



Stacy L. Balzer  
Operating Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

August 9, 2023

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 23S32**

Certain 2023 Model Year Nautilus Vehicles  
Rear Shock Absorber Jounce Bumper Inspection

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -  
Safety Recall 23S32**

Certain 2023 Model Year Nautilus Vehicles  
Rear Shock Absorber Jounce Bumper Inspection

#### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Nautilus	2023	Oakville	February 20, 2023 through March 9, 2023

US population of affected vehicles: 366. Affected vehicles are identified in OASIS and FSA VIN Lists.

#### **REASON FOR THIS SAFETY RECALL**

A rear shock with a defective rod stopper crimp may have been installed on some of the affected vehicles. The shock may be over-extended in certain driving conditions which may result in damage to the brake hose, rear axle half shaft, wheel speed sensor and stabilizer bar link. A damaged brake hose can extend vehicle stopping distance, increasing the risk of a crash.

#### **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to:

- Check the attached VIN list, these 90 vehicles had the rear shocks replaced at the assembly plant, but the brake hose, wheel speed sensor, stabilizer bar, and axle shaft were not inspected or replaced before the vehicles were released. If a vehicle is included in the VIN list, the dealer will replace the brake hose, wheel speed sensor, stabilizer bar link and half shaft.
- If vehicle is not included in the attached VIN list, the dealer will inspect the rear shocks for over-travel. If the over-travel condition exists, dealer will replace the shock(s), brake hose(s), wheel speed sensor(s), stabilizer link(s) and half shaft(s) for the side(s) that experienced overtravel.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

#### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of August 14, 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
- Owner Notification Letters
- Recall Reimbursement Plan
- VIN List
- Mobile or Pick-Up and Delivery Repair Record
- Mobile Service Repair Assessment

## **QUESTIONS & ASSISTANCE**

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



Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive, flowing style.

Stacy L. Balzer

## Safety Recall 23S32

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- 90 vehicles have the following assessment level (refer to attached VIN list):
  -  - Not a Mobile Service Repair
- 461 vehicles have the following assessment level:
  -  - Not a Mobile Service Repair

### **OASIS ACTIVATION**

OASIS will be activated on August 9, 2023.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 9, 2023. Owner names and addresses will be available by September 8, 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**

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

## Safety Recall 23S32

### **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 an improperly crimped rear shock.

### **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.
- All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service.

### **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.
  - 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 23S32

### CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 23S32 is the subcode.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 23S32                      - 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 Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC12060, 2023 Lincoln Pickup & Delivery Updates for details.
- **Pickup & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL)
  - Dealers NOT participating in the Remote Experience Program –
    - Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
    - Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation.

**Safety Recall 23S32**

**LABOR ALLOWANCES**

**Table #1 – Inspection only Labor Operations (cannot be used on the attached VIN list vehicles)**

<b>The following labor operation codes <u>CANNOT BE USED</u> for the <u>90 VINs listed in attached VIN list.</u></b>	<b>Labor Operation</b>	<b>Labor Time</b>
In Dealership – inspect and pass, no parts replaced	23S32A	0.3 Hours

**Table #2 – Attached VIN List Labor Operations (no inspection necessary)**

<b>VIN List – 90 VINS – Repair – No Shock Replacement</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Shocks were replaced at Assembly plant before delivery		
Check VIN list (90 VINS) No Shock replacement - Both sides - Replace half shafts, sway links, wheel speed sensor/EPB harness, and brake hoses (Includes brake bleed) (cannot be claimed with 23S32A, 23S32D or 23S32E)	23S32C	3.1 Hours

**Table #3 – Can only be used for VINs that fail inspection on one of both sides**

<b>All Other VINs that <u>fail inspection</u> (excluding attached VIN List) – Repair:</b>	<b>Labor Operation</b>	<b>Labor Time</b>
One side – Inspect – fail - Replace half shaft, sway link, shock, wheel speed sensor/EPB harness, and brake hose (Includes brake bleed) (Cannot be claimed with 23S32A, 23S32C or 23S32E)	23S32D	2.1 Hours
Both sides – Inspect – fail - Replace half shaft, sway links, shocks, wheel speed sensor/EPB harness, and brake hoses (Includes brake bleed) (Cannot be claimed with 23S32A, 23S32C or 23S32D)	23S32E	3.6 Hours

**Safety Recall 23S32**

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Order the parts below through normal order processing channels:**

- Review the technical instructions and provide photos as requested:
  - Parts Table #1 = VIN is one of 90 VINs in the attached VIN list
  - Parts Table #2 = Vehicle has failed inspection for one or both sides – order only for side that fails inspection
  - Parts Table #3 = All vehicles may order listed chemicals as necessary

NOTE: If dealers order large number of parts, back-orders exist, parts will be put on sales restrictions and require photos.

**PARTS TABLE #1**

**SEE ATTACHED VIN LIST –  
IF VIN IS NOT LISTED IN ATTACHED VIN LIST PROCEED TO PARTS TABLE #2**

<b>Part Number</b>	<b>VIN LIST – 90 VINs – Part List for both sides No Shocks Replaced</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
F2GZ-2282-G	RH Brake Hose	1	1
F2GZ-2282-H	LH Brake Hose	1	1
W711784-S300	Brake Hose Hardware (2 needed, 1 in pack)	2	2
K2GZ-2C190-F	Wheel Speed Sensor (2 needed, 1 in pack)	2	2
F2GZ-5C486-A	Stabilizer bar link (2 needed, 1 in pack)	2	2
W705606-S440	Sta-bar link Hardware (4 needed, 2 in pack)	2	4
K2GZ-4K138-E	RH Half shaft - Rear	1	1
K2GZ-4K139-G	LH Half shaft - Rear	1	1
CCPZ-3B477-B	Hub nut (2 needed, 1 in pack)	2	2
CV6Z-4B416-D	Axle seals (2 needed, 1 in pack)	2	2
W715624-S439	Bolt - Brake Caliper (4 needed, 4 in pack)	1	4
W718188-S439	Bolt - Wheel Hub (8 needed, 4 in pack)	2	8
W715682-S900	Nut - Lower arm vertical Link (2 needed, 4 in pack)	1	2
W716342-S439	Bolt - Lower arm vertical link (2 needed, 4 in pack)	1	2
W716341-S439	Bolt - lower arm-to-wheel knuckle (2 needed, 4 in pack)	1	2
W714033-S439	Bolt - toe link to wheel knuckle (2 needed, 4 in pack)	1	2
W520516-S441	Bolt - toe link to wheel knuckle (2 needed, 1 in pack)	2	2
W716795-S439	Bolt - upper arm-to-wheel knuckle (4 needed, 4 in pack)	1	2
W520214-S440	Nut - upper arm-to-wheel knuckle (4 needed, 2 in pack)	2	4

**Safety Recall 23S32**

**PARTS TABLE #2**

**IS VIN LISTED ON ATTACHED VIN LIST – USE PARTS TABLE #1**

**PARTS SHOULD ONLY BE REPLACED ON SIDE THAT FAILS INSPECTION**

Part Number	1. VIN is not listed on attached VIN list? 2. Vehicle failed inspection on one or both sides?	Order Quantity		Claim Quantity
		One	Both	
K2GZ-18125-A	RH Shock	Only replace side that fails shock inspection		
K2GZ-18125-B	LH Shock			
W718383-S439	Shock Upper Bolts (2 needed, 4 in pack)	1	2	2 or 4
W718772-S439	Shock Lower Bolts (2 needed, 4 in pack)	1	2	2 or 4
W713760-S440	Rear Shock Absorber Nut Rod (1 needed, 4 in pack)	1	1	1 or 2
F2GZ-2282-G	RH Brake Hose	Only replace side that fails shock inspection		
F2GZ-2282-H	LH Brake Hose			
W711784-S300	Brake Hose banjo to caliper washer (2 needed, 1 in pack)	2	4	2 or 4
K2GZ-2C190-F	Wheel Speed Sensor (1 needed, 1 in pack)	1	2	1 or 2
F2GZ-5C486-A	Stabilizer bar link (1 needed, 1 in pack)	1	2	1 or 2
W705606-S440	Rear stabilizer link nuts (2 needed, 2 in pack)	1	2	2 or 4
K2GZ-4K138-E	RH Half shaft - Rear	Only replace side that fails shock inspection		
K2GZ-4K139-G	LH Half shaft - Rear			
CCPZ-3B477-B	Hub nut (1 needed, 1 in pack)	1	2	1 or 2
CV6Z-4B416-D	Rear Half shaft seal (1 needed, 1 in pack)	1	2	1 or 2
W715624-S439	Bolt - Brake Caliper (2 needed, 4 in pack)	1	1	2 or 4
W718188-S439	Bolt - Wheel Hub retainers (4 needed, 4 in pack)	1	2	4 or 8
W715682-S900	Nut - Lower arm vertical Link (1 needed, 4 in pack)	1	1	1 or 2
W716342-S439	Bolt - Lower arm vertical link (1 needed, 4 in pack)	1	1	1 or 2
W716341-S439	Bolt - lower arm-to-wheel knuckle (1 needed, 4 in pack)	1	1	1 or 2
W714033-S439	Bolt - toe link to wheel knuckle (1 needed, 4 in pack)	1	1	1 or 2
W520516-S441	Bolt - toe link to wheel knuckle (1 needed, 1 in pack)	1	2	1 or 2
W716795-S439	Bolt - upper arm-to-wheel knuckle (2 needed, 4 in pack)	1	1	1 or 2
W520214-S440	Nut - upper arm-to-wheel knuckle (1 needed, 2 in pack)	1	1	1 or 2



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**PARTS TABLE #3**

All vehicles may order listed chemicals as necessary.

XL-2	Motorcraft High Temperature Nickel Anti-Seize Lubricant	1	1	0.15
PM-20	Motorcraft Brake fluid - 1 Bottle per vehicle	1	1	1
XY-75W-QL	Motorcraft Disconnect Rear Drive Unit Fluid ½ Cup	1	1	0.25
PM-4-A/PM-4-B	Motorcraft Metal Brake Parts Cleaner	1	1	0.15

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

**Safety Recall 23S32****DEALER PRICE**

For the latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

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

**REPLACED FSA PARTS INSPECTION AND SIGN OFF** Effective March 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 2023 MODEL YEAR NAUTILUS VEHICLES — REAR SHOCK ABSORBER JOUNCE BUMPER INSPECTION

**NOTE:** Before performing the inspection, check the VIN list on PTS. If your vehicle's VIN is on that list, DO NOT perform the inspection procedure or the replacement of the rear shock absorber. All other Steps in the Service Procedure (on Page 3) will need to be performed on both sides of the vehicle.

If your vehicle's VIN is not on that list, perform the inspection procedure and proceed accordingly.

### INSPECTION PROCEDURE

1. With the vehicle in NEUTRAL, position it on a hoist. Follow the Workshop Manual (WSM) procedures in Section 100-02 Jacking and Lifting - Overview.
2. Remove both rear wheels and tires. Follow the WSM procedures in Section 204-04.
3. On both sides, inspect the rear shock absorber assembly dust cover boot and make sure it is in the fully upward position. If not, gently, without distorting the boot, push it upward until end of travel. Note that the white piece extending out from the bottom of the dust boot is the shock absorber jounce bumper. See Figure 1.

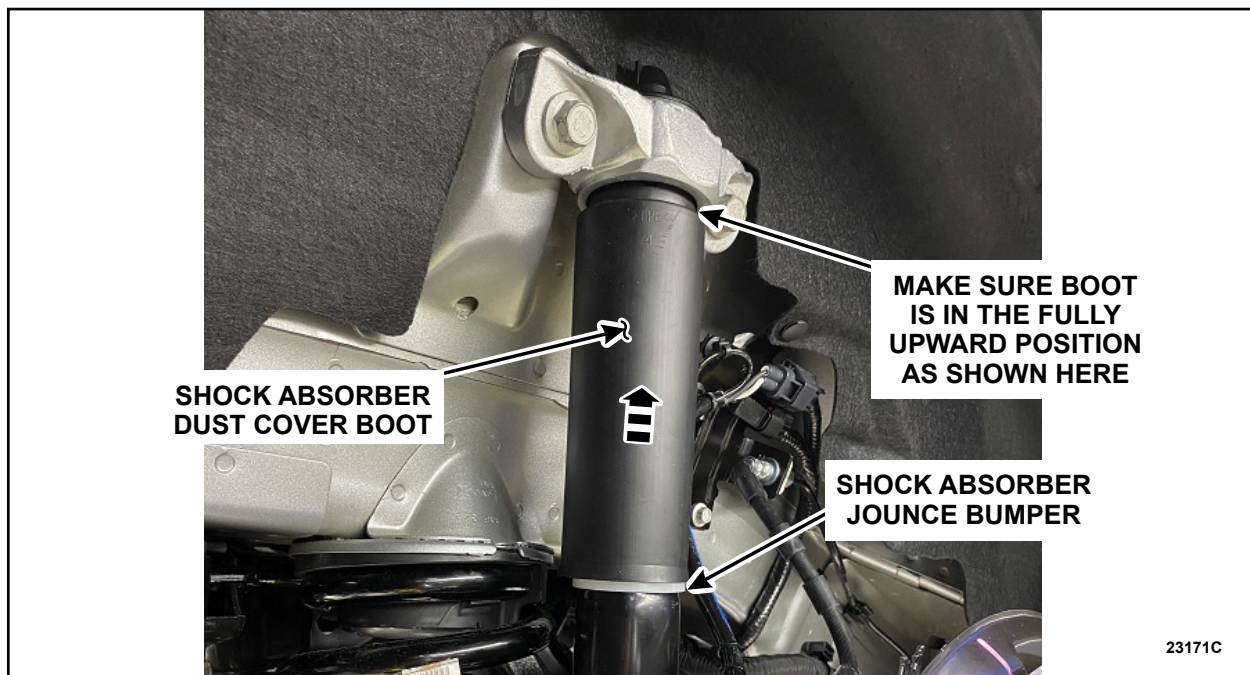


FIGURE 1



4. On both sides, using a ruler or equivalent measuring tool, measure the amount of shock absorber jounce bumper that extends past the dust cover boot. Is there more than 12mm (0.47 in.) of jounce bumper extending past the boot on one or both sides? See Figure 2.

Yes - Photo submission is required for shock(s) that fail the inspection procedure. Then, once approved, proceed to the SERVICE PROCEDURE on Page 3.

No - No repairs are required. Reinstall the tires and wheels and lower the vehicle.

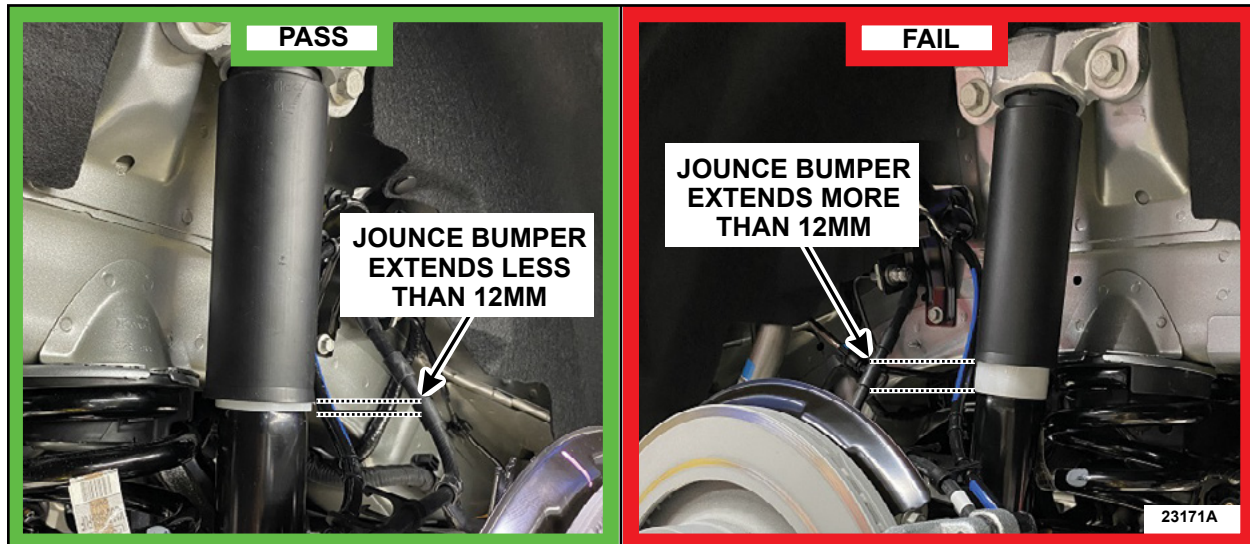


FIGURE 2



## SERVICE PROCEDURE

**NOTE:** Only replace the following components on the side(s) of the vehicle that failed the inspection procedure.

**NOTE:** In the next Step, it is not necessary to remove the wheel bearing and wheel hub during the wheel knuckle removal procedure within the rear halfshaft removal procedure.

1. Perform the removal procedure for the rear halfshaft. Follow the Workshop Manual (WSM) procedures in Section 205-05. The rear halfshaft will be installed later in this procedure.
2. Replace the rear shock absorber. Follow the WSM procedures in Section 204-02.
3. Replace rear stabilizer bar link. Follow the WSM procedures in Section 204-02.

**NOTE:** In the next Step, install a *new* wheel speed sensor and wiring harness during the wheel knuckle installation within the rear halfshaft installation procedure. Refer to WSM procedures in Section 206-09 for connector location and proper wire harness routing.

4. Perform the installation procedure for the rear halfshaft including the rear halfshaft seal as directed in the WSM procedures in Section 205-05.
5. Replace the rear brake flexible hose. Follow the WSM procedures in Section 206-04.
6. Bleed the brake system. Follow the WSM procedures for brake system pressure bleeding in Section 206-00.
7. Install both rear wheels and tires.
8. Lower the vehicle. Follow the WSM procedures in Section 204-04.

**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 23S32**

*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 # 23S32, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before August 31, 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)

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 noncompliance's 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.



**Safety Recall 23S32**

**AFFECTED VEHICLES**

Reference the 23S32 Technical Instructions for the repair procedure for the following list of 90 VINs:

2LMPJ8KP7PBL00289	2LMPJ8KP4PBL04140	2LMPJ8KP4PBL06602	2LMPJ9JP0PBL07477
2LMPJ8KP5PBL00310	2LMPJ8KP6PBL04415	2LMPJ8KP6PBL06617	2LMPJ8KP2PBL07487
2LMPJ8KP8PBL00317	2LMPJ8KP0PBL04457	2LMPJ9JP4PBL06641	2LMPJ9JP0PBL07494
2LMPJ8KP0PBL00473	2LMPJ8KPXPBL04675	2LMPJ8KP4PBL06843	2LMPJ8KP5PBL07497
2LMPJ8KP3PBL00547	2LMPJ8KP7PBL04780	2LMPJ8KP0PBL06970	2LMPJ9JP2PBL07500
2LMPJ8KP5PBL00551	2LMPJ8KP9PBL05820	2LMPJ9JP4PBL07112	2LMPJ8KP0PBL07519
2LMPJ8KP4PBL00699	2LMPJ8KP0PBL05821	2LMPJ8K92PBL07118	2LMPJ8KP7PBL07520
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2LMPJ8KPXPBL02358	2LMPJ8KP5PBL05829	2LMPJ9JPXPBL07132	2LMPJ8KP7PBL07601
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			2LMPJ8KP4PBL08060
			2LMPJ8KPXPBL08080
			2LMPJ8K93PBL08097
			2LMPJ8KP3PBL08129
			2LMPJ9JP3PBL08140
			2LMPJ8KP2PBL08171
			2LMPJ8KP6PBL08173
			2LMPJ8K99PBL08203
			2LMPJ8KP8PBL08207
			2LMPJ8KP3PBL08213

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

VIN \_\_\_\_\_ received (check one):

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

As outlined below for the 23S32 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – 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 a Mobile Service Repair

**Description of each level that is used to determine the overall assessment.**


-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
  - Brake Inspection and Brake Repair/Replacement
  - Limited Suspension Component replacement (no alignment)
  - Under Vehicle access for limited repairs (no large component removal)
  - Vehicle Check Up - VCU
  - Pre-Delivery Inspection - PDI
  - Used Car Inspection/Presale Inspection
  - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle