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November 20, 2023

TO: All U.S. Ford and Lincoln Dealers

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

Compliance Recall 23C24 – SUPPLEMENT #1

Certain 2023 Model Year F53/F59 Stripped Chassis

SDLC Module Waterlogged during Engine Rework

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

Compliance Recall 23C24

Certain 2023 Model Year F53/F59 Stripped Chassis

SDLC Module Waterlogged during Engine Rework – October 18, 2023

NEW! REASON FOR THIS SUPPLEMENT

- **Parts Ordering Information – Update Parts Requirements/Ordering Information for Rotunda Cloth Wire Harness Tape and add United Parcel Service (UPS) Instrument Cluster Harness Part Number**
- **Technical Instructions – Add additional steps for vehicles equipped with Telematics Control Unit (TCU)**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F53/F59 Stripped Chassis	2023	Detroit Chassis	July 14, 2022 through March 29, 2023.

US population of affected vehicles: 5,558. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 101, Controls and Displays, and FMVSS No. 105, Hydraulic and Electric Brake Systems. Affected vehicles have a Smart Data Link Connector module that may have been exposed to moisture, potentially leading to corrosion in the module, connector, and wire harness. The resulting corrosion may interfere with the vehicle's Controller Area Network (CAN) communication. As a result, the Instrument Panel Cluster may be inoperative when installed by the vehicle upfitter or another vehicle modifier. An inoperative Instrument Panel Cluster does not provide safety-related information to the driver and 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 SDLC module and splice in the pigtail connector. If corrosion is present on the wires beyond the splicing point, which is approximately the first 30 cm of the wire harness, the dealership should replace the entire wire harness. If the rubber cover for the SDLC connector is missing, it also will be replaced. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of October 30, 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.

NEW ATTACHMENTS

- Administrative Information
- **NEW** Labor Allowances and Parts Ordering Information
- **NEW** Technical Instructions

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

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
 Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS was activated on July 24, 2023

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on July 24, 2023. Owner names and addresses will be available by October 18, 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 compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

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

DEALER-OPERATED RENTAL VEHICLES

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

BRANDED / SALVAGED TITLE VEHICLES

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

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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.

Compliance Recall 23C24 – Supplement #1**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.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 23C24 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.
- **Pickup & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Provision for Misc. Expense: Sublet Allowances for 23C24D.**
 - Program Code: 23C24
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$469

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Look up wire harness part number (14401) using Ford E-cat – If part number required equals PU9Z-14401-F, PU9Z-14401-G or PU9Z-14401-J do not proceed with inspection and claim this labor operation. These part numbers will not be available until November. This labor operation will not close the recall.	23C24AA	0.2 Hours
PASS – Measure, cut, inspect wires, replace GWM pig tail (crimp and heat shrink 12 joints) and replace GWM - includes battery disconnect	23C24B	2.0 Hours
DOES NOT PASS – Measure, cut, inspect wires, replace GWM and main wire harness, includes battery disconnect (can be claimed with either D or E)	23C24C	0.7 Hours
Complete main harness replacement (M-time) – Built up Chassis (can be claimed with C)	MT23C24D	Up to 5.0 Hours
Complete main harness replacement (M-time) – Stripped Chassis (can be claimed with C)	MT23C24E	Up to 0.7 Hours
Time allowed to contact SSSC to order k-coded parts	23C24ZZ	0.2 Hours

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NEW! PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering: To place an order for SDLC Modules, Wire Assemblies, Connectors, Wire Harness Tape and Main Wire Harnesses submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Please verify the correct 14401 harness part number based on the VIN.

Part Number	Description	Order Quantity	Claim Quantity
PU9Z-14F642-A	Module-Smart Data Link, Gateway Module (GWM)	1	1
FU2Z-14S411-ALB	Wire Assy, 24 Cavity	1	1
F4SZ-14N003-HA	Connector (Rubber Cover)	1	1
<i>NA1837X</i>	<i>Rotunda Cloth Wire Harness Tape (Package of 6) – 1/10 roll needed per vehicle</i>	<i>As Required – Claim as Misc. Other</i>	
PU9Z-14401-A	Wiring Assy-Main (Commercial) <ul style="list-style-type: none"> • Less Special Equipment Package • With Collision Mitigation System #2 OR <ul style="list-style-type: none"> • With Step Van Ramp Package • With Collision Mitigation System #2 	1	1
PU9Z-14401-B	Wiring Assy-Main (Recreational) <ul style="list-style-type: none"> • Less Special Equipment Package • Less Collision Mitigation System • With Electronic Stability Brake Control 	1	1
PU9Z-14401-C	Wiring Assy-Main (Commercial) <ul style="list-style-type: none"> • With Step Van Ramp Package • Less Collision Mitigation • With Electronic Stability Brake Control OR <ul style="list-style-type: none"> • Less Special Equipment Package • Less Collision Mitigation System • With Electronic Stability Control 	1	1
PU9Z-14401-D	Wiring Assy-Main (Commercial) <ul style="list-style-type: none"> • With BT Delivery Van Package • Less Collision Mitigation System • Electronic Stability Brake Control 	1	1
PU9Z-14401-E	Wiring Assy-Main (Commercial) <ul style="list-style-type: none"> • With BT Delivery Van Pack • Collision Mitigation System #2 	1	1
PU9Z-14401-F	Wiring Assy-Main (Commercial) <ul style="list-style-type: none"> • With Step Van Ramp Package • Less Collision Mitigation System • Less Electronic Stability Brake Control 	1	1

Compliance Recall 23C24 – **Supplement #1**

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Special Program Part Ordering: To place an order for SDLC Modules, Wire Assemblies, Connectors, Wire Harness Tape and Main Wire Harnesses submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Please verify the correct 14401 harness part number based on the VIN.

Part Number	Description	Order Quantity	Claim Quantity
PU9Z-14401-G	Wiring Assy-Main (Commercial) <ul style="list-style-type: none"> With BT Delivery Van Pack Less Collision Mitigation System Less Electronic Stability Brake Control 	1	1
PU9Z-14401-H	Wiring Assy-Main (Recreational) <ul style="list-style-type: none"> Less Special Equipment System Less Collision Mitigation System Less Electronic Stability Brake Control 	1	1
PU9Z-14401-J	Wiring Assy-Main (Recreational) With Collision Mitigation System #2	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

NEW! PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering: To place an order for SDLC Modules and Main Wire Harnesses submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Please verify the correct 14401 harness part number based on the VIN.

Part Number	Description	Order Quantity	Claim Quantity
MU9S-14401-SE	Instrument Cluster Harness (UPS Vehicles)	1	1

The part number listed above is not available to order until 1st quarter 2024. Please monitor DOES II communication for part availability. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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.

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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 2023 MODEL YEAR F-59 AND F-53 CHASSIS VEHICLES — GATEWAY MODULE REPLACEMENT

NEW! SERVICE PROCEDURE

1. Look up the 14401 *Instrument Cluster* harness part number using Ford Electronic Parts Catalogue (E-Cat) through Professional Technician System (PTS). *Does E-Cat show the required replacement harness for this vehicle as part number MU9S-14401-SE?*

YES - The *Instrument Cluster* harness is on back order, **DO NOT** perform this repair at this time. Recall remains open.

NO - Proceed to Step 2.

NOTE: Perform Programmable Module Installation (PMI) as a *new* module will be installed.

2. Remove the gateway module (GWM). Follow the Workshop Manual (WSM) procedures in Section 418-00.
3. Disconnect the battery ground cable. Follow the WSM procedures in Section 414-01.
4. Measure and mark 8 inch (200 mm) from the back of the GWM electrical connector. Cut the harness on the measurement mark. See Figure 1.

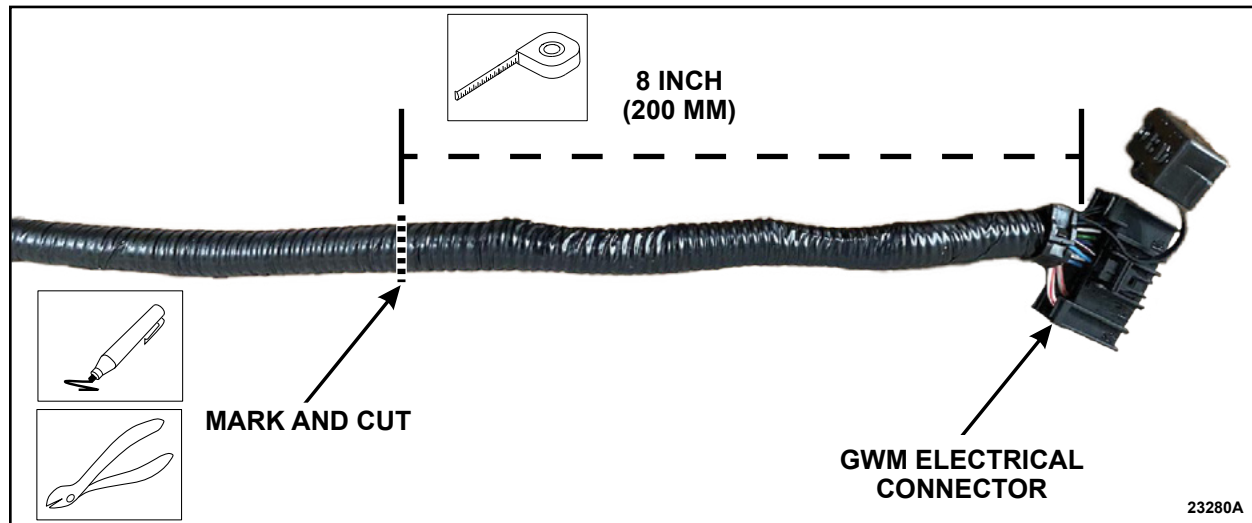


FIGURE 1



5. Remove 2 inches (51mm) of tape and convolute from the cut end of the wire harness. See Figure 2.

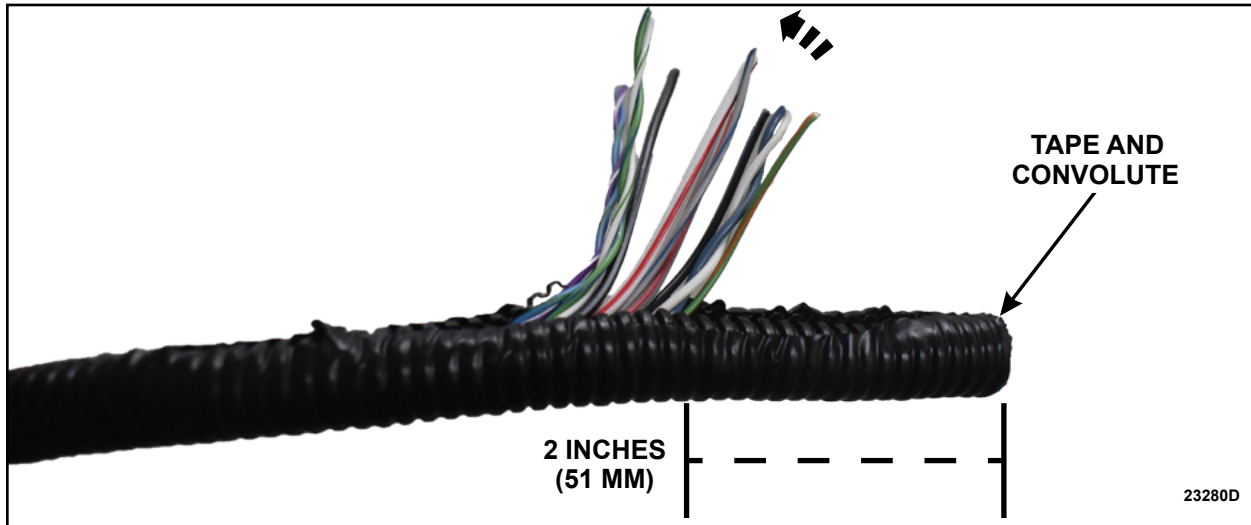


FIGURE 2

6. Strip the 1/4 inch (6mm) of wire insulation off the wires within the harness. See Figure 3. Inspect the stripped wires for any signs of corrosion or greening. Was any signs of corrosion or greening present?

YES - Provide picture evidence of corrosion or greening to the Special Service Support Center (SSSC). Proceed to Step 7.

NO - Proceed to Step 19.

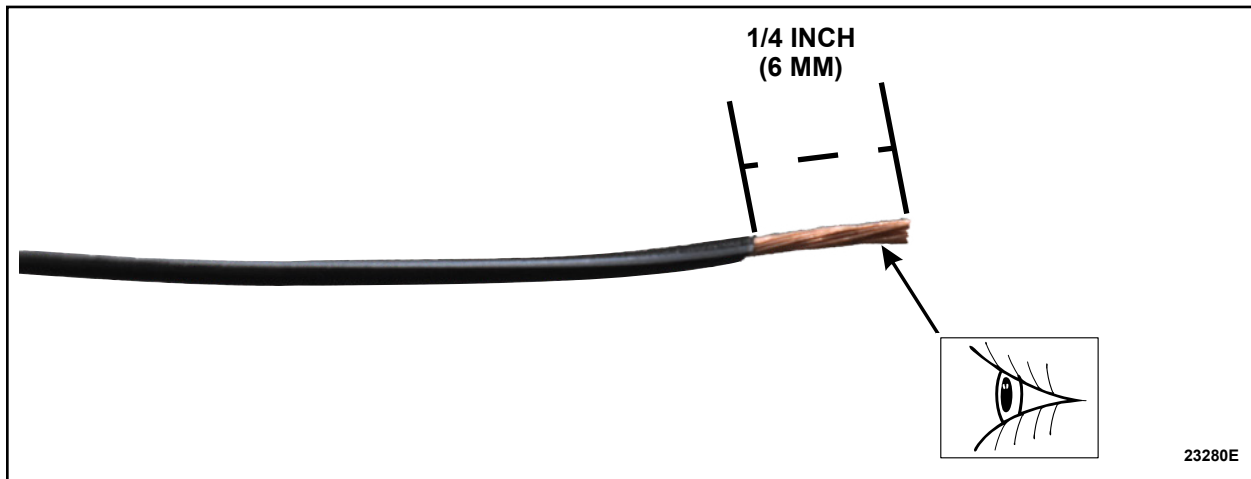


FIGURE 3



7. Is the vehicle equipped with a Telematics Control Unit (TCU).

YES - Proceed to Step 8.

NO - Proceed to Step 16.

8. Remove the driver side A-Pillar trim from the vehicle.

9. Remove the 14401 harness from the vehicle up to the A-Pillar. See Figure 4.

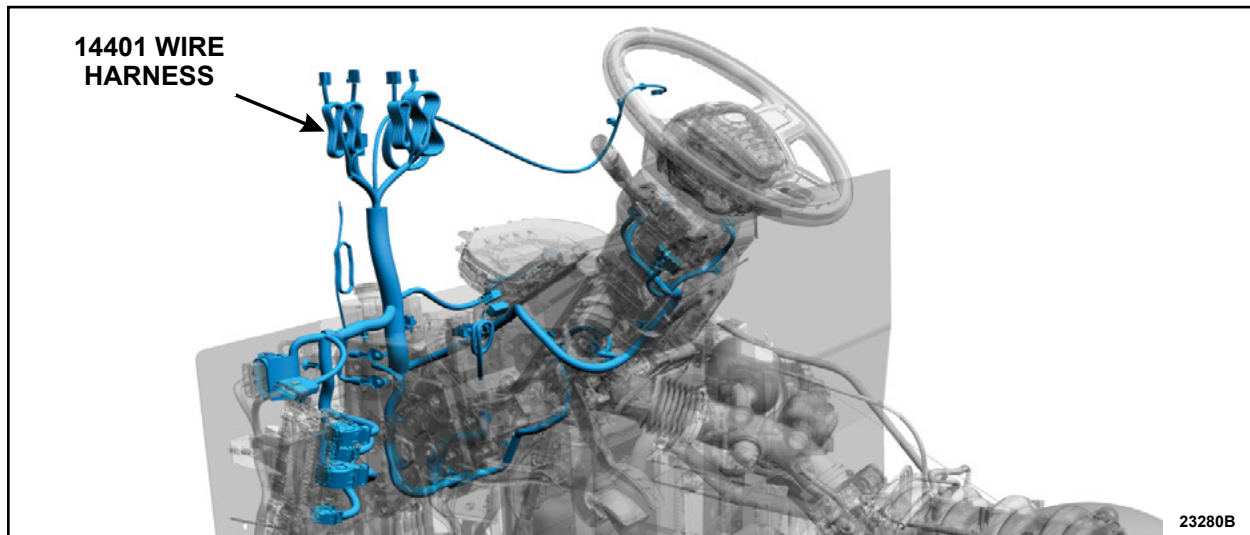


FIGURE 4

10. At the half-way point on the A-pillar, cut and discard the 14401 harness.

11. Inspect the wires in the remaining section of the 14401 harness at the A-pillar for any signs of corrosion or greening. Was any signs of corrosion or greening present?

YES - Remove the remaining section of 14401 harness. Proceed to Step 16.

NO - Proceed to Step 12.

12. Install the new 14401 harness. Once at the A-pillar, splice in the new 14401 harness to the original harness using wire crimps and heatshrink.

13. Connect the battery ground cable. Follow the WSM procedures in Section 414-01.

14. Install the driver side A-pillar trim panel.

15. Install the new GWM. Follow the WSM procedures in Section 418-00. This completes the FSA.



16. Replace the 14401 wire harness. See Figure 5.

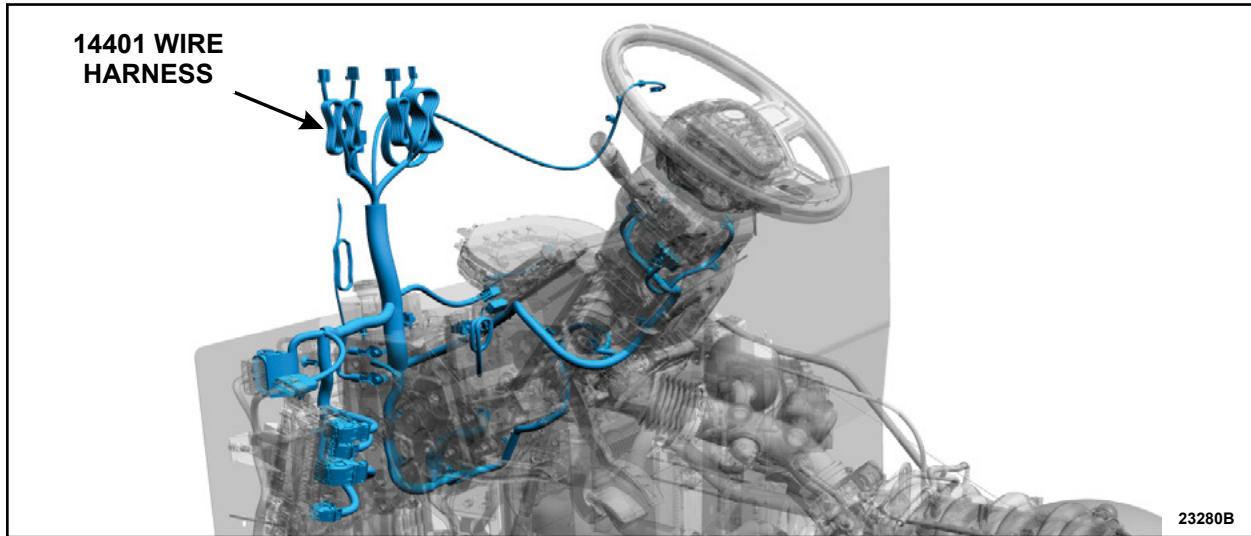


FIGURE 5

17. Connect the battery ground cable. Follow the WSM procedures in Section 414-01.

18. Install the *new* GWM. Follow the WSM procedures in Section 418-00. This completes the FSA.

19. On the replacement pigtail, measure 8 inch (200 mm) from the back of the connector and cut off the excess wire. See Figure 6.

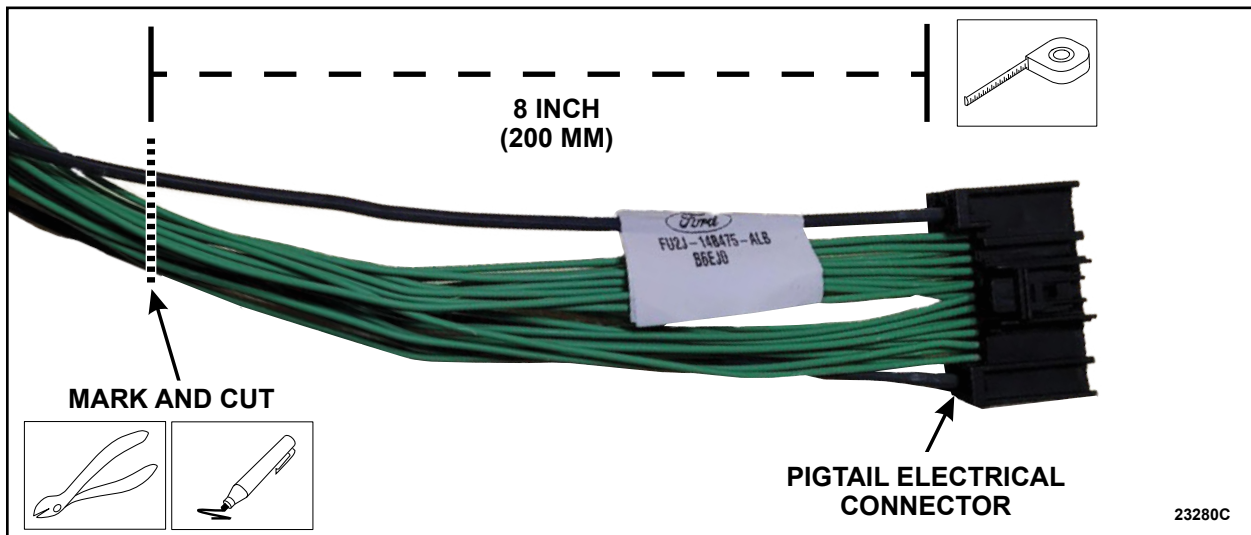


FIGURE 6



20. Identify Pin 19 and 20 on the GWM pigtail. Mark one of the wires using a piece of tape. See Figure 7.

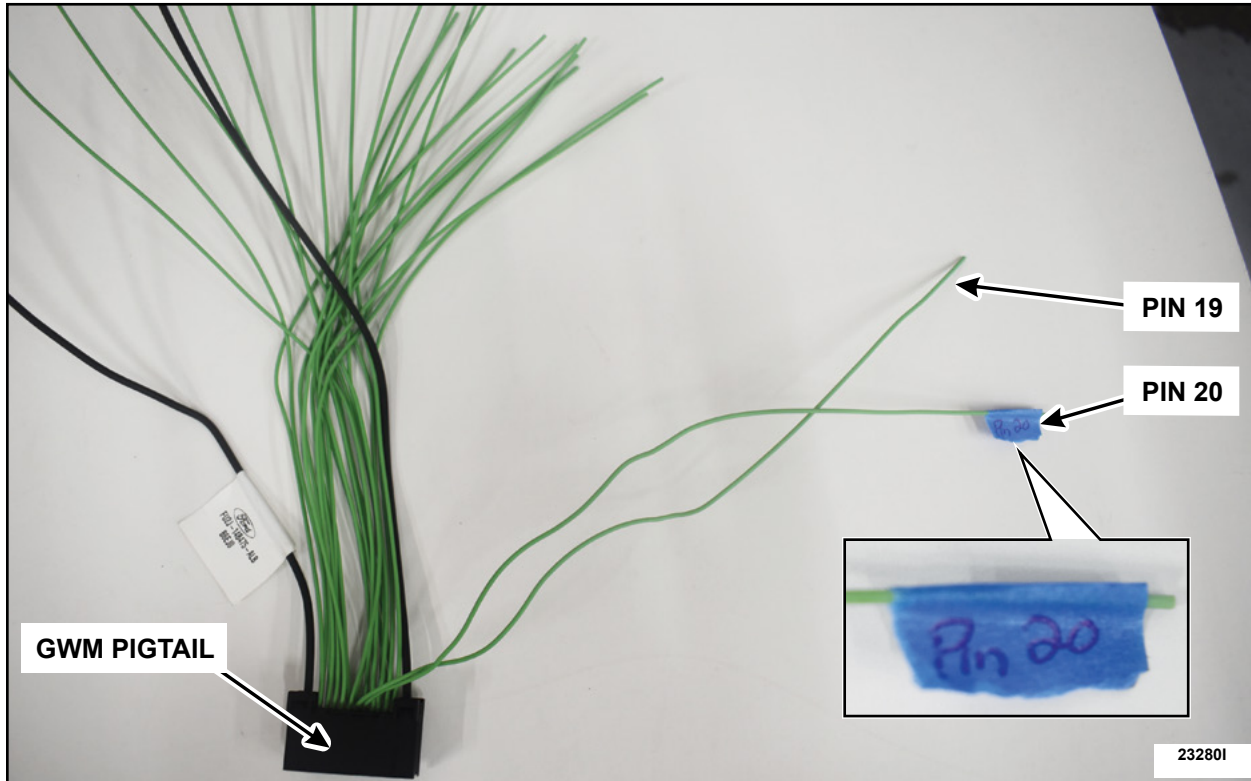


FIGURE 7

21. Measure 2 inch (50 mm) from the back of the GWM pigtail connector and apply a piece of electrical tape. See Figure 8.

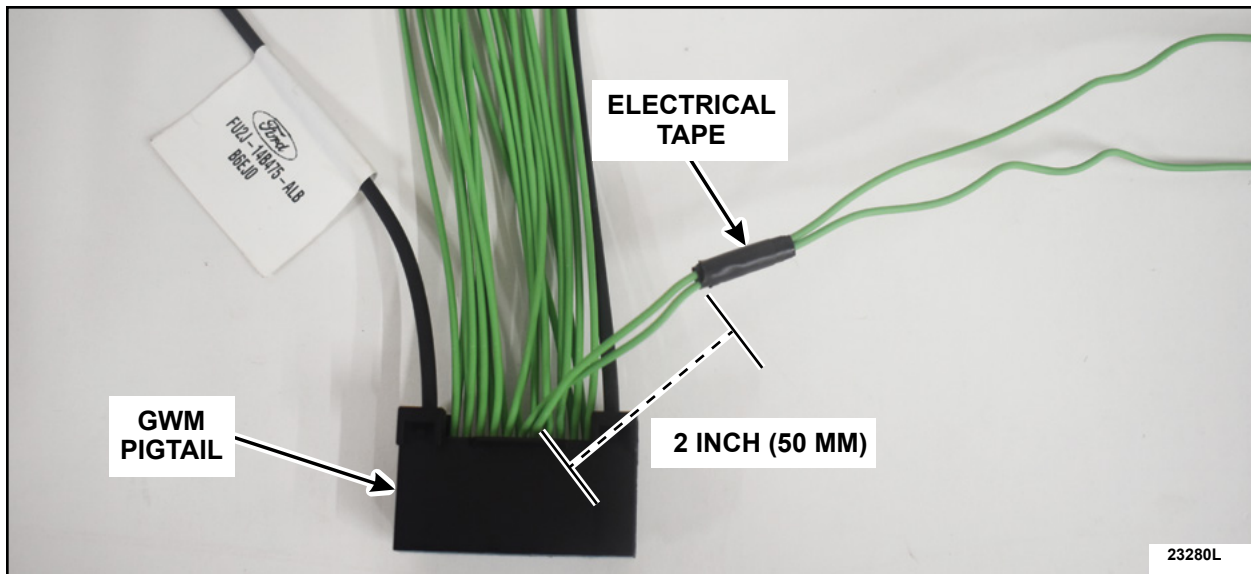


FIGURE 8



22. Twist pins 19 and 20 together working towards the splice end and stop leaving 3 inches (75 mm) of wire at the end of the pig tail. Apply a piece of electrical tape at the 3 inch (75 mm) mark. See Figure 9.

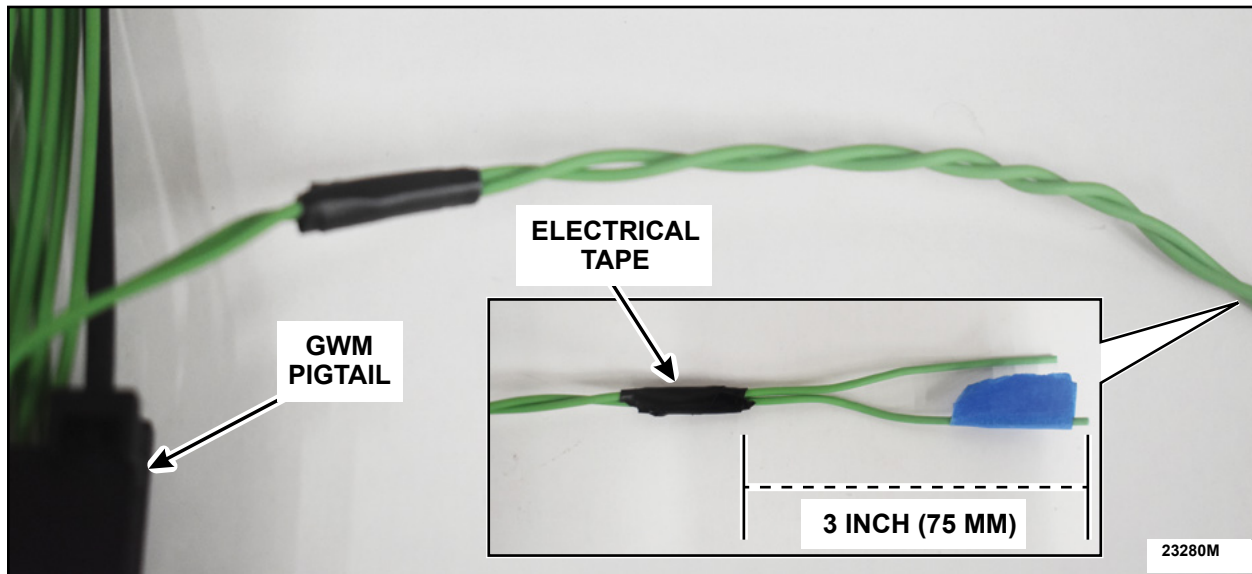


FIGURE 9

23. Repeat steps 18-20 for any other twisted circuits with in the GWM wire harness.
24. Using the original GWM connector as reference, install the pigtail following the instructions included.
25. Install the convolute from the original connector to the pigtail wiring the and wrap using Coroplast® 837 abrasion tape or equivalent. See Figure 10.

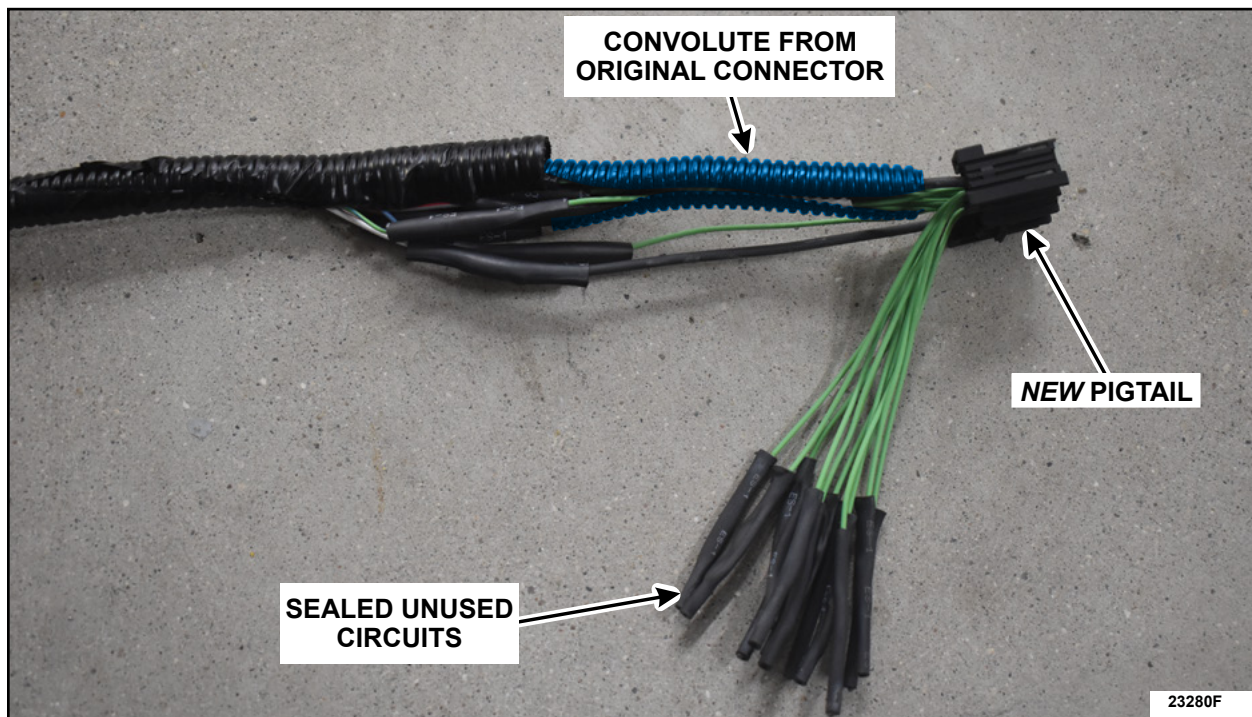


FIGURE 10



26. Install the convolute from the original connector to the *new* pigtail wiring the and wrap using Coroplast® 837 abrasion tape or equivalent. See Figure 11.

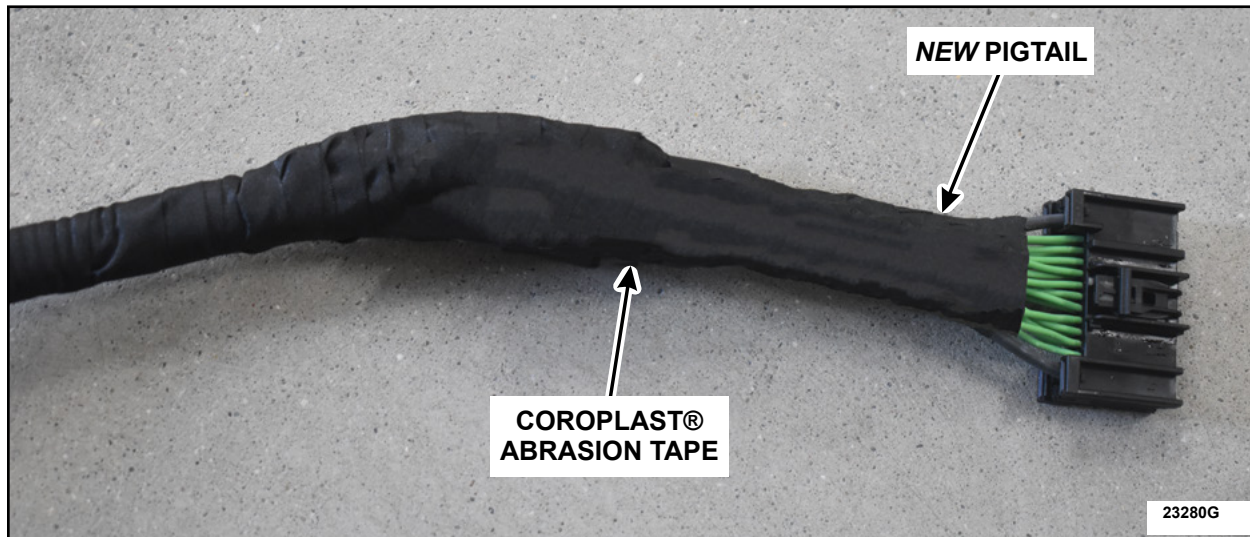


FIGURE 11

27. Connect the battery ground cable. Follow the WSM procedures in Section 414-01.
28. Install the *new* GWM. Follow the WSM procedures in Section 418-00. This completes the FSA.

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.

