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May 23, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 23C04 - Supplement #1
Certain 2023 Model Year Maverick XL, XLT, and Lariat Trim Packages
Trailer Tow Taillamp Wiring Replacement

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Compliance Recall 23C04
Dated May 15, 2023

New! REASON FOR THIS SUPPLEMENT

Technical Instructions: *Correction to wiring connectors documented in both technical information sheets.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2023	Hermosillo Plant	November 23, 2022, through February 10, 2023

US population of affected vehicles: 2,716. The affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR THIS COMPLIANCE RECALL

On the affected vehicles, a wiring circuit to the trailer tow connector is missing which results in inoperative trailer taillamps. Inoperative trailer taillamps increase the risk of a crash and do not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 108, which requires trailers to be equipped with stop, tail, and turn signal lamps, along with other functions

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to add missing wiring circuits for the trailer tow taillamps. 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 May 29, 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.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Mobile Service Repair Assessment
Attachment V: Mobile Repair/Vehicle Pickup and Delivery Record
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

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MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:


- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended tools and cleaning supplies:
 - Standard hand tools

MOBILE REPAIR QUESTIONS AND ASSISTANCE

Dealers participating in the Remote Experience Program:

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

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
 - Light Mobile Service

OASIS ACTIVATION

OASIS was activated on March 14, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since March 14, 2023. Owner names and addresses will be available by May 29, 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.

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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 the trailer tow taillamp missing wiring circuit.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

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 23C04 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: 23C04 - 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:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Mobile Repair:** Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
- **Provision for Locally Obtained Supplies:** Includes zip ties, solder, shrink tube, 22-gauge wire, convolute, and anti-abrasive tape. Submit on the same line as the repair.
 - Program Code: 23C04
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$40 total for Misc. Expense.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Verify tow taillamps operation with the trailer lighting emulator - pass	23C04A	0.2 Hour
Verify tow taillamps operation with the trailer lighting emulator – fail. Add missing wiring circuit for trailer tow taillamp – Lariat	23C04B	1.1 Hours
Verify tow taillamps operation with the trailer lighting emulator – fail. Add missing wiring circuit for trailer tow taillamp – XL and XLT	23C04C	1.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
EU2Z-14474-AB	Battery Junction Box Wire Connector – All Vehicles Note: One package can repair 5 vehicles	5	1
EU2Z-14421-CA	Connector C222 Wire Connector – Lariat Only Note: One package can repair 5 vehicles	5	1
Obtain Locally	Zip Ties	Claim as MISC OTHER	
	Shrink Tube		
	22-Gauge Wire		
	4 ft. Convolute - Lariat		
	Anti-Abrasive Tape – XL and XLT		

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

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DEALER PRICE

For the latest prices, refer to DOES II.

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.

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 2023 MODEL YEAR MAVERICK LARIAT VEHICLES — TRAILER PARK LAMP WIRING OVERLAY

NEW ! SERVICE PROCEDURE

1. With the vehicle on, turn the light knob to the "parking light" mode. See Figure 1.

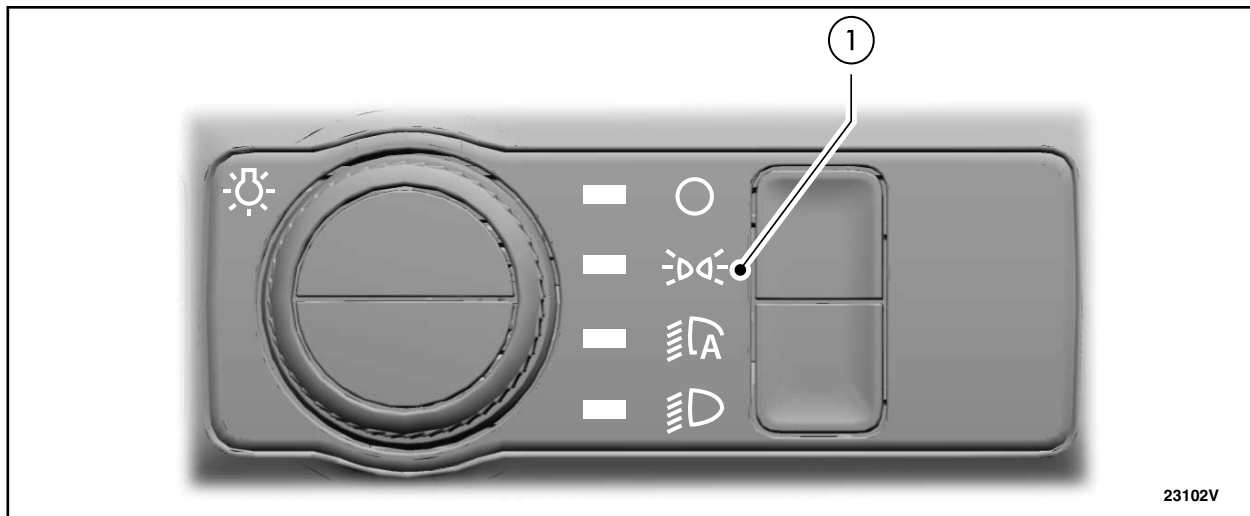


FIGURE 1

2. From the rear of the vehicle, test the trailer connector by using the tester in the 4-way or 7-way connector. On a 4-way connector, light number 5 will be visible. On a 7-way connector lights numbers 2 and 4 will be visible. See Figure 2. Did the correct light(s) become visible based on the connector being tested?

Yes - Passes inspection - Recall complete.

No - Does not pass inspection - repair required. Continue to Step 3.



FIGURE 2



3. Remove the 12-volt battery and battery tray. Follow WSM procedures in Section 414-01.
4. Release the tabs and battery junction box cover. See Figure 3.

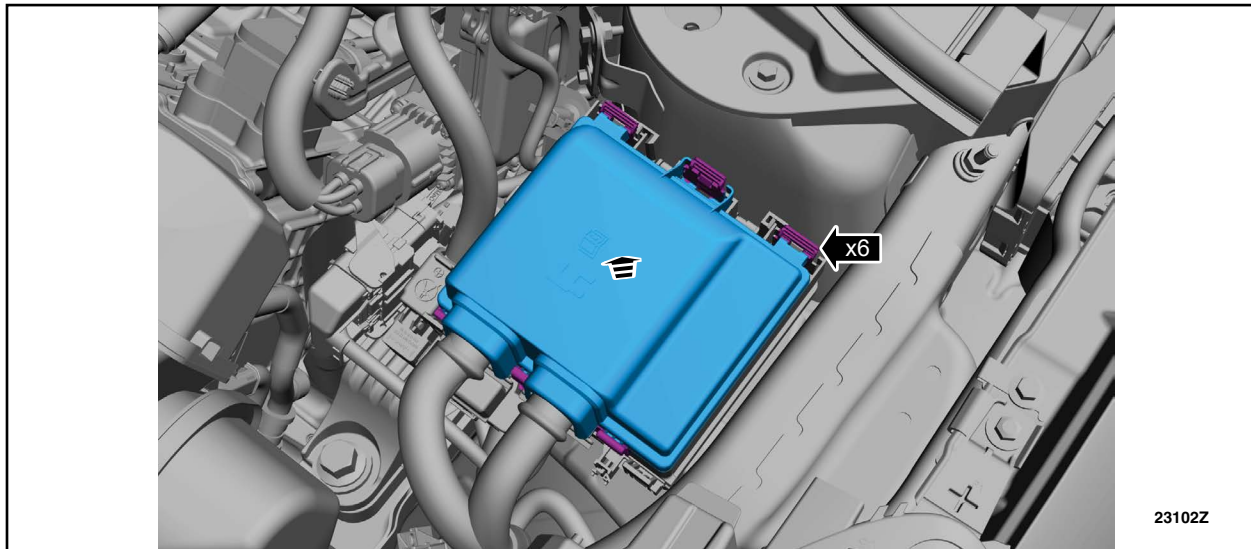


FIGURE 3

5. Disconnect the battery junction box electrical connector, C1035A. See Figure 4.

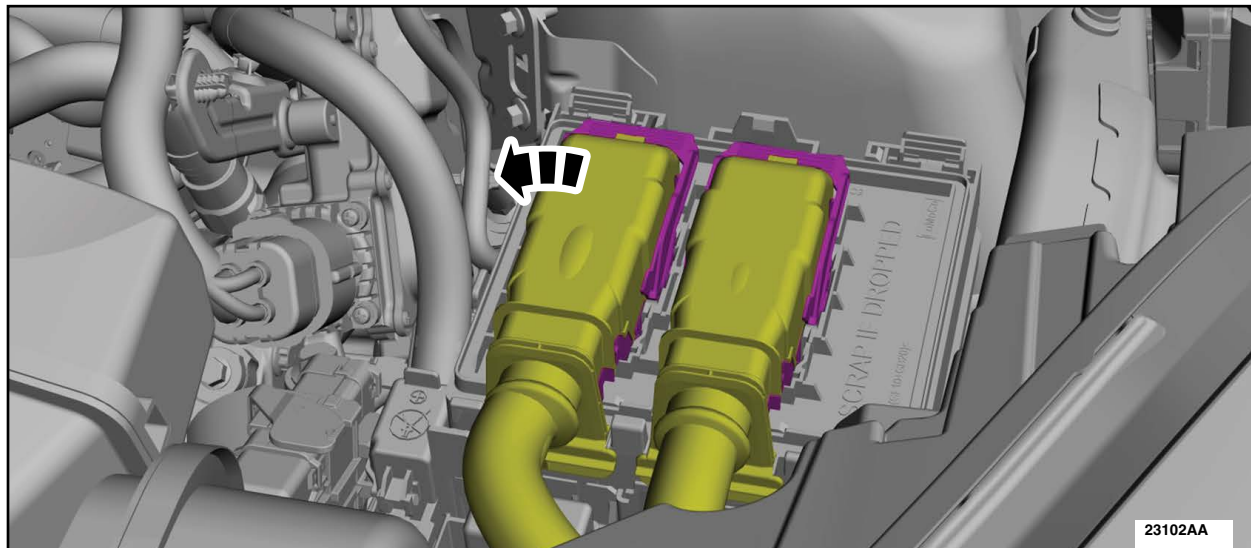


FIGURE 4



6. Remove the Glove Compartment. Follow WSM procedures in 501-12.

7. Remove panel. See Figure 5.

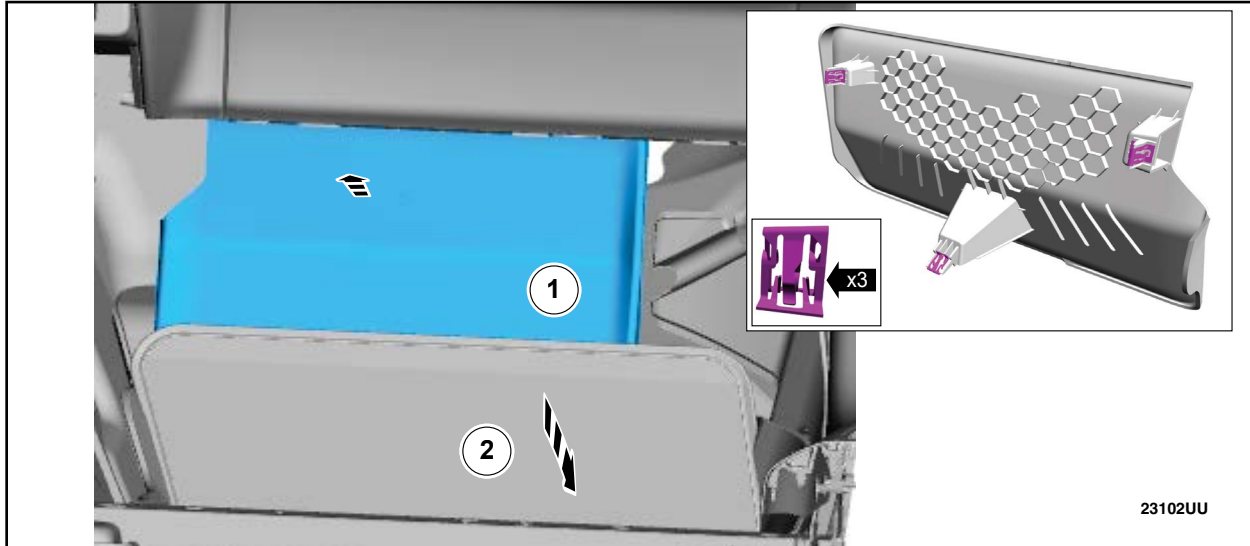


FIGURE 5

8. Remove tape from Power Distribution Box (PDB) connector C1035A, and roll down the wire covering to the tie strap. See Figure 6.



FIGURE 6



9. Remove the back shell from C1035A connector. There are a total of 4 tabs that will need to be released. See Figure 7.

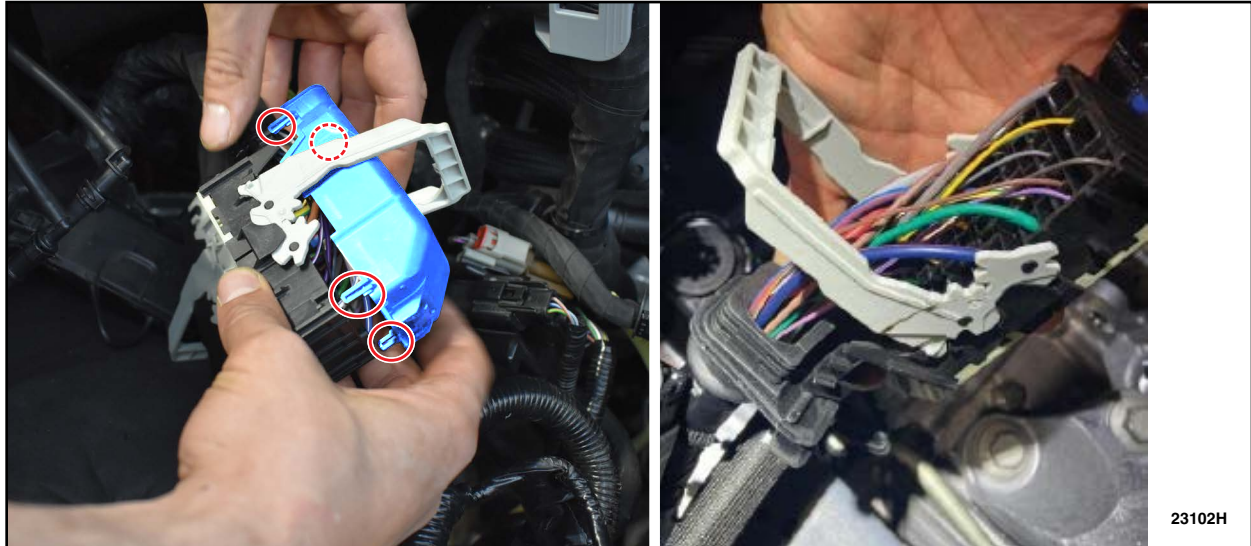


FIGURE 7

10. Identify Cavity 33 in the connector. This should be an empty cavity. See Figure 8.

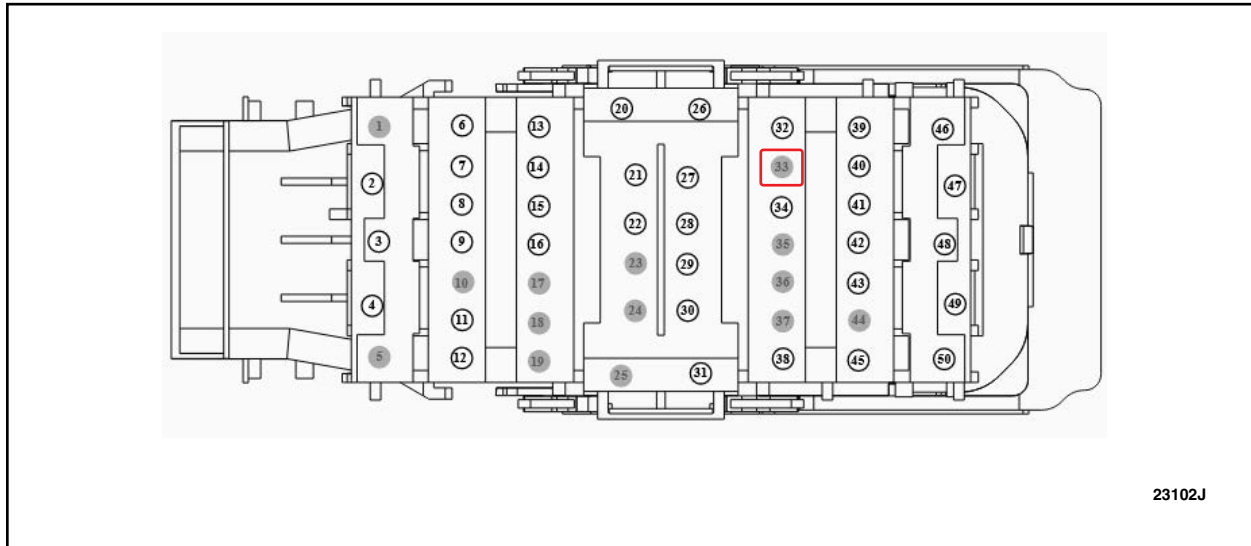


FIGURE 8



11. Position the Terminal Position Assurance (TPA) Cover to the first hard stop, approximately 5mm length. See Figure 9.

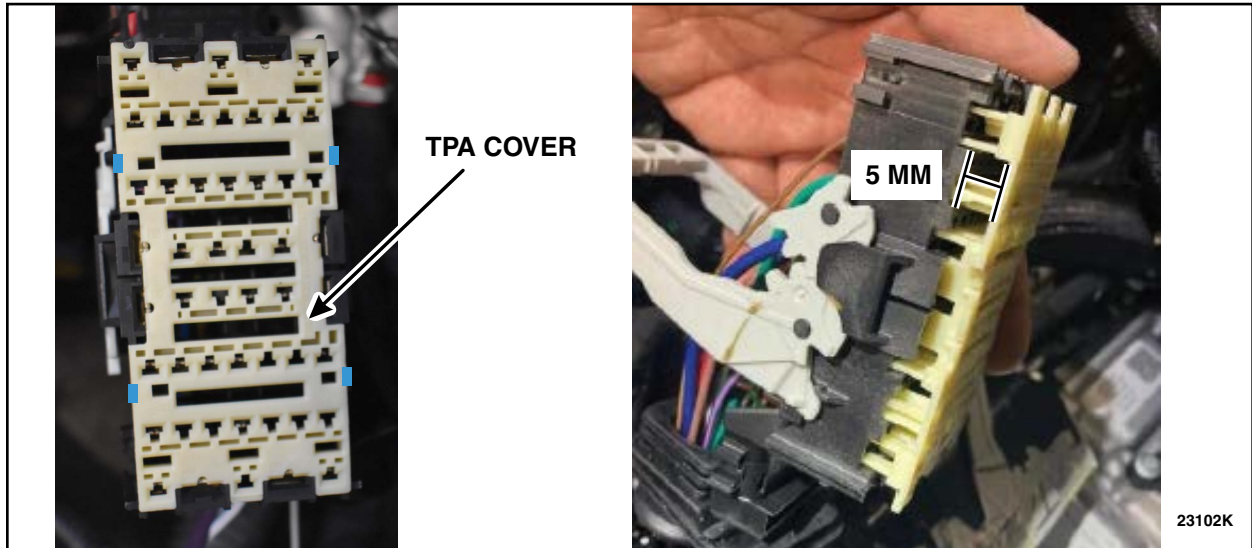


FIGURE 9

12. Insert new terminal into Cavity 33. Position the terminal gap down and push until a click sound is heard. Set the TPA back into position. See Figure 10.

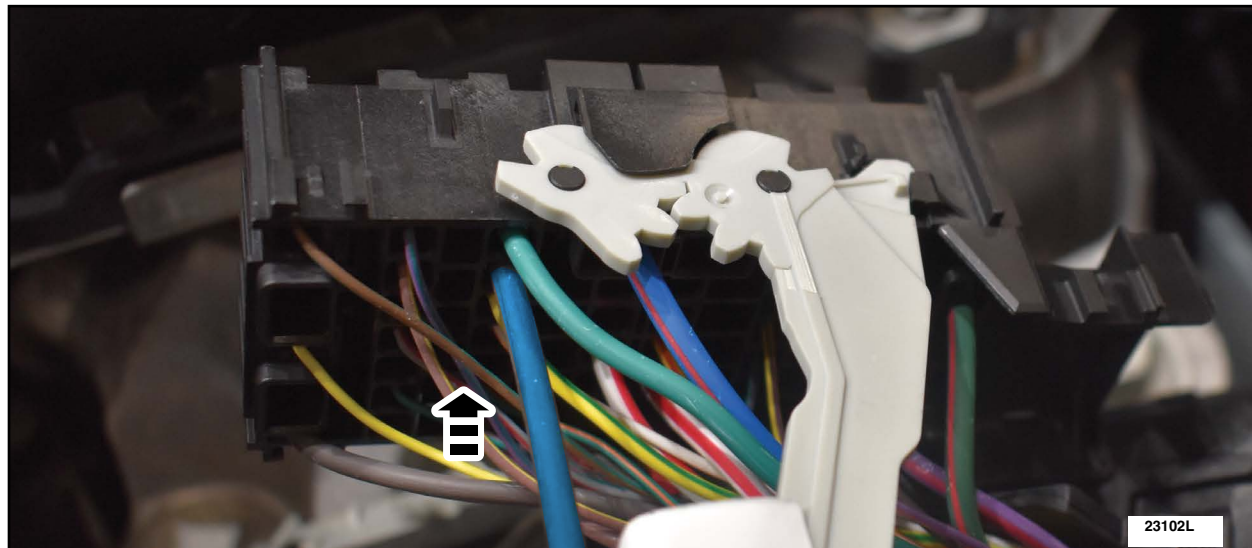


FIGURE 10



13. Following the wire bundle, pass the new circuit through the grommet carefully. The new terminal must be positioned under the gray lever. See Figure 11.

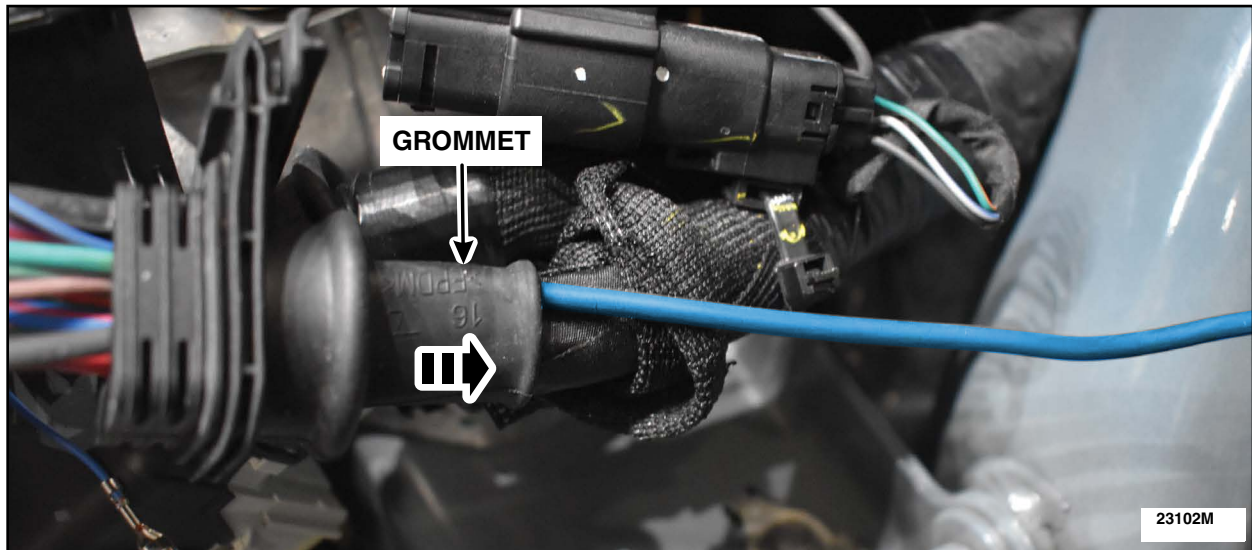


FIGURE 11

14. Add a 6 feet (182.8 cm) piece of 22-gauge wire to the end of the new circuit that was just installed. Solder and heat shrink the two wires together. Follow connector repair procedures. See Figure 12.

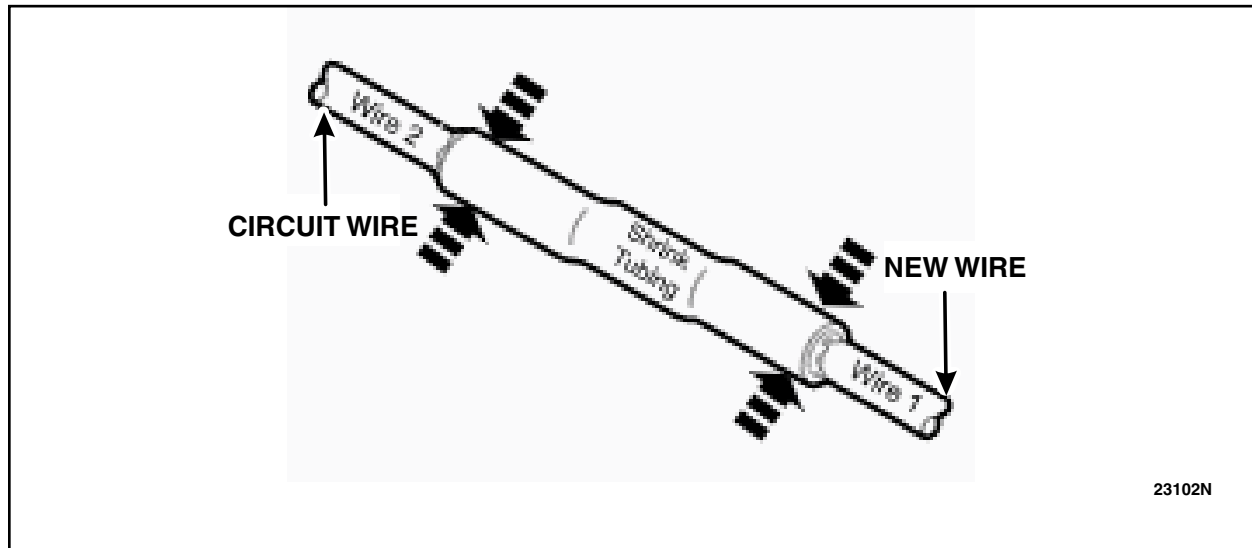


FIGURE 12



15. Cover approximately 4 ft. (122 cm) of the circuit between the PDB connector and the cowl in convolute.

16. Route the circuit from the PDB connector to the driver-side grommet. See Figure 13.

NOTE: The circuit should go underneath the plastic shield as shown in the figure.

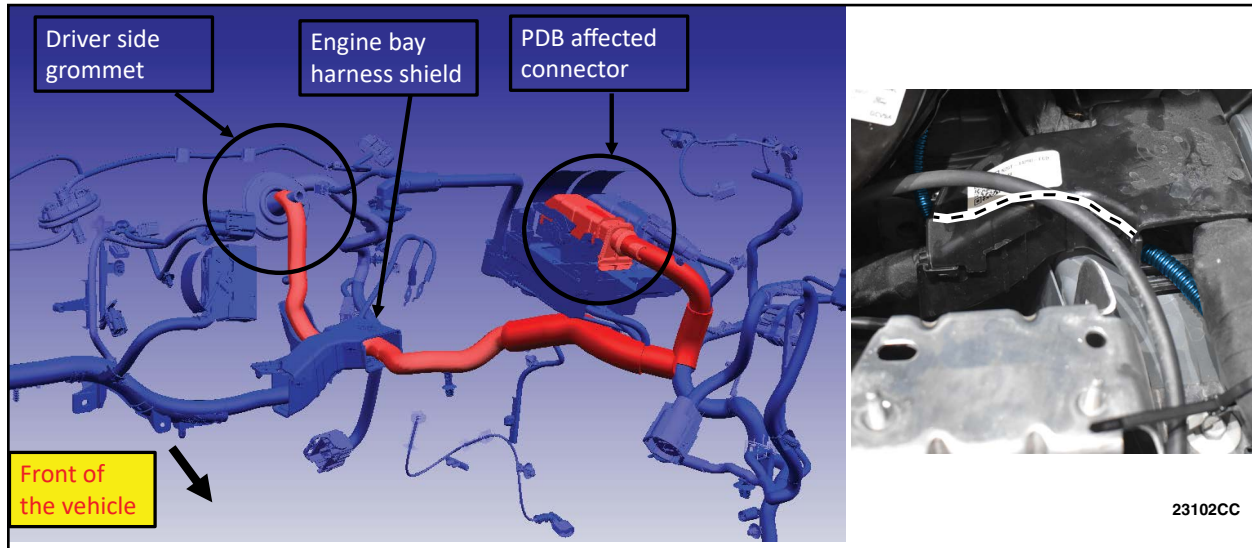


FIGURE 13

17. Zip-tie to the identified harness, stopping at the driver's side grommet. See Figure 14.

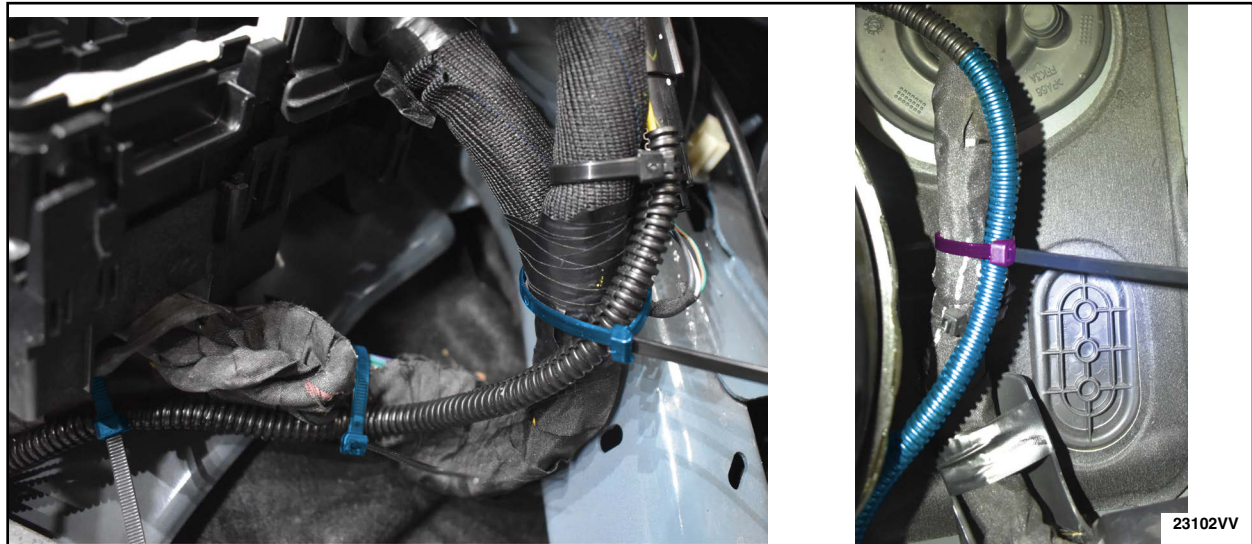


FIGURE 14



18. Using pliers, cut the service action hole at the grommet. See Figure 15.

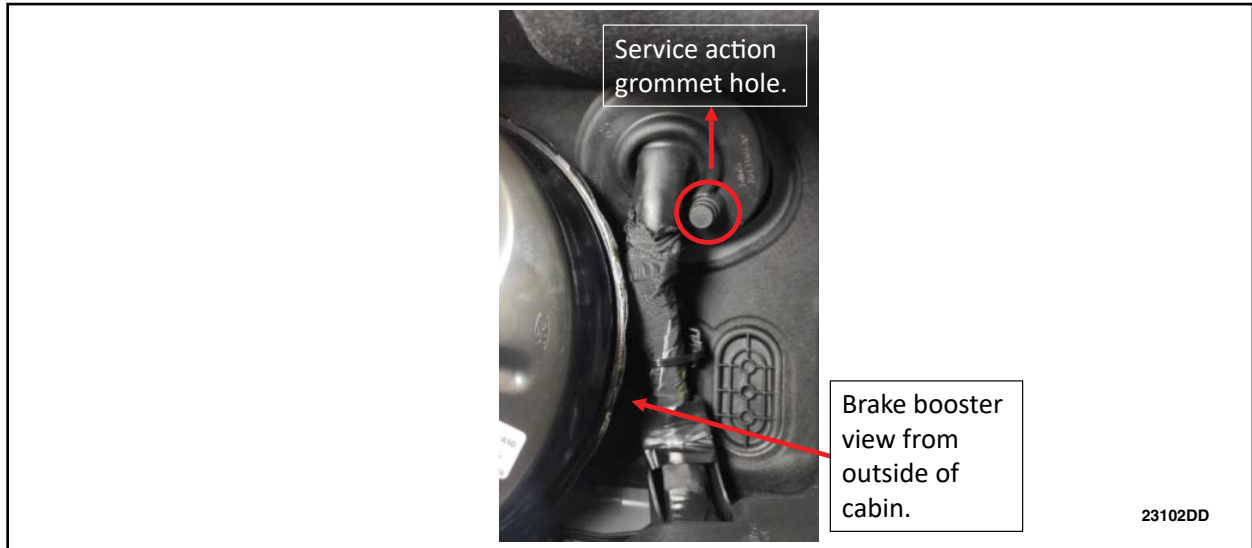


FIGURE 15

19. Pass the circuit crossing the grommet from outside to inside the vehicle. See Figure 16.



FIGURE 16



20. Once the circuit is positioned inside the vehicle, route the wire down and under the carpet behind the pedals. Secure wire with body tape. See Figure 17.



FIGURE 17

21. Route wire behind the middle console. Following the red/black wire bundle. Secure with zip ties. See Figure 18.

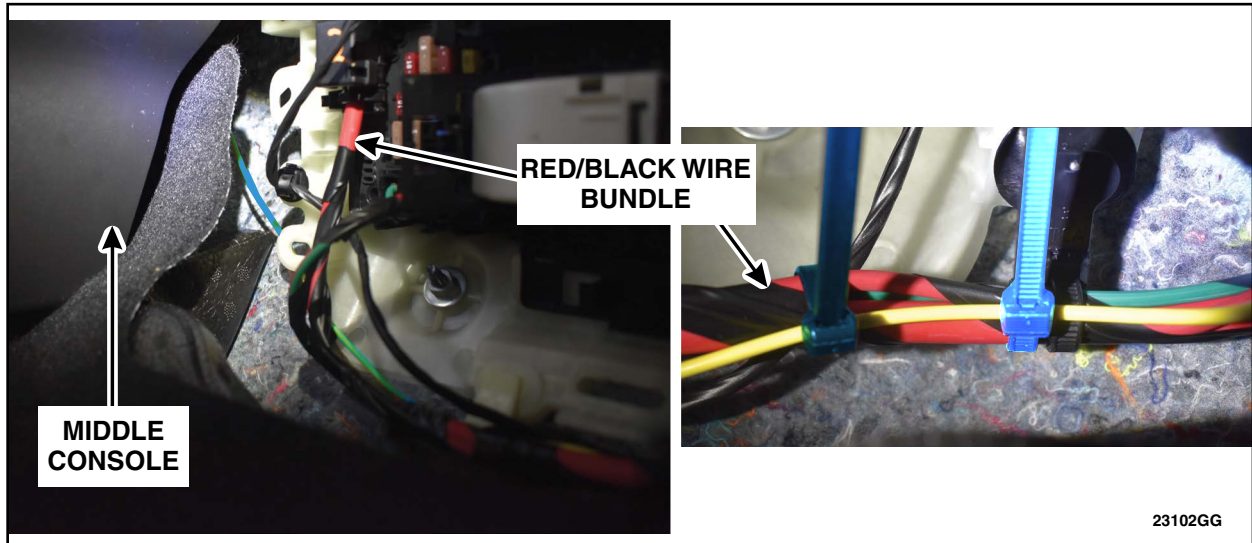


FIGURE 18



22. Identify connector C222 (black connector with white lever). Unclip and disconnect. See Figure 19.



FIGURE 19

23. Remove the TPA cover inside of the connector. See Figure 20.

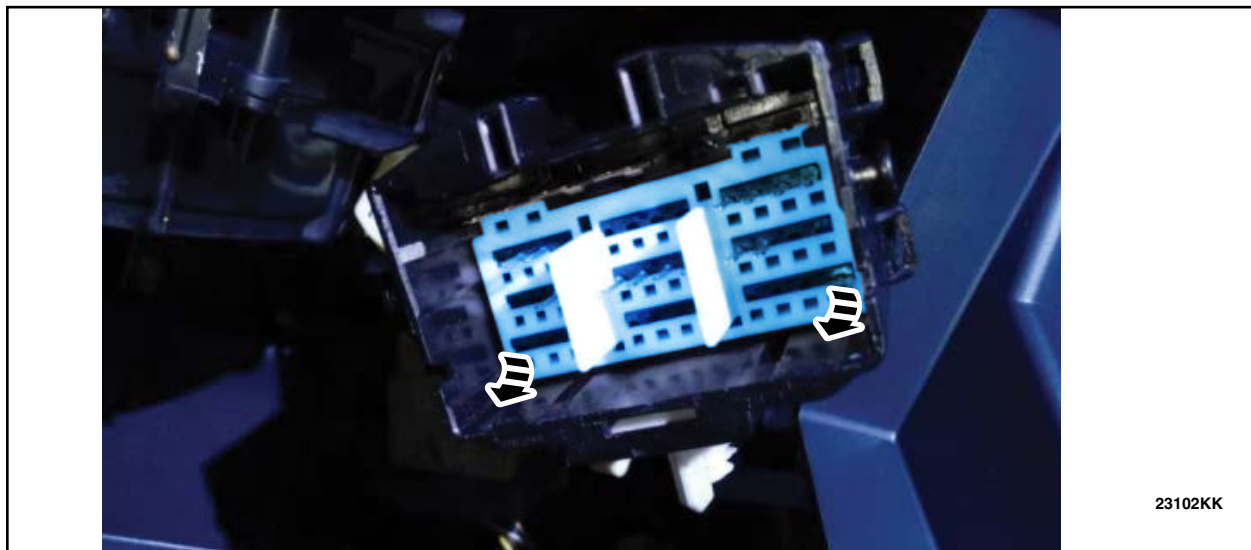


FIGURE 20



24. Cut the wire to size. Crimp terminal to wire.

25. Insert the terminal into cavity 23. See Figure 21.

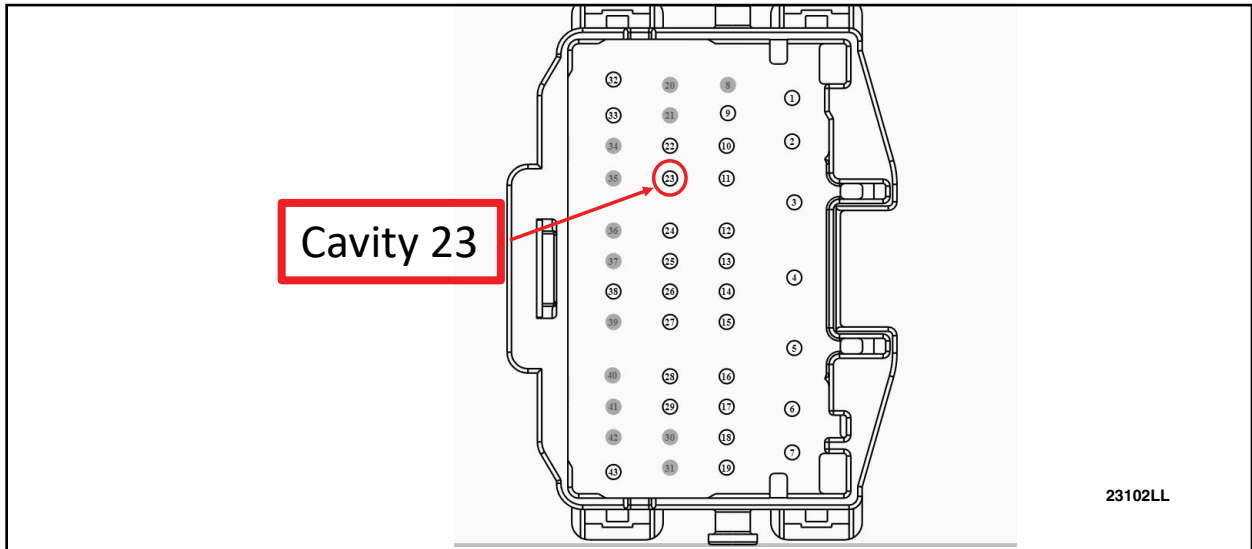


FIGURE 21

26. Reinsert the TPA cover. See Figure 22.

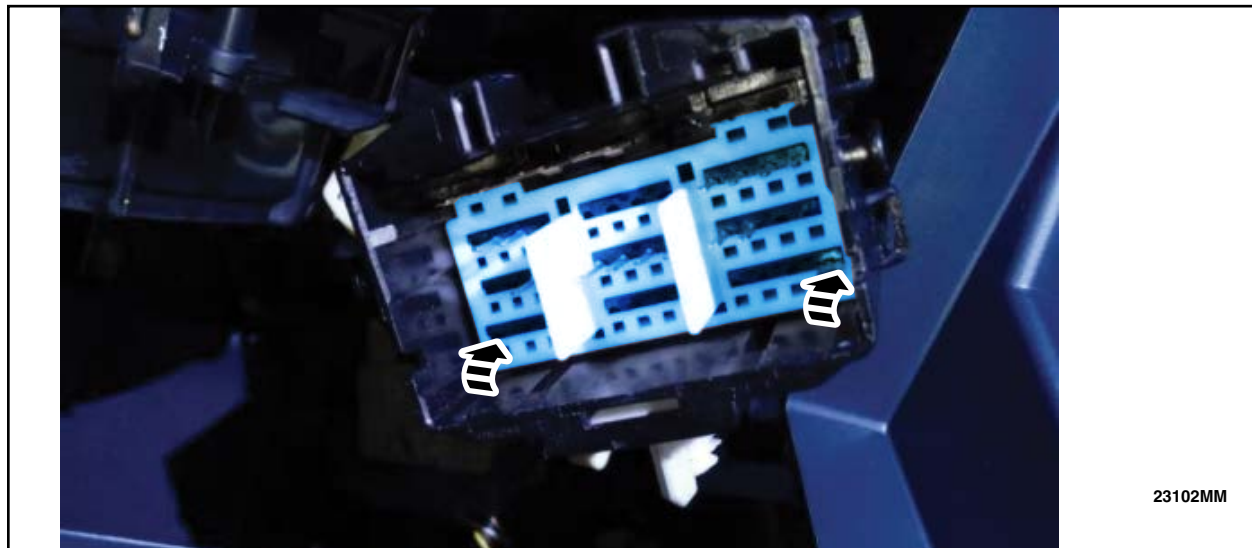


FIGURE 22



27. Using a multimeter, set the continuity option and volume loud enough to hear and test the continuity from the PDB connector on cavity 33 to C222 on cavity 23. See Figure 23. Did the multimeter emit a sound?

Yes - Continue to Step 28.

No - Verify wire conductivity and solder connections in Step 14 and 27. Repair as needed.

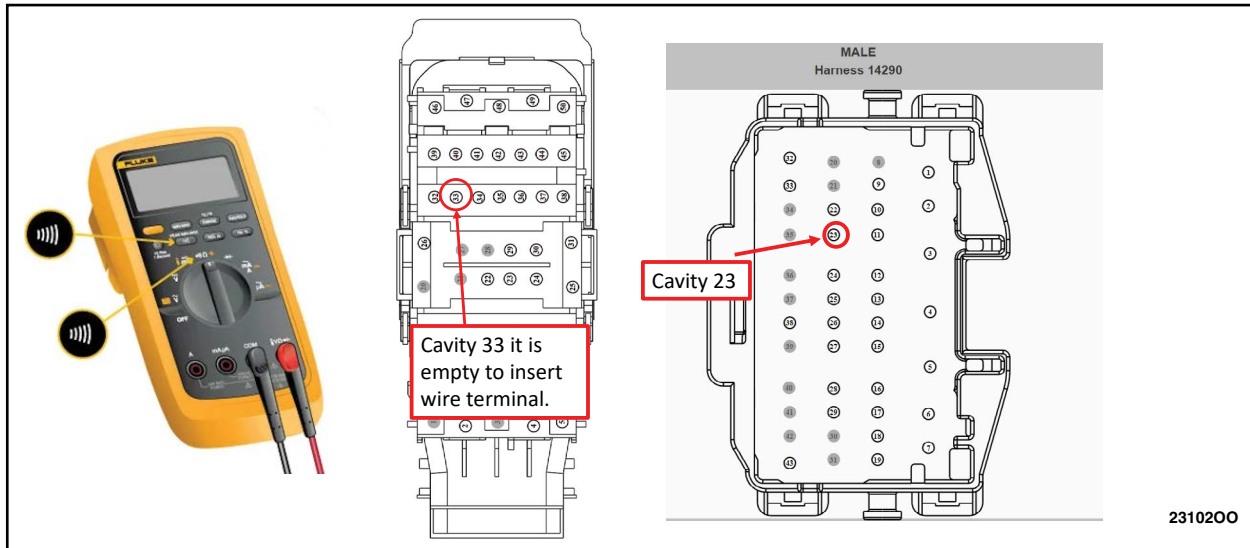


FIGURE 23

28. Reconnect connector C222. See Figure 24.

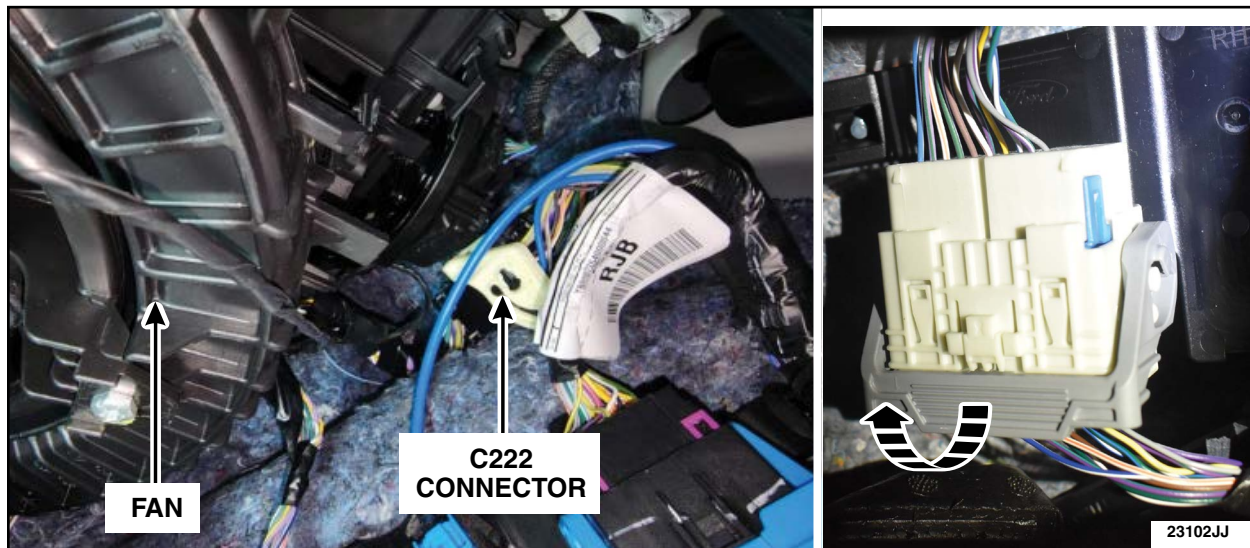


FIGURE 24



29. Install Glove Compartment. Follow WSM procedures in 501-12.

30. Install panel. See Figure 25.

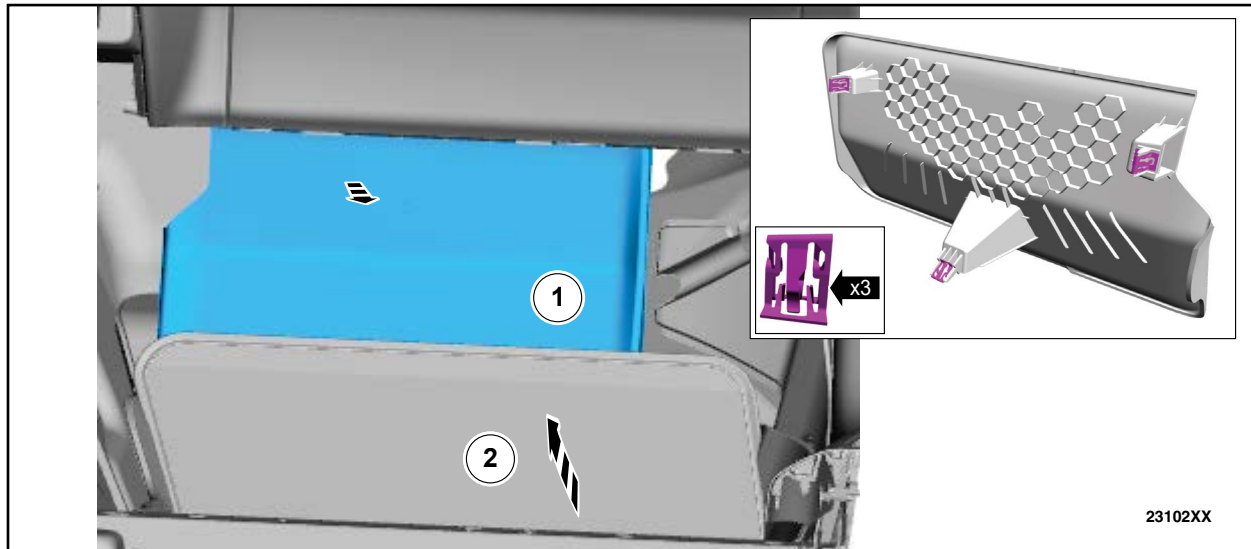


FIGURE 25

31. Clip the C1035A connector cover in place, ensuring that no wires are caught. See Figure 26.

NOTE: Ensure that the plastic eyelet is well positioned and that a click is heard when the cover is put into place.



FIGURE 26



32. Reconnect the battery junction box electrical connector, C1035A. See Figure 27.

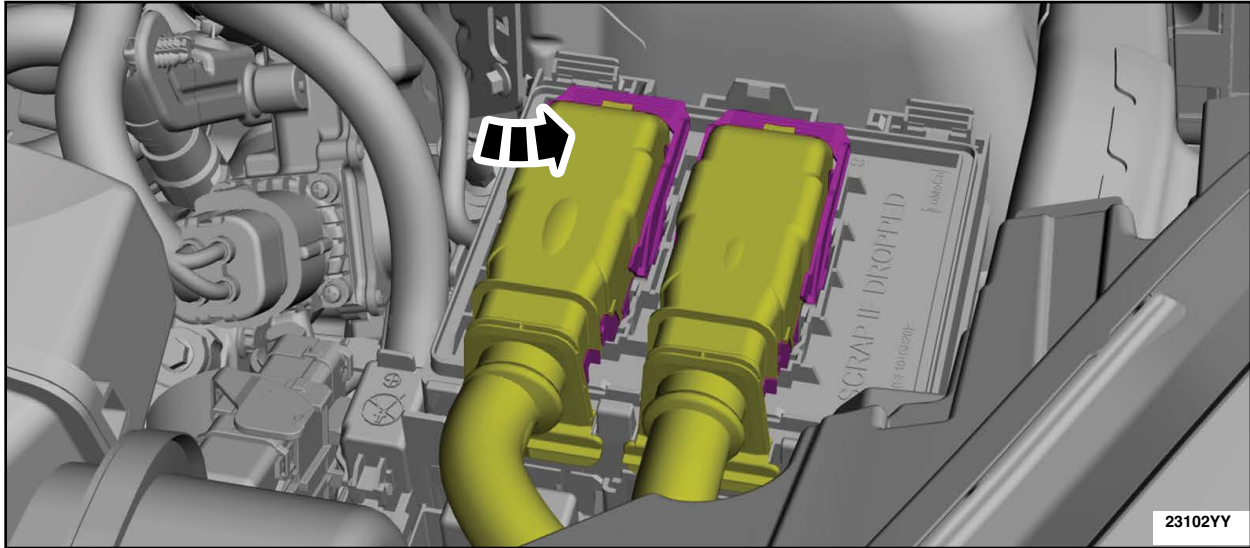


FIGURE 27

33. Reposition wire covering. Apply vinyl tape to secure the grommet point. See Figure 28.

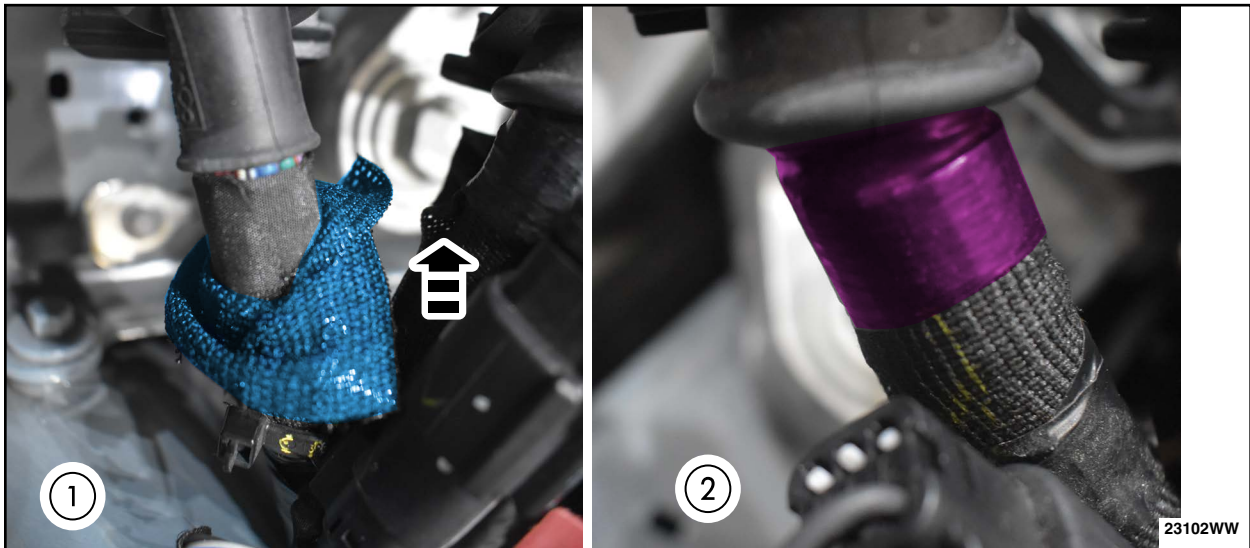


FIGURE 28



34. To reassemble the vehicle reverse steps 3-4.

35. Start the vehicle and turn the light knob to the "parking light" mode. See Figure 29.

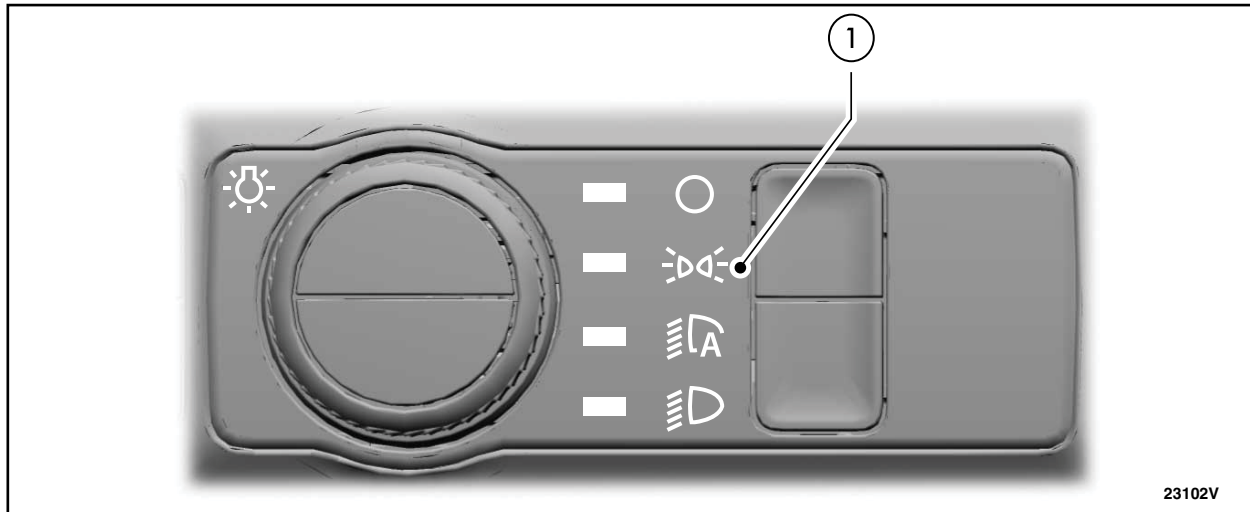


FIGURE 29

36. From the rear of the vehicle, test the trailer connector by using the tester into the 4-way or 7-way connector. On a 4-way connector, light number 5 will be visible. On a 7-way connector lights numbers 2 and 4 will be visible. See Figure 30. Did the correct light(s) become visible based on the connector being tested?

Yes - Recall complete.

No - Go back to Step 3.



FIGURE 30

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2023 MODEL YEAR MAVERICK XL AND XLT VEHICLES — TRAILER PARK LAMP WIRING OVERLAY

NEW ! SERVICE PROCEDURE

1. With the vehicle on, turn the light knob to the "parking light" mode. See Figure 1.

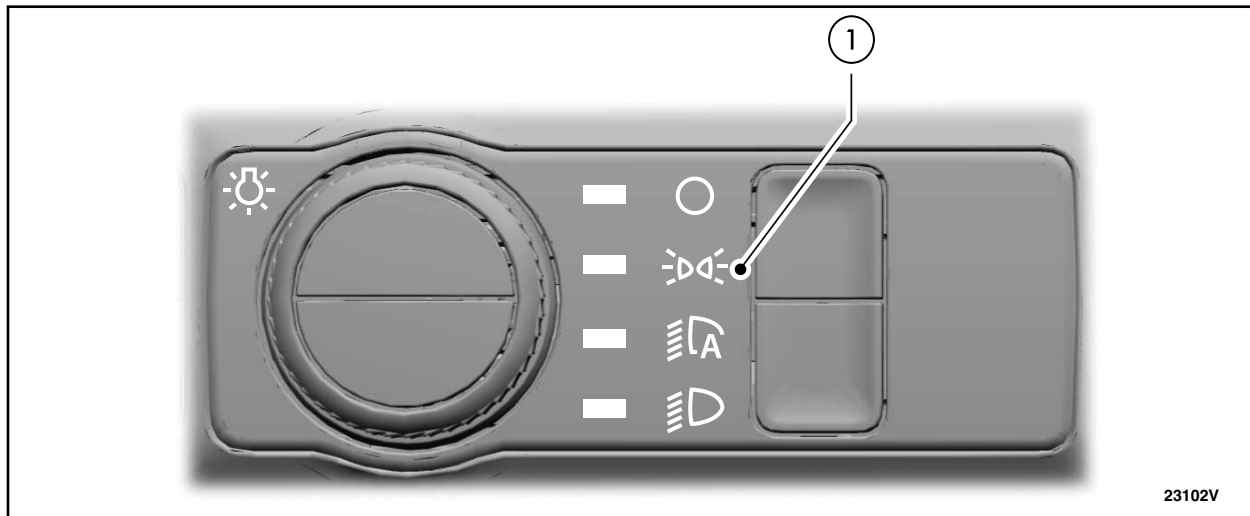


FIGURE 1

2. From the rear of the vehicle, test the trailer connector by using the tester into the 4-way or 7-way connector. On a 4-way connector, light number 5 will be visible. On a 7-way connector lights numbers 2 and 4 will be visible. See Figure 2. Did the correct light(s) become visible based on the connector being tested?

Yes - Passes inspection - Recall complete.

No - Does not pass inspection - repair required. Continue to Step 3.



FIGURE 2



3. Remove the 12-volt battery. Follow WSM procedures in Section 414-01.
4. Remove the Power Distribution Box (PDB). Follow WSM Section 414-01.
5. Once the harness branch is identified, as in Figure 3 below, strip back wire covering for 80 mm, in order to access the wires.

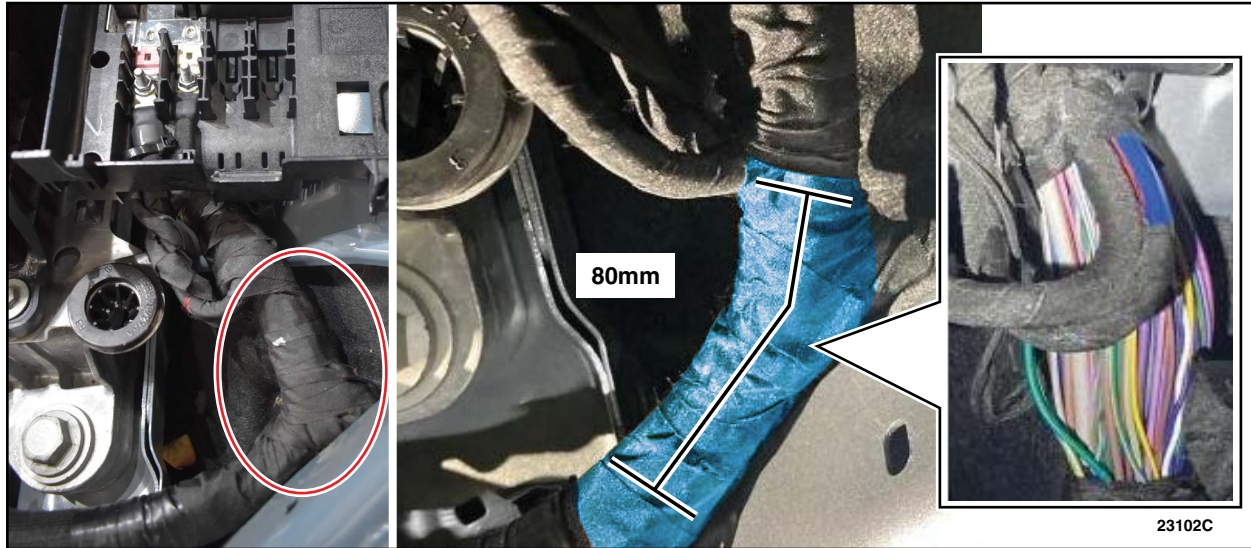


FIGURE 3

6. Access the Left Hand (LH) headlamp connector, C1284B connector and determine the color of the wire in cavity 2, should be blue with a gray tracer. See Figure 4.

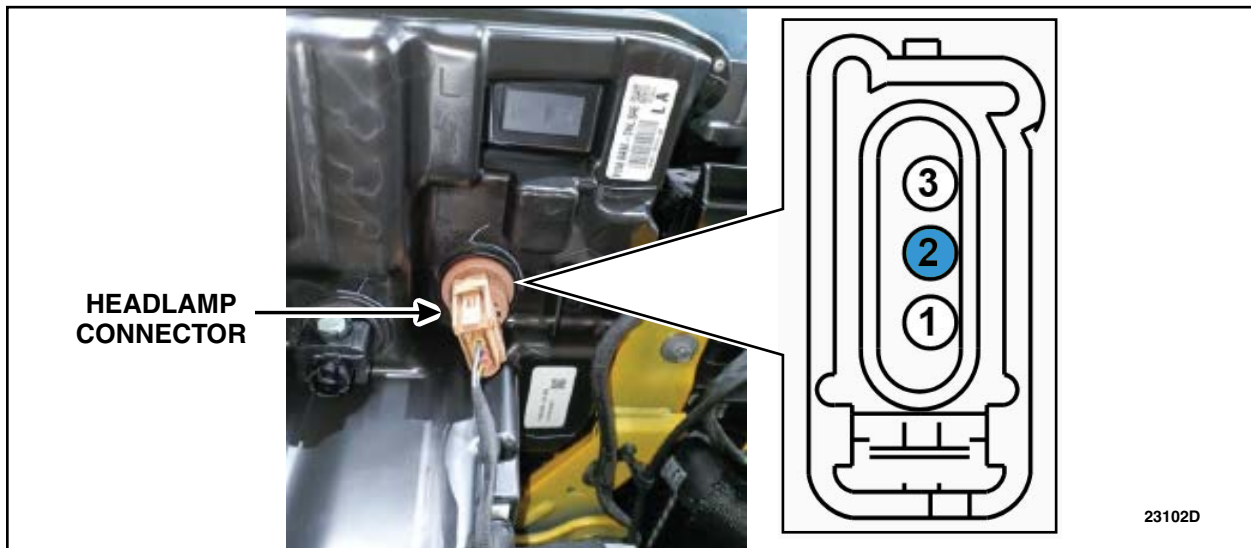


FIGURE 4



7. Identify the same wire color, blue with a gray tracer, in the wire bundle that was uncovered in Step 6. Separate the identified wire from the rest of the bundle using tape. See Figure 5.

NOTE: There are 2 wires that are blue with a gray tracer in the wire bundle. Either wire will work.



FIGURE 5



NOTE: It is recommended to enable the sound function for continuity for your multimeter, if applicable.

⚠ NOTICE: Test the wire going towards the headlamp as identified in Figure 6.

8. Once the identified wire has been isolated, cut and strip about 1 inch (25 mm) of the wire. Using a multimeter, test continuity from the C1284B connector, cavity 2, to the exposed circuit. See Figure 6.
Did the multimeter emit a sound?
Yes - Continue to Step 10.
No - Continue to Step 9.

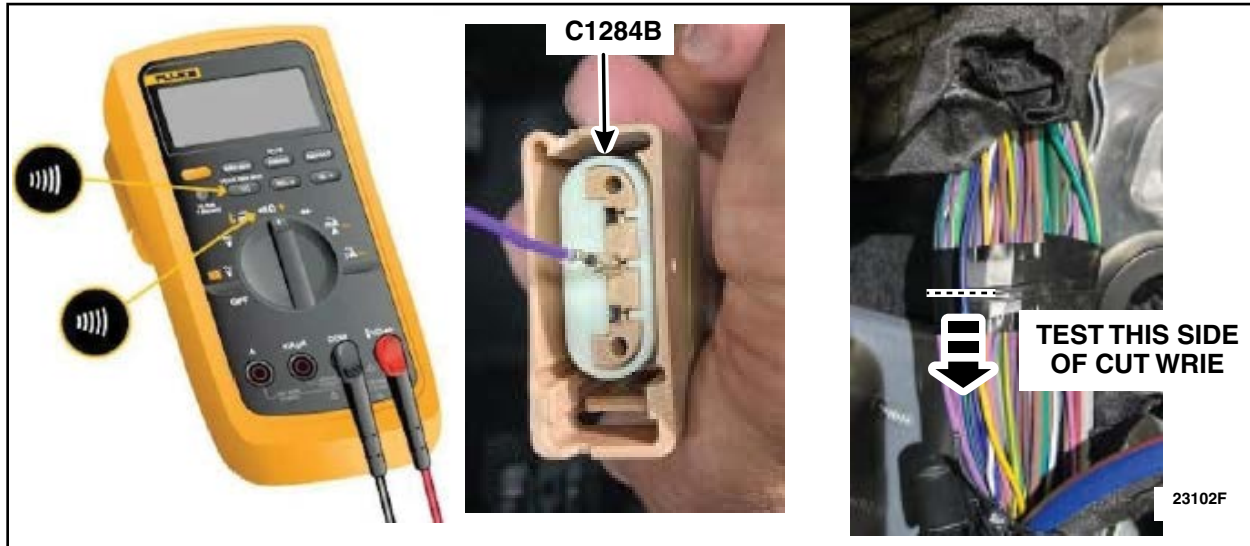


FIGURE 6



9. Test continuity from the C1285B connector, cavity 2, to the exposed circuit. Did the multimeter emit a sound?

Yes - Continue to Step 10.

No - Repair the exposed wire. The wrong wire has been selected. Go back to Step 7.

10. Remove tape from Power Distribution Box (PDB) connector C1035A, and roll down the wire covering to the tie strap. See Figure 7.

NOTE: C1035A connector is black, when plugged into the PDB it is located on the left side.



FIGURE 7

11. Remove the back shell from the C1035A connector. There are a total of 4 tabs that will need to be released. See Figure 8.

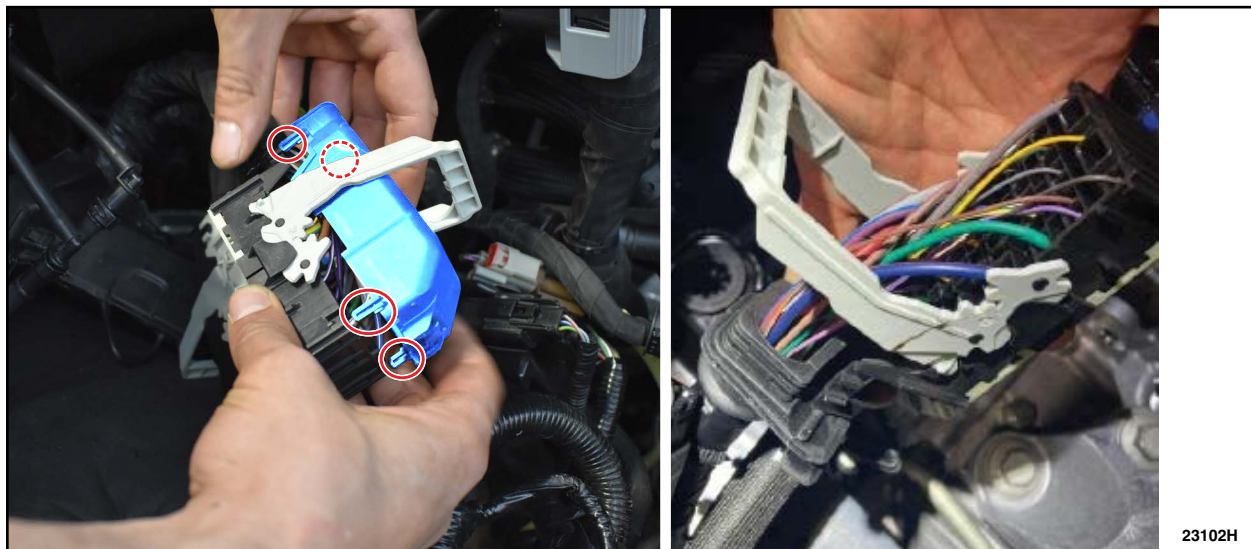


FIGURE 8



12. Identify Cavity 33 in the connector. This should be an empty cavity. See Figure 9.

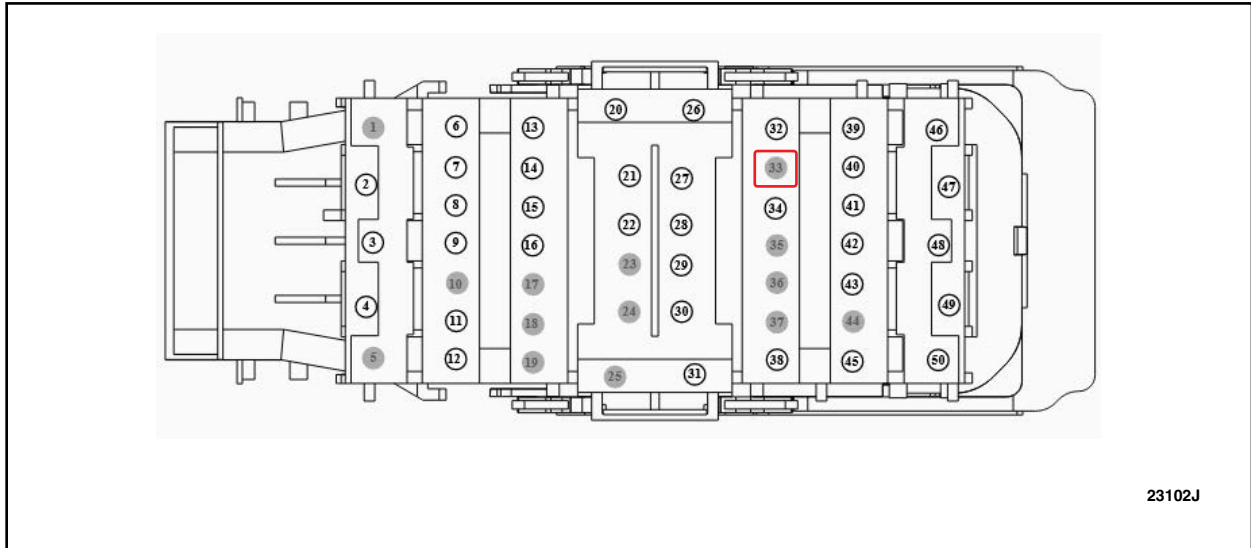


FIGURE 9

13. Position the Terminal Position Assurance (TPA) Cover to the first hard stop, approximately 5mm length. See Figure 10.

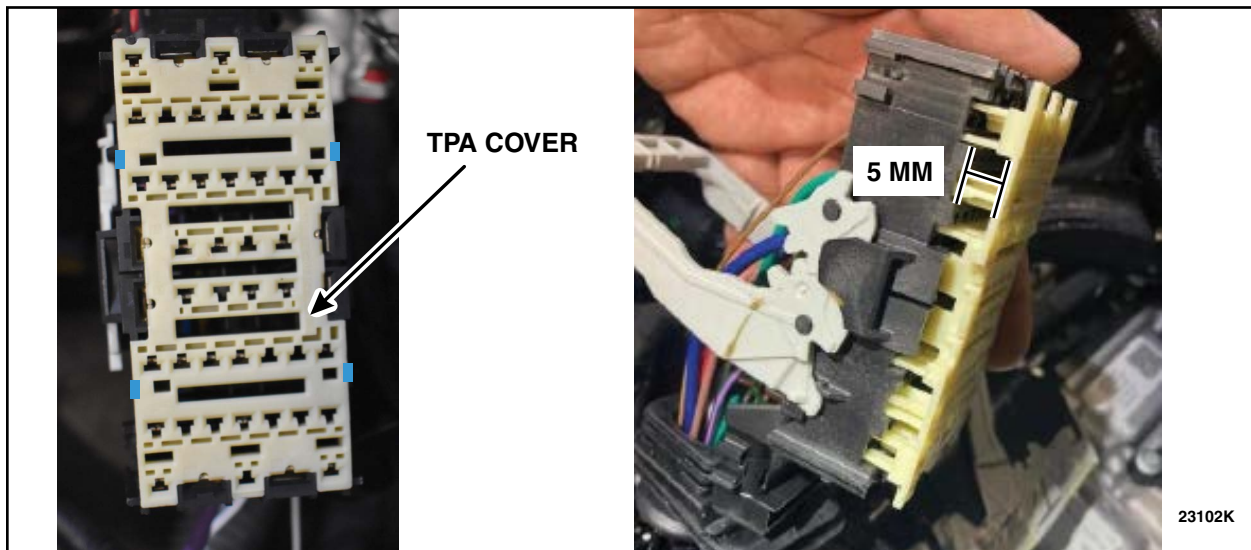


FIGURE 10



14. Insert new terminal into Cavity 33. Position the terminal gap down and push until a click sound is heard. Set the TPA back into position. See Figure 11.

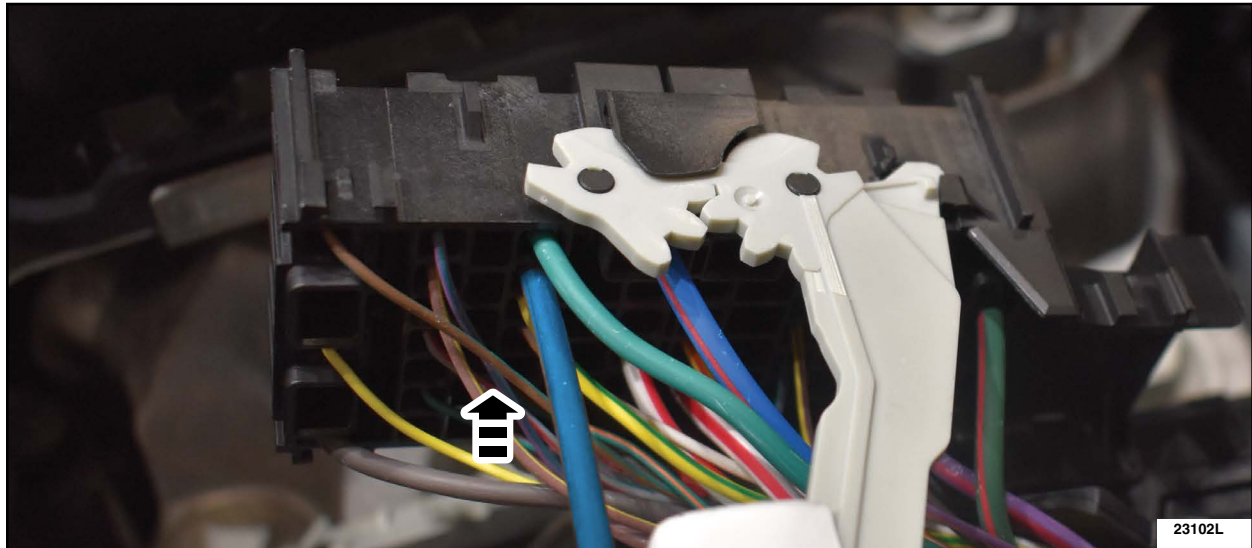


FIGURE 11

15. Following the wire bundle, pass the new circuit through the grommet carefully. The new terminal must be positioned under the gray lever. See Figure 12.

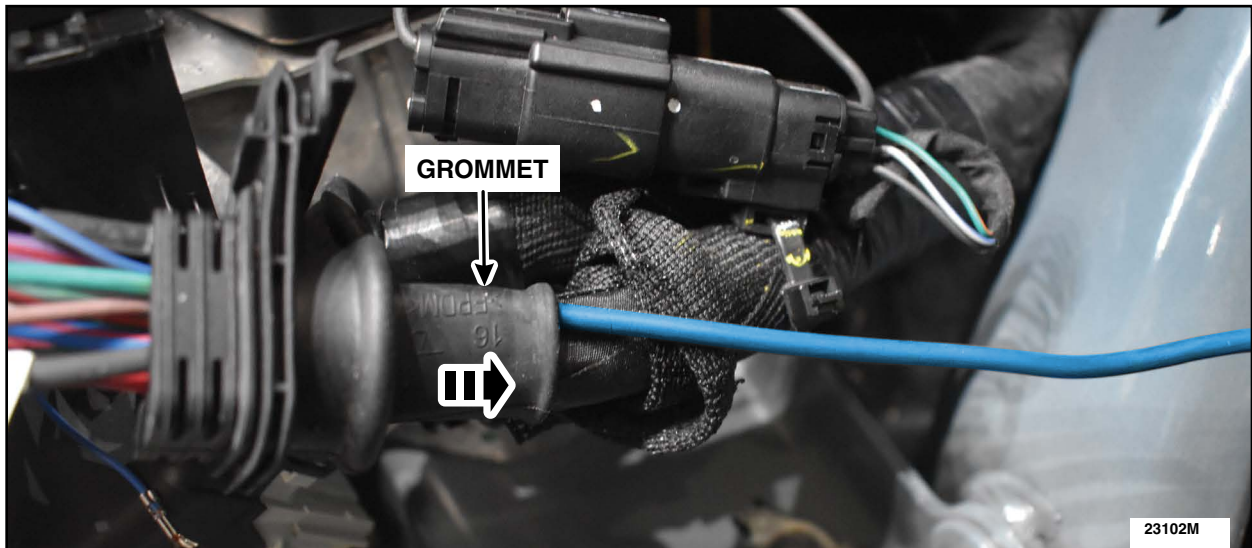


FIGURE 12



16. Add a 6-inch (152 mm) piece of 22-gauge wire to the end of the new circuit that was just installed. Solder and heat shrink the two wires together. Follow connector repair procedures. See Figure 13.

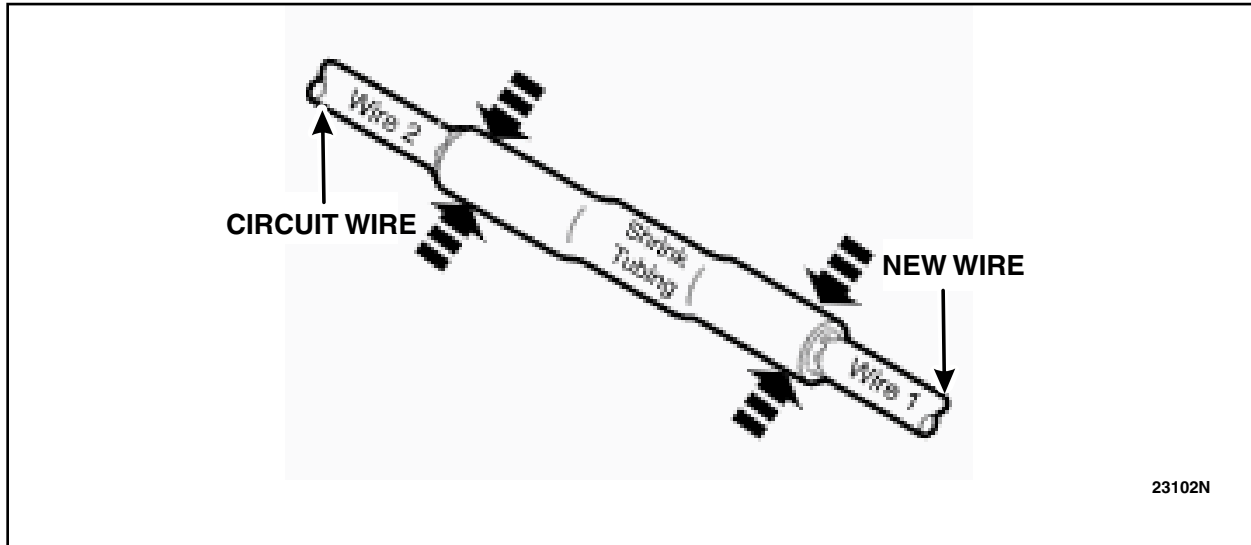


FIGURE 13

17. Remove 50mm of the insulation from the wire end and from the circuit separated in the wire branch. See Figure 14.

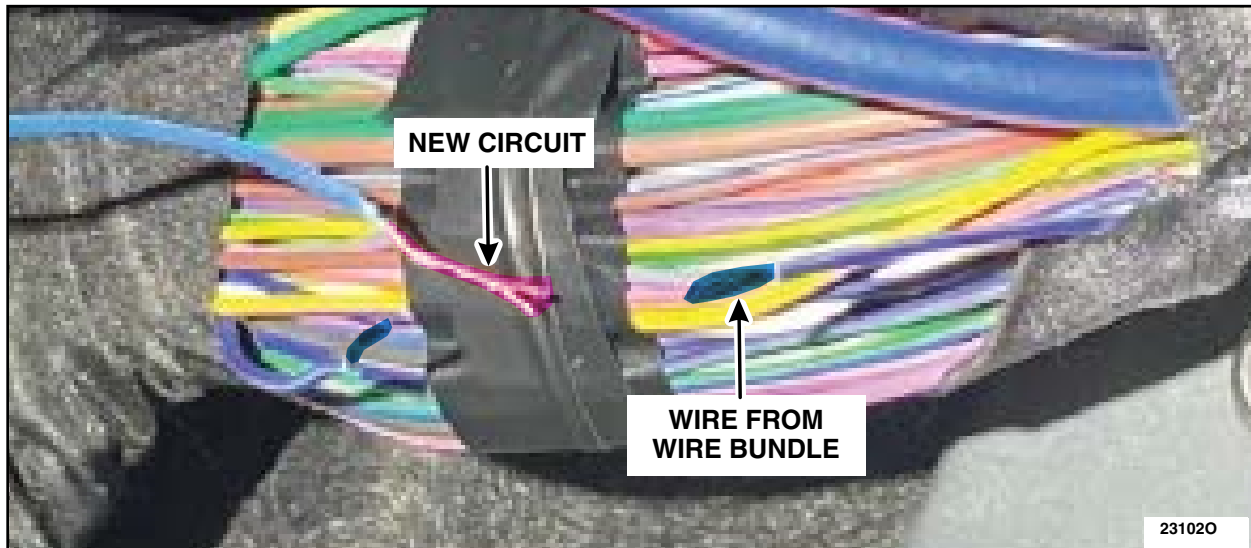


FIGURE 14



18. Place 30 mm of heat-shrink on each exposed wire. See Figure 15.



FIGURE 15

19. Solder the circuits together. See Figure 16.

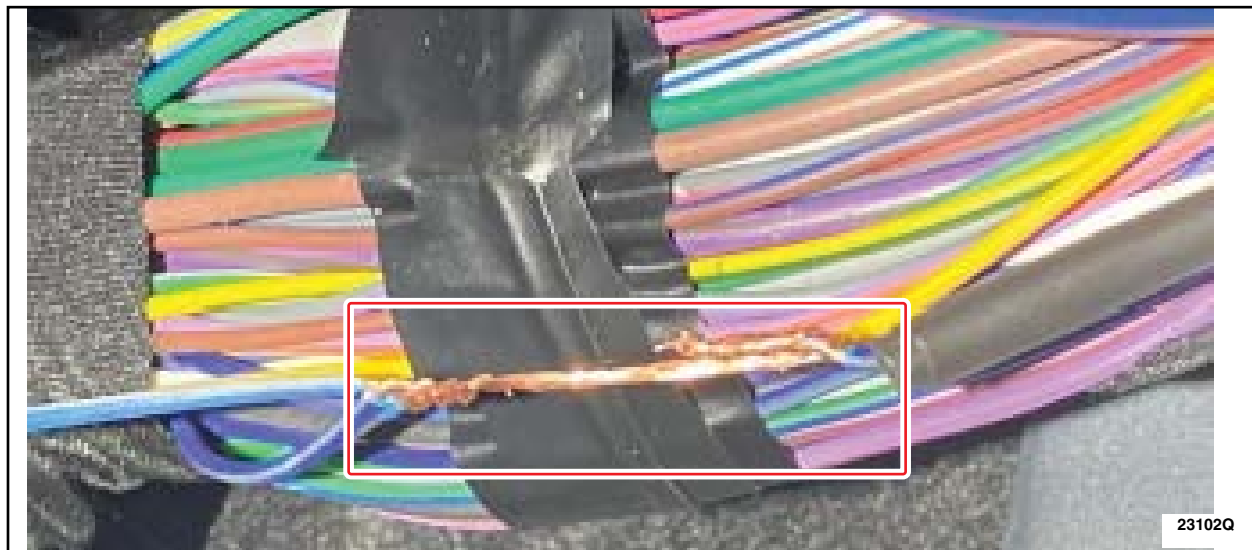


FIGURE 16



20. Protect the wire bundle from heat, position the heat-shrink in place and secure. See Figure 17.

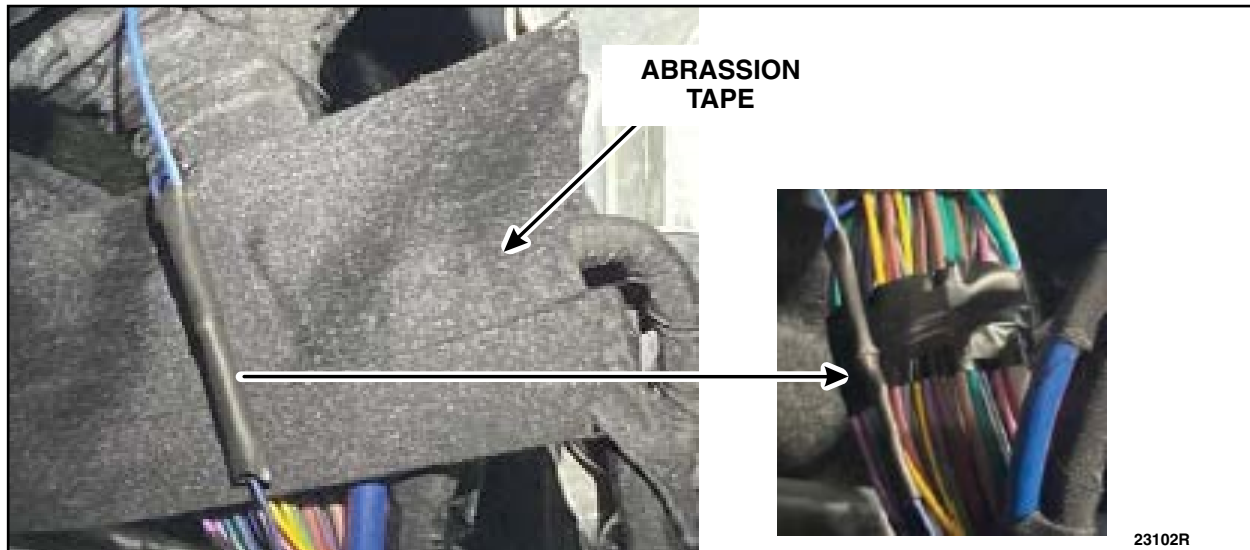


FIGURE 17

21. Clip the C1035A connector cover in place, ensuring that no wires are caught. See Figure 18.

NOTE: Ensure that the plastic eyelet is well positioned and that a click is heard when the cover is put into place.



FIGURE 18



22. Reposition wire covering. See Figure 19.



FIGURE 19

23. Apply anti-abrasive tape to the wire branch, covering all exposed wires. Apply vinyl tape to secure the grommet point as well. See Figure 20.



FIGURE 20



24. To reassemble the vehicle reverse steps 3-4.

25. Start the vehicle and turn the light knob to the "parking light" mode. See Figure 21.

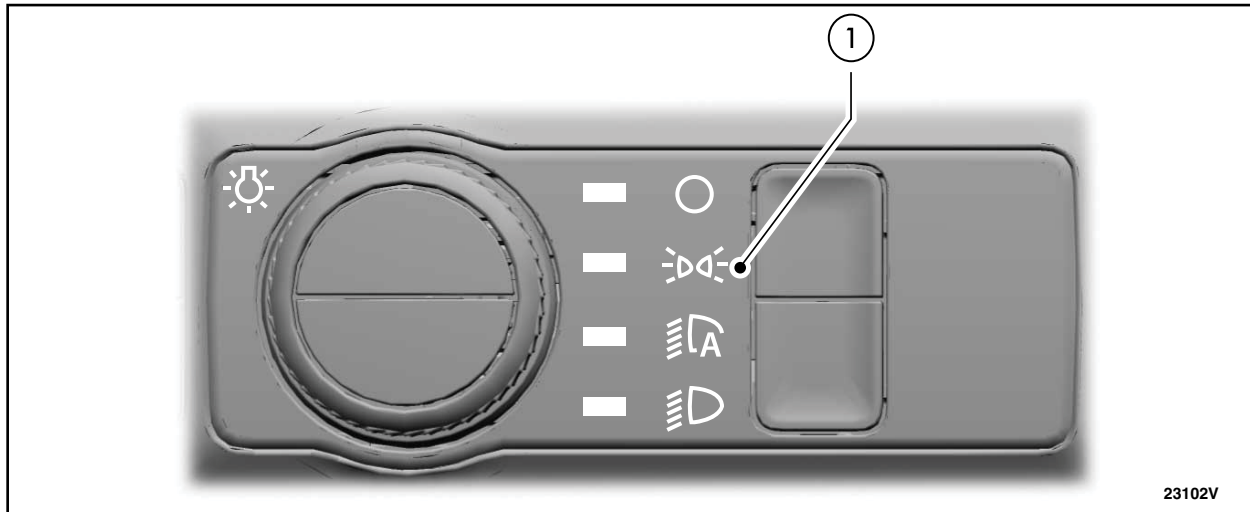


FIGURE 21

26. From the rear of the vehicle, test the trailer connector by using the tester into the 4-way or 7-way connector. On a 4-way connector, light number 5 will be visible. On a 7-way connector lights numbers 2 and 4 will be visible. See Figure 22. Did the correct light(s) become visible based on the connector being tested?

Yes - Recall complete.

No - Go back to Step 7.



FIGURE 22

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C04 - Supplement #1
Certain 2023 Model Year Maverick XL, XLT, and Lariat Trim Packages
Trailer Tow Taillamp Wiring Replacement













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 the 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 may be required other than an **IDS/FDRS** setup
 - FDRS programming that requires an internet connection (wi-fi or mobile hotspot)
 - Make sure the vehicle has a charge port to ensure battery voltage is maintained during the 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 23C04 - Supplement #1
Certain 2023 Model Year Maverick XL, XLT, and Lariat Trim Packages
Trailer Tow Taillamp Wiring Replacement

   – 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: A wheel lock may be required.

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light 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 the inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C04 - Supplement #1
Certain 2023 Model Year Maverick XL, XLT, and Lariat Trim Packages
Trailer Tow Taillamp Wiring Replacement

**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY
RECORD**

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 23C04 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 23C04

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 # 23C04, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 10, 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.