



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

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

May 5, 2023

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 22C11 – Supplement #3**  
 Certain 2022-2023 Model Year Transit Vehicles  
 Instrument Panel Cluster Software Update

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 22C11 – Supplement #2**  
 Dated December 19, 2022

**New! REASON FOR THIS SUPPLEMENT**

- *Additional VINs have been added to this program*
- *The build date range for the affected vehicles has been updated. All affected vehicles are correctly identified in OASIS and FSA VIN lists*
- *Added Mobile Service Repair Assessment Level*
- *Added Attachment IV Mobile Repair Assessment*

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2022	Kansas City	<i>June 4, 2021 through August 19, 2022</i>
Transit	2023	Kansas City	<i>March 10, 2022 through November 17, 2022</i>

*US population of affected vehicles: 29,863.* Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

In some of the affected vehicles, the Instrument Panel Cluster (IPC) display may not properly illuminate upon vehicle startup as intended, and could render safety-related telltales and gauges unreadable in certain conditions. Lack of proper IPC display illumination may not conform to all requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 101 – Controls and Displays, No. 102 – Transmission Shift Lever Sequence, Starter Interlock, and Transmission Braking Effect, No. 105 – Hydraulic and Electric Brake Systems, and No. 208 – Occupant Crash Protection.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall:

- Dealers are to update the IPC software on the 2022 Model Year vehicles.
- Specific dealers who are working with the specific customer’s fleet vehicles, will update the IPC software on the 2023 Model Year vehicles.

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

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of May 22, 2023 for the added population. 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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

**New! ATTACHMENTS**

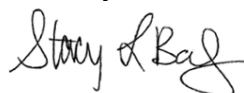
Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
*Attachment IV: Mobile Repair Assessment*

Owner Notification Letter  
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,



Stacy L. Balzer

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 22C11 – *Supplement #3*  
Certain 2022-2023 Model Year Transit Vehicles  
Instrument Panel Cluster Software Update**

**MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- *All repairs in this program have the following assessment level.*  
*🔧 - Mobile Reprogramming*

**New! OASIS ACTIVATION**

OASIS will be activated on *May 5, 2023 for the added population.*

**New! FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> *on May 5, 2023 for the added population.* Owner names and addresses will be available by June 9, 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 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 22C11 – *Supplement #3*  
Certain 2022-2023 Model Year Transit Vehicles  
Instrument Panel Cluster Software Update**

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- 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.

**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.

**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 before 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 updating the IPC software due to the condition described above.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 22C11 – *Supplement #3*  
Certain 2022-2023 Model Year Transit Vehicles  
Instrument Panel Cluster Software Update**

**PICK-UP AND DELIVERY**

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers). Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

**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 before completing the repair.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 22C11 – *Supplement #3*  
Certain 2022-2023 Model Year Transit Vehicles  
Instrument Panel Cluster Software Update**

**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 (22C11) is the subcode.
  - 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 the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22C11                      - 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.
- **Pickup & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 22C11 – *Supplement #3*  
Certain 2022-2023 Model Year Transit Vehicles  
Instrument Panel Cluster Software Update**

**New! LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<b>Only to be used for <u>2022</u> Model Year Vehicles.</b> Update the IPC Software using FDRS	22C11C	0.4 Hour(s)
<b>Only to be used for <u>2023</u> Model Year Vehicles.</b> Update the IPC Software using the MyCanic Tool <i>or FDRS</i>	22C11D	0.6 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2022-2023 MODEL YEAR TRANSIT VEHICLES — INSTRUMENT PANEL CLUSTER SOFTWARE UPDATE

### SERVICE PROCEDURE

#### Module Programming

1. Connect a battery charger to the 12V battery.

**NOTE:** Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (DLC).

**NOTE:** Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.

2. Launch Ford Diagnostic and Repair System (FDRS).

**NOTE:** Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click 'Read VIN from Vehicle' or manually enter the Vehicle Identification Number (VIN).

**NOTE:** Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select Toolbox tab.

5. On the LH side of the screen, Select IPC.

6. On the RH side of the screen, download Instrument Panel Cluster (IPC) - Software Update.

**NOTE:** Once programming has begun, minimal technician interaction is required and may take up to 2 hours.

7. Click RUN. Follow all on-screen instructions carefully.

8. Check and clear codes.

**NOTE:** Advise the customer that upon completion of the software update, the vehicle will need to be driven safely above 20 MPH for a minimum of 2 minutes for the tire pressure reading to re-appear on the IPC display.





## Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 22C11 – Supplement #3  
Certain 2022-2023 Model Year Transit Vehicles  
Instrument Panel Cluster Software Update**













**Mobile Service Repair Assessment**

The following assessment will be used to indicate how mobile friendly a program is.


**Dealer Bulletin**



This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

**Assessment Levels**


-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not Mobile Service Capable

**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Compliance Recall 22C11 – *Supplement #3*  
Certain 2022-2023 Model Year Transit Vehicles  
Instrument Panel Cluster Software Update**

   – Enhanced Mobile Service

- ***Anytime a procedure requires work under the vehicle to have a two-person process***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

*Note: Wheel lock maybe required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not Mobile Service Repair Capable

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

**Ford Motor Company**  
**Recall Reimbursement Plan for 22C11**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 22C11, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to January 20, 2023. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

**Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.