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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – *Supplement # 1***  
**Safety Recall 23S54**

Certain 2024-2025 Model Year E-Series and F-650/F-750 Super Duty Vehicles  
 Equipped With 6R140 (Torqshift 6) Automatic Transmission  
 Main Control Valve Body or Transmission Replacement

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 23S54**

Dated: December 8, 2023

**New! REASON FOR THIS SUPPLEMENT**

- **Affected Vehicles:** *New build date ranges and added U.S. Population.*
- **Parts Requirements / Ordering Information:** *Parts Requirements updated for vehicle configuration variations changing the part quantity required for the service repair.*

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
E-Series	2024	Ohio	December 6, 2022 through August 3, 2023
E-Series	2025	Ohio	June 20, 2023
F-650/F-750	2024	Ohio	<i>December 12, 2022 through August 7, 2023</i>
F-650/F-750	2025	Ohio	June 27, 2023 through June 29, 2023

*U.S. population of affected vehicles: 5,902. Affected vehicles are identified in OASIS and FSA VIN Lists*

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, a casting defect in the transmission upper valve body casting may cause the main control poppet valve to get stuck in the open position. A stuck poppet valve restricts the flow of lubricant to the rear extension housing bushing, resulting in excessive heat generation in the bushing and erosion of the rear seal. This condition leads to transmission fluid leakage, noise and vibration. The increased vibration may result in a loss of torque retention on the abutment plate bolts. Once the abutment plate bolt torque is compromised, the park actuator may be unable to engage the park pawl into the park gear, which may result in unintended vehicle movement if the parking brake is not applied, increasing the risk of a crash.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Dealers are to replace the 6R140 (Torqshift 6) Automatic Transmission Valve Body Main Control if no debris or excessive metal is found in the Transmission Pan or to replace the complete Transmission Assembly if debris or excessive metal is found in the Transmission Pan. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Parts Delayed Owner Letters were mailed the week of September 11, 2023, explaining that parts were not available. Parts are now available in sufficient quantities and Parts Available Owner Letters are expected to be mailed the week of January 8, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

*Parts Available Owner Letters for the incremental population will be mailed the week of February 5, 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 \$26,315 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
- Vehicle Pick-Up & Delivery Record
- Recall Reimbursement Plan
- Owner Notification Letters

**QUESTIONS & ASSISTANCE**

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

Sincerely,



Stacy L. Balzer

## Safety Recall 23S54 - *Supplement # 1*

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

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

### **New! OASIS ACTIVATION**

OASIS was activated on September 11, 2023.

*OASIS will be activated on January 12, 2024 for the incremental population.*

### **New! FSA VIN LISTS ACTIVATION**

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since September 11, 2023. Owner names and addresses will be available by week of January 29, 2024.

*FSA VIN Lists for the incremental population will be available on January 12, 2024. Owner names and addresses for the incremental population will be available by week of February 23, 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.

### **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.

**Safety Recall 23S54 - Supplement # 1****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 replacement of the 6R140 Automatic transmission Valve Body or Transmission assembly.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 3 days for a 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.

**TOWING**

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

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

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

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

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

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

**ALTERNATIVE TRANSPORTATION**

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g., ride to work \$20 and ride home \$24).

**Safety Recall 23S54 - Supplement # 1****ALTERNATIVE TRANSPORTATION (Continued)**

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

**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
  - F-650/F-750 trucks – 2 years, regardless of miles driven
- 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 23S54 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.

- **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.

**Safety Recall 23S54 - Supplement # 1****CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 23S54
  - 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.
- **Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC12071, 2023 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.
- **Additional parts not listed in the parts section:** Additional parts such as Motorcraft® Metal Brake Parts Cleaner (PM-4-A, or PM-4-B) and Motorcraft® XG-1-E1 Premium Long-Life Grease, Motorcraft® Multi-Purpose Grease Spray (XL-5-A), may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$150.00 requires prior approval from the SSSC.
- **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 6R140 Transmission assembly. To claim the allowance, enter \$330.00 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Supplies:**
  - Intended for multiple repairs
  - Motorcraft® Metal Brake Parts Cleaner (PM-4-A, or PM-4-B).
  - Motorcraft® Premium Long-Life Grease (XG-1-E1)
  - Motorcraft® Multi-Purpose Grease Spray (XL-5-A)
  - Motorcraft® Red High Strength Threadlocker (TA-26)
  - Loctite® 243 Blue Medium Strength Threadlocker (or equivalent)
    - Submit on the same line as the repair.
    - Program Code: 23S54
    - Misc. Expense: OTHER
    - Misc. Expense: Claim up to \$150.00 (up to \$400.00 total for Misc. Expense: Other)
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250.00 to provide towing services for completing this program. Submit on the same line as the repair.
  - Program Code: 23S54
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$250.00 (up to \$400.00 total for Misc. Expense: Other)

Safety Recall 23S54 - **Supplement # 1**

**LABOR ALLOWANCES**

Follow E-Series (Econoline) Labor Operations in Page 1 and for F-650/F750 refer to page 2 below:

Description – E-Series (Econoline)	Labor Operation	Labor Time
<p><b>E-Series (Econoline) –</b></p> <ol style="list-style-type: none"> <li>1. Remove and Inspect Fluid Pan for metal debris/excessive wear (<b>Pass - No Debris/Excessive Metal in the Transmission Pan</b>),</li> <li>2. Remove and Inspect extension housing-bushing surface, Driveshaft/Slip-Yoke/Flange surface for damage (<b>Pass-</b>) (No damage to Extension Housing-bushing surface, Driveshaft/Slip-Yoke/Flange surface)</li> </ol> <p><b>Replace Valve Body, Gaskets, Fluid Filter and Fill Transmission fluid per Work-Shop Manual (WSM) Specifications.</b></p>	23S54B	2.7 Hour(s)
<p><b>E-Series (Econoline) –</b></p> <ol style="list-style-type: none"> <li>1. Remove And Inspect Fluid Pan for metal debris/excessive metal (<b>Pass - No Debris/Excessive metal in the Transmission Pan</b>),</li> <li>2. Remove And Inspect Extension Housing-bushing surface, Driveshaft/Slip-Yoke/Flange surface for damage (<b>Fail</b>), (Damaged Extension Housing-bushing and Slip-Yoke/Flange surface)</li> </ol> <p><b>Replace Damaged - Driveshaft/Slip-Yoke/Flange - Extension Housing, Seals, Valve Body Assembly, Gaskets, Fluid Filter, and Fill Transmission fluid per Work-Shop Manual (WSM) Specifications.</b></p>	23S54C	2.7 Hour(s)
<p><b>E-Series (Econoline) –</b></p> <ol style="list-style-type: none"> <li>1. Remove And Inspect Fluid Pan for metal debris/excessive metal (<b>Fail – Debris/Excessive metal in the Transmission Pan</b>),</li> <li>2. Remove and Inspect Slip-Yoke/Flange, Driveshaft/Extension Housing (<b>Fail</b>) (Damaged extension housing-bushing and Driveshaft/Slip-Yoke/Flange surface)</li> </ol> <p>(Includes time to Flush Transmission Components or if equipped, Replace the Transmission Fluid Cooler/Coolers and Bypass valve)</p> <p><b>Replace Driveshaft/Slip-Yoke/Flange – And Replace Transmission, Cooler and Flush Transmission Lines</b></p>	MT23S54D	M-TIME Up To 7.5 Hour(s)

Labor Allowances are Continued on the next page.



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**LABOR ALLOWANCES (Continued)**

Description – F-650/F-750	Labor Operation	Labor Time
<p><b>F-650/F-750 –</b></p> <ol style="list-style-type: none"> <li>1. Remove and Inspect Fluid Pan for metal debris/excessive wear (<b>Pass - No Debris/Excessive metal in the Transmission Pan</b>),</li> <li>2. Remove and Inspect Extension Housing-bushing surface, Driveshaft/Slip-Yoke/Flange surface for damage (<b>Pass-</b>) (No damage to Extension Housing-bushing surface, Driveshaft/Slip-Yoke/Flange surface)</li> </ol> <p><b>Replace Valve Body, Gaskets, Fluid Filter and Fill Transmission fluid per Work-Shop Manual (WSM) Specifications.</b></p>	23S54E	4.6 Hour(s)
<p><b>F-650/F-750 –</b></p> <ol style="list-style-type: none"> <li>1. Remove and Inspect Fluid Pan for metal debris/excessive metal (<b>Pass - No Debris/Excessive metal in the Transmission Pan</b>),</li> <li>2. Remove and Inspect Extension Housing-bushing surface, Driveshaft/Slip-Yoke/Flange surface for damage (<b>Fail</b>), (Damaged Extension Housing-bushing and Slip-Yoke/Flange surface)</li> </ol> <p><b>Replace Damaged - Driveshaft/Slip-Yoke/Flange - Extension Housing, Seals, Valve Body Assembly, Gaskets, Fluid Filter, and Fill Transmission fluid per Work-Shop Manual (WSM) Specifications.</b></p>	23S54F	4.6 Hour(s)
<p><b>F-650/F-750 –</b></p> <ol style="list-style-type: none"> <li>1. Remove and Inspect Fluid Pan for metal debris/excessive wear (<b>Fail – Debris/Excessive metal in the Transmission Pan</b>),</li> <li>2. Remove and Inspect Slip-Yoke/Flange, Driveshaft/Extension Housing (<b>Fail</b>) (Damaged Extension Housing-bushing and Driveshaft/Slip-Yoke/Flange surface)</li> </ol> <p>(Includes Time to Flush Transmission Components or if equipped, Replace the Transmission Fluid Cooler/Coolers and Bypass valve)</p> <p><b>Replace Driveshaft/Slip-Yoke/Flange – And Replace Transmission, Cooler and Flush Transmission Lines</b></p>	MT23S54G	M-TIME Up to 10.7 Hour(s)
<p>Vehicle Pick-Up &amp; Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2023 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>	23S54PP	0.5 Hours



**Safety Recall 23S54 - Supplement # 1**

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

**Check Vehicle Line Model, Identify the Repair and Parts List Repair Direction:**

- There are 5 different part lists below to use for the repairs.
- Refer to Parts Catalog or E-catalog in PTS and enter the vehicle's VIN number.
- Check Vehicle Line Model, Transmission (PTO/NON-PTO) and Parts List Repair Direction.

<b>Part List Table of Contents For - 6R140 (Torqshift 6) Transmission Repairs</b>			
<b>Vehicle Line</b>	<b>Repair</b>	<b>Parts List Repair Direction and Related Parts</b>	<b>Page</b>
ALL	ALL	<b>ALL Repairs Parts List</b> (Fluids, Chemicals, Threadlocker)	4
E-Series (Econoline)	<b>No Metal Debris/Excessive Wear Found in Transmission Pan</b>	<b>Replace Valve Body Only</b> and (If required) Driveshaft/Tail Shaft Housing/Slip-Yoke	5
F-650/F-750	<b>No Metal Debris/Excessive Wear Found in Transmission Pan</b>	<b>Replace Valve Body Only</b> And (If required) Driveshaft/Tail Shaft Housing/Slip-Yoke	6
E-Series (Econoline)	<b>Metal Debris/Excessive Wear Found in Transmission Pan</b>	<b>Replace Transmission Assembly</b> (PTO/NON-PTO) And (If Required) Driveshaft/Tail Shaft Housing/Slip-Yoke (If Needed -Trans. Cooler/By-Pass Valve)	7
F-650/F-750	<b>Metal Debris/Excessive Wear Found in Transmission the Pan</b>	<b>Replace Transmission Assembly</b> (PTO/NON-PTO) and (If required) Driveshaft/Tail Shaft Housing/Slip-Yoke (Transmission Cooler/By-Pass Valve)	8

**NOTE:** All Parts are available through normal order processing channels. Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**NOTE:** For additional required miscellaneous parts, such as gaskets, seals, bolts, fluids, etc.. Enter the vehicle identification number (VIN), in Professional Technician System (PTS), refer to the correct Workshop Manual (WSM) Section 307-01 for service procedures and parts catalog for the 6R140 Valve Body or Transmission replacement.

**NOTE:** Follow WSM Section 307-02 to flush and clean transmissions components per specifications. If Dealer equipment is not available to flush transmission components, replace the transmission cooler/coolers or bypass valve assembly (if equipped).

**NOTE:** Some Driveshaft, Slip-Yoke, Flange, Exhaust Fasteners are intentionally not listed in this parts list. Some Fasteners can be re-used or added to the repair. To re-use the fasteners, use Loctite 243 Blue Medium Strength Threadlocker or equivalent (Specification WSK-M2G349-A7) and TA-26 Motorcraft® Red High Strength Threadlocker or equivalent – Specification WSK-M2G351-A6 can be used and applied.

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

Parts List For – All Repairs – Fluids, Chemicals, Threadlocker			
Part Number	Description	Order Quantity	Claim Quantity
XT-10-QLVC	MERCON® Automatic Transmission Fluid – (12 per case) Fill Per Workshop Manual (WSM) Specifications.	As Required	
XG-1-E1	Motorcraft® Premium Long-Life Grease	As Required	
XL-5-A	Motorcraft® Multi-Purpose Grease Spray	As Required	
PM-4-A	Motorcraft® Metal Brake Parts Cleaner (Compliant with Low Volatile Organic Compound Requirements as Required in Some USA States)	As Needed	
PM-4-B	Motorcraft® Metal Brake Parts Cleaner (Not compliant With Volatile Organic Compound Requirements as Required in Some USA States)	As Needed	
Obtain Locally	<p>LOCTITE 243 Blue Medium Strength Threadlocker or equivalent – Specification WSK-M2G349-A7.</p> <p><b>NOTE:</b> Some Driveshaft, Slip-Yoke, Flange, Exhaust Fasteners are intentionally not listed in this parts list. The Fasteners can be re-used for the repair. To re-use the fasteners, use Loctite 243 Blue Medium Strength Threadlocker or equivalent (Specification WSK-M2G349-A7) can be used and applied.</p> <p><b>NOTE:</b> Check original fastener Threadlock color when removing, cleaning and re-using the fasteners.</p> <p><b>NOTE:</b> If Threadlocker availability is not available in your Market, replace the required fastener per Workshop Manual specifications.</p>	1 tube needed per vehicle Claim as Misc. Other	
TA-26	<p>Motorcraft® Red High Strength Threadlocker or equivalent – Specification WSK-M2G351-A6.</p> <p><b>NOTE:</b> Some Driveshaft, Slip-Yoke, Flange, Exhaust, Fasteners are intentionally not listed in this parts list. The Fasteners can be re-used for the repair. To re-use the fasteners, use and TA-26 Motorcraft® Red High Strength Threadlocker or equivalent – Specification WSK-M2G351-A6 can be used and applied.</p> <p><b>NOTE:</b> Check original fastener Threadlock color when removing, cleaning and re-using the fasteners.</p> <p><b>NOTE:</b> If Threadlocker availability is not available in your Market, replace the required fastener per Workshop Manual specifications.</p>	1 tube needed per vehicle Claim as Misc. Other	

Part Requirements are Continued on the next page.

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts List E-Series (Econoline) – <u>No Metal</u> Debris/Excessive Wear Found in the Pan - Transmission Valve Body (*-7A100-*) Repair and Related Parts:			
Part Number	Description	Order Quantity	Claim Quantity
*-7A100-*	Valve Body Control Assembly – 1 Required	1	1
*-7A098-*	Transmission Fluid Filter (Screen Assy.) – 1 Required	1	1
*-7G199-*	<i>Trans. Tubes Gasket - A (1 Per pkg.)</i>	<i>As Required</i>	
*-7G199-*	<i>Trans. Tubes Gasket - B (1 Per pkg.)</i>	<i>As Required</i>	
*-7G199-*	<i>Trans. Tubes Gasket - C (1 Per pkg.)</i>	<i>As Required</i>	
*-7A209-*	<i>Trans. Tube and “O-ring” – (1 Per pkg.)</i>	<i>As Required</i>	
*-7J227-*	<i>Trans. Oil Tubes “O” Ring Seal (2 per pkg.)</i>	<i>As Required</i>	
*-7A191-*	Trans. Pan Gasket – Inspect and re-use if able	If Required	
*-7H249-*	Valve Body to Transmission Oil Pump Gasket – A – (1 Per pkg. 1 Required)	1	1
*-7H249-*	Valve Body to Trans. Oil Pump Gasket – B – (1 Per pkg. 1 Required)	1	1
*-7H249-*	Valve Body to Trans. Oil Pump Gasket – C – (1 Per pkg. 1 Required)	1	1
*-7H249-*	Valve Body to Trans. Oil Pump Gasket – D – (1 Per pkg. 1 Required)	1	1
*-7A248-*	Trans. Housing Seal –(1 Per pkg.)	As Required	
*-7A039-*	Tail Shaft Housing – 1 Required only if equipped and damaged	If Required	
*-7089-*	Tail Shaft Flange Assembly – 1 required only if equipped and damaged. (Includes Bolt, Washer and Flange)	If Required	
*-7052-*	Rear Flange Seal Kit. 1 required only if equipped and damaged.	If Required	
*-7085-*	Output Shaft Retainer – 1 Required only if equipped and damaged	If Required	
*-4602-*	Driveshaft Assembly – 1 required - only if damaged.	If Required	
*-4N272-*	Driveshaft Bolt - Can reuse – (1 per pkg.) (If equipped)	As Required	
*-4A254-*	Driveshaft Retainer – (2 per pkg.) (If equipped)	As Required	
*-4841-*	Slip Yoke Assembly – 1 Required - only if damaged.	If Required	

Part are Continued on the next page.

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**New!** PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Parts List For F-650/F750 - <u>No Metal</u> Debris/Excessive Wear in Transmission Pan - Transmission Valve Body (*-7A100-*) Repair and Related Parts:			
Part Number	Description	Order Quantity	Claim Quantity
*-7A100-*	Valve Body Control Assembly – 1 Required	1	1
*-7A098-*	Transmission Fluid Filter (Screen Assy.) – 1 Required	1	1
*-7G199-*	<i>Trans. Tubes Gasket - A (1 Per pkg.)</i>	<i>As Required</i>	
*-7G199-*	<i>Trans. Tubes Gasket - B (1 Per pkg.)</i>	<i>As Required</i>	
*-7G199-*	<i>Trans. Tubes Gasket - C (1 Per pkg.)</i>	<i>As Required</i>	
*-7A209-*	<i>Trans. Tube and “O-ring” – (1 Per pkg.)</i>	<i>As Required</i>	
*-7J227-*	<i>Trans. Oil Tubes “O” Ring Seal (2 per pkg.)</i>	<i>As Required</i>	
*-7A191-*	Trans. Pan Gasket – Inspect and re-use if able	If Required	
*-7H249-*	Valve Body to Trans. Oil Pump Gasket – A – (1 Per pkg. 1 Required)	1	1
*-7H249-*	Valve Body to Trans. Oil Pump Gasket – B – (1 Per pkg. 1 Required)	1	1
*-7H249-*	Valve Body to Trans. Oil Pump Gasket – C – (1 Per pkg. 1 Required)	1	1
*-7H249-*	Valve Body to Trans. Oil Pump Gasket – D – (1 Per pkg. 1 Required)	1	1
*-7A248-*	Trans. Housing Seal - (1 Per pkg.)	As Required	
*-7A039-*	Tail Shaft Housing – 1 Required only if equipped and damaged	If Required	
*-7089-*	Tail Shaft Flange Assembly – 1 required only if equipped and damaged. (Includes Bolt, Washer and Flange)	If Required	
*-7052-*	Rear Flange Seal Kit. 1 required only if equipped and damaged.	If Required	
*-7085-*	Output Shaft Retainer – 1 Required only if equipped and damaged	If Required	
*-4602-*	Driveshaft Assembly – 1 required - only if damaged.	If Required	
*-4N272-*	Driveshaft Bolt – Can be reused – (1 per pkg.)	As Required	
*-4A254-*	Driveshaft Retainer – (2 per pkg.)	As Required	
*-4841-*	Slip Yoke Assembly – 1 Required - only if damaged.	If Required	

Part Requirements are Continued on the next page.

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**New!** PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Parts List For: E-Series (Econoline) - Metal Debris/Excessive Wear in Transmission Pan - Replace Transmission Assembly (*-7000-*) Repair and Related Parts:			
Part Number	Description	Order Quantity	Claim Quantity
*-7000-*	6R140 (Torqshift 6) Transmission Assembly – <b>Note:</b> Check build combination for PTO or Non-PTO.	1	1
*-7A095-*	Transmission Oil Cooler Assembly – 1 Required	If Needed	
*-N605804-S439	Trans. Mount Bolt – (4 per pkg.) can be reused	If Needed	
*-N807479-S102	Trans. Mount Bolt – (4 per pkg.) can be reused	If Needed	
W715618-S437	Torque Converter Nuts - (4 per pkg. – 4 Required)	1	4
391308-S102	Oil Filler Tube “O” Ring Seal – (4 per pkg. – 1 Required)	1	1
W714685-S437	Bolt Retainer (4 per pkg.) (If required) (If equipped)	If Required	
W715624-S439	Driveshaft Bolt (4 per pkg.) can be reused (If equipped)	If Required	
W705443-S900	Exhaust “Y” Pipe Nut (4 per pkg. – 4 Required)	1	4
W520514-S440	Exhaust “Y” Pipe Nut (1 per pkg. – 4 Required)	4	4
W714656-S439	Exhaust “Y” Pipe Bracket Bolt (4 per pkg. – 4 Required)	1	4
*-5E241-*	Exhaust “Y” Pipe Gasket (1 per pkg.) (If equipped)	As Required	
*-5A212-*	Exhaust – Extension Pipe Bolt (1 per pkg.) (If equipped)	If Required	
*-7223-*	PTO - Gasket (1 per pkg.) – (If Equipped)	1	1
<i>*-7J227-*</i>	<i>Trans. Oil Tubes “O” Ring Seal (2 per pkg.)</i>	<i>As Required</i>	
*-7J324-*	Trans. Oil Ring to Housing (2 per pkg.) (If equipped)	If Required	
*-N811880-S100	Driveshaft Bolt (4 per pkg.) (If equipped) can reused	If Required	
*-7D285-*	Trans. Oil Tubes Housing (2 per pkg.) – (If equipped)	As Required	
*-7R081-*	Trans. Oil Cooler “O-Ring” Tubes to Cooler	If Required	
*-7089-*	Tail Shaft Flange Assembly – If damaged.	If Required	
*-7052-*	Rear Flange Seal Kit. -1 req. - if damaged.	If Required	
*-4602-*	Driveshaft Assembly – 1 required - only if damaged.	If Required	
*-4635-*	Universal Joint – Can be reused – (1 per pkg.)	If Required	
*-4A254-*	Driveshaft Retainer – (2 per pkg.) (If Equipped)	If Required	
*-4841-*	Slip Yoke Assembly – 1 Required - only if damaged.	If Required	

Part Requirements are Continued on the next page.

Safety Recall 23S54 - *Supplement # 1*

**New!** PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Parts List For: F-650/F-750 - Metal Debris/Excessive Wear in Transmission Pan - Replace Transmission Assembly (*-7000-*) Repair and Related Parts:			
Part Number	Description	Order Quantity	Claim Quantity
*-7000-*	6R140 (Torqshift 6) Transmission Assembly – <b>Note:</b> Check build combination for PTO or Non-PTO.	1	1
*-7A095-*	Transmission Oil Cooler Assembly – 1 Required	If Needed	
*-7H189-*	Trans. Auxiliary Oil Cooler Assembly - (If equipped)	If Needed	
W715618-S437	Torque Converter Nuts - (4 per pkg. – 4 Required)	1	4
391308-S102	Oil Filler Tube “O” Ring Seal – (4 per pkg. – 1 Required)	1	1
W714255-S437	Flange Bolt (4 per pkg.)	If Required	
W714685-S437	Bolt Retainer (4 per pkg.) (If required) (If equipped)	If Required	
W711365-S900	Exhaust Muffler Bolt (4 per pkg.) (if equipped)	As Required	
W715624-S439	Driveshaft Bolt (4 per pkg. 4 Rqd.) can be reused	If Required	
W705443-S900	Exhaust “Y” Pipe Nut (4 per pkg. – 4 Required)	1	4
W719575-S900	Exhaust “Y” Pipe Bolt (2 per pkg. – 2 Required)	1	2
W714717-S439	Exhaust Muffler Mount Bolt (4 per pkg. – 4 Required)	1	4
W520514-S440	Exhaust “Y” Pipe Nut (1 per pkg. – 4 Required)	4	4
W714656-S439	Exhaust “Y” Pipe Bracket Bolt (4 per pkg. – 4 Required)	1	4
*-5E241-*	Exhaust “Y” Pipe Gasket (1 per pkg.) (If equipped)	As Required	
*-5A212-*	Exhaust – Extension Pipe Bolt (1 per pkg.) (If equipped)	If Required	
*-7223-*	PTO Gasket (1 per pkg.) (If equipped)	1	1
<i>*-7J227-*</i>	<i>Trans. Oil Tubes “O” Ring Seal (2 per pkg.)</i>	<i>As Required</i>	
*-7J324-*	Trans. Oil Ring to Housing (2 per pkg.) (If equipped)	If Required	
*-7D273-*	Oil Tube Connector & O ring – (1 per pkg.) (If equipped)	If Required	
*-7D285-*	Trans. Oil Tubes Housing (2 per pkg.) (If equipped)	As Required	
*-7R081-*	Trans. Oil Cooler “O-Ring” Tubes to Cooler	If Required	
*-7089-*	Tail Shaft Flange Assembly – If Damaged.	If Required	
*-7052-*	Rear Flange Seal Kit. 1 required - only if damaged.	If Required	
*-4602-*	Driveshaft Assembly – 1 required - only if damaged.	If Required	
*-4N272-*	Driveshaft Bolt – Can be reused – (1 per pkg.)	As Required	
*-4A254-*	Driveshaft Retainer – (2 per pkg.)	As Required	
*-4841-*	Slip Yoke Assembly – 1 Required - only if damaged.	If Required	

Part Requirements are Continued on the next page.



**Safety Recall 23S54 - Supplement # 1**

**New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

**NOTE:** Follow WSM Section 307-02 to flush and clean transmissions components per specifications. If Dealer equipment is not available to flush transmission components, replace the transmission cooler/coolers or bypass valve assembly (if equipped).

**NOTE:** Some Driveshaft, Slip-Yoke, Flange, Exhaust, Fasteners are intentionally not listed in this parts list. Some Fasteners can be re-used or added to the repair. To re-use the fasteners, use Loctite 243 Blue Medium Strength Threadlocker or equivalent (Specification WSK-M2G349-A7) and TA-26 Motorcraft® Red High Strength Threadlocker or equivalent – Specification WSK-M2G351-A6 can be used and applied.

**NOTE:** Check original fastener Threadlock color when removing, cleaning and re-using the fasteners.

**NOTE:** If Threadlocker availability is not available in your Market, replace the required fastener per Workshop Manual specifications.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**HANDLING ALLOWANCE**

An allowance of \$330.00 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 6R140 Automatic Transmission assembly.

**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.



**Safety Recall 23S54 - *Supplement # 1***

**REPLACED FSA PARTS INSPECTION AND SIGN OFF (Continued)**

- 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 2024-2025 MODEL YEAR E-SERIES AND F-650/F-750 F-SUPER DUTY VEHICLES EQUIPPED WITH 6R140 (TORQSHIFT 6) AUTOMATIC TRANSMISSION — MAIN CONTROL VALVE BODY OR TRANSMISSION REPLACEMENT

### SERVICE PROCEDURE

**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. Raise the vehicle on a hoist. Follow the Workshop Manual (WSM) procedures in Section 100-02.

**NOTE:** In the next Step, Do Not clean the transmission pan after removal.

2. Remove the transmission fluid pan. Follow the WSM procedures in Section 307-01 - Transmission Fluid Pan and then proceed to Step 3.

3. Inspect the transmission fluid pan, pan magnet and fluid filter for signs of metal debris/excessive wear. Does the transmission show signs of metal debris/excessive wear? See Figure 1.

**Yes** - For Vehicles that **DO SHOW** signs of metal debris/excessive wear. Proceed to Step 5.

**No** - For Vehicles that **DO NOT SHOW** signs of metal debris/excessive wear. Proceed to Step 4.

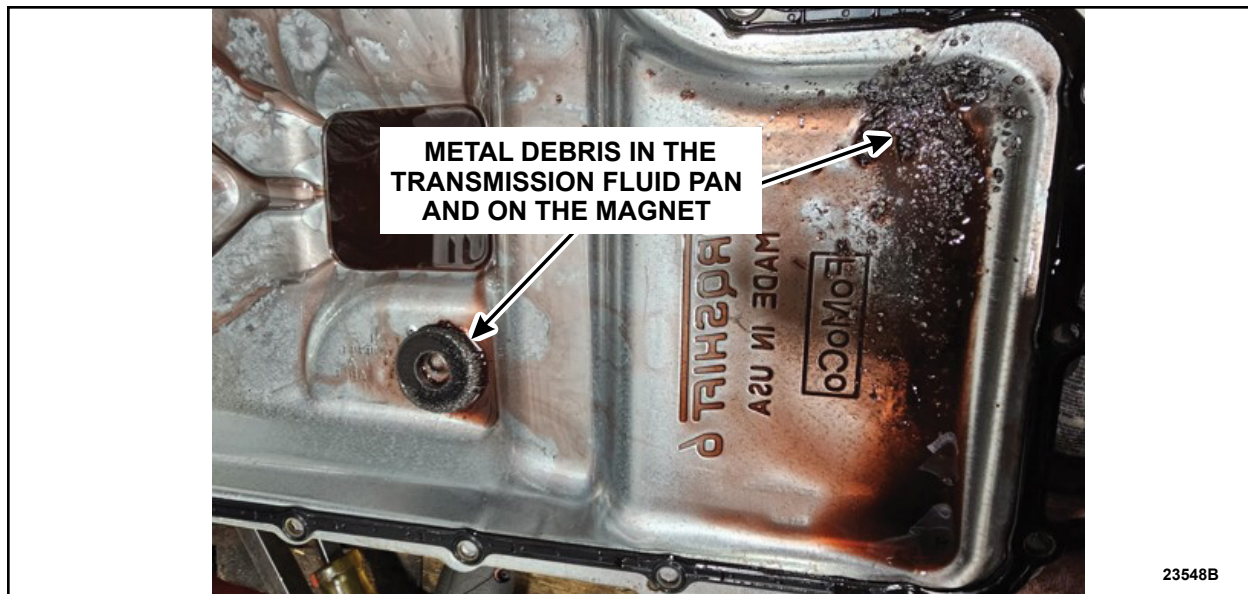


FIGURE 1



4. Remove the transmission extension housing, slip yoke/output flange or driveshaft assembly. Follow the WSM procedures in Section 307-01. Also, inspect the transmission driveshaft-to-pinion flange and the extension housing seals and bushings for signs of excessive wear/heat. Was excessive wear/heat found on any of the components inspected? See Figures 2 through 8.

**Yes** - Replace the related damaged identified components:

- a. This includes the extension housing, seals, driveshaft-to-pinion flange and slip yoke or driveshaft assembly.
- b. Main control valve body.
- c. Transmission fluid filter. **NOTE:** The transmission fluid pan gasket can be reused if not damaged.
- d. Follow the WSM procedures and fill the transmission to fill specifications per WSM Section 307-01. Then, proceed to Step 7.

**No** - No damage is identified on the slip yoke flange/driveshaft assembly:

- a. Replace the main control valve body and transmission fluid filter. **NOTE:** The transmission fluid pan gasket can be reused if not damaged.
- b. Re-install the transmission extension housing.
- c. Reinstall the output flange - Replace the retainer bolts and torque to specifications.
- d. Reinstall the driveshaft assembly. **NOTE:** If no tread damage or retainer(s) damage, the driveshaft assembly fasteners and retainer flanges can be re-used, re-torqued to specification per WSM Section 205-01. Then, proceed to Step 7.

**NOTE:** For vehicles equipped with drive shaft flange, remove the driveshaft assembly for access. All driveshaft fasteners/retainers can be re-used, inspect threads and re-used. Apply Loc-tite to fasteners for re-installation for this Field Service Action (FSA) only.

**NOTE:** Index-mark the rear driveshaft U-joint to the pinion flange to maintain alignment during installation.

**NOTE:** Do NOT discard the U-joint strap bolts and straps.

**NOTE:** Do NOT discard the four driveshaft flange to pinion flange bolts.

**NOTE:** Using an air blow gun, remove any debris from threaded holes in the driveshaft, slip-yoke or transmission flange.

**NOTE:** When re-using the original driveshaft, slip-yoke flange bolts, ensure the bolt threads are free of rust. Replace if rusted or damaged. Clean threads of the original driveshaft flange to flange bolts with a wire brush and coat the threads with LOCTITE 243, blue medium strength threadlocker or equivalent.



5. **For F-650/750 Vehicles:**

- Remove the transmission output shaft flange/driveshaft slip yoke. Follow the Workshop Manual (WSM) procedures in Section 307-01.



**IMPORTANT NOTES FOR F-650/F750 VEHICLES:**

**NOTE: Removal of the complete driveshaft is not required.** Move the driveshaft to the side.

**NOTE:** Remove and re-use the driveshaft to output shaft flange bolts and the bearing straps.

**NOTE:** If equipped with heat shields around the transmission assembly, remove/install and re-use the heat shields.

**NOTE:** The transmission fluid pan gasket can be reused if not damaged.

**NOTE:** Index-mark the rear driveshaft U-joint to the pinion flange to maintain alignment during installation.

**For E-Series Vehicles:**

- Check vehicle equipment. Complete driveshaft removal, may not be required. Follow the WSM procedures in Section 307-01A for output shaft seal removal/installation or for complete driveshaft removal/installation follow the WSM procedures in Section 205-01.



**IMPORTANT NOTES FOR E-SERIES VEHICLES:**

E-SERIES – **Equipped with slip yoke** - Removal of the complete **driveshaft assembly is required**.

E-SERIES – **Equipped with flange yoke** - Removal of the complete **driveshaft is NOT required**.

**NOTE:** Remove and re-use the driveshaft to output shaft flange bolts and the bearing straps

**NOTE:** If equipped with heat shields around the transmission assembly, remove/install and re-use the heat shields.

**NOTE:** The transmission fluid pan gasket can be reused if not damaged.

**NOTE:** Index-mark the rear driveshaft U-joint to the pinion flange to maintain alignment during installation.

**All Vehicles:** Inspect the transmission output shaft flange/driveshaft slip yoke for signs of excessive wear/heat. See Figure 2.

**All Vehicles:**

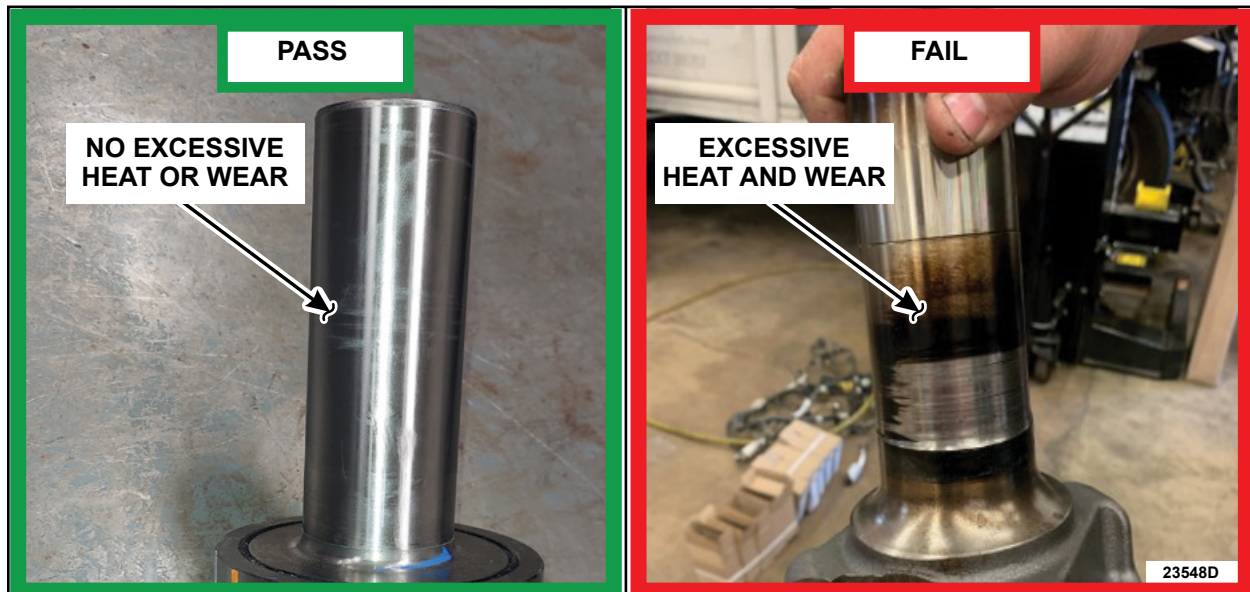
- Replace the transmission assembly. Follow the WSM procedures in Section 307-01 for vehicles equipped with the 7.3L Engine and 6-Speed Automatic TorqueShift Transmission - 6R140.
- If there is signs of excessive wear or heat damage, replace the output shaft flange/driveshaft slip yoke.
- If no Flushing equipment available, replace the transmission to cooler lines and transmission cooler assembly.
- Fill the Transmission Fluid Level per WSM Section 307-01 specifications.
- Read the Notes on the next Page and then, proceed to Step 6.



**NOTE:** The transmission cooling system (cooler and lines) MUST be flushed every time the transmission is overhauled or replaced in order to minimize the likelihood of repeat repairs. It is mandatory that proper equipment and procedures be followed when flushing coolers/lines.

**NOTE:** If proper flushing equipment is not available, replace transmission fluid cooler/coolers and If Equipped - the bypass valve per the Workshop Manual (WSM) procedures in Section 307-02. Fluid cooler retaining bolts can be reused for this repair.

**NOTE:** For vehicles equipped with drive shaft flange, remove the driveshaft assembly for access. All driveshaft fasteners/retainers can be re-used, inspect threads and re-used. Apply Loc-tite to fasteners for re-installation for this Field Service Action (FSA) only.



**FIGURE 2**

6. The repair is complete for vehicles that **DO SHOW** metal in the transmission pan that require a transmission replacement and related damaged components only.
7. The repair is complete for vehicles with **NO METAL** in the transmission pan that only require a transmission main control valve body and replacement of related components only.







FIGURE 3

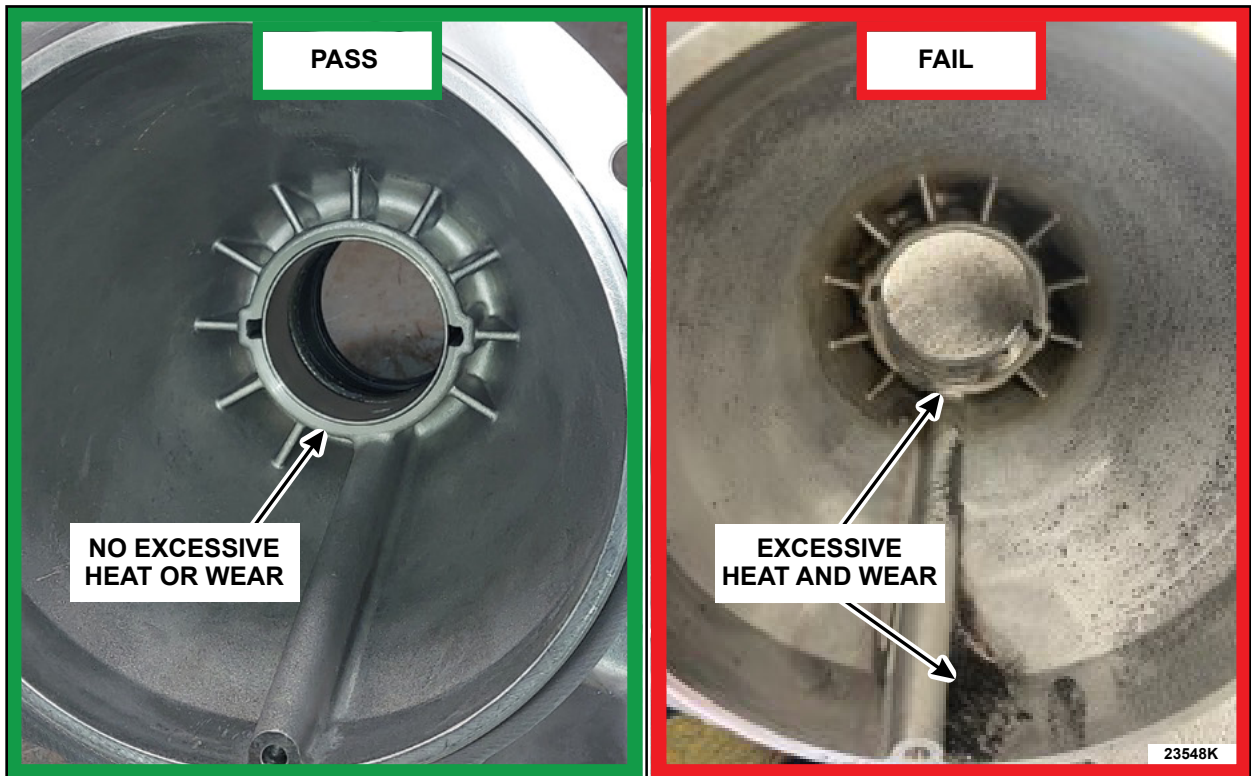
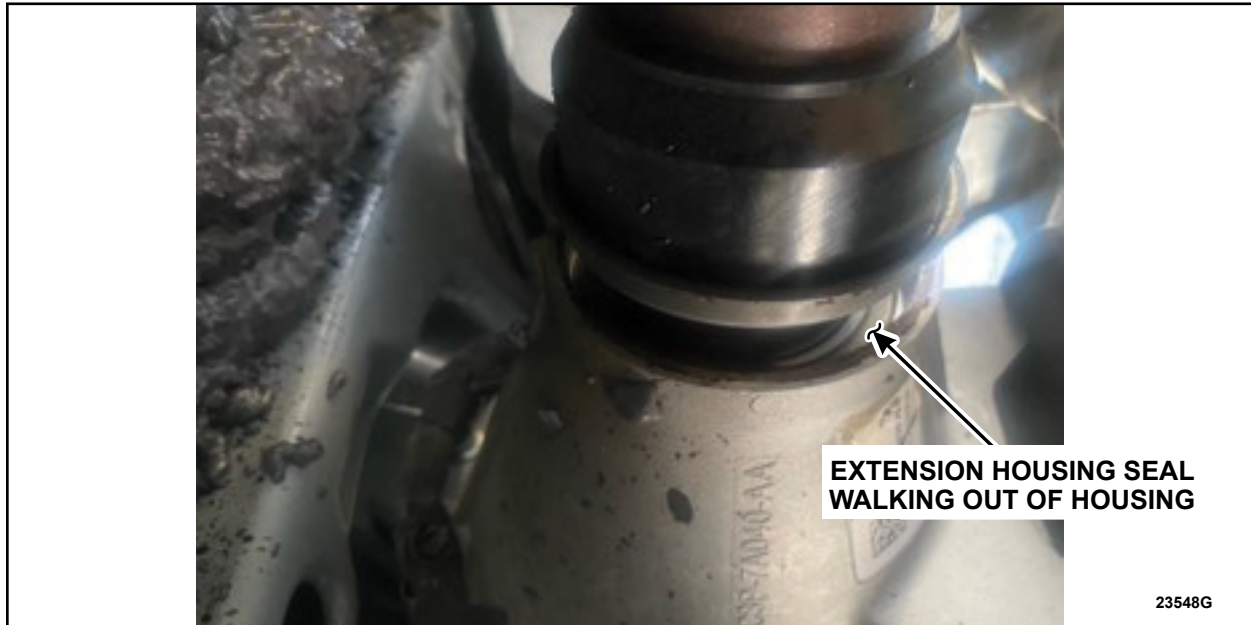


FIGURE 4





**FIGURE 5**



**FIGURE 6**







FIGURE 7



FIGURE 8

**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.



## Safety Recall 23S54













### 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 the Administrative Information Attachment 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

Safety Recall 23S54

**Vehicle Pick-Up and Delivery Record**

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

Pick-up and/or delivery service

As outlined below for the 23S54 Field Service Action program.

Pick-up           – Date: \_\_\_\_\_

Delivery           – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 23S54**

*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 # 23S54, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before January 31, 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.