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 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
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April 17, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
 Safety Recall 23S06 – *Supplement #1***

Certain 2022-2023 Model Year Bronco, Explorer, F-150, Mustang and 2023 Aviator
 Vehicles Equipped With 10 Speed Automatic Transmission
 Transmission Assembly Inspection

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
 Safety Recall 23S06**

Certain 2022-2023 Model Year Bronco, Explorer, F-150, Mustang and 2023 Aviator
 Vehicles Equipped With 10 Speed Automatic Transmission
 Transmission Assembly Inspection
 Dated March 22, 2023

New! REASON FOR THIS SUPPLEMENT

- **Claims Preparation and Submission:** *Further information on borescope reimbursement has been added with an additional labor operation code and subcode.*
- **Parts List:** *The parts list had the incorrect transmission fluid and self-adhesive heat shield part numbers listed and have been updated with the correct part numbers.*
- **Labor Allowances:** *An additional labor operation code has been added for borescope reimbursement.*
- **Tech Instructions:** *Further information on borescope purchasing requirements and SSSC approval has been added.*

AFFECTED VEHICLES

Vehicle	Model Year	Approximate Volume	Assembly Plant	Build Dates
F150	2022-2023	277	Dearborn	09-Nov-2022 through 19-Jan-2023
F150	2022-2023	42	Kansas City	18-Nov-2022 through 19-Jan-2023
Mustang	2022-2023	30	Flat Rock	01-Dec-2022 through 09-Jan-2023
Aviator	2023	32	Chicago	15-Nov-2022 through 26-Jan-2023
Explorer	2022-2023	451	Chicago	13-Nov-2022 through 29-Jan-2023
Bronco	2022-2023	306	Michigan	14-Nov-2022 through 09-Feb-2023

Total U.S. vehicle population 1138. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the transmission may contain a loose (extra) bolt introduced during the transmission assembly process quality review. A loose bolt inside the transmission could prevent the transmission from achieving park by blocking the park pawl from engaging the park gear, although the gear shifter position may indicate that the vehicle has been shifted to "PARK." Loss of the ability to secure the park pawl could result in unintended vehicle movement, increasing the risk of a crash or injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the transmission for a loose (bonus) bolt. If a bolt is found, dealers are to replace the transmission assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Dealers are required to use a borescope that meets specific criteria listed in the table on page 4 of Attachment II. Dealers should have a borescope on hand that meets these specifications before scheduling a service appointment.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 17, 2023. 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

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,



Stacy L. Balzer

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
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Transmission Assembly Inspection

OASIS ACTIVATION

OASIS was activated on February 13, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> since February 13, 2023. Owner names and addresses will be available by April 28, 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.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety 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.

RENTAL VEHICLES

For F-150 10R80MHT equipped vehicles, dealers are pre-approved for up to 1 day for a comparable rental vehicle to complete the inspection. If the inspection on any vehicle leads to transmission replacement, dealers are pre-approved for up to 5 days for a comparable rental vehicle. 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 for more than 5 rental day(s) is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

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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 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 transmission repair and/or replacement.

TOWING

Towing should not be required. If there is a special circumstance where towing is required, dealers are to contact the SSSC for approval.

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.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC12060, 2023 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed. Claim the difference between pre-approved days, or any additional rental days approved by the SSSC as instructed.

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ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of the presence of a bolt in order to claim transmission replacement for this FSA. For claim reimbursement please submit photos that clearly show the vehicle VIN, the transmission oil pan removed and the presence of bolt.

- Photos can be attached using the Mobile PTS "Report a Vehicle Concern". You can access Mobile PTS using your mobile device at:
<https://m.fordtechservice.dealerconnection.com/>.
Note: If you have never used the Web-Based report a vehicle concern, you will need to create your User Profile before accessing "Report a Vehicle Concern" on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in EFC08860.
Note: Ensure that your "User Profile" is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:
<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>;
- After completing the report entry form you can upload a maximum of 5 attachments at once.
 - If submitting more than one attachment (photo), the files must be saved to the mobile device you're using, before submitting the report.
 - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

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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
 - Lincoln vehicles – 4 years or 50,000 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! 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 23S06 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.

- **Borescope Reimbursement (If Required):** *Submit under labor operation 23S06SS with FSAADD as the misc. expense code. Must include the SSSC prior approval code. This code is valid for one borescope (model number provided by SSSC) per repairing dealer up to \$450. Attach a copy of the receipt to the Repair Order.*
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.

- Program Code: 23S06	- 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.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC12060, 2023 Lincoln Pickup & Delivery Updates for details.
- **Pickup & Delivery:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly. To claim the allowance, enter \$330 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Towing:** Dealers are to contact the SSSC if towing is required.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
F-150 4x4 – 10R80MHT – Inspect for loose bolt - PASS	23S06B	5.2 hrs.
F-150 4x2 – 10R80MHT– Inspect for loose bolt - PASS	23S06C	5.1 hrs.
F-150 4x4 and 4x2 – 10R80 – Inspect for loose bolt - PASS	23S06D	2.6 hrs.
Mustang – 2.3L – Inspect for loose bolt - PASS	23S06E	2.2 hrs.
Mustang – 5.0L – Inspect for loose bolt - PASS	23S06F	2.3 hrs.
Bronco – 2.3L - Without Sway Bar Disconnect – Inspect for loose bolt – PASS	23S06G	2.4 hrs.
Bronco – 2.7L - Without Sway Bar Disconnect – Inspect for loose bolt – PASS	23S06H	2.6 hrs.
Bronco – 2.3L – With Sway Bar Disconnect – Inspect for loose bolt – PASS	23S06J	2.7 hrs.
Bronco – 2.7L and 3.0L – With Sway Bar Disconnect – Inspect for loose bolt – PASS	23S06K	2.8 hrs.
Explorer RWD & 4WD – 10R60 – Inspect for loose bolt – PASS	23S06L	2.2 hrs.
Explorer RWD & 4WD – 10R80MHT – Inspect for loose bolt – PASS	23S06M	2.6 hrs.
Explorer RWD & 4WD – 10R80 – Inspect for loose bolt – PASS	23S06N	2.4 hrs.
Aviator RWD & AWD – 10R60 – Inspect for loose bolt – PASS	23S06P	2.2 hrs.
Aviator AWD – 10R80MHT – Inspect for loose bolt - PASS	23S06Q	2.6 hrs.
F-150 4x4 – FAIL bolt inspection – Replace Transmission (Should be claimed with appropriate inspection operation)	MT23S06R	Up to 7.9 Hours
F-150 4x2 – FAIL bolt inspection – Replace Transmission (Should be claimed with appropriate inspection operation)	MT23S06S	Up to 6.6 Hours
Mustang – FAIL bolt inspection – Replace Transmission (Should be claimed with appropriate inspection operation)	MT23S06T	Up to 6.7 Hours
Bronco – FAIL bolt inspection – Replace Transmission (Should be claimed with appropriate inspection operation)	MT23S06U	Up to 9.5 Hours

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New! LABOR ALLOWANCES (continued)

Description	Labor Operation	Labor Time
Explorer/Aviator RWD - FAIL bolt inspection – Replace Transmission (Should be claimed with appropriate inspection operation)	MT23S06V	Up to 6.5 Hours
Explorer/Aviator 4WD/AWD – FAIL bolt inspection – Replace Transmission (Should be claimed with appropriate inspection operation)	MT23S06W	Up to 7.8 Hours
<i>Time to submit for borescope reimbursement</i>	<i>23S06SS</i>	<i>0.2 hrs.</i>
Time to submit photos for transmission replacement	23S06ZZ	0.2 hrs.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Parts listed below are one-time-use parts necessary for the borescope inspection. **Not all vehicle/powertrain configurations require one-time-use parts for the inspection procedure.**

Part Number	Description	Order Quantity	Claim Quantity
2022-2023 Bronco – 2.7/3.0L - With Sway Bar Disconnect - Inspection Parts			
W520214-S440	Sway Bar Disconnect Nuts (package of 2)	1	2
W721449-S439	Sway Bar Disconnect Bolts (package of 2)	1	2
W720545-S442	Transmission Fluid Cooler Tube Bolt (package of 4)	1	1
2022-2023 Bronco – 2.3L - With Sway Bar Disconnect - Inspection Parts			
W520214-S440	Sway Bar Disconnect Nuts (package of 2)	1	2
W721449-S439	Sway Bar Disconnect Bolts (package of 2)	1	2
2022-2023 Aviator/Explorer - 10R80 MHT - Inspection Parts			
W715131-S442	Transmission Fluid Cooler Tube Bolts (package of 4)	1	1
2022-2023 F-150 – 10R80 - Inspection Parts			
W711140-S901	Transmission Insulator Bolts and Washers (RWD)	3	3
W718926-S900	Transmission Insulator Bolts (4WD) (package of 4)	1	4

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New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

NOTE: Parts listed below are one-time-use parts necessary for the borescope inspection. **Not all vehicle/powertrain configurations require one-time-use parts for the inspection procedure.**

Part Number	Description	Order Quantity	Claim Quantity
2022-2023 F-150 – 10R80MHT - Inspection Parts			
W520514-S440	Catalytic Converter Nut	4	4
ML3Z-5C226-A	Catalytic Converter Gasket	2	2
<i>FL3Z-6775-D</i>	Self-Adhesive Heat Shield	1	1
W520114-S442	Transmission Support Crossmember Nuts (package of 4)	1	4
W714418-S439	Transmission Support Crossmember Bolts (package of 4)	1	4
W709771-S440	Transmission Mount Nuts	2	2
W711140-S901	Transmission Insulator Bolts and Washers (RWD)	3	3
W718926-S900	Transmission Insulator Bolts (4WD) (package of 4)	1	4

Transmission Fluid – All			
<i>XT-12-QULV</i>	Motorcraft® MERCON® ULV Automatic Transmission Fluid	Up to 13 quarts	Up to 13

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

SSSC Web Contact Site:

To obtain a prior approval code to replace a transmission assembly, submit an Approval Request via the SSSC Web Contact Site. Include photos of the bolt found in the transmission assembly, the VIN, and the transmission oil pan removed.

Part Number	Description	Order Quantity	Claim Quantity
7000	Transmission Assembly (Requires Prior Approval)	1	1

NOTE: For additional required parts such as gaskets, fasteners, seals, etc. refer to the Workshop Manual (WSM) procedures. ALL transmission assembly replacements require the replacement of some one-time-use fasteners.

Less than 2% of the affected vehicle population is expected to require transmission assembly replacement.

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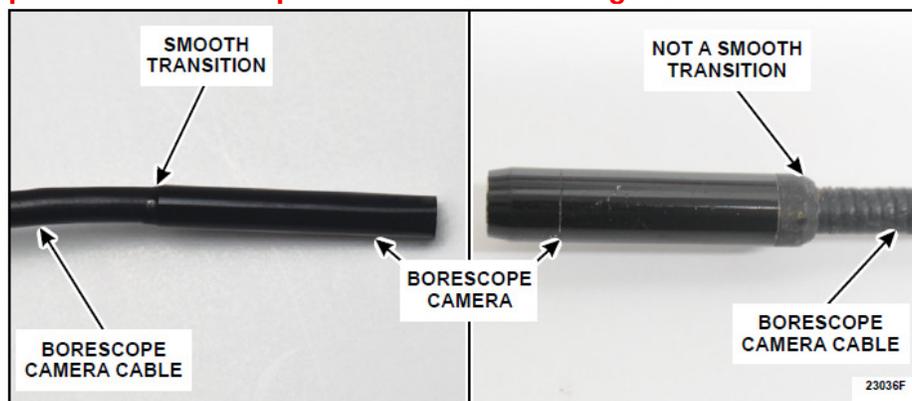
BORESCOPE SELECTION CRITERIA

A borescope meeting or exceeding the specific criteria in the table below is required to complete the inspection process. **ONLY a borescope meeting or exceeding these specifications should be used.** Dealers should have a borescope on hand that meets or exceeds these specifications before scheduling a service appointment.

Description	Units	Min	Max
Camera Diameter	mm	1mm	<u>6.0 mm</u>
Video Resolution	pixels	160x240	No max
Focal Length (perception depth)	mm (in)	12.7mm (1/2 in)	No max
Field of View (front camera)	degrees	50	180
Field of View (side camera)	degrees	Nice to have	Nice to have
Cable Length*	Inches (mm)	<u>24 inches (610 mm)</u>	No max
Waterproof Rating	IP66 - IP69	IP67	No max
Temperature Rating	Deg F (deg C)	Range from 32 deg F (0 deg C) to at least 122 deg F (50 deg C)	No Max

NOTE: The camera attachment to the cable end must be a smooth transition with no raised lip/edge. A raised edge or lip at the camera connection could cause it to get stuck in the transmission and require complete disassembly. **A metal braided cable is highly recommended.**

DO NOT attempt to use a borescope that has a camera larger than 6.0 mm diameter.



New! IMPORTANT: *If your dealer needs to purchase a borescope to complete the inspection, please contact the SSSC by submitting a **TOOL SUPPORT contact** via the **SSSC Web Contact Site**. **SSSC prior approval is required before purchasing a borescope.** The SSSC will provide the model number for a specific borescope that has been tested by Ford for this inspection, along with a prior approval code and cost cap to be used for reimbursement.* A valid warranty claim for FSA 23S06 with a valid SSSC approval code must be submitted to receive this credit. Attach a copy of the receipt to the Repair Order. **This credit is only valid for one borescope per repairing dealer.**

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DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

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 by 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

The excess stock returned for credit must have been purchased from Ford Customer Service Division by 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 dealer fixed operations management team or an employee of 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 of 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 identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2022-2023 MODEL YEAR AVIATOR, EXPLORER, MUSTANG, F-150 AND BRONCO VEHICLES EQUIPPED WITH A 10R60, 10R80 OR 10R80MHT TRANSMISSION — TRANSMISSION ASSEMBLY INSPECTION

NEW ! SERVICE PROCEDURE

BORESCOPE SELECTION CRITERIA

A borescope meeting or exceeding the specific criteria in the table below is required to complete the inspection process. **ONLY a borescope meeting or exceeding these specifications should be used.** Dealers should have a borescope on hand that meets or exceeds these specifications before scheduling a service appointment.

Description	Units	Minimum (Min)	Maximum (Max)
Camera Diameter	mm	1 mm	<u>6.0 mm</u>
Video Resolution	pixels	160x240	No max
Focal local (Perception Depth)	mm (in)	12.7 mm (1/2 in)	No max
Field of View (Front Camera)	degrees	50	180
Field of View (Side Camera)	degrees	Nice to have	Nice to have
Cable Length*	Inches (mm)	<u>24 inches (610 mm)</u>	No max
Waterproof Rating	IP66 - IP69	IP67	No max
Temperature Rating	degrees F deg (C)	Range from 32 deg F (0 deg C) to at least 122 F (50 deg C)	No max

NOTE: The camera to cable transition **MUST** be smooth so there are no raised edges. See Figure 1. A raised edge or lip at the camera connection could cause it to get stuck in the transmission and require complete disassembly. **Metal braided cable is highly recommended.**
DO NOT attempt to use a borescope that has a camera larger than 6.0 mm diameter.



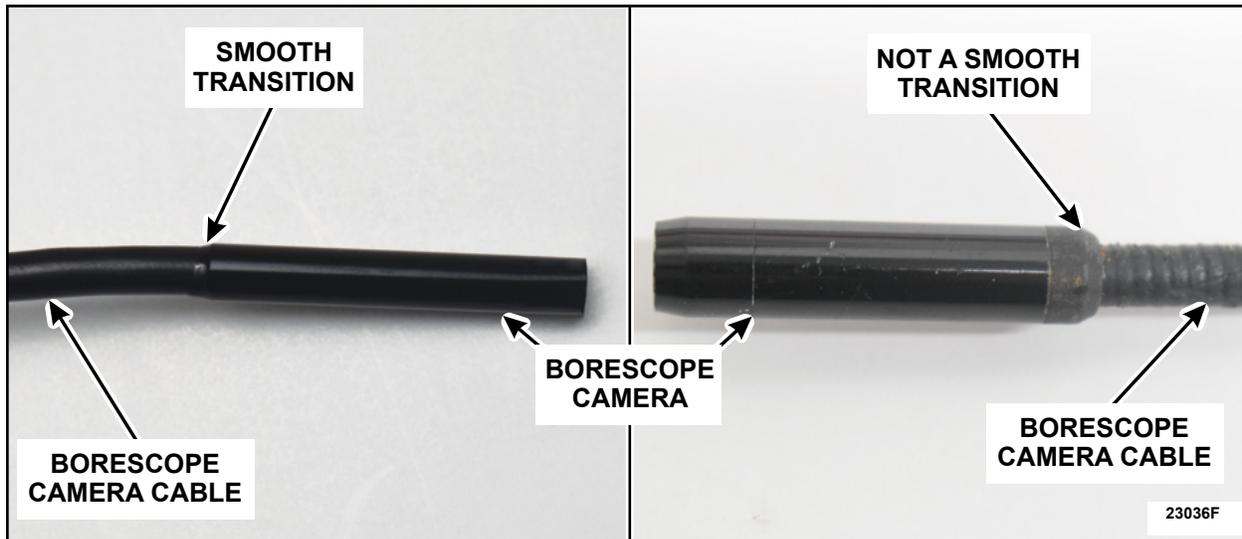


FIGURE 1

⚠ IMPORTANT: *If your dealer needs to purchase a borescope to complete the inspection, please contact the SSSC by submitting a **TOOL SUPPORT contact** via the SSSC Web Contact Site. **SSSC prior approval is required before purchasing a borescope. The SSSC will provide the model number for a specific borescope that has been tested by Ford for this inspection, along with a prior approval code and cost cap to be used for reimbursement.** A valid warranty claim for FSA 23S06 with a valid SSSC approval code must be submitted to receive this credit. Attach a copy of the receipt to the Repair Order. **This credit is only valid for one borescope per repairing dealer.***

1. Remove the transmission fluid pan, gasket and filter. Follow the Workshop Manual (WSM) procedures in Section 307-01.
2. Inspect the transmission fluid pan. Is a bolt present in the pan?
YES - Submit a photo of the bolt found in the transmission assembly, the VIN, and the transmission oil pan removed. Replace the transmission. Follow the WSM procedures in Section 307-01. This completes the Field Service Action (FSA).
NO - Proceed to Step 3.
3. If equipped, remove the transmission fluid auxiliary pump. Follow the WSM procedures in Section 307-01.

Torque: 97 lb.in (11 Nm).



4. Remove the bolt and position aside the output shaft speed sensor. See Figure 2.

NOTE: Allow the transmission to drain until the fluid is completely removed from the assembly.

NOTE: Borescope cameras are sensitive to extreme heat. Allow the transmission to cool if extremely hot.

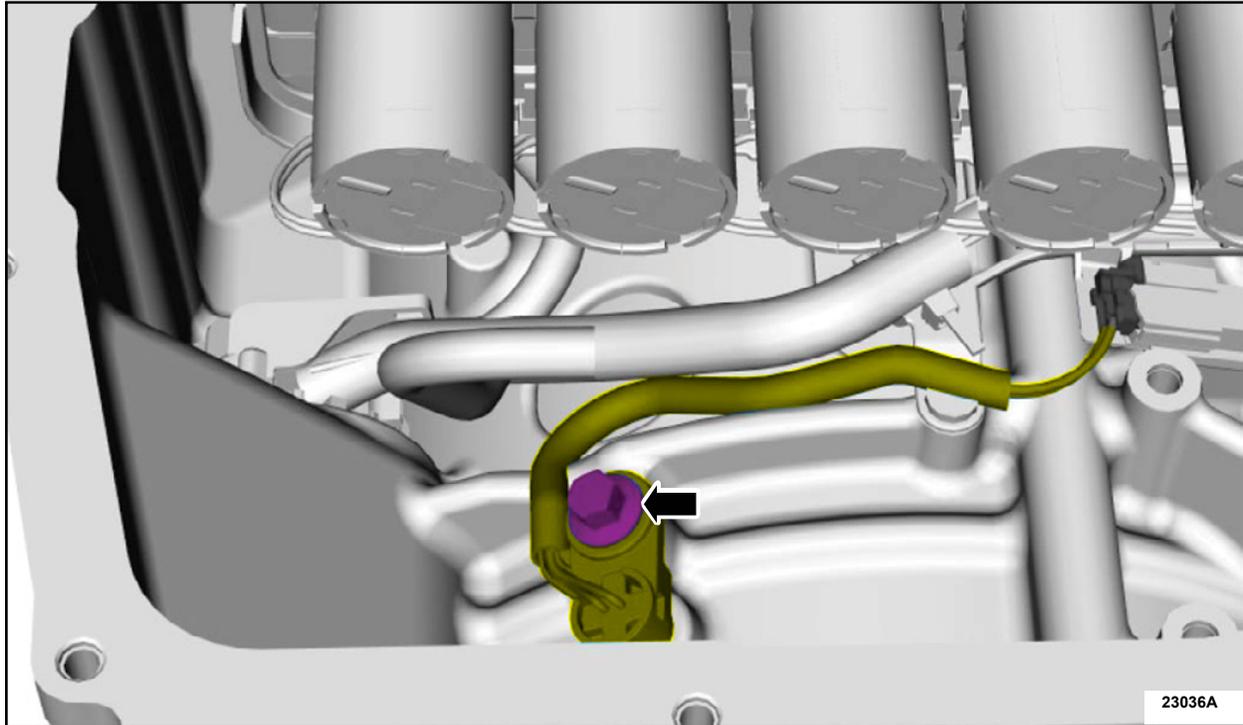


FIGURE 2



5. Visually inspect the park pawl area for a bolt. See Figure 3. Is a bolt present?

YES - Submit a photo of the bolt found in the transmission assembly, the VIN, and the transmission oil pan removed. Replace the transmission. Follow the WSM procedures in Section 307-01. This completes the FSA.

NO - Proceed to Step 6.

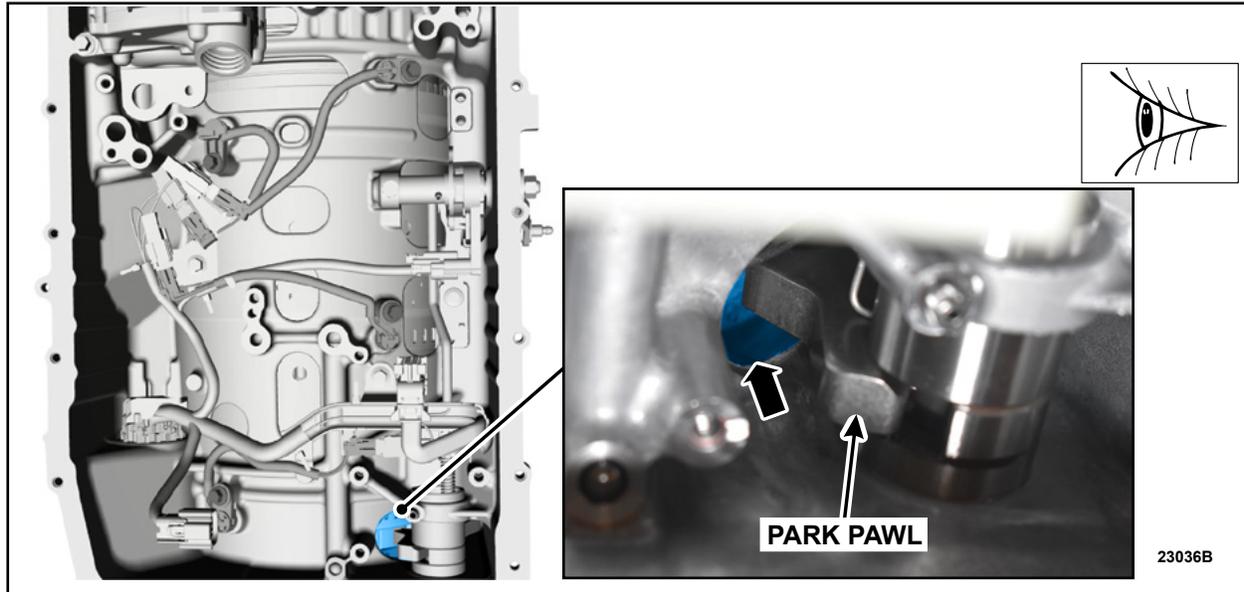


FIGURE 3

NOTICE: The following procedure requires the use of a specific borescope. See table on Page 1. **ONLY** use a borescope that meets or exceeds this criteria. Any other borescope may get stuck in the transmission assembly. If you need to order a borescope to complete the inspection, please contact the SSSC for approval **BEFORE** ordering one or proceeding with the inspection.

6. Measure 22 in (558 mm) from the tip of the camera and place a mark using a paint marker or tape. See Figure 4.

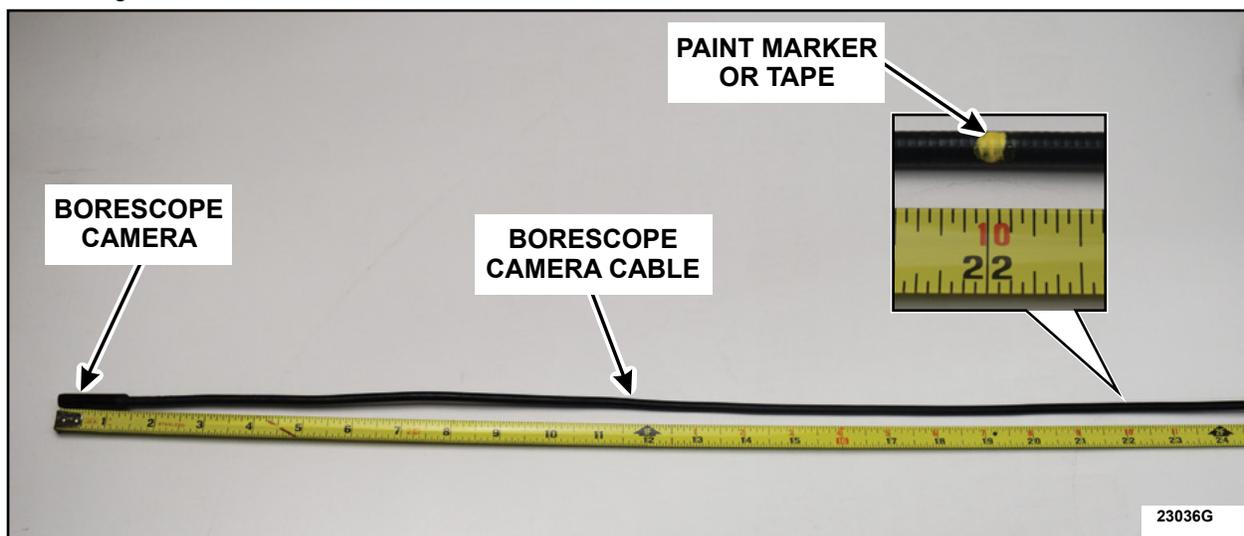


FIGURE 4



NOTE: See Figure 5 for examples of possible bolt location.

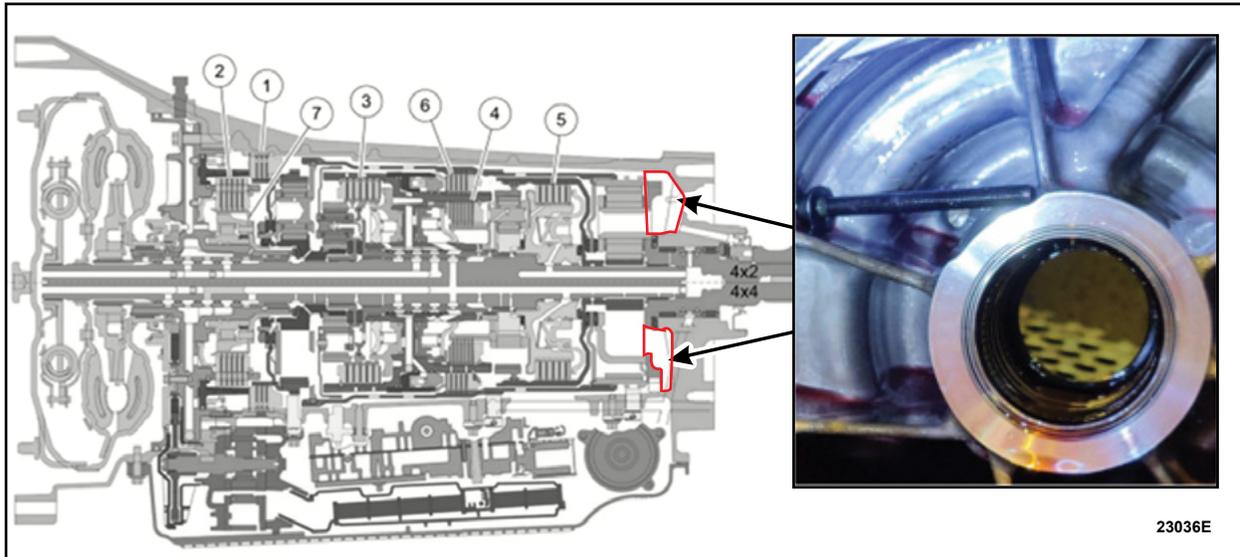


FIGURE 5

7. Insert the borescope through the opening beside the park pawl until the mark placed in the previous Step lines up with the transmission fluid pan mounting surface. See Figure 6.

NOTE: If you see transmission gears on the borescope display screen, the camera cable fed through the wrong area remove the borescope and repeat Step 7. Bending a curve in the cable can assist in directing the camera to the proper location. See Figure 7.

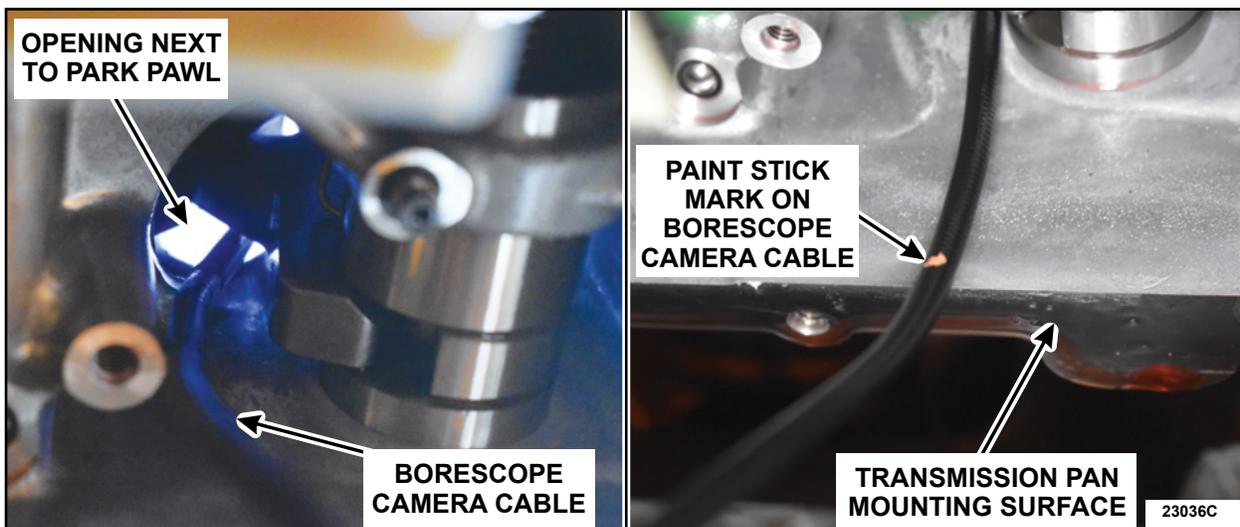


FIGURE 6



NOTE: Empty transmission housing used for clarity.

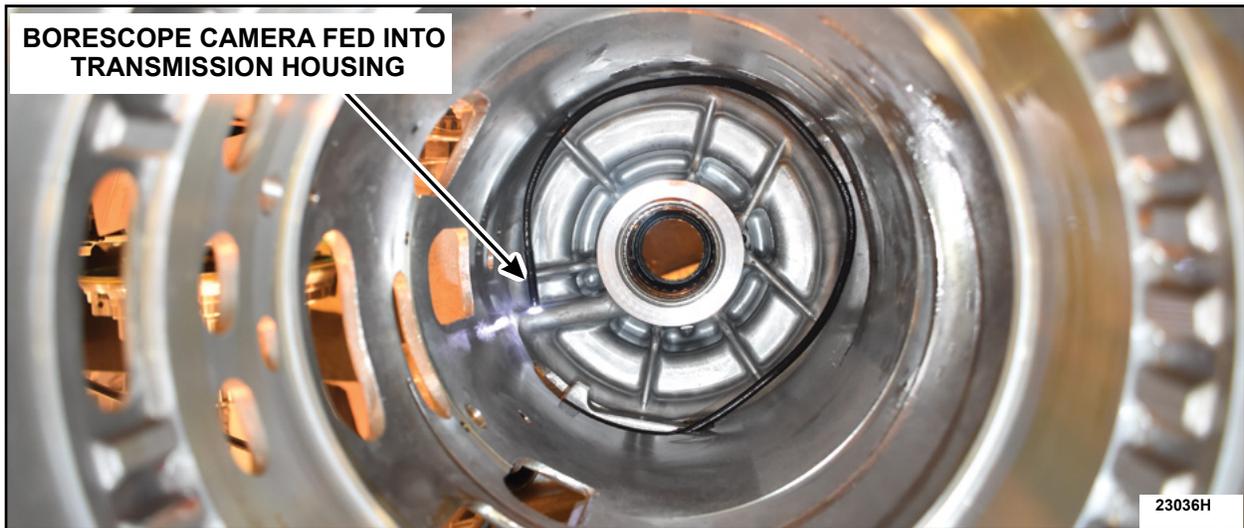


FIGURE 7

8. While watching the borescope display screen for a bolt, slowly remove the borescope camera cable. See Figure 8. Was a bolt found using the borescope?

NOTE: If you are unsure if you have viewed the entire cavity, shine a light through the Output Shaft Speed (OSS) Sensor cavity with the borescope light turned off. If you see the light through the OSS cavity, the borescope is fully inserted.

YES - Submit a photo of the bolt found in the transmission assembly, the VIN, and the transmission oil pan removed. Replace the transmission. Follow the WSM procedures in Section 307-01. This completes the FSA.

NO - Repeat Steps 7 through 8 a total of 5 times. If no bolt is found after 5 inspections. Reassemble the vehicle by reversing the disassembly procedures. This completes the FSA.

NOTE: There is a very low probability that a bolt will be found in the transmission. If there is a bolt in the transmission, there will typically be other indicators such as excess metal debris or marks on the interior of the housing found during the borescope inspection.

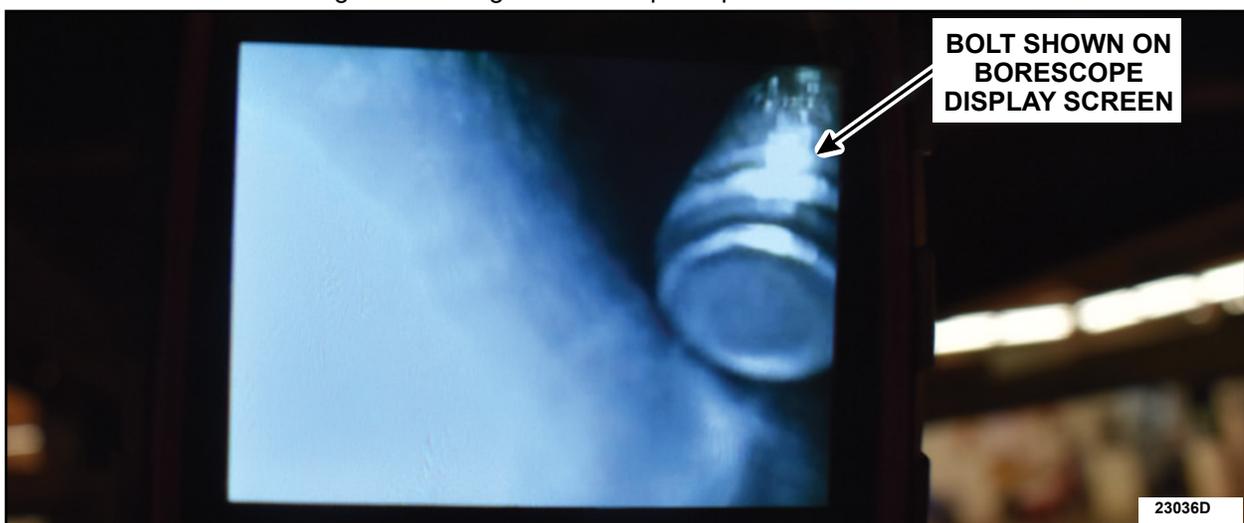


FIGURE 8



Ford Motor Company
Recall Reimbursement Plan for 23S06

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 the dealers.

Regarding the specific reimbursement plan for Recall # 23S06, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 28, 2023. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, 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)

Under the requirements outlined in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting the required information about 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 noncompliance according 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 before 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 before 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's 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 from 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's 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 the 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 according to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.