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July 6, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DELIVERY HOLD
Safety Compliance Recall 23C18**
Certain 2019-2023 Model Year Ranger
Certain 2023 Model Year F-250 Super Duty
Certain 2022-2023 Bronco Vehicles
Install New TREAD Label

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2019	Michigan Assembly	September 11, 2018 through November 13, 2019
	2020		July 16, 2019 through October 29, 2020
	2021		June 14, 2020 through December 17, 2021
	2022		August 31, 2021 through June 27, 2022
	2023		June 13, 2022 through June 15, 2022
F-250 Super Duty	2023	Kentucky Assembly	March 16, 2022 through March 31, 2023
Bronco	2022	Michigan Assembly	September 3, 2021 through November 18, 2022
	2023		August 30, 2022 through March 31, 2023

U.S. population of affected vehicles: 29,149. 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

Some of the affected vehicles may not conform to the requirements for the Tire and Loading Information (TREAD) label specified in S4.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 110.

SERVICE ACTION

Stock Vehicles: Supplemental VIN-specific TREAD labels with the correct loading information will be mailed to dealers with affected vehicles (to the attention of the Service Manager) the week of July 10, 2023. Dealers are to affix the label on all affected stock vehicles as instructed in Attachment III - Technical Information.

Sold Vehicles: Supplemental VIN-specific TREAD labels with the correct loading information will be mailed to owners with affected vehicles the week of July 10, 2023. Label installation instructions will be included. Owners may choose to have the label installed by their dealer. This service must be performed at no charge to the vehicle owner.

When requested by vehicle owners to have this label installed, dealers should:

- Arrange for a mobile repair at the owner's location.

Note: Recall 23C18 will be closed out on all VINs upon confirmation of owner letter delivery. Dealers should claim 23A05B for label installation on stock units and customer-requested installations.

ADDITIONAL LABELS

To assist customers who prefer to have this service completed at the dealership and arrive without the label or for stock vehicles, please contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of July 10, 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: Customer Instructions – TREAD Label Replacement
Attachment V: Mobile Repair Record
Attachment VI: Mobile Service Repair Assessment
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,



Stacy L. Balzer

NEW VEHICLE DELIVERY HOLD

Compliance Recall 23C18

Certain 2019-2023 Model Year Ranger, 2023 Model Year F-250 Super Duty,

2022-2023 Model Year Bronco Vehicles

Install New TREAD Label

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

  - Light Mobile Service

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: Cleaner / Degreaser

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- 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.

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.

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OASIS ACTIVATION

OASIS will be activated on July 6, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on July 6, 2023.
Owner names and addresses will be available by July 28, 2023.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Labels and installation instructions are being mailed to owners. Owners may choose to have the dealer install the label.
- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall.
- 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. If additional labels are needed for dealer stock units, please contact the SSSC via the SSSC Web Contact Site.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

- The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title-branded and salvaged vehicles are eligible for this recall.

RENTAL VEHICLES

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.
- **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.

- When entering claims, select claim type 31: Field Service Action. The FSA number (23A05) 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.
- **Pickup & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
 - 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 IV), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 23A05MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).

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LABOR ALLOWANCES

Note: Recall 23C18 will be closed out on all VINs upon confirmation of owner letter delivery. Dealers should claim 23A05B for label installation on stock units and customer-requested installations.

Description	Labor Operation	Labor Time
Repair: Install vehicle TREAD label.	23A05B	0.3 Hour(s)
Mobile Service: This allowance is only for non-eligible 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	23A05MM	0.5 Hours

PARTS REQUIREMENTS**Ordering Instructions for Additional Labels.**

Labels for this program are being sent directly to customers of the affected vehicles. Additional Labels for customers who prefer to have this label installed at the dealership and cannot locate their label may be ordered from the SSSC via the SSSC Web Contact Site:

- Ask for an additional label for program 23C18.
- Provide your name, dealership P/A code, and mailing address.
- Provide vehicle VIN(s).

Stock Vehicles: Labels for in-stock vehicles are being mailed to dealerships the week of July 10, 2023. The package will be sent to the attention of the service manager and contain a bright orange 23C18 sticker.

Sold Vehicles: Labels and installation instructions are being mailed directly to customers of the affected vehicles.

DEALER PRICE

Dealers will not be charged for labels ordered for this program.

CERTAIN 2019-2023 MODEL YEAR RANGER VEHICLES, 2023 MODEL YEAR F-250 SUPER DUTY AND 2022-2023 MODEL YEAR BRONCO VEHICLES — TIRE AND LOADING INFORMATION (TREAD) LABEL REPLACEMENT

SERVICE PROCEDURE

1. Vehicle owners were sent a *new* replacement Tire and Loading Information (TREAD) label per the Vehicle Identification Number (VIN). If the original label cannot be found, contact the Special Service Support Center (SSSC) **BEFORE** scheduling a vehicle for service. For In-Stock vehicles, proceed to Step 2.

NOTE: It may take several days for the label to arrive. **DO NOT** schedule a vehicle repair until the label arrives and the VIN is verified.

NOTE: Labels are VIN specific.

- All vehicles are to have the Tire and Loading Information (TREAD) label replaced.

SERVICE PROCEDURE FOR STOCK VEHICLES

2. For In-Stock units, open the drivers door to see the TREAD label on the door jamb. Confirm the VIN on the *new* label matches the VIN on the vehicle. See Figure 1.

- If the VIN does not match, contact the SSSC before proceeding with this program to order a *new* VIN specific label.

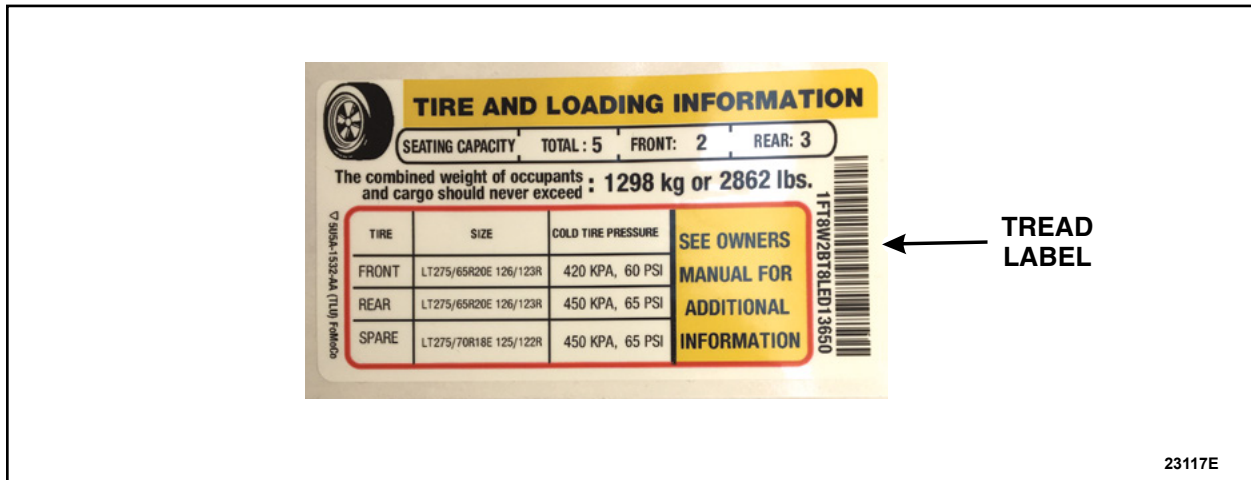


FIGURE 1

NOTE: Laws may vary by state and region. Concealing or misrepresenting the identity of motor vehicle could be a violation of code resulting in a misdemeanor or felony punishable by imprisonment and/or fines.

3. Using a clean cloth and isopropyl alcohol, remove any residue from on and around the original label on the B-Pillar.



- Note the orientation of the original Tire and Loading Information (TREAD) label.
- Install the *new* label over the original TREAD label, in the same location and orientation. See Figure 2.

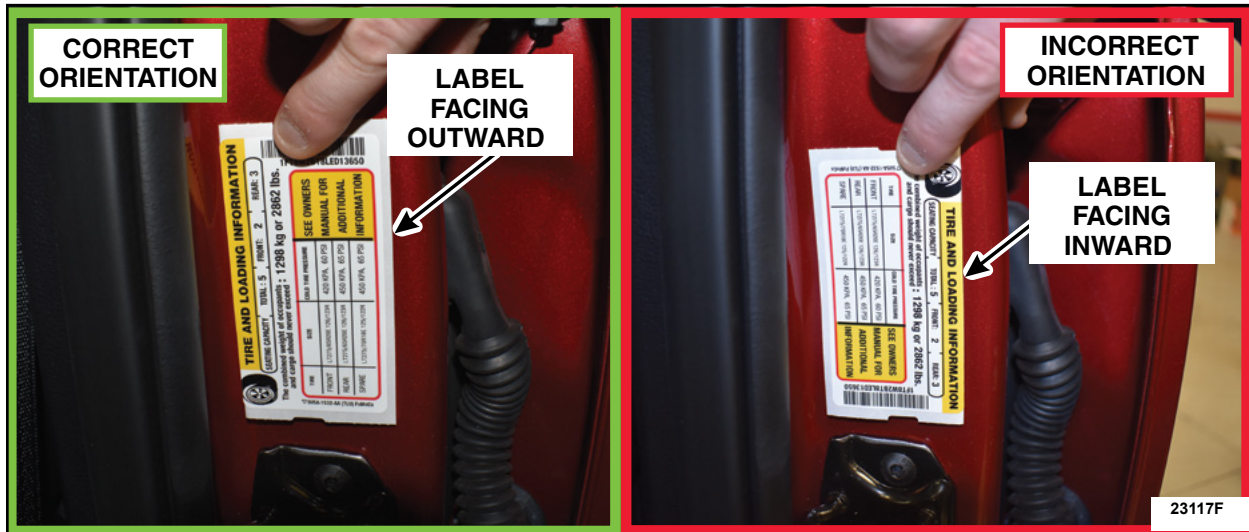


FIGURE 2

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 2019-2023 MODEL YEAR RANGER VEHICLES, 2023 MODEL YEAR F-250 SUPER DUTY AND 2022-2023 MODEL YEAR BRONCO VEHICLES — TIRE AND LOADING INFORMATION (TREAD) LABEL REPLACEMENT

SERVICE PROCEDURE

NOTE: Please follow the directions below to install the *new* TREAD label on your vehicle.

NOTE: If you do not have the desire or capability, call your dealer for a service appointment. To avoid delays bring the *new* label to your service appointment for installation.

1. Where is the label? Open drivers door, the label is located on the door jamb toward the rear of the vehicle.

NOTE: Labels are VIN specific.

2. Confirm that the VIN on the *new* label matches the VIN on the vehicle. See Figure 1.

- If the VIN does not match contact your dealer.

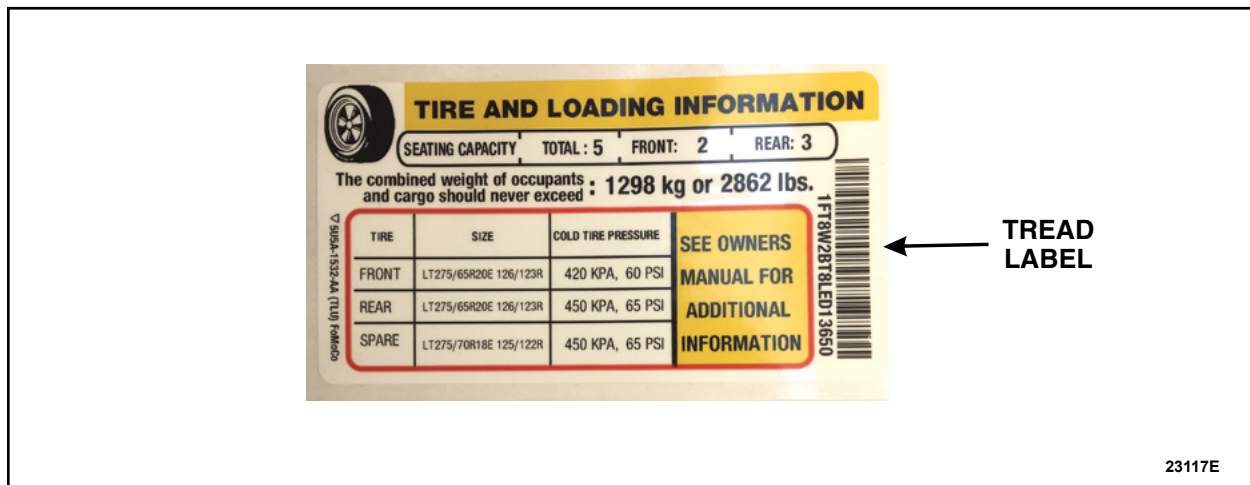


FIGURE 1

3. Using a clean cloth and isopropyl alcohol, remove any residue from on and around the original label on the door jamb.

4. Note the orientation of the original label.



5. Install the *new* label **OVER** the original label, in the same location and orientation. See Figure 2.

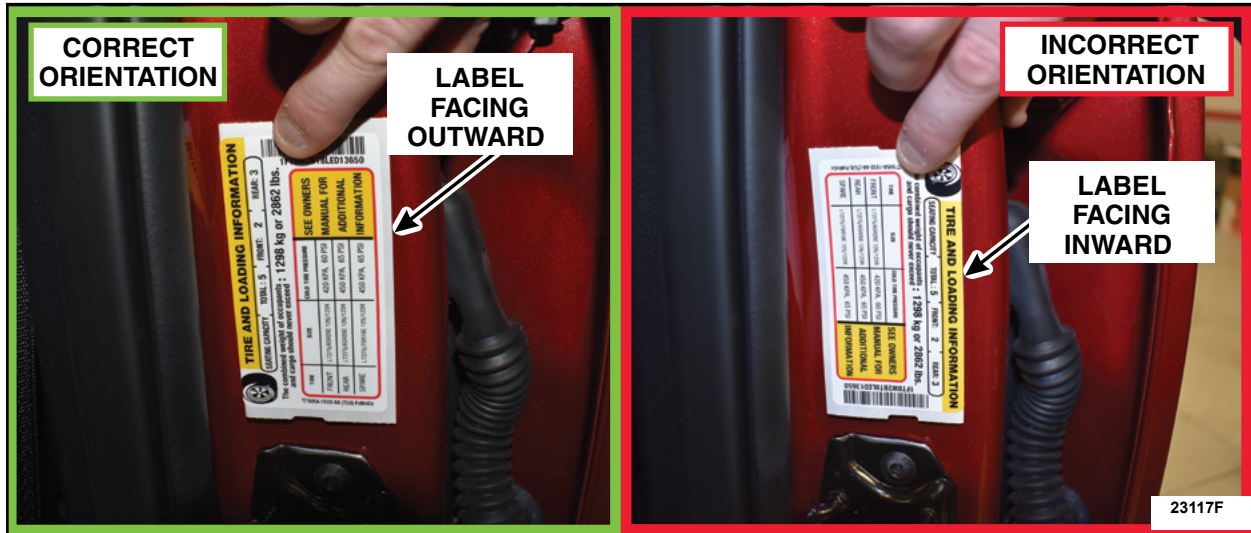


FIGURE 2



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MOBILE REPAIR RECORD

VIN _____ received (check one):

Mobile Repair

As outlined below for the 23C18 Field Service Action program.

Mobile Repair – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

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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 Mobile Service Eligible

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 Mobile Service Repair Eligible

- 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