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July 13, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Compliance Recall 23C14**

Certain 2020-2023 Model Year Police Explorer Equipped with 12.1-inch Integrated
Computer Screen
Integrated Computer Screen Software Update

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|-----------------|------------|----------------|--------------------------------------|
| Police Explorer | 2020-2023 | Chicago | June 26, 2020 through April 26, 2023 |

US population of affected vehicles: 521. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles do not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 111 Sections 5.5.3 Response Time and 5.5.6 Default View. When the customer turns the Display On/Off button to "off" prior to placing the vehicle in reverse, the rearview camera image will not appear on the display.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to update the Integrated Computer Screen software. This service must be performed on all affected vehicles at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange for a mobile repair at the owner's location
- Mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 31, 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

Administrative Information Attachment
Labor Allowances and Parts Ordering Attachment
Technical Information Attachment
Mobile Service Repair Assessment Attachment
Mobile Repair/Vehicle Pickup and Delivery Record Attachment
Owner Notification Letters

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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized "S" and "B".

Stacy L. Balzer

Compliance Recall 23C14

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

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 specialty tools: Laptop with access to PTS and a USB thumb drive.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

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

Dealers NOT participating in the 2023 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on July 13, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 13, 2023. Owner names and addresses will be available by August 14, 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 functionality of the back-up camera on the Integrated Computer Screen.

Compliance Recall 23C14**PICK-UP AND DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- 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 claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- 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 23C14 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.

- **Mobile Repair:**
 - **Dealers participating in the Remote Experience Program –**
 - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
 - Dealers NOT participating in the Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Attachment), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 23C14MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table).

Labor Allowances and Parts Ordering Information Attachment

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|------------------------|-------------------|
| Update the Integrated Computer Screen via USB drive | 23C14B | 0.4 Hours |
| Mobile Service: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form | 23C14MM | 0.5 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2020-2023 MODEL YEAR EXPLORER POLICE UTILITY VEHICLES EQUIPPED WITH A 12.1 INCH INTEGRATED COMPUTER SCREEN — INTEGRATED COMPUTER SCREEN SOFTWARE UPDATE

SERVICE PROCEDURE

Module Programming

NOTE: A 1 Gigabyte (GB) Universal Serial Bus (USB) flashdrive or larger is required to perform this software update.

1. Insert the USB flashdrive into a computer. Format the flashdrive using the FAT32 option. See Figure 1.

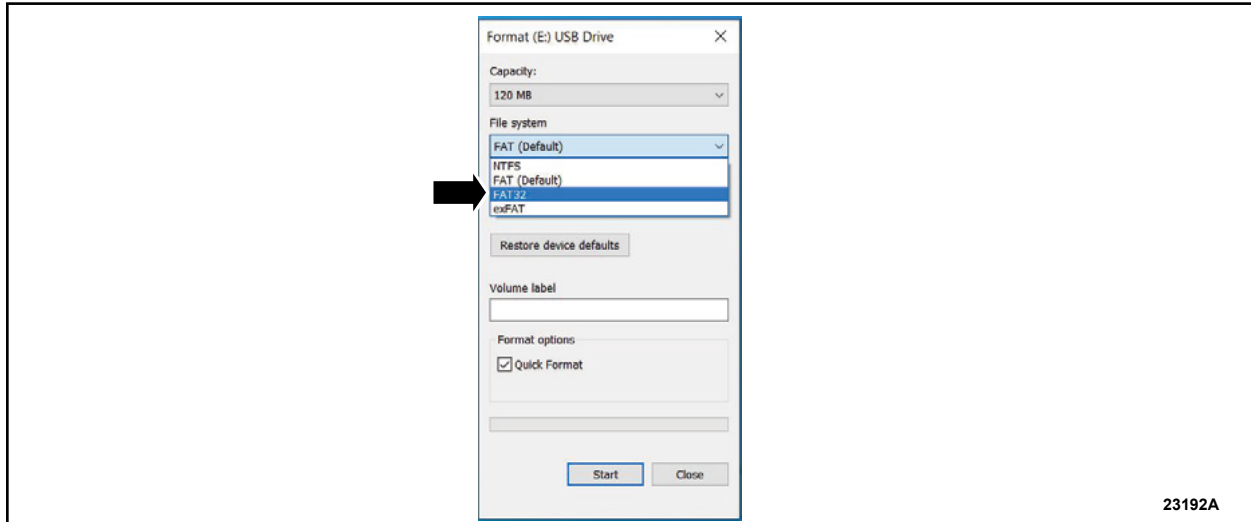


FIGURE 1

2. Go to the website below and save the software to the formatted USB. Remove the USB flashdrive from the computer once the file download is complete.

https://www.fordservicecontent.com/Ford_Content/IDS/software/ics_update-P4.4.4.zip

3. Connect a battery charger to the 12 Volt (V) battery.

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



4. Start the vehicle leaving the selector lever in park.
5. Quickly press and release and then press and hold the auxiliary button 4 for five seconds until the message **Shutting Down** is shown on the display screen. See Figure 2. The display screen will go black and then reboot in **ICS Software Management Mode**. See Figure 3.

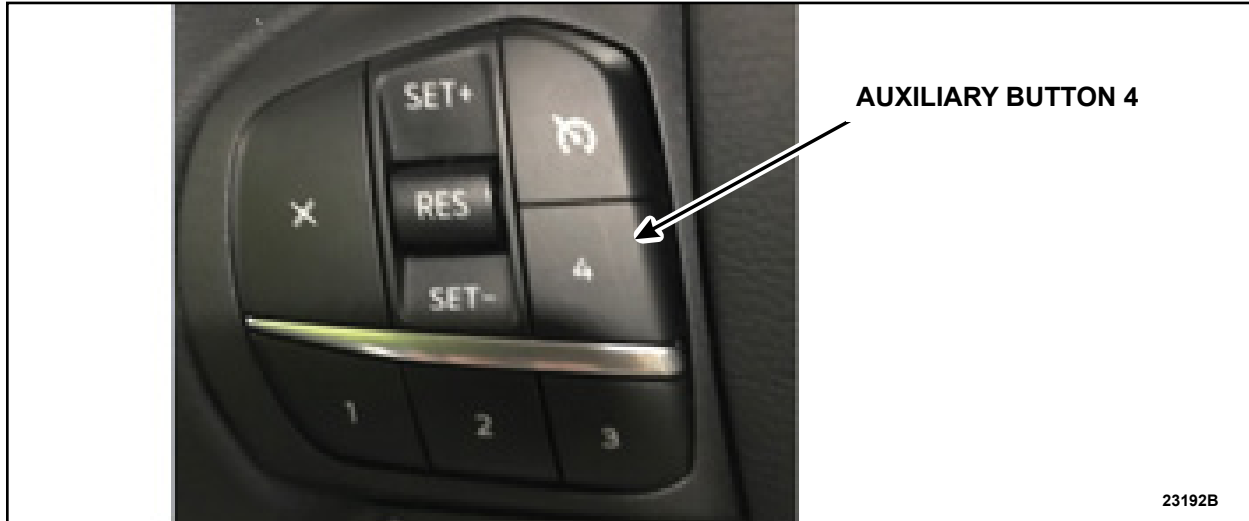


FIGURE 2

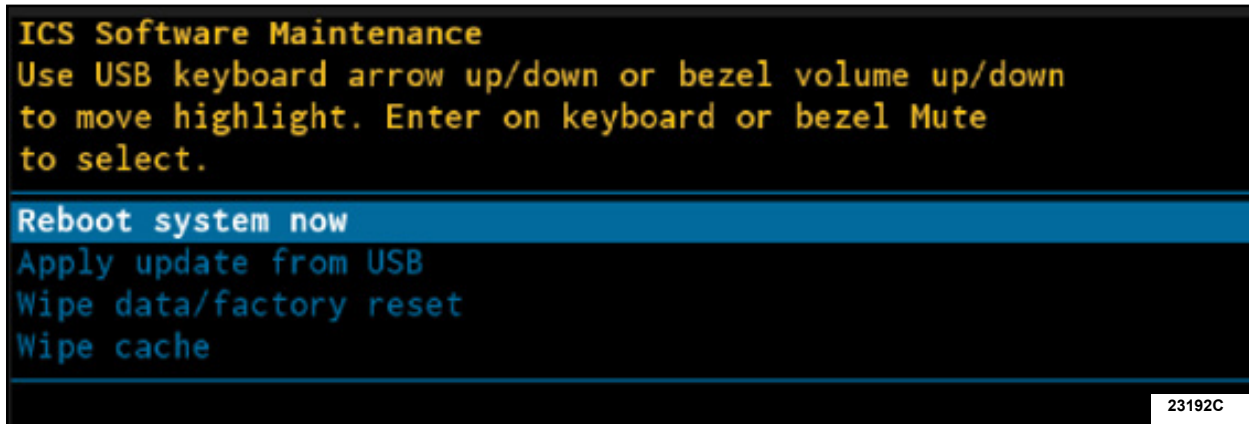


FIGURE 3



6. Insert the USB flashdrive with the downloaded software into the vehicle USB port. There are 3 USB ports that can be used for the procedure. This USB port is mounted by the agencies and is typically on the passenger side on the center console or under the instrument panel (IP). See Figure 4.

NOTE: Updated USB port with screw cap shown, others similar.



FIGURE 4

7. On the center stack display screen, the volume up and down button will move the highlighted selector up and down through the options. The mute button will select the highlighted option. See Figure 5.



FIGURE 5



8. Using the volume up and down buttons, highlight **Apply update from USB** and select by pressing the mute button. See Figure 6.



FIGURE 6

9. Using the volume up and down buttons, highlight **ics_update-P4.4.4.zip** and select by pressing the mute button. See Figure 7. The software update will now install. Installation progress messages will display while the update is in process.

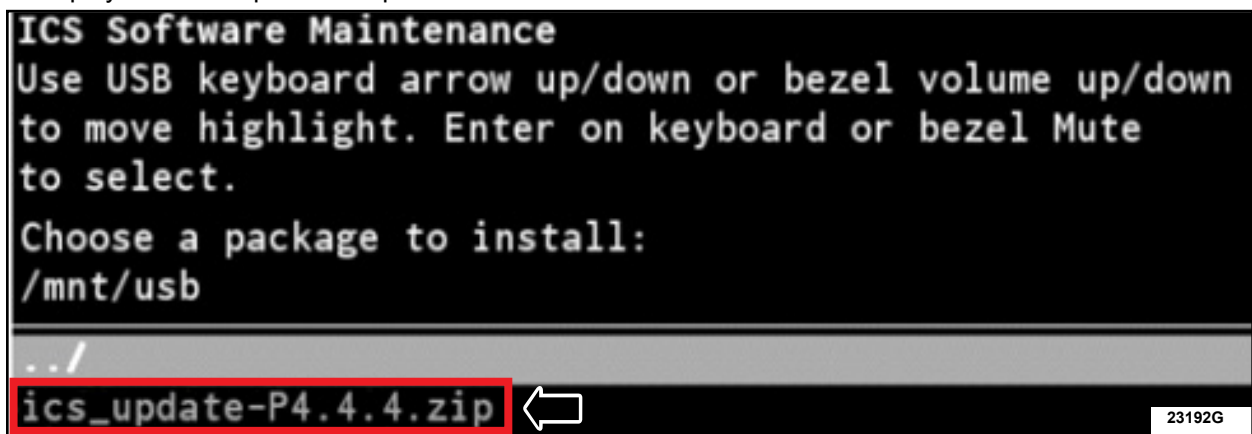


FIGURE 7

10. When the updater stops and displays **Update from USB complete**, the updated software has been installed. See Figure 8.

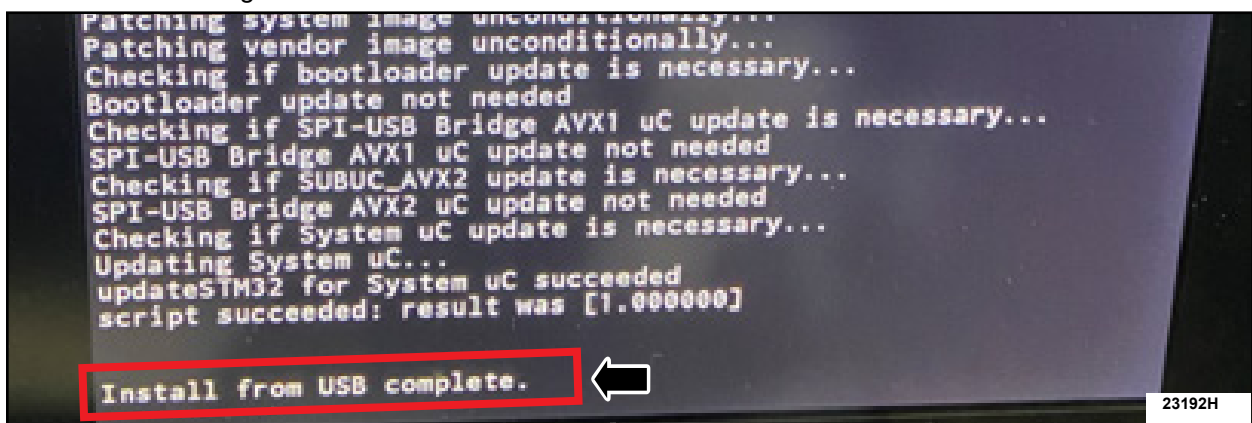


FIGURE 8



- Using the volume up and down buttons, highlight **Reboot system now** and select by pressing the mute button. See Figure 9. The display will now reboot with the updated software.

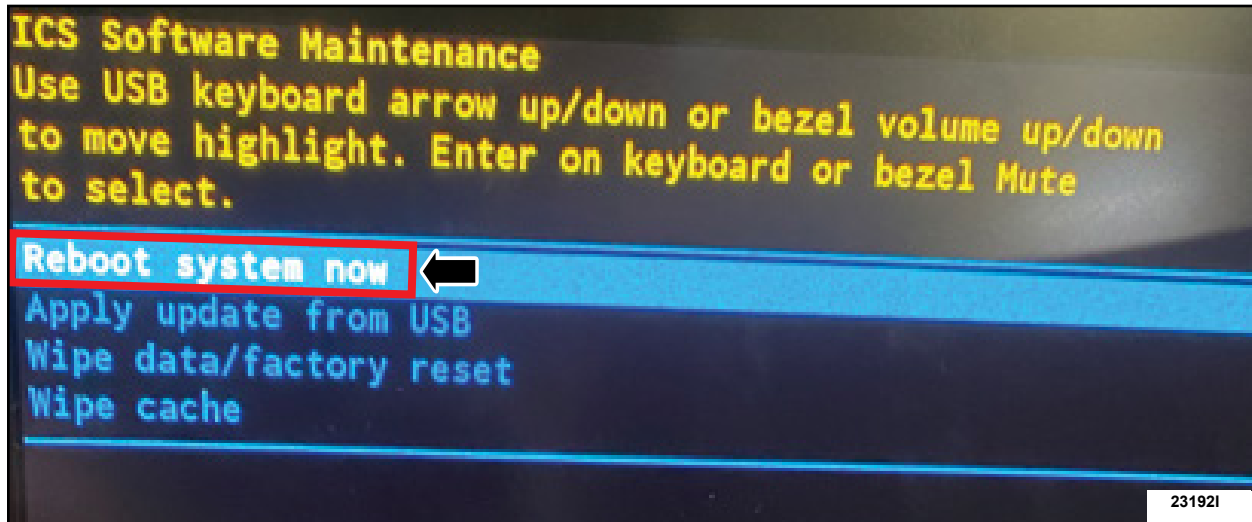


FIGURE 9

- Once the reboot is complete, the display will show the normal operating mode with the SYNC® screen displayed at the top. See Figure 10. Turn off the vehicle, open the driver door to until the display turns off. This may take up to 1 minute.

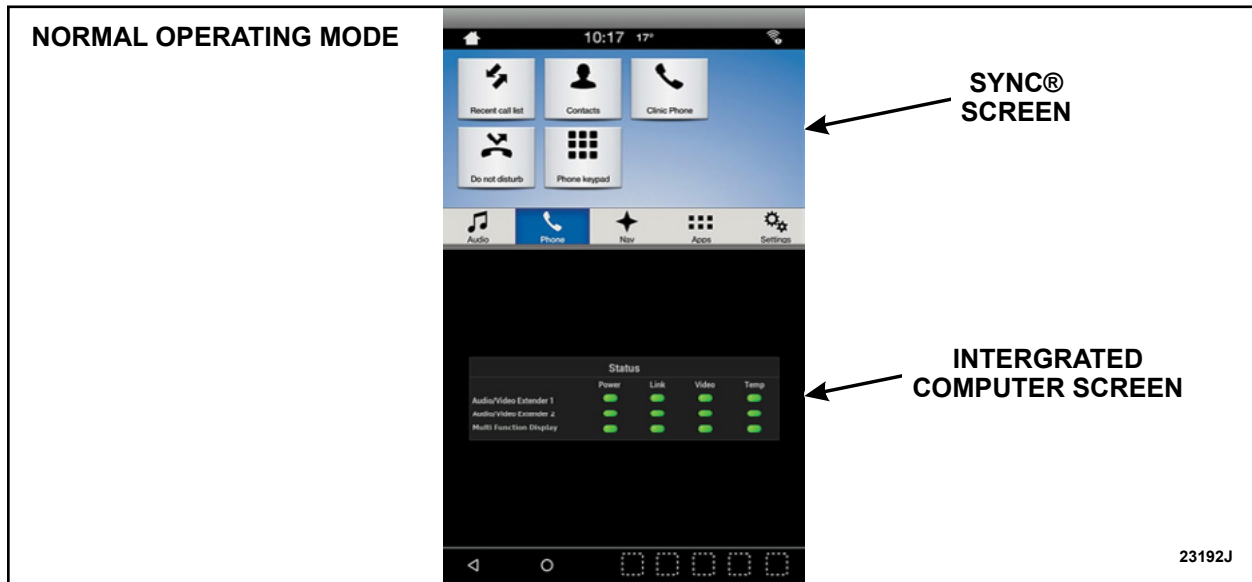


FIGURE 10

- Disconnect the 12 V battery charger.



14. Start the vehicle leaving the selector lever in park.

15. Press the **Settings** Icon on the display screen. See Figure 11.



FIGURE 11

16. Select **System**, then **About Device**, and verify that the **Build Number** is the correct software level **P4.4.4**. See Figure 12. This completes the FSA.

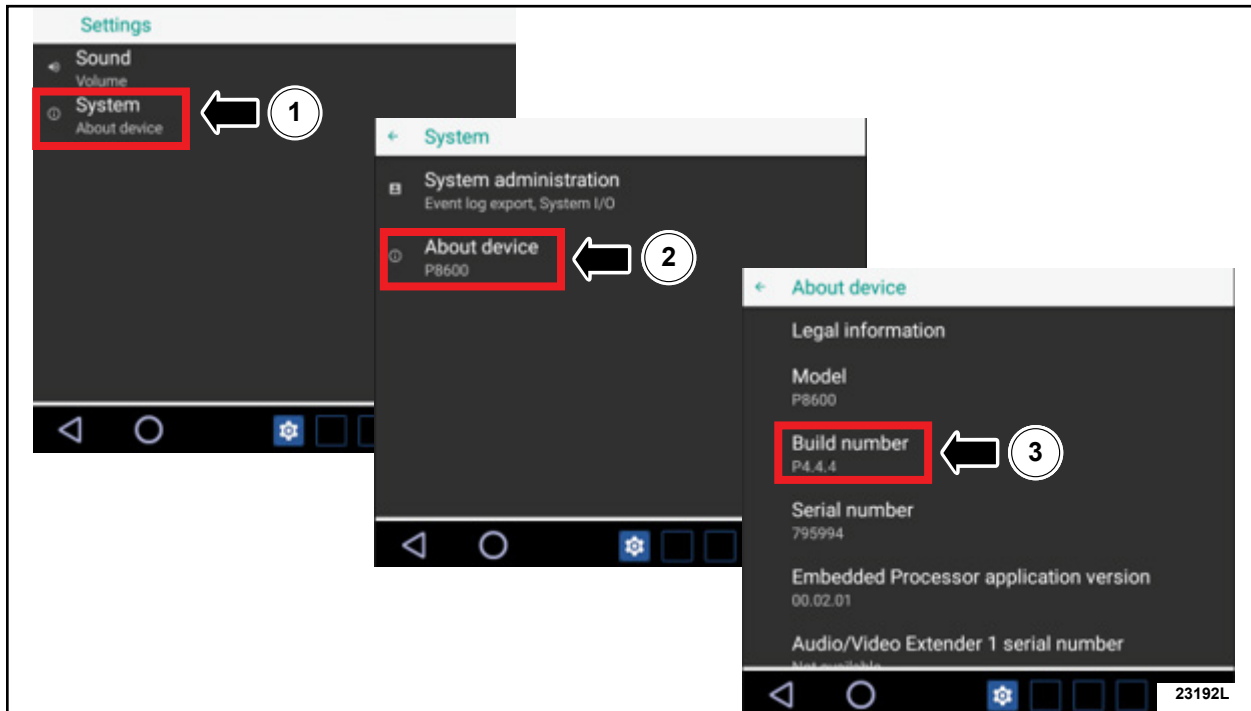


FIGURE 12



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Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within Attachment I of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels




-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

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)

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   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
 - 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 may be 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 a Mobile Service Repair

- 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

Compliance Recall 23C14

**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 23C14 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Recall 23C14

The link below contains the software for updating the Integrated Computer Screen.

https://www.fordservicecontent.com/Ford_Content/IDS/software/ics_update-P4.4.4.zip