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November 7, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 23S23 - Supplement #4**
 Certain 2020-2023 Explorer and Aviator, and 2020-2022 Corsair Model Year
 Vehicles
 Inoperative Rear / 360 Degree Camera with A Blue or Black Screen

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 23S23 - Supplement #3**
 Dated October 4, 2023

New! REASON FOR THIS SUPPLEMENT

- *Parts Requirements/Ordering Information: The camera part number for the Corsair has been updated.*

AFFECTED VEHICLES

Vehicle	Model Years	Assembly Plant	Build Dates
Explorer	2020 - 2023	Chicago	October 19, 2018 through August 20, 2023
Aviator	2020 - 2023	Chicago	October 19, 2018 through August 23, 2023
Corsair	2020 - 2022	Louisville	January 7, 2019 through December 15, 2022

US population of affected vehicles: 442,761. 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 Labor Allowances and Parts Ordering Information for more information.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, customers may intermittently experience a rear camera blue image or a full blue or black image on the SYNC screen when the vehicle is placed in reverse, or when the 360 degree view is selected and available (during low-speed operation). Once displayed, the rear camera blue image or a full blue or black image may persist for the remainder of the ignition ON cycle. Once present, the issue is likely to reoccur on subsequent key cycles. The loss of the rear camera image while in reverse increases the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the rear camera, and then update the Image Processing Module B (IPMB) software if FDRS indicates an update is available.

NOTE: Attached Technical Instructions are different from the Workshop Manual (WSM). Follow given FSA Technical Instructions carefully.

This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed during the fourth quarter of 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
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- 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

Safety Recall 23S23 - *Supplement #4*

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS has been activated since May 16, 2023

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since May 16, 2023. Owner names and addresses will be available once the final repair has been communicated.

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.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles and NOT perform the interim repair on in-stock inventory.

STOCK VEHICLES

- DO NOT apply the interim repair to in-stock units.

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.

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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 the blue or black rear camera screen.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.

PICK-UP AND DELIVERY- Non-participating Dealers

Dealers not participating in the 2023 Remote Experience Program for Pick-up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up & delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-up & Delivery Record with the repair order documentation.

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.

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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Explorer Repair – Replace Rear Camera and Wiring - Includes 360 camera alignment (Can be claimed with E)	23S23B	0.9 Hour
Aviator Repair – Replace Rear Camera and Add Strain Relief Wiring - Includes 360 camera alignment (Can be claimed with E)	23S23C	1.1 Hours
Corsair Repair – Replace Rear Camera - Includes 360 camera alignment (Can be claimed with E)	23S23D	1.1 Hour
Extra time for all vehicles for IPMB software update if FDRS indicates an update is available.	23S23E	0.6 Hours
Vehicle Pick-up and Delivery Allowance: This allowance is only for non-eligible 2023 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23S23PP	0.5 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Seed Stock Parts: To ensure an equitable distribution of service parts, the **part numbers below** will be seed stocked until approximately the end of the 4th quarter. Parts are extremely limited, and dealers will be notified once parts can be ordered through the normal processing channels.

Part Number	Description	Order Quantity	Claim Quantity
3M5Z-14A163-A	Aviator - Edge Biter Zip Tie	1	1
JL7Z-19G490-F	Aviator or Explorer Rear Camera	1	1
PB5Z- 13234-B	Explorer Wire Harness Jumper	1	1
JL7Z-19G490-K	Corsair Rear Camera	1	1

The DOR/COR number for this program is 51329.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W720618-S300	Corsair – Interior liftgate lower trim clip (4 per pack, 1 as needed)	As needed	As needed

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, refer to DOES II.

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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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- 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 2020-2023 MODEL YEAR MULTIPLE VEHICLE LINES EQUIPPED WITH 360 DEGREE CAMERAS – INOPERATIVE REAR / 360 DEGREE CAMERA WITH A BLUE OR BLACK SCREEN

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Aviator Repair Procedure

⚠ This procedure is different from the Workshop Manual (WSM). Follow Technical Instructions carefully.

1. Remove the Reversing Lamp. Follow the WSM procedures in Section 417-01.
2. Disconnect the rear view camera electrical connector. See Figure 1.

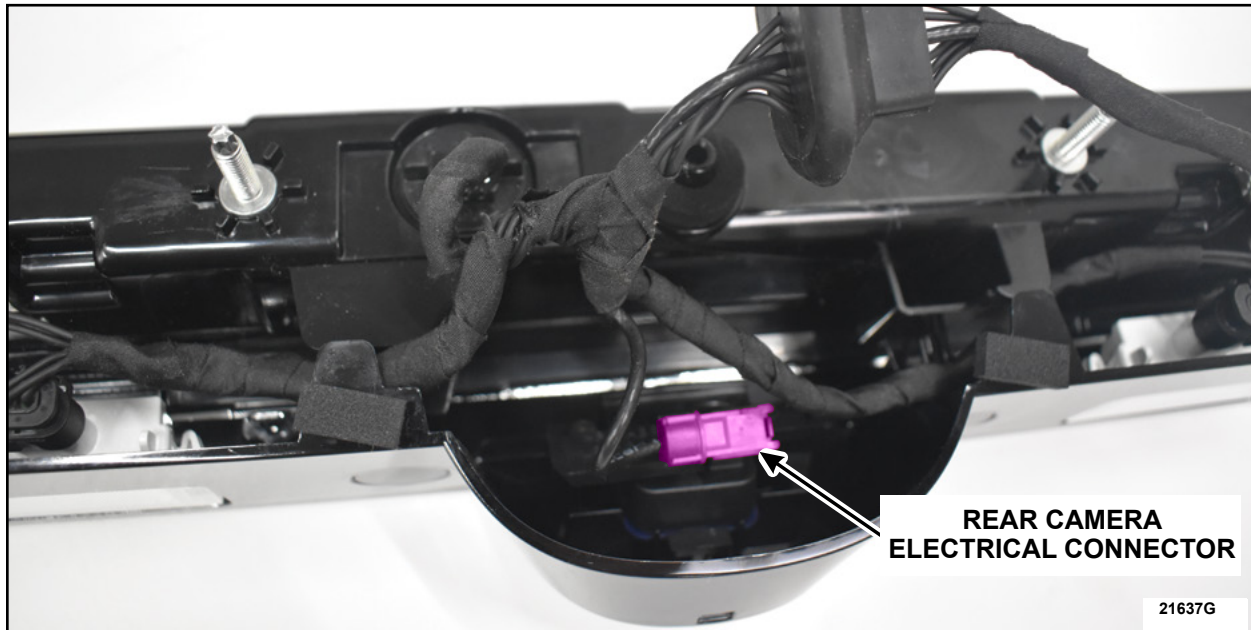


FIGURE 1



3. Cut open the tape and isolate the rear camera electrical connector wire from the taped up bundle.
See Figure 2.

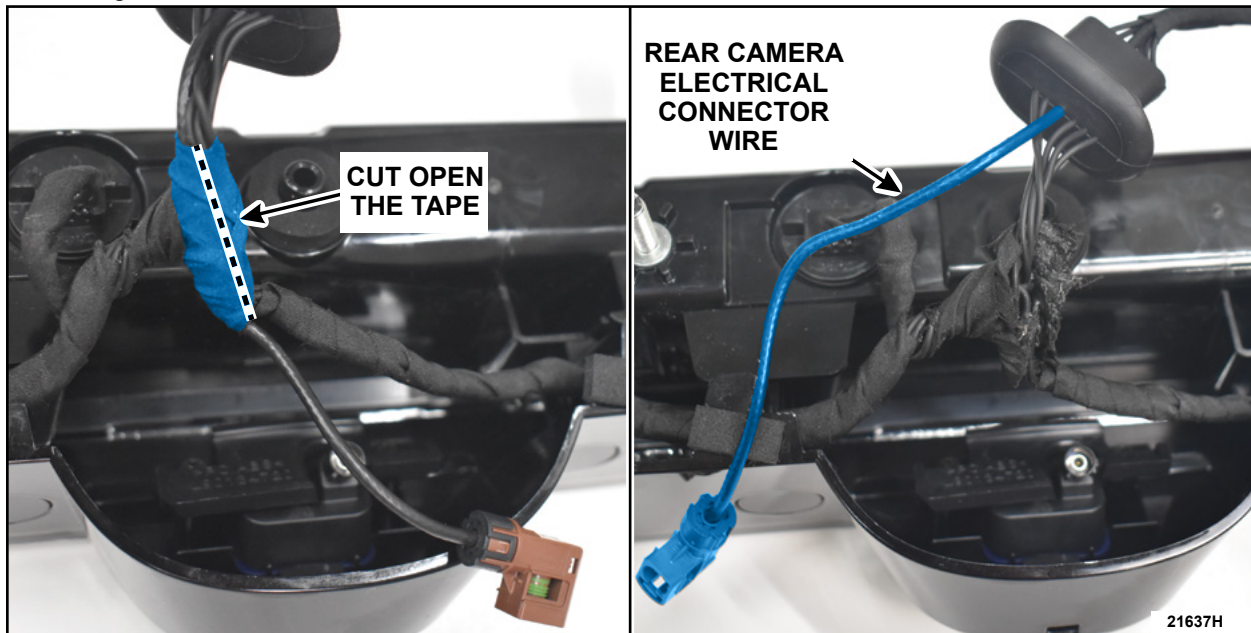


FIGURE 2

4. Wrap up the exposed wire harness using electrical tape keeping the rear camera wiring isolated.
See Figure 3.

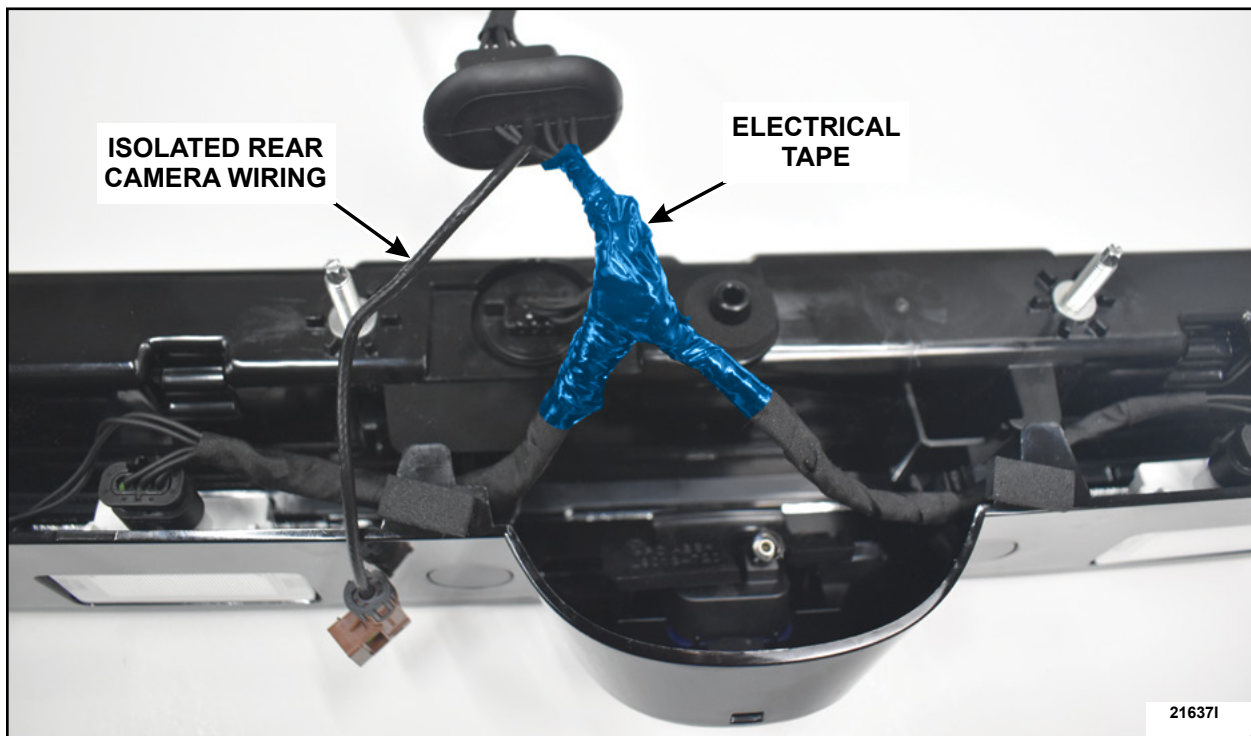


FIGURE 3



5. Measure 2 inch (50.8 mm) from the back of the rear camera electrical connector. Apply wraps of electrical tape and measure using a caliper until the thickness is 4.0 mm (0.157 in) or greater. See Figure 4.

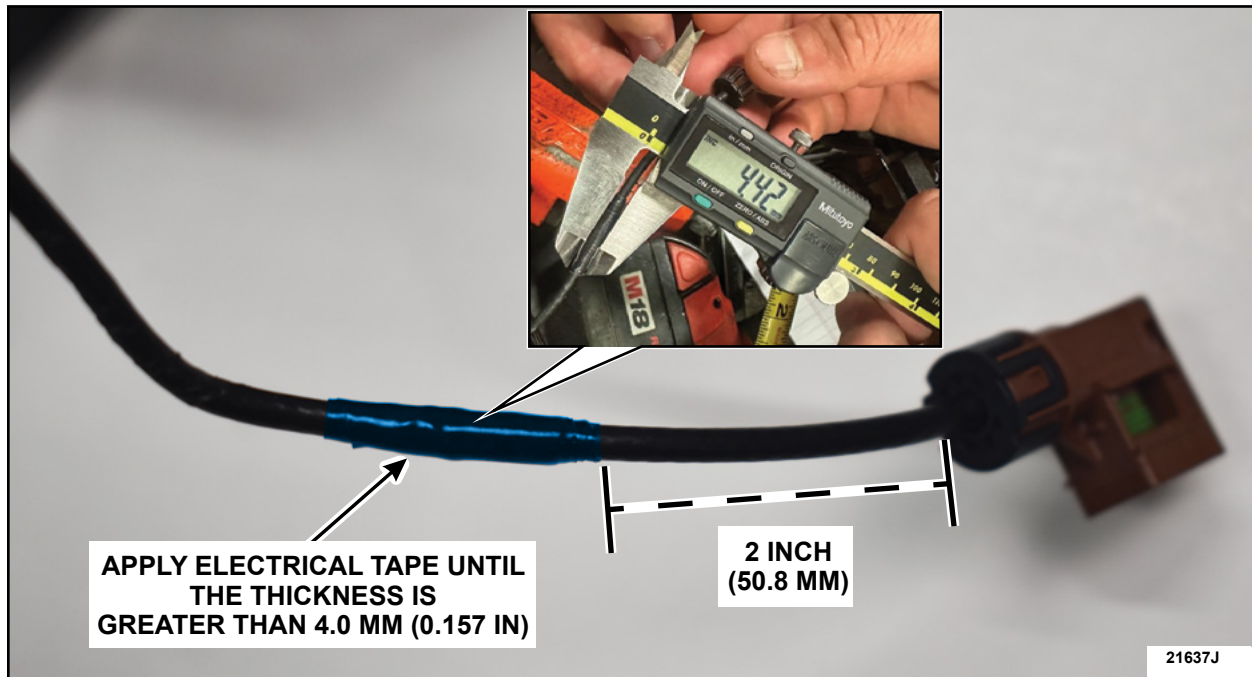


FIGURE 4

6. Measure 2.25 inch (57 mm) from the back of the rear camera electrical connector and install the edge biter zip tie. Trim any excess length of zip tie. See Figure 5.

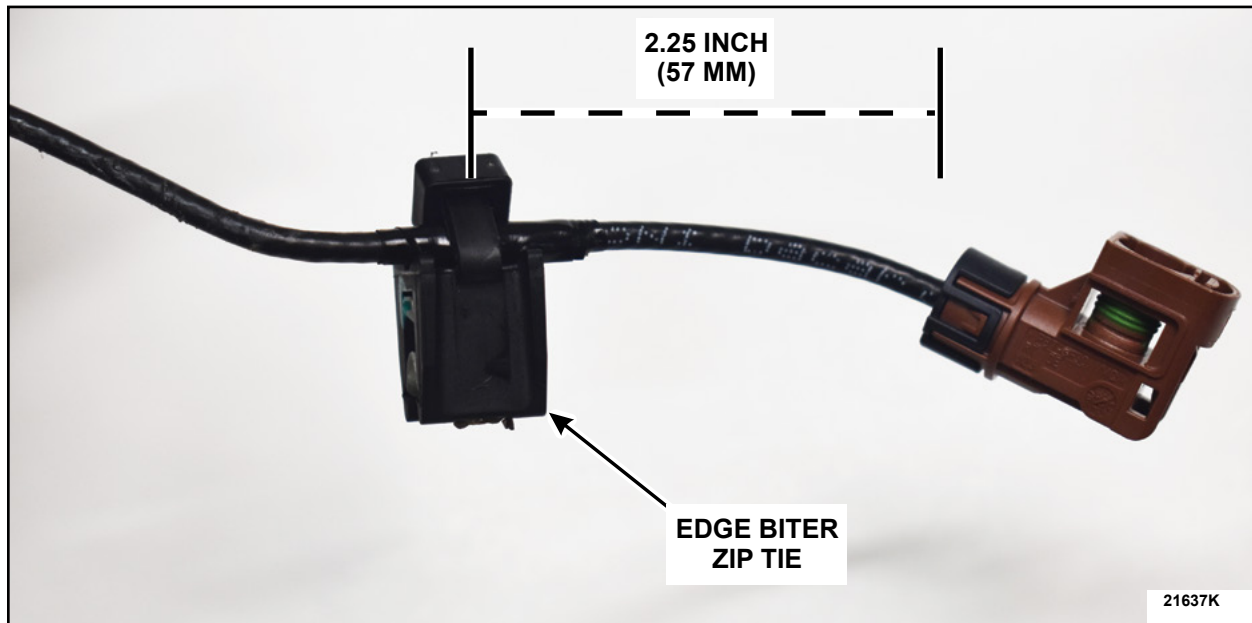


FIGURE 5



7. Secure the edge biter zip tie on the reversing lamp tab at a 45° angle. See Figure 6.

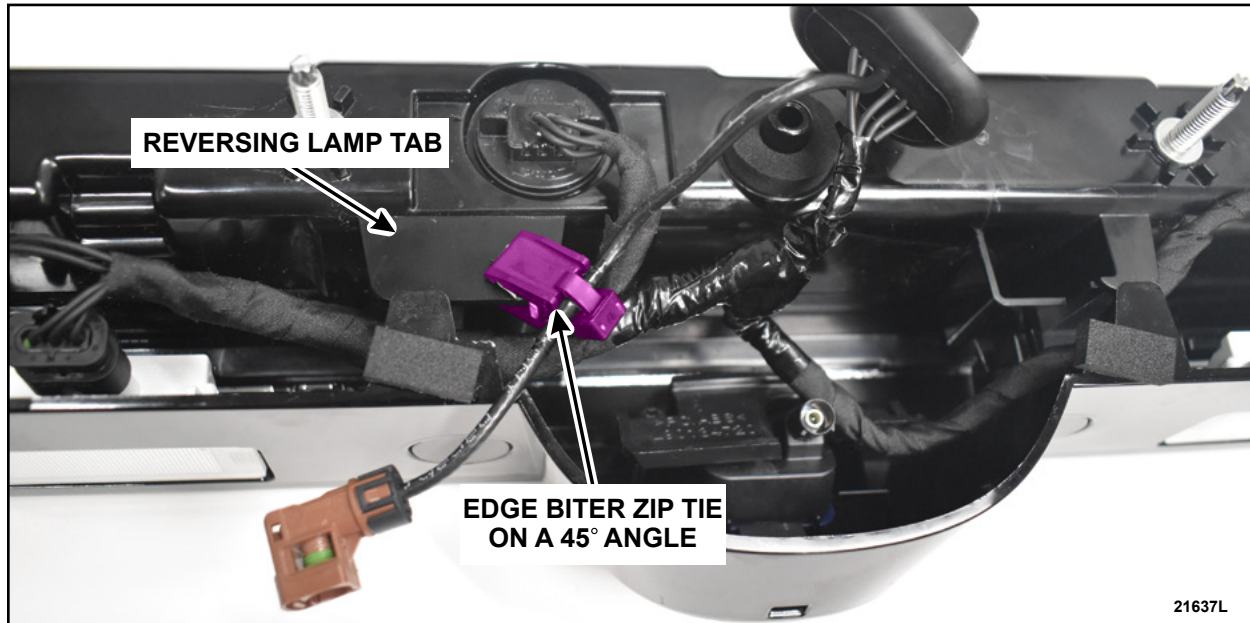


FIGURE 6

NOTE: DO NOT perform the 360° camera alignment at this time.

8. Replace the rear camera. Follow the WSM procedures in Section 413-13B.

9. Proceed to **Module Programming** on Page 13.

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.



Corsair Repair Procedure

⚠ This procedure is different from the Workshop Manual (WSM). Follow Technical Instructions carefully.

1. Remove the liftgate moulding. Follow the WSM procedures in Section 501-08.

NOTE: The Rear Gate Trunk Module (RGTM) can be positioned aside instead of removed.

2. Disconnect the electrical connector on the back of the lif and position the harness aside. See Figure 8.

NOTE: Washer hose removed for clarity.

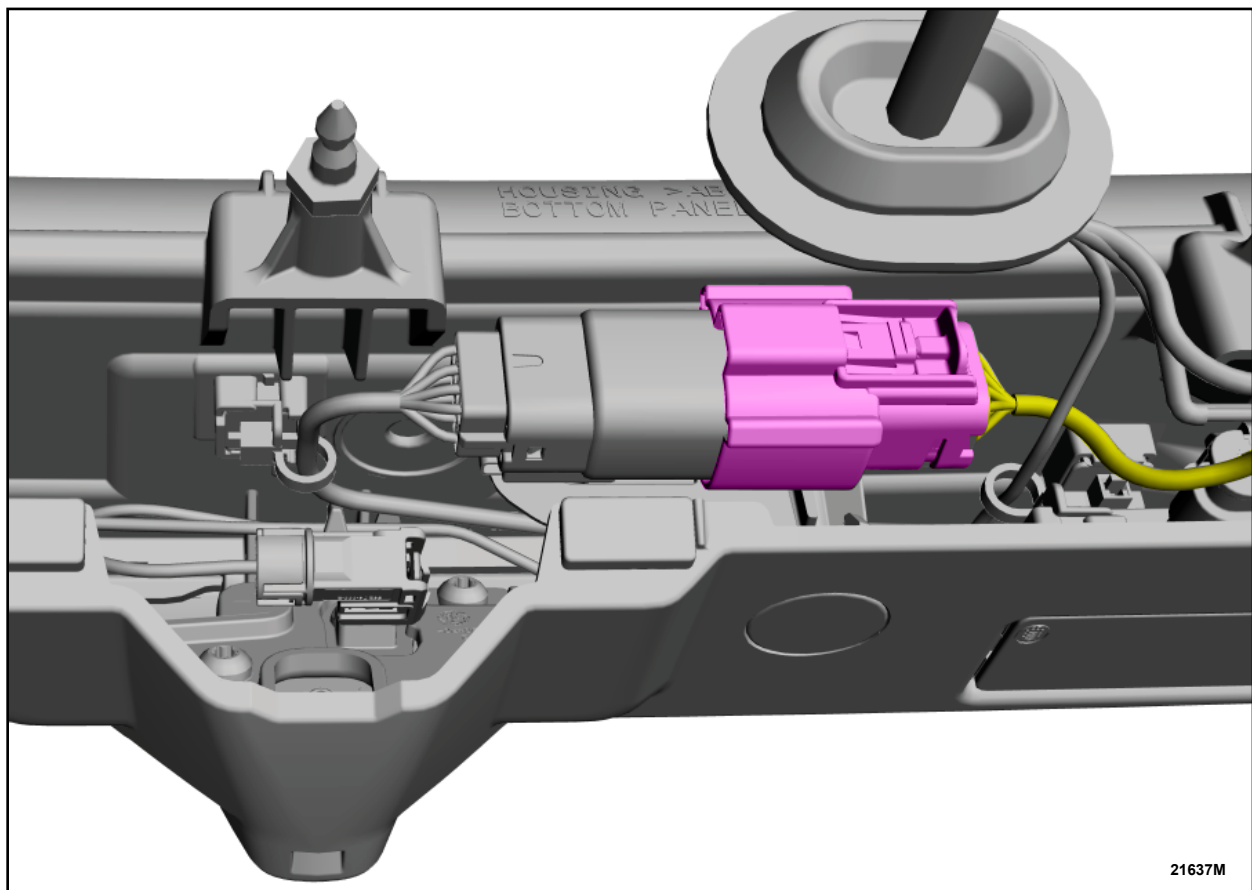


FIGURE 8



3. Disconnect the wiring guide and position the electrical connector aside. See Figure 9.

NOTE: Washer hose removed for clarity.

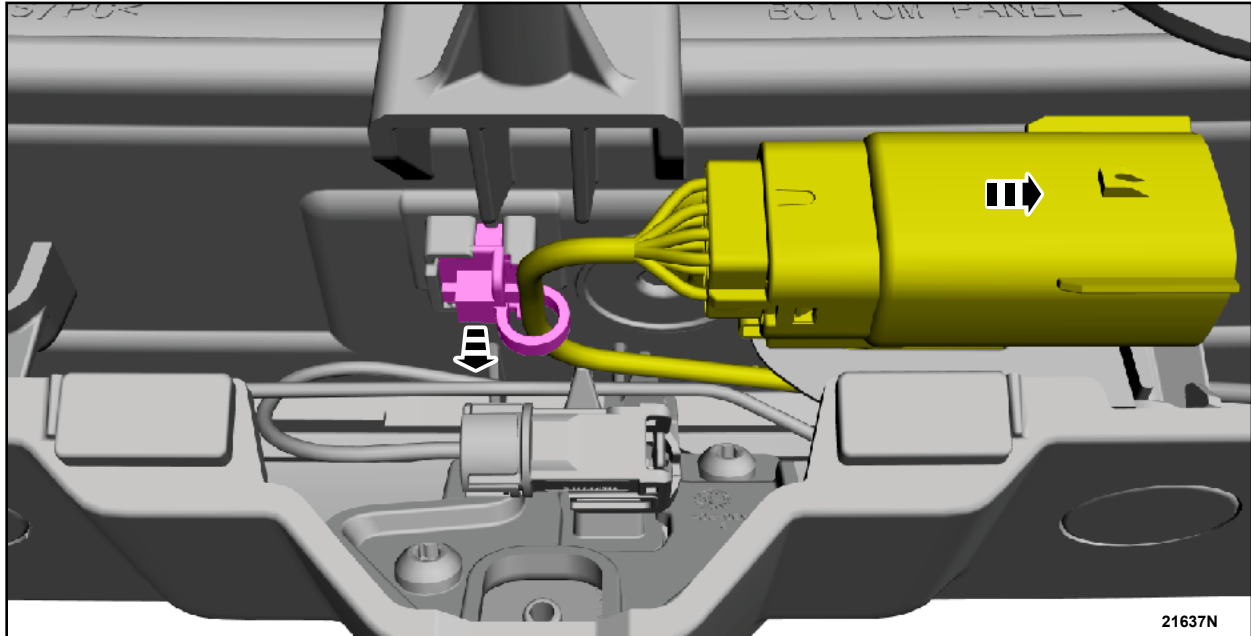


FIGURE 9

4. Disconnect the rear camera electrical connector and position the wire harness out of the camera bracket wire retainers. See Figure 10.

NOTE: Washer hose removed for clarity.

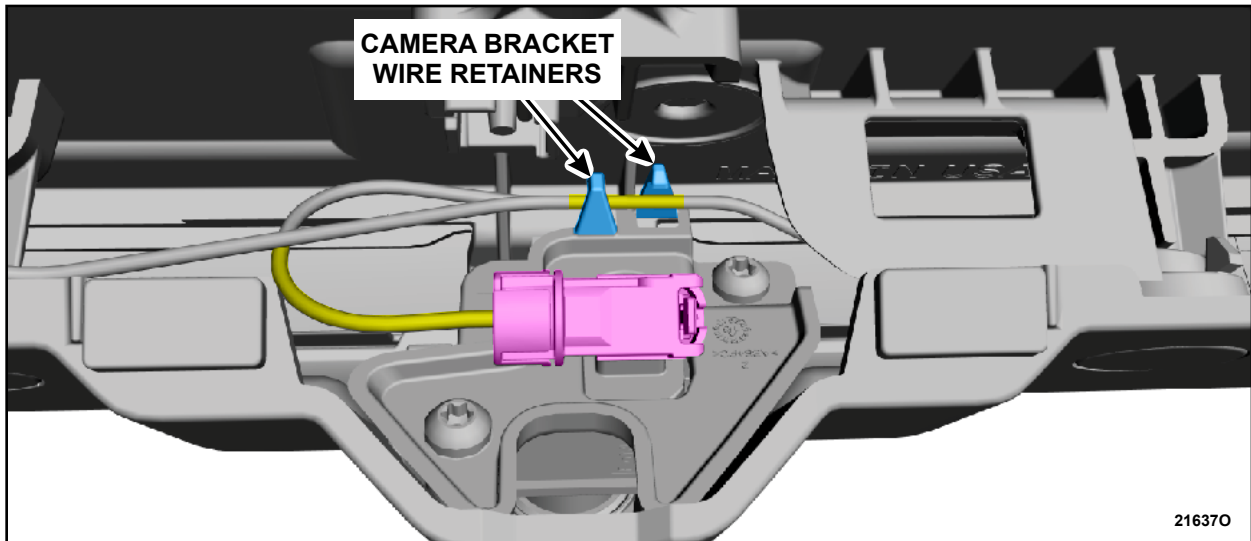


FIGURE 10



5. Remove the screws and the camera bracket. See Figure 11.

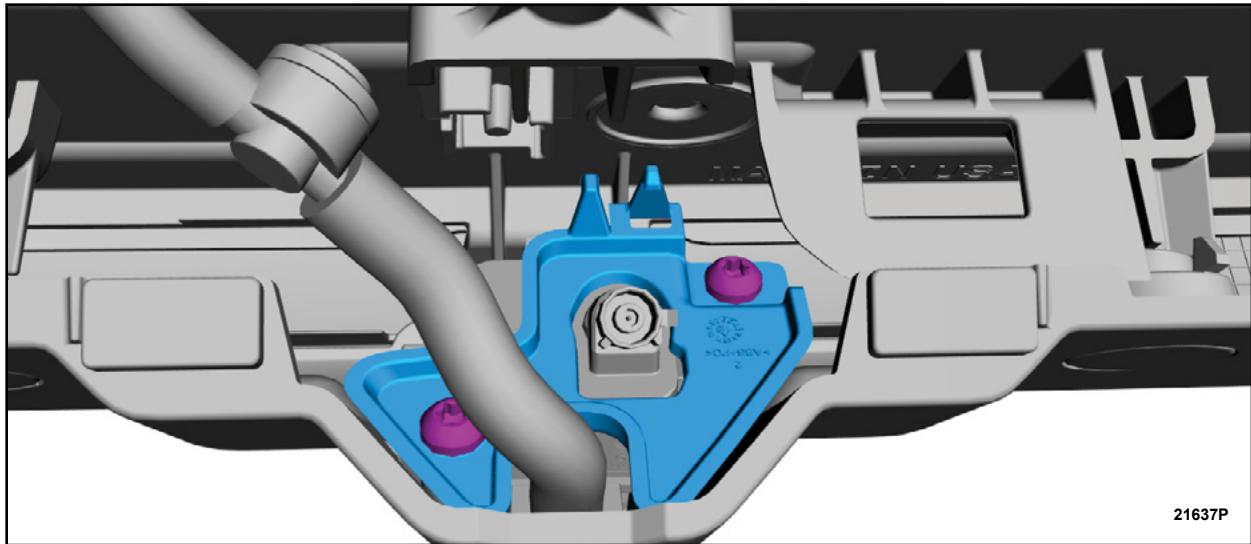


FIGURE 11

6. Remove the rear camera and washer tube as an assembly. See Figure 12.

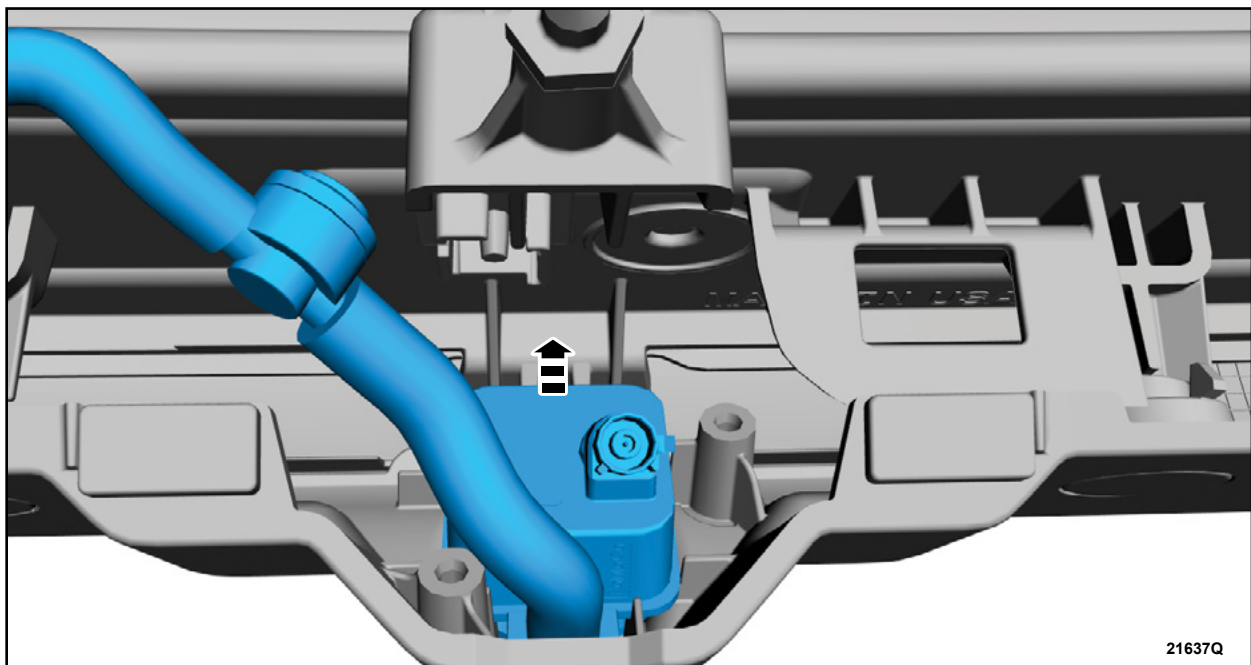


FIGURE 12



7. Release the tabs and remove the washer nozzle, then discard the rear camera. See Figure 13.

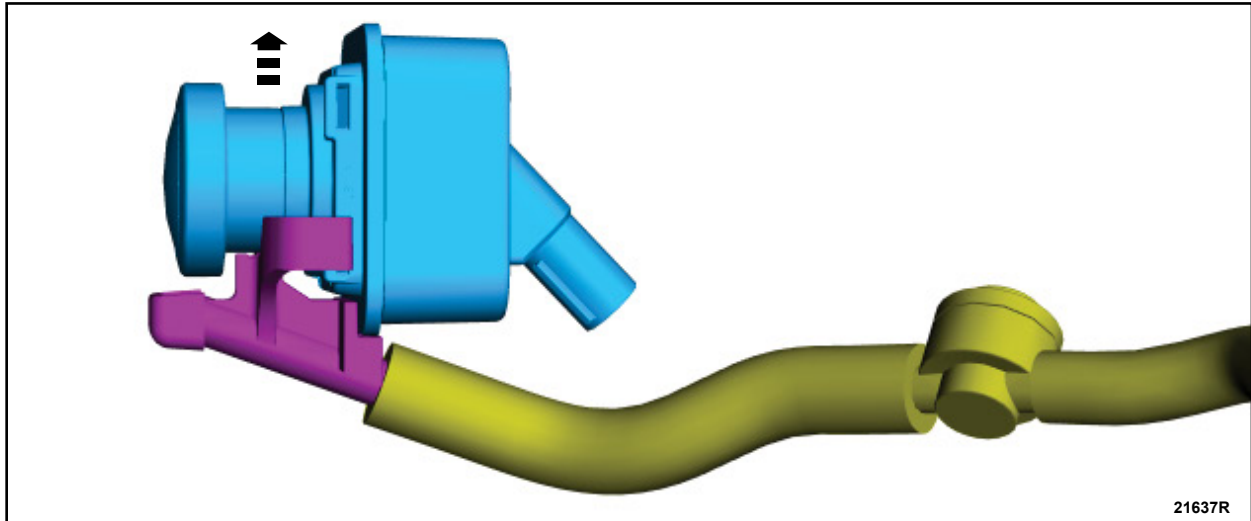


FIGURE 13

NOTE: DO NOT perform the 360° camera alignment at this time.

8. Install the *new* rear camera by reversing the removal steps.

9. Proceed to **Module Programming** on Page 13.

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.



Explorer Repair Procedure

⚠ This procedure is different from the Workshop Manual (WSM). Follow Technical Instructions carefully.

1. Remove the liftgate moulding. Follow the WSM procedures in Section 501-08.
2. Disconnect the rear view camera electrical connector. See Figure 14.

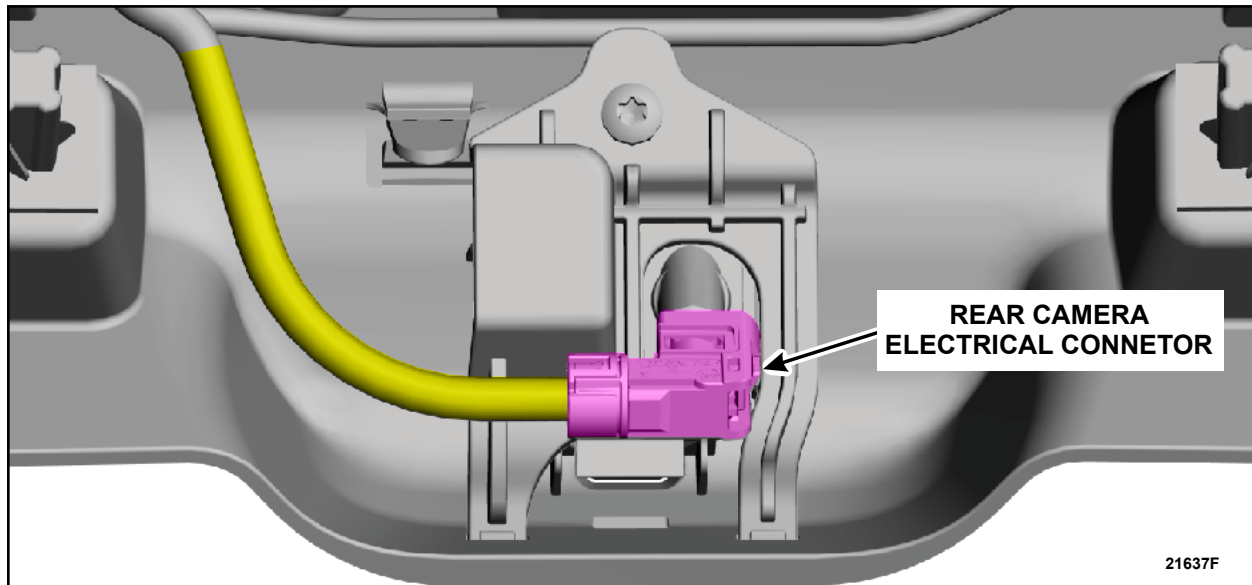


FIGURE 14



3. Remove the rear view camera retainer, bracket and the rear camera assembly. See Figures 15 and 16.

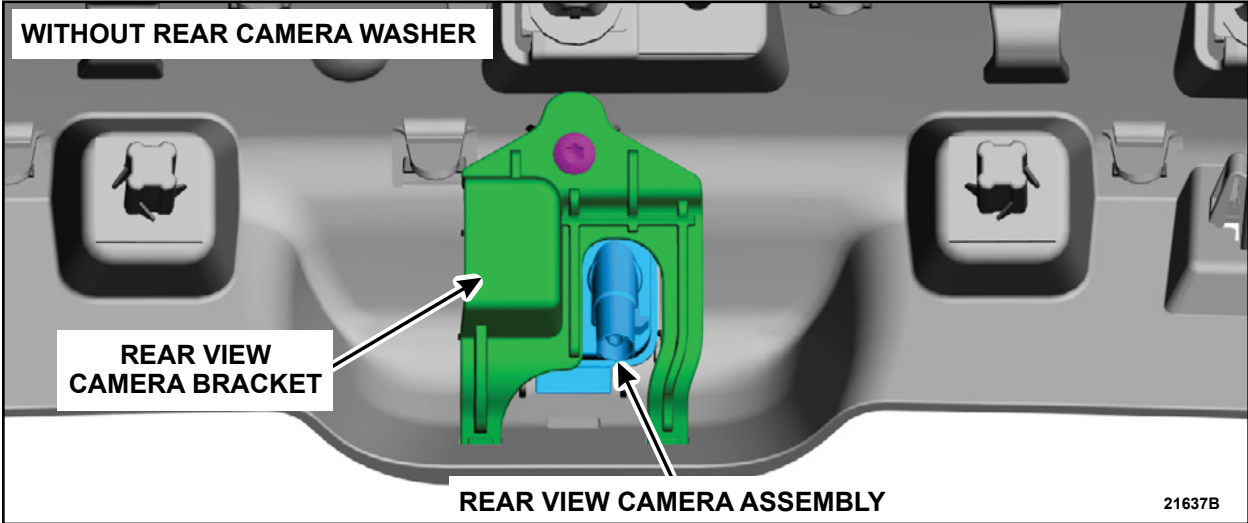


FIGURE 15

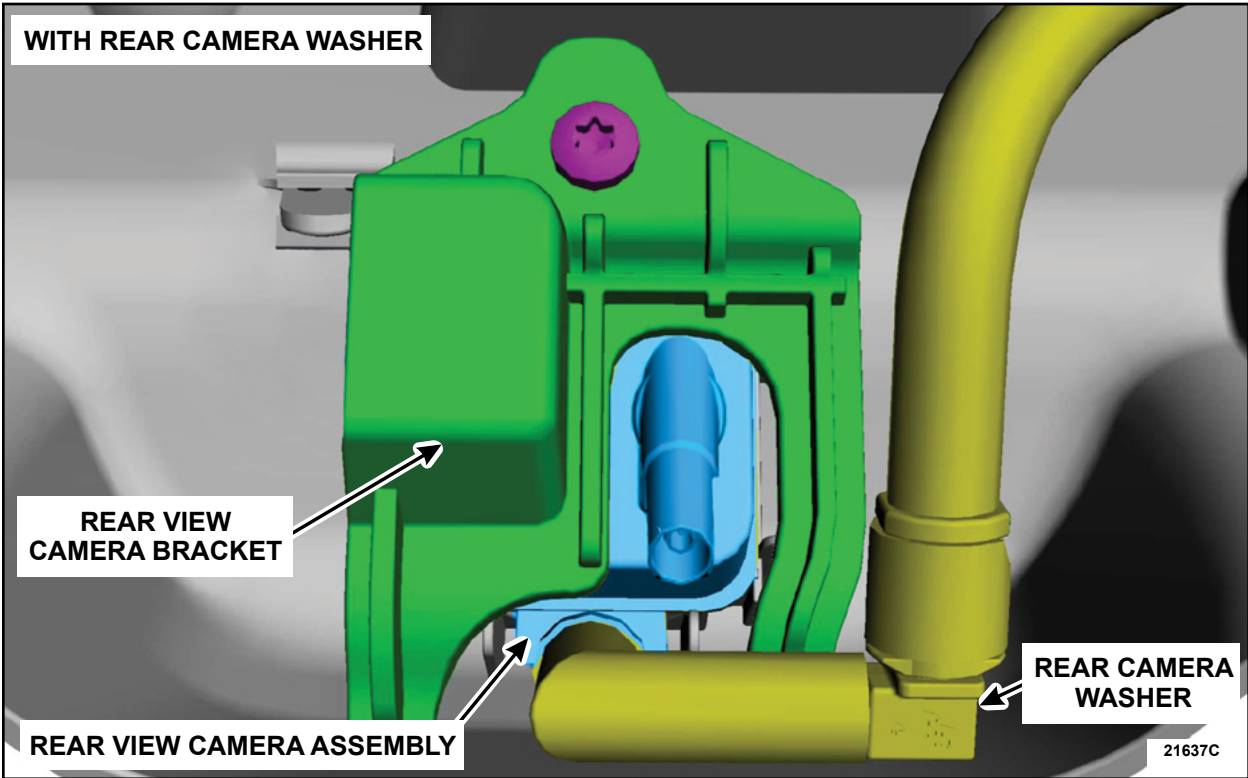


FIGURE 16



4. Release the tabs and remove the rear view camera from the washer nozzle or spacer plate.
See Figure 17.

NOTE: Vehicles without a rear camera washer will have a spacer plate.

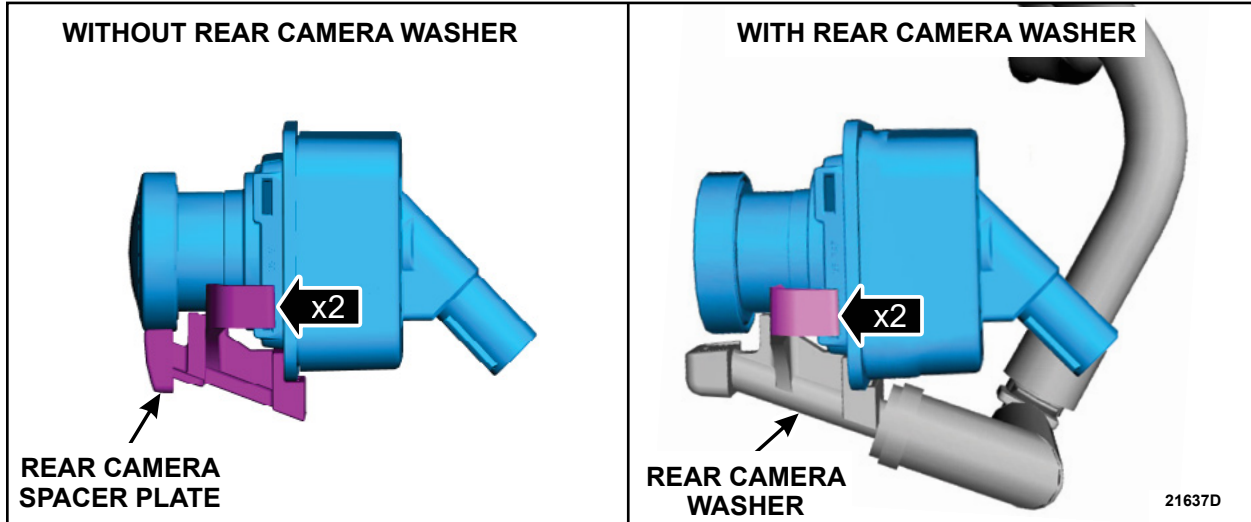


FIGURE 17

5. Remove and discard the rear view camera liftgate molding wiring harness assembly. See Figure 18.

1. Remove the harness from wire harness retainers built into the molding assembly.
2. Disconnect the liftgate release switch.
3. Twist and pull to release the license plate lamp bulbs from socket assemblies.

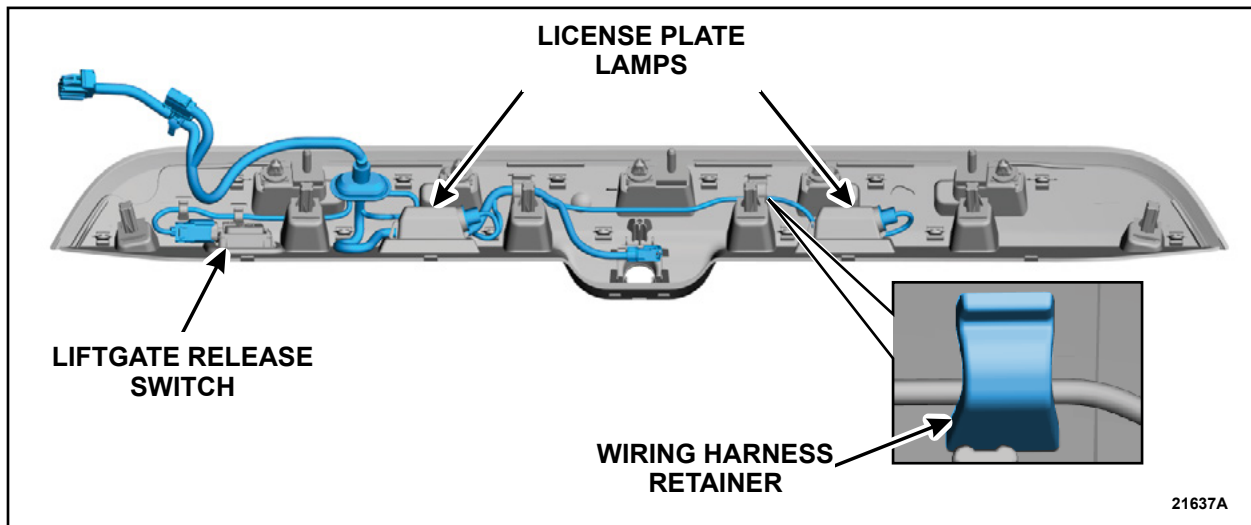


FIGURE 18



6. Install the *new* rear view camera and the *new* liftgate wiring harness by reversing Steps 5-2.
7. Attach the wire harness retaining clip to the rear view camera bracket. See Figure 19.

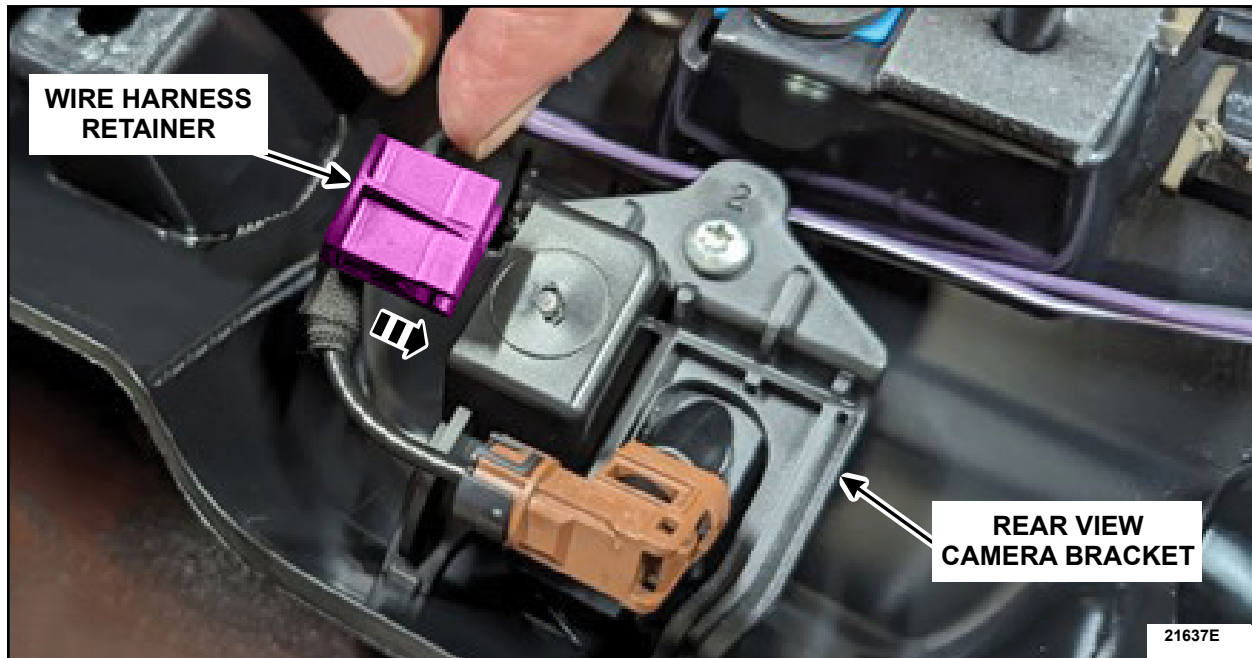


FIGURE 19

8. Install the liftgate moulding. Follow the WSM procedures in Section 501-08.
9. Proceed to **Module Programming** on Page 13.

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.



Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. 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.

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

2. Log into Ford Diagnostic and Repair System (FDRS).

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

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

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

4. Select Toolbox tab.

5. From the list on the LH side of the screen, select **IPMB - Image Processing Module B (IPMB)**.

6. From the list on the RH side of the screen, select **IPMB Software Update**.

- If IPMB software update is not available, Confirm IPMB software Part Number (P/N) under "Vehicle ID" is **LB5T-14F017-BA** or higher. If the P/N is not at the level or higher, contact the SSSC.

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

8. Carry out the 360° camera alignment. Follow the WSM procedures in Section 413-13B.

FDRS Screen Shots:

- a. From the list on the RH side of the screen, select **IPMB - 360 Degree View Camera Alignment**. See Figure 20.

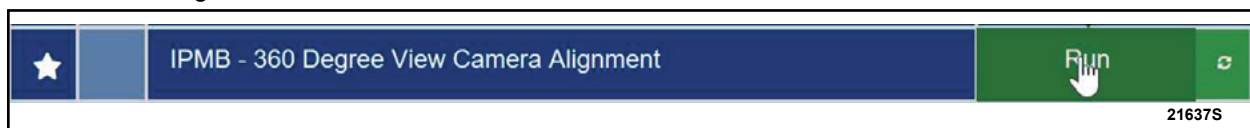


FIGURE 20

- b. Click **RUN**. Follow all on-screen instructions carefully. See Figure 20.



c. Phase 1 is preparing the camera for calibration and can be performed in a parking lot. See Figure 21.

- There is no prompt for a completed Phase 1.
- After driving for 1 minute, Click **continue**.

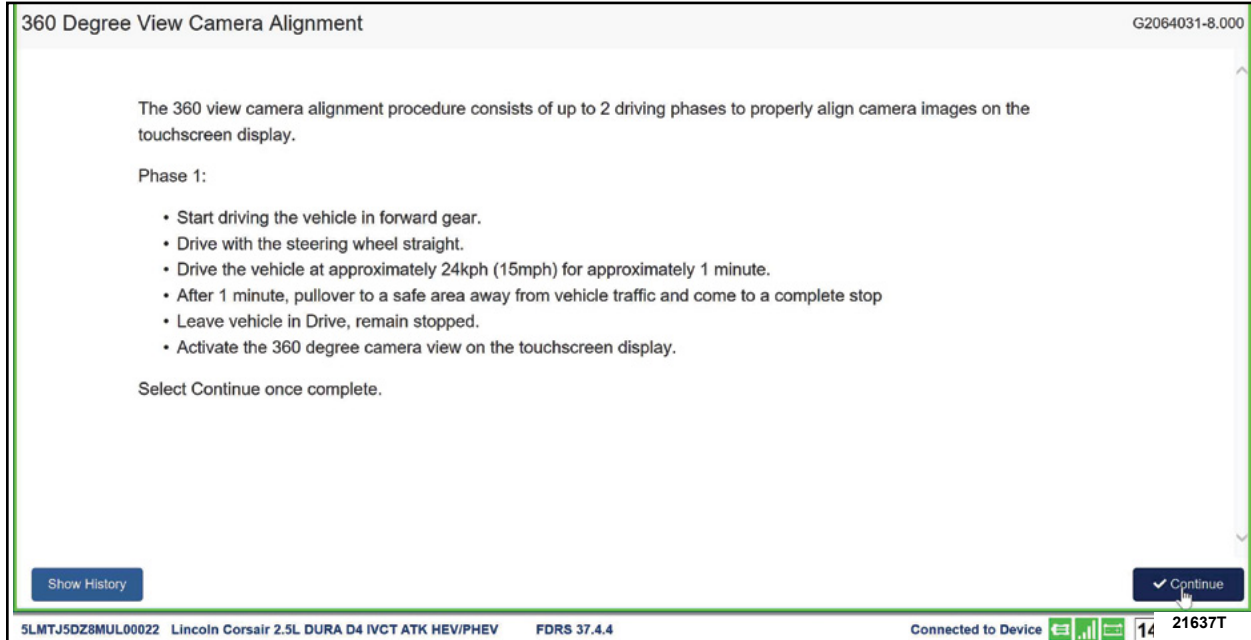


FIGURE 21

d. When prompted with the screen shown below, See Figure 22, drive the vehicle on a road or parking lot to complete the calibration. To activate the calibration status screen proceed to Sub-Step e.

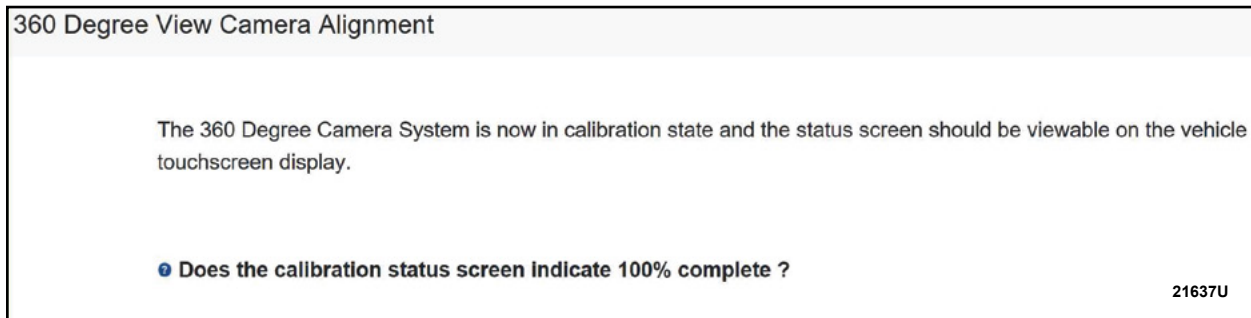


FIGURE 22



e. To access the calibration status screen, press the 360 camera button located on the center of the dash and maintain a speed of 5 Miles Per Hour (MPH) (8 Kilometer Per Hour (KPH) or lower. See Figure 23. The status screen will disappear at speeds greater than 5 MPH (8 KPH).

NOTE: It is recommended to keep the vehicle speed at 5 MPH (8 KPH) or lower to be able to view the status screen.

NOTE: If the steering wheel is turned too sharp or speed is over 15 MPH (24 KPH), progress will pause (turn red). It will resume (turn green) once the steering wheel is straightened or you have reached the appropriate speed. See Figure 23.

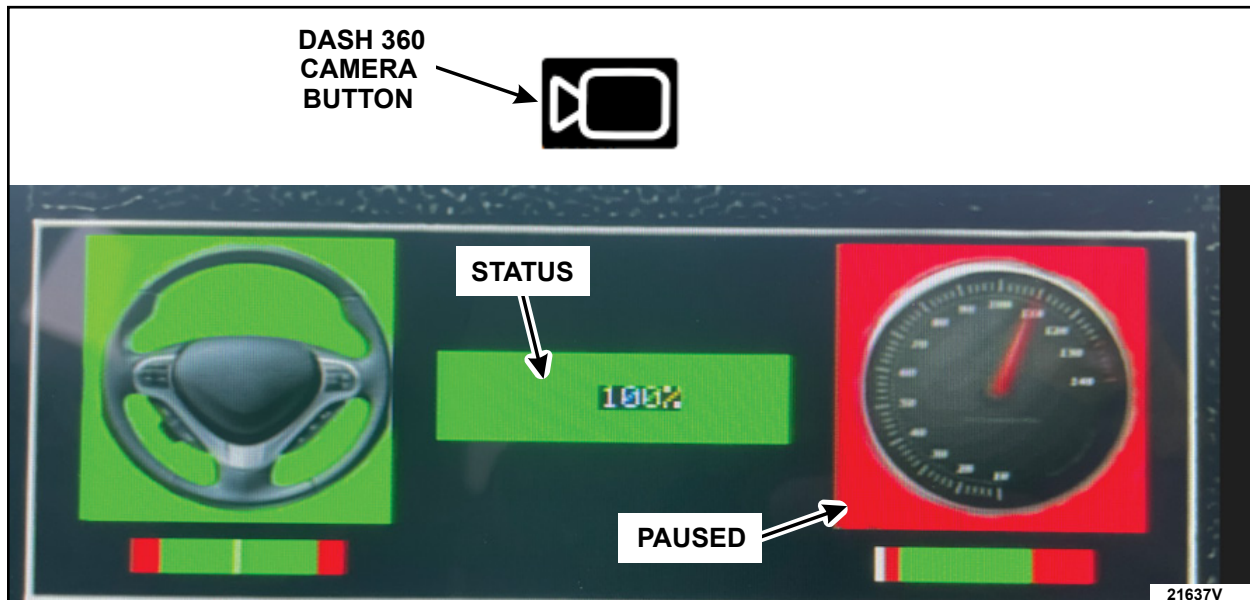


FIGURE 23

9. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
10. Click the **Run Selected Tests** button in the lower right.
11. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
12. Disconnect the battery charger from the 12V battery once the programming has completed.



Important Information for Module Programming

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

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

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

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

Recovering a module when programming has resulted in a blank module

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



Safety Recall 23S23













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)

Safety Recall 23S23

   – 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

Safety Recall 23S23

VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 23S23 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 23S23

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 # 23S23, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before **July 14, 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.