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May 31, 2024

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

**Safety Recall 23S27 – Supplement #1**

Certain 2021-2023 Model Year Corsair, 2020-2023 Model Year Escape and 2022-2023 Model Year Maverick Vehicles Equipped With 2.5L HEV/PHEV Engine Underhood Fire

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –**

**Safety Recall 23S27**

Dated April 25, 2024

**New! REASON FOR THIS SUPPLEMENT**

- **Parts Availability Update:** Parts are now available to repair 2023 Model Year Corsair and Escape vehicles. The technical instructions, claiming information, labor allowances and parts ordering information have been updated accordingly.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Corsair	2021-2023	Louisville	October 24, 2019 through May 11, 2023
Escape	2020-2023		January 09, 2019 through May 23, 2023
Maverick	2022-2023	Hermosillo	February 3, 2021 through May 18, 2023

US population of affected vehicles: 124,965. Affected vehicles are identified in OASIS and FSA VIN Lists.

Vehicle	Model Year	Part Availability	Software Availability
Corsair	2021	NA	Available
	2022	NA	Available
	2023	Available	NA
Escape	2020	NA	Available
	2021	NA	Available
	2022	NA	Available
	2023	Available	NA
Maverick	2022	NA	Available
	2023	NA	Available

## **REASON FOR THIS SAFETY RECALL**

Isolated engine manufacturing issues can cause the engine to fail prematurely. In the event of an engine failure, engine oil and/or fuel vapor may be released into the under-hood environment and may migrate to and/or accumulate near ignition sources, increasing the risk of fire and injury. Engine failure is expected to produce loud noises (example: metal-to-metal clank) audible to the vehicle's occupants. An engine failure will also result in a reduction in available engine power.

In Owner Letters mailed to customers, Ford will advise customers to safely park and shut off the engine as promptly as possible upon hearing unexpected engine noises, after experiencing a reduction in available engine power, or if smoke is observed emanating from the engine compartment.

**NOTE:** Customer Satisfaction program 23N06 (to be released June 2024) will be activated on 2020-2022 Model Year Escape, 2021-2022 Model Year Corsair and 2022-2023 Model Year Maverick vehicles, which will provide extended warranty coverage for the engine.

## **New! SERVICE ACTION**

**DO NOT DEMONSTRATE OR DELIVER** any new in-stock vehicles involved in this safety recall. *Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the engine long-block assembly on 2023 Model Year Corsair and Escape vehicles.* For 2020-2022 Model Year Escape, 2021-2022 Model Year Corsair and 2022-2023 Model Year Maverick vehicles, dealers are to update the Powertrain Control Module (PCM) Software. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**NOTE:** Some of the affected vehicles may also be included in one or more of the following field service actions: 23E07, 23E09. When performing the Powertrain Control Module update for 23S27, the update for 23E07 and/or 23E09 will also be completed, if applicable. The Ford system will automatically close the open emission programs upon claim payment of 23S27. In addition, if 23E07 and/or 23E09 have already been completed, the PCM software update for 23S27 may have already been applied. If the PCM is at the latest software level, the FSA is complete. See the labor operations and parts ordering information section for details.

For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
  - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

## **New! ESSENTIAL SPECIAL SERVICE TOOLS**

*If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.*

## **New!** OWNER NOTIFICATION MAILING SCHEDULE

*For owners of 2023 Model Year Corsair and Escape vehicles, letters are expected to be mailed the week of June 10, 2024.* Owners of 2020-2022 Model Year Escape, 2021-2022 Model Year Corsair and 2022-2023 Model Year Maverick vehicles are expected to be mailed letters the week of June 3, 2024. 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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

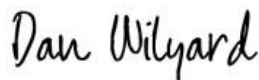
## **New!** ATTACHMENTS

- *Administrative Information*
- *Labor Allowances and Parts Ordering Information*
- *Technical Instructions*
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Recall Reimbursement Plan

### **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Dan Wilyard

**Safety Recall 23S27– Supplement #1****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- 2020-2022 Model Year Escape, 2021-2022 Corsair and 2022-2023 Maverick vehicles have the following assessment level.
  - 🔧 - Mobile Reprogramming
- 2023 Model Year Escape and Corsair vehicles have the following assessment level.
  - 🚫 - Not a Mobile Service Repair

**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.

**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.

**OASIS ACTIVATION**

OASIS was activated on May 31, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on May 31, 2023. Owner names and addresses will be available by June 21, 2024.

**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.

## Safety Recall 23S27– **Supplement #1**

### **SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

### **STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

### **DEALER-OPERATED RENTAL VEHICLES**

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

### **BRANDED/SALVAGED TITLE VEHICLES**

Affected branded / salvaged title 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 PO 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 PCM software updates.

### **New! RENTAL VEHICLES**

*For 2023 Model Year Corsair and Escape vehicles, dealers are pre-approved for up to 3 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 rental day(s) is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.* Rentals are not approved for 2020-2022 Model Year Escape, 2021-2022 Corsair and 2022-2023 Maverick vehicles.

**Safety Recall 23S27– Supplement #1****MOBILE REPAIR CLAIMING QUESTIONS**

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 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.

**PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

**PICK-UP & DELIVERY- Non-participating Dealers**

Ford Dealers not participating in the 2024 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 PICK-UP & DELIVERY**

Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC14054, 2024 Lincoln Pick-Up & Delivery Updates.

- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below

**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.

Safety Recall 23S27– **Supplement #1****New!** **CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** *The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.*
- **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 23S27 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.
  - When claiming 23S27B, if 23E07 and/or 23E09 are open on the VIN, the open emissions programs will be closed automatically. The software update for 23S27 completes the software update for 23E07 and 23E09, if applicable.
- **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.
- **Rentals:** *For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.*
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 23S27                      - 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.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC14054, 2024 Lincoln Pick-Up & Delivery Updates for details.
  - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
  - Dealers NOT participating in the Remote Experience Program –
    - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
    - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

Safety Recall 23S27– **Supplement #1****New!** **CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Parts Handling Allowance:** *A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the long-block assembly. To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.*
- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
    - Lincoln Retailers - refer to EFC14164, 2024 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 Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 23S27MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).



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**New!** LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2020-2022 Model Year Escape, 2021-2022 Corsair, 2022-2023 Maverick – PCM software update already applied - No update available.	23S27A	0.3 Hours
2020-2022 Model Year Escape, 2021-2022 Corsair, 2022-2023 Maverick - Update the Powertrain Control Module software. This update may also include software updates in the Battery Energy Control Module, the Secondary On-Board Diagnostic Module, the Secondary On-Board Diagnostic Module C, and the Antilock Brake System module.	23S27B	0.5 Hours
<i>2023 Model Year Escape and Corsair – Replace the long-block engine assembly. Includes time to transfer all related parts to the new long-block assembly and replace the Cylinder Head Temperature (CHT) sensor.</i>	<i>MT23S27C</i>	<i>M-Time up to 18.3 Hours</i>
<p>Mobile Service:  <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b>                      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.</p>	23S27MM	0.5 Hours
<p><b>Lincoln</b> vehicle PDL Allowance: <b>Only</b> vehicles <b>outside</b> of Lincoln PDL contract coverage of <b>4 years/50,000 miles</b>.  <b>NOTE:</b> This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	23S27LL	0.5 Hours
<p>Vehicle Pick-Up &amp; Delivery Allowance:  <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b>  <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	23S27PP	0.5 Hours

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**New!** PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Order Quantity	Number in Package	Description
LX6Z-6006-A	1	1	1	2.5L Long-block Assembly
JX6Z-6G004-B	1	1	1	Cylinder Head Temperature (CHT) Sensor

Follow Workshop Manual instructions for one-time-use parts that require replacement when replacing the long-block assembly. Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**New!** DEALER PRICE

For the latest prices, refer to DOES II.

**New!** HANDLING ALLOWANCE

An allowance of \$600 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the long-block assembly.

**New!** 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.

**New!** EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

Safety Recall 23S27– **Supplement #1**

**New!** REPLACED FSA PARTS INSPECTION AND SIGN OFF

*Effective March 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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 1<sup>st</sup>, 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 2021-2023 MODEL YEAR CORSAIR, 2020-2023 MODEL YEAR ESCAPE AND 2022-2023 MODEL YEAR MAVERICK VEHICLES EQUIPPED WITH 2.5L HEV/PHEV ENGINE — UNDERHOOD FIRE

### **NEW!** SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.

**IMPORTANT!** Software is NOT AVAILABLE for 2023 Escape or Corsair vehicles for 23S27. DO NOT attempt to update/program for FSA 23S27 on these units.

**NOTE:** *If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.*

1. *Is the vehicle a 2023 Escape or Corsair?*

**Yes** - *Replace the 2.5L Duratec Hybrid long block engine assembly. Follow the Workshop Manual (WSM) procedures in Section 303-01. Upon installation, replace the Cylinder Head Temperature (CHT) sensor, before installing the engine appearance cover. Follow the WSM procedures in Section 303-14.*

**No** - *Proceed to Step 2 Module Programming.*

### 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.

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

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

**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).

3. 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.

4. 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.

5. Select **Toolbox** tab.

6. Select the **SW Updates** tab on the RH side of the screen. See Figure 1.



**FIGURE 1**

7. Is a Powertrain Control Module (PCM) software update available under the SW Update tab?

Yes - Proceed to Step 7.

No - No further action required. Recall complete.

8. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

**NOTE:** After the programming of the PCM, the FDRS will automatically prompt you to update the necessary modules based on the vehicles options. Follow the on-screen instructions to complete the update.

**NOTE:** Only one module may be updated at a time.

- SOBDMA – Secondary On Board Control Module A (If equipped AND Prompted by FDRS Tool)
- SOBDMC – Secondary On Board Control Module C (If equipped AND Prompted by FDRS Tool)
- ABS – Anti-Lock Brake System (If equipped AND Prompted by FDRS Tool)
- BECM – Battery Energy Control Module (If equipped AND Prompted by FDRS Tool)

9. Click **RUN**. Follow all on-screen instructions carefully. Follow the on-screen instructions and complete the remainder of the updates, until the update is complete.



10. Check and clear all Continuous Memory Diagnostic Trouble Codes (CMDTCs).

11. Disconnect the battery charger from the 12V battery.

**NOTE:** Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

### **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.
- Turn the accessories back on after programming has completed.
- 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**

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. 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.
- c. 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.
- d. 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.
- e. 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.



***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***



**Ford Motor Company**  
**Recall Reimbursement Plan for 23S27**

*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 # 23S27, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 28, 2024. 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)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to 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 noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 5, 2021 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 prior to 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 prior to 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 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 than 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 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 repair did not correct the problem related to the recall

Failure to submit all the above information may result in 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 pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.