



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

October 2022

Mr. John Sample
123 Main Street
Anywhere, USA 12345

IMPORTANT: PLEASE CONTACT YOUR DEALER FOR A FORD BRONCO® SUV DRIVESHAFT REPLACEMENT TODAY.
Vehicle Identification Number: XXXXXXXXXXXXXXXX
Customer Satisfaction Program 22B27

Our goal is always to ensure you and your Bronco are equipped to tackle the next adventure that comes your way. So, we want to let you know about a potential issue that deserves your attention.

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| Why are you receiving this notice? | Your vehicle's driveshaft boot may crack under normal driving conditions because of a material used in the front driveshaft boot. |
| What is the effect? | Unwanted noise or a vibration while driving may occur if a cracked driveshaft boot allows grease to leak and debris to accumulate in the driveshaft joint. |
| What will Ford and your dealer do? | We've authorized your dealer to replace the front driveshaft at no charge between now and October 12, 2023 regardless of mileage. Coverage is automatically transferred to future owners. |
| How long will it take? | The repair takes about an hour; however, your dealer may need your vehicle for more time due to scheduling. |
| What should you do? | <p>Please call your dealer now to schedule service. Mention Customer Satisfaction Program 22B27 and have your VIN handy. It's printed near your name at the beginning of this letter.</p> <p>If you need a local dealer, visit ford.com/support for dealer addresses, maps and driving instructions. We want to make sure you get this repair done as soon as possible as it will help avoid being denied coverage for vehicle damage.</p> <p>NOTE: Our FordPass® App is a great way to receive information about this Customer Satisfaction Program, recalls and other important vehicle health information. You can use it to schedule service online. If you haven't already, download it through the App Store® or Google Play™.</p> |



Stacy L. Balzer
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

October 12, 2022

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Customer Satisfaction Program 22B27**
Certain 2021 Model Year Bronco Vehicles
Front Driveshaft Replacement

PROGRAM TERMS

This program will be in effect through October 12, 2023. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2021	Michigan	September 23, 2020 through September 17, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the affected vehicles, the front driveshaft constant-velocity (CV) joint boot material is not robust for this application and may fail under normal vehicle usage. A failed CV joint boot may result in a loss of grease and the accumulation of debris in the CV joint, leading to noise and/or vibration while driving.

SERVICE ACTION

Dealers are to replace the front driveshaft. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of October 24, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, 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
Owner Notification Letter