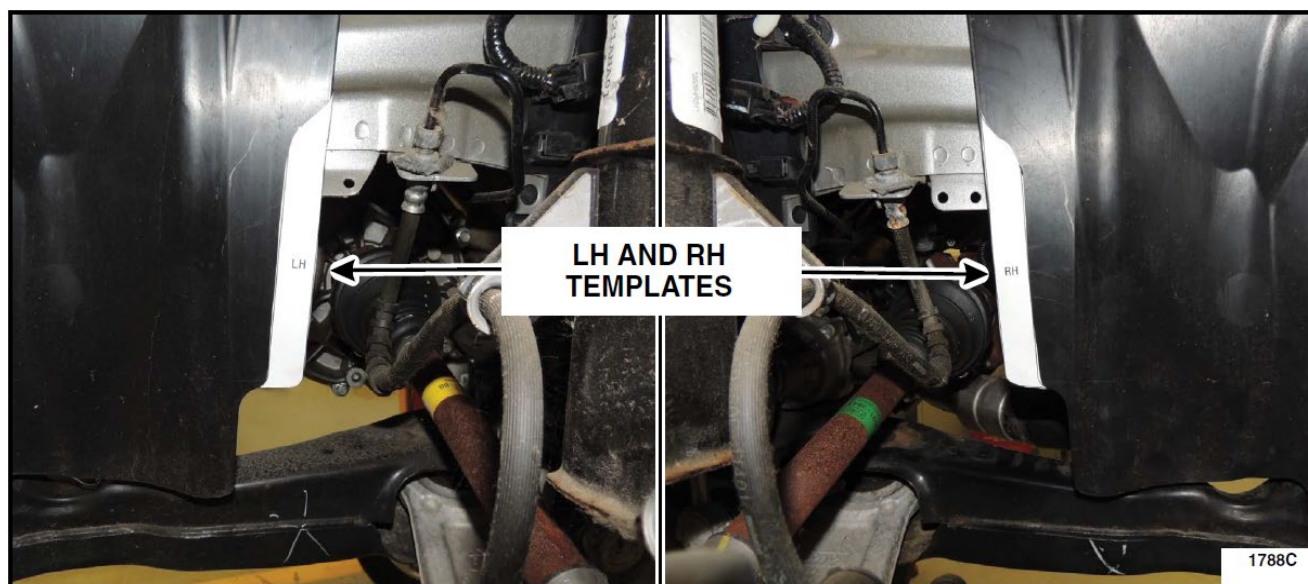


FIGURE 3

8. Position the ride height sensor back onto the brackets and install the nuts and bolts with the long bolt in the front bracket hole. See Figure 4.
 - Tighten bolts to 9 Nm.



FIGURE 4



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9. Mark the location of the clip on the ride height sensor's wire harness. See Figure 5.
10. Remove the tape and clip from the ride height sensor's wire harness. Rotate the clips 180 degrees and reinstall onto the ride height sensor's wire harness with electrical tape. See Figure 5.

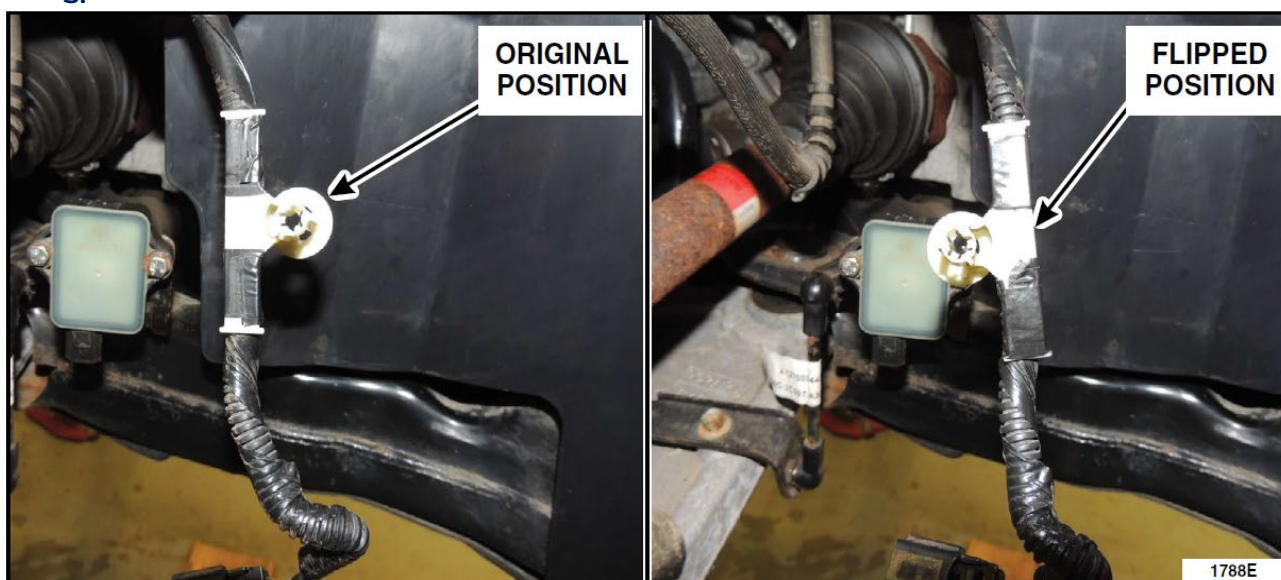


FIGURE 5

11. Attach the ride height sensor's wire harness clip to the front bracket bolt (long bolt) and secure the harness loop using electrical tape. See Figure 6.

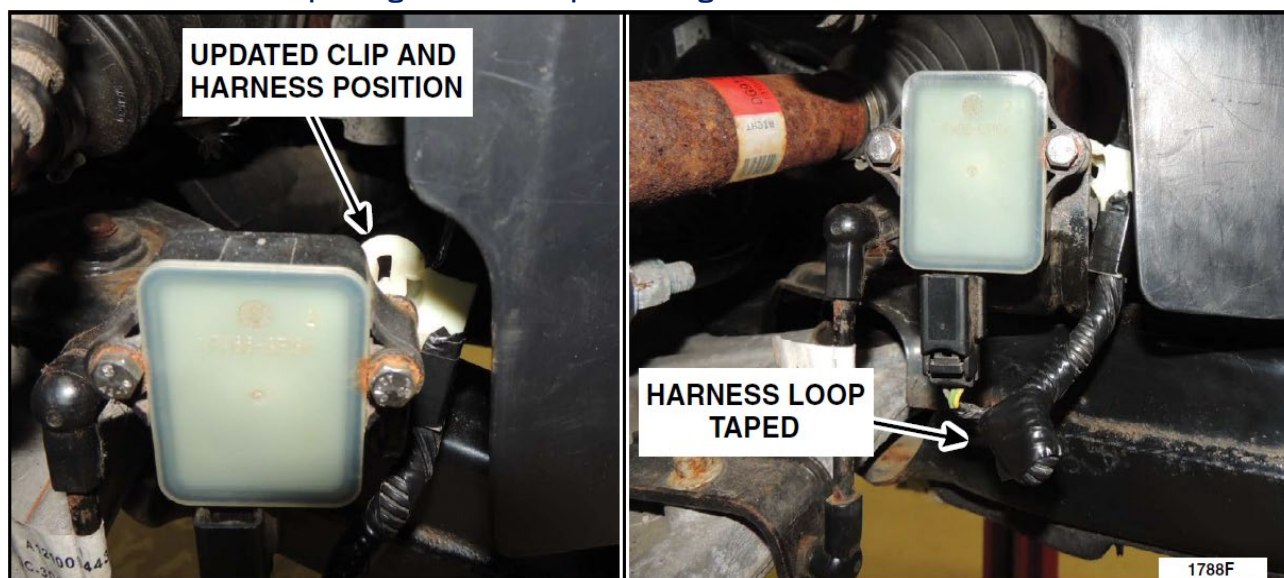


FIGURE 6

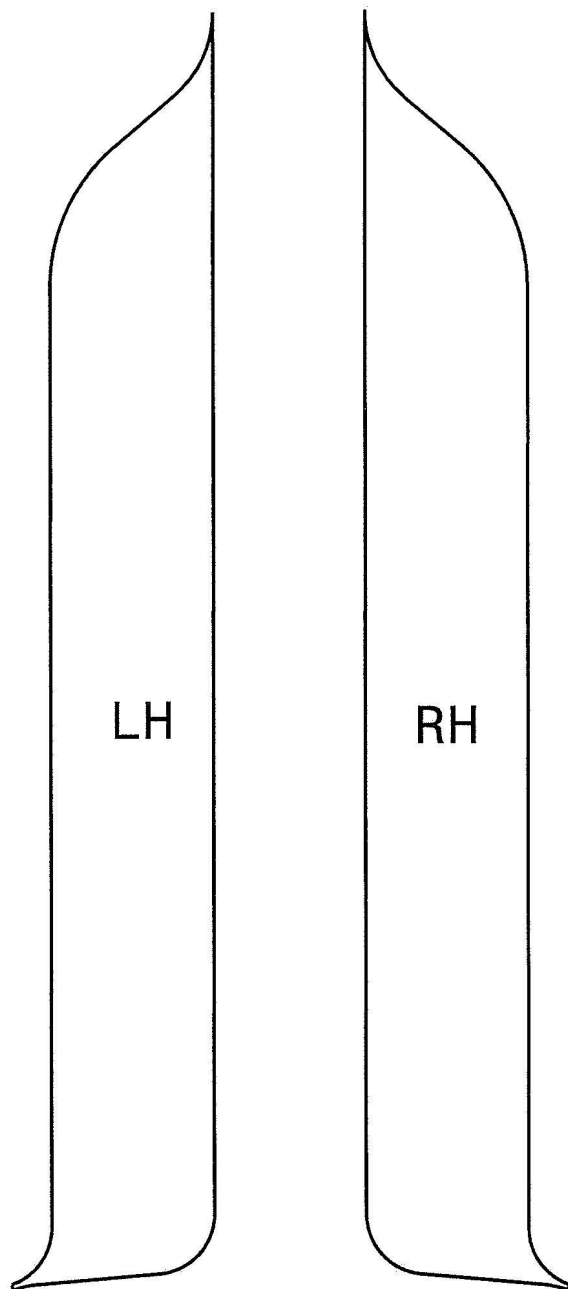
12. Repeat steps 4 to 11 for the opposite side ride height sensor - if fitted.
13. Reinstall both front wheel and tire assemblies, please follow the WSM procedures in Section 204-04A.

[END]

Front Fender Splash Shield Templates

Printing Directions:

Print on A4 paper in portrait orientation only





SAMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

xxxxxx, 2023

VIN NUMBER / 22B44

Name

Organisation

Address1

Address2

Address3

Service Program 22B44

Your Vehicle Identification Number: VIN NUMBER	Registration Number: REGNUMBER
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At Ford Motor Company it is always our goal to provide customers with high quality, dependable products. Additionally, earning and keeping the trust of our customers is vital to everything we do. In order to maintain these standards, we are providing a no-charge Customer Satisfaction Program for your vehicle with the Vehicle Identification Number shown above.

We apologise for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?	On your vehicle, brake fluid may leak from one or both front flexible brake hoses. Ford constantly monitors vehicles in service and while monitoring vehicles in operation, we have become aware of a very small number of vehicles that exhibited a leak from a front flexible brake hose. If the amount of brake fluid is depleted below a predetermined level, the brake fluid warning indicator light will illuminate.
What is the effect?	If a front flexible brake hose starts to leak on your vehicle, you will notice the brake fluid level warning light illuminated in your vehicle's instrument cluster. Depending on the specification of your vehicle, the illumination of the brake fluid level warning light may be accompanied by a warning chime. Depending on the severity of the leak and, if left unaddressed, you may also notice extended brake pedal travel. Please be advised that you should have your vehicle examined immediately if any of these symptoms are noticed.
What will Ford and your Dealer do?	In the interest of customer satisfaction, Ford Motor Company has authorised your dealer to replace both front brake flexible hoses free of charge (parts and labor). This is a one-time repair program.
How long will it take?	The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
What should you do?	Please call your dealer and request a service date for Customer Satisfaction Program 22B44 . Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. Ford wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed, therefore please have this service action performed as soon as possible.
Have you previously paid for this repair?	If you paid to have this service done <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and <u>expedite reimbursement</u> , give your paid original receipt to your dealer before 31 st December 2023. To avoid delays, do not send receipts to Ford Motor Company.
What if you no longer own this vehicle?	You have received this notice because our records indicate that you are the current owner of the vehicle described at the start of this letter. If you are no longer the owner of this vehicle, please complete the owner details change advice (attached).



FORD MOTOR COMPANY OF AUSTRALIA PTY LTD
Lvl 1, 600 Victoria St
Richmond VIC 3121

Can we assist you
further?

If you still have concerns, please call us on 13 FORD (13 3673) and one of our Customer Relationship representatives will be happy to help you.

Yours faithfully,

TIM NETHERCOTE
Service Engineering Manager
Ford Motor Company of Australia Pty Ltd



V.I.N.

VIN NUMBER

If you still own the vehicle but your details have changed, would you please complete the section below with your new details and then return this complete letter in the pre-addressed/pre-paid envelope. ***Please also refer to Privacy Collection Statement below.***

If you are the registered owner, but not primary driver, and would like Ford to make contact with the primary driver of this vehicle, please ask the primary driver to complete their details below and we will organise for a recall notice to be sent to that address. **Primary driver, please refer to Privacy Collection Statement below.**

Please tick (✓) the appropriate box and sign:

- ☐ I no longer own this vehicle
- ☐ This vehicle has been written off
- ☐ This vehicle has been stolen

Print Name: _____

Signature:



VIN NUMBER

Please fill in below if you are no longer the owner of the vehicle and know of who you disposed the vehicle to. This can include the details of your car dealer, insurance company or private citizen whom you transferred the vehicle to.

[illegible][illegible][illegible][illegible][illegible]

Thank you for completing this form. The personal information you have provided will be used by Ford Motor Company of Australia Pty Ltd (Ford Australia) to contact you about your Ford vehicle or related products and services and for quality assurance and market research purposes. Ford Australia may disclose your personal information to its dealers, its related companies and third parties who provide it with (or help it provide) products and services, including to overseas locations such as the USA, India, China and Singapore. Ford Australia's privacy policy is available at www.ford.com.au and states how you can seek to access or correct any personal information Ford holds about you, how to complain about a privacy breach by Ford and how Ford will deal with a privacy complaint. You can contact Ford Australia on 13FORD (13 36 73) or by emailing foacust1@ford.com.