



Field Service Action 22B07

Reissue 2: September 12, 2022 (Destroy previous copy).

Reason of Reissue: **Clarification of PDR.** Changes are highlighted in *Yellow Italic font*.

To: All Ford Dealerships

July 27, 2022

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

OWNER-NOTIFIED SERVICE PROGRAM

SUBJECT: 22B07 *S2* - PANTHER 2.0L ENGINE OIL PUMP FAILURE

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

Introduction

On affected vehicles, the Low Engine Oil Pressure warning light on the Instrument Panel is likely to illuminate due to oil pump failure which may result in vehicle stalling and/or engine failure.

Dealer are to inspect the Engine Lubrication System operation and replace the engine oil pump following the procedure attached.

This service must be performed at no charge to the vehicle owner.

Ford will be writing to customers regarding this Field Service Action (a sample copy of the customer letter is attached).

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.

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 22B07, eg: 99FOFSA22B07. 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

Certain 2019 Model Year Ranger vehicles produced between 10th May 2019 and 18th Oct 2019.

Certain 2019 Model Year Everest vehicles produced between 18th May 2019 and 17th Sep 2019.

A total of 2,929 vehicles are affected in Australia.

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.

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



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Parts Requirement

Ranger / Everest - Common Parts for 2WD & 4WD

Part Number	Description	Quantity
GK2Z-6600-C	Oil Pump	1
JU2Z-6731-A	Element - Oil filter with O-ring	1
JB3Z- 6622-A	Oil Pick Up Tube	1 (If required*)
WSS-M2C950-A 20L or locally Sourced	Engine Oil - SAE 0W-30	7.12L
W500614-S442	Oil Pan Bolts	16
JB3Z-6675-A	Oil Pan (With Drain Plug and Gasket)	1
TA-24	Thread sealant (WSK-M2G350-A2)	As Required
XL-2	Anti-Seize Lubricant (XL-2)	As Required
W715694-S300	Pin Trim	As Required*
SC1000	Motorcraft® Brake Cleaner	As Required
WSE-M4G323-A6	RTV Sealant (oil pan)	As Required
KU7Z 19520 A	Engine Shampoo and Degreaser - RTV cleaning agent	As Required
VC13G	Antifreeze - Motorcraft® - Concentrated	5.6L
CU7Z9N989C	Motorcraft® Metal Surface Wipes	As Required
VC1	Flush Coolant	As Required
ZC 30A	Motorcraft® Gasket Remover	As Required

* These parts are only required in case of damage during Oil Pump replacement.

Ranger / Everest – Additional unique parts for 4WD vehicles

Part Number	Description	Quantity
6C2Z-4N282-AA	Front Differential Drain Plug	1
E8UZ-4N282-A	Front Differential Filler Plug	1
W716936-S442	RH Front stabilizer bar link upper nut	1
W716883-S440	RH Tie rod end nut	1
W520416-S440	RH Upper ball joint nut	1
W719165-S439	RH Lower ball joint nut (Ranger Only)	1
W716827-S442	RH Lower ball joint nut (Everest Only)	1
AB31-1195-AA	RH Lower Ball joint washer	1
UC3C 33042	RH Wheel hub nut	1
W716797-S439	Front axle tube bushing support bolt	1



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AB39-10512B-AA	Axle tube bolt	3
AB39-3N292-AA	Half shaft circlip	3
AB39-3B9623-AA	Front Half shaft RH O ring seal	1
W717938-S439	Calliper / anchor plate bolts	2
WSP-M2C197-A	Gear/Transmission Fluid - SAE 80W-90	0.805L
WSS-M4G323-A8	Silicone Sealant (differential housing)	As Required

Claim Instructions

Claim Type 41, Causal Part No. 22B07, Condition Code 79.

<u>Pre-Defined Repair</u>	<u>PDR No.</u>	<u>Labour Time</u>
Inspection and Oil Pump Replacement 2WD (Ranger and Everest)	FSA22B072	3.4Hrs
Inspection and Oil Pump Replacement 4WD (Ranger)	FSA22B073	4.7Hrs
Inspection and Oil Pump Replacement 4WD (Everest)	FSA22B074	4.7Hrs
Oil Pump Inspection (<i>Oil Pump Inspection leading to Engine Replacement</i>)	FSA22B071	0.8 Hrs**

****NOTE:** In case of additional repairs (i.e., Engine Replacement), extra applicable Parts and Labour needs to be added to the PDR FSA22B071.

Displaced Parts

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

Completion Date

Completion Date

It is estimated that this campaign will be completed by August 31, 2023. 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

Service Engineering Manager

FCSD

(☎ +61 3 8301 2903)

Enquiries to Anna Wu

Email: awu6@ford.com



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22B07 S2 - PANTHER 2.0L ENGINE OIL PUMP FAILURE - OWNER NOTIFIED

RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

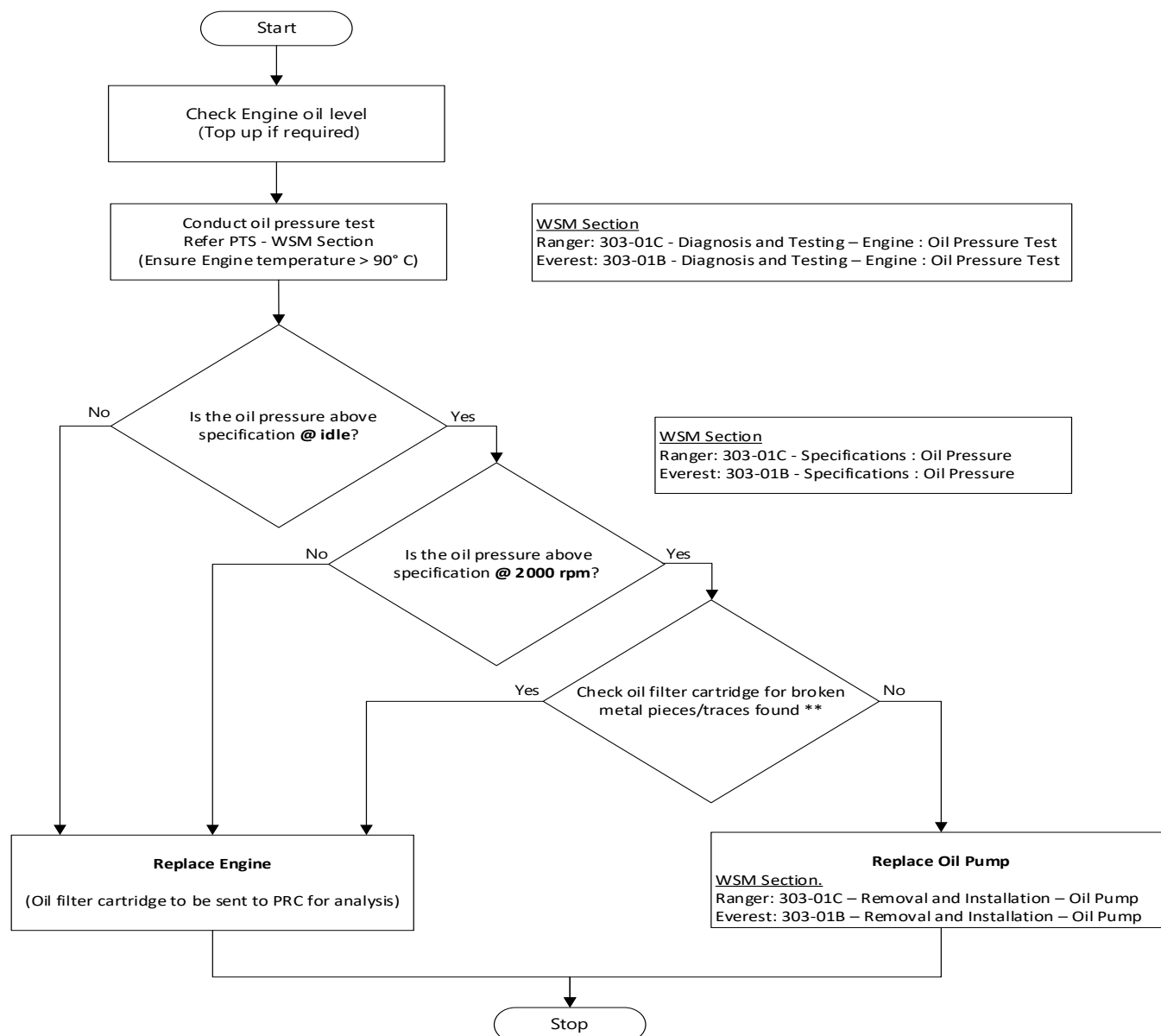
OVERVIEW

On affected vehicles, the Low Engine Oil Pressure warning light on the Instrument Panel is likely to illuminate due to oil pump failure which may result in vehicle stalling and/or engine failure.

SERVICE PROCEDURE - REVISED

A: Engine Lubrication System Inspection Procedure

Verify the Engine Lubrication System's Condition – Flow Chart



****Oil filter cartridge check** – Remove the cartridge and look in the outer passages with a flashlight for obvious large metallic debris, If there is no obvious debris, peel the oil filter cartridge and thoroughly check for debris (Ref Figure 2) .



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Verify the Engine Lubrication System's Condition Procedure:

1. Check Engine oil level – Top up if required.
2. Perform the Engine Oil Pressure Test.
Note: Ensure Engine temperature is >90°C

Refer PTS for Procedure in section as shown below

WSM Section	Description
<i>Ranger: 303-01C</i>	<i>Diagnosis and Testing - Engine: Oil Pressure Test</i>
<i>Everest: 303-01B</i>	<i>Diagnosis and Testing - Engine: Oil Pressure Test</i>

Refer PTS for Specification in section as shown below

WSM Section	Description
<i>Ranger: 303-01C</i>	<i>Specifications: Oil Pressure</i>
<i>Everest: 303-01B</i>	<i>Specifications: Oil Pressure</i>

3. Perform the Engine Oil Pressure Test at Idle.

Is the Engine Oil Pressure above the Idle specification?

Yes	Proceed to Step 4.
No	Replace Engine. Return the oil filter cartridge (with the metal debris) in a sealed zip lock bag to PRC for analysis. Engine to be retained by dealer in conditions described in W&PM section G, and retained for the period described in W&PM attachment G.

4. Perform the Engine Oil Pressure Test at 2,000 rpm.

Is the Engine Oil Pressure above the 2000 rpm specification?

Yes	Proceed to Step 5.
No	Replace Engine. Return the oil filter cartridge (with the metal debris) in a sealed zip lock bag to PRC for analysis. Engine to be retained by dealer in conditions described in W&PM section G, and retained for the period described in W&PM attachment G.

5. Remove oil filter cartridge.
6. Cut the Oil Filter cartridge and inspect for presence of any broken metal pieces. See Figure 2.

Is any sign of metal contamination present?

Yes	Replace Engine. Return the oil filter cartridge (with the metal debris) in a sealed zip lock bag to PRC for analysis. Engine to be retained by dealer in conditions described in W&PM section G, and retained for the period described in W&PM attachment G.
No	Proceed to oil pump replacement Step 7

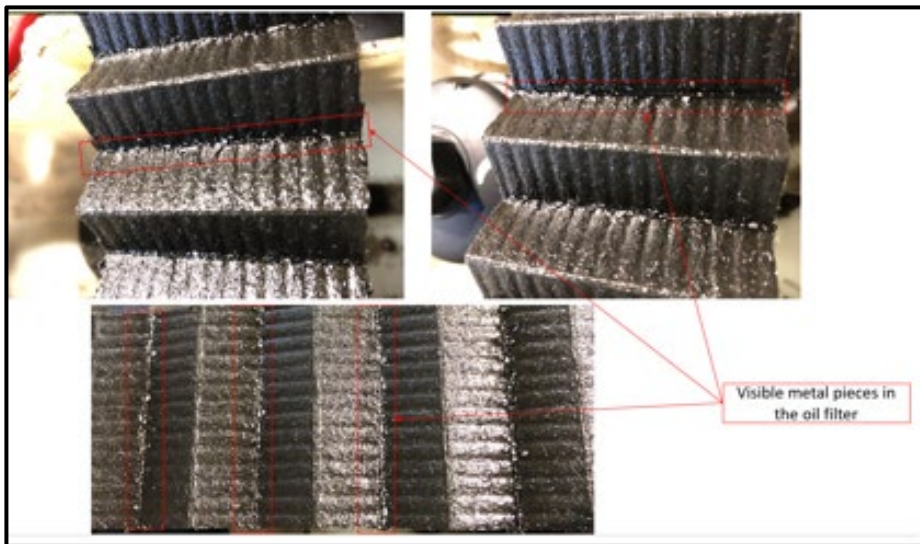


FIGURE 2

B: Oil Pump Replacement

7. Replace Engine Oil Pump.

Refer PTS for Procedure in section as shown below

WSM Section	Description
Ranger: 303-01C	Engine - 2.0L TDCi Bi-Turbo Diesel – Removal and Installation - Oil Pump
Everest: 303-01B	Engine - 2.0L TDCi Bi-Turbo Diesel – Removal and Installation - Oil Pump

[END]



SAMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

xxxxxx, 2022

VIN NUMBER / 22B07

Name

Organisation

Address1

Address2

Address3

Service Program 22B07

Your Vehicle Identification Number: VIN NUMBER

Registration Number: REGNUMBER

At Ford Motor Company, it has been 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 22B07** for your **Ranger/Everest** 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?

While operating your vehicle the Low Engine Oil Pressure warning light on the Instrument Panel may illuminate indicating oil pump failure.



Engine Low Oil Pressure Warning Light

What is the Risk?

A failed Engine Oil Pump causes improper engine lubrication which may result in engine failure and/or vehicle stalling

What will Ford and your Dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorised your dealer to inspect and replace the defective parts free of charge (parts and labour) under the terms of this program.

How long will it take?

The time needed for this repair is less **than two days / overnight**. 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 22B07**. 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.

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).

Can we assist you further?

If you still have concerns, please call our toll-free number on 1800 503 672 and one of our Customer Relationship representatives will be happy to help you.

(Please turn over page)



Important COVID-19 Information:

During these challenging times our dealers are continuing to provide services and are taking additional steps to ensure their dealerships, at every interface from sales to service, are clean and hygienic places for both our customers and teams including working with customers to make alternative arrangements where possible.

We understand this is a very stressful time in our community, but we can't afford to lose sight of the maintenance of your car, especially when private transport has now become so important.

The repair is **FREE**. Please contact your nearest Ford Dealer to schedule your repair, visit www.ford.com.au to locate your nearest Authorised Ford Dealer or call Ford at 1800 503 672 to assist with scheduling your repair.

Yours faithfully,

TIM NETHERCOTE

Service Engineering Manager

Ford Motor Company of Australia Pty Ltd



V.I.N.

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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.