



Dan Wilyard  
 Chief Engineer, Recall & CIDR  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 PO Box 1904  
 Dearborn, Michigan 48121

March 25, 2024

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
 Safety Recall 23S53**

Certain 2020-2022 Model Year Aviator and Explorer Plug-in Hybrid Electric Vehicles (PHEV) - High Voltage Battery Diagnostic Inspection

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –  
 Safety Recall 23S53**

Dated: September 13, 2023

**AFFECTED VEHICLES**

| Vehicle       | Model Year | Assembly Plant     | Build Dates                               |
|---------------|------------|--------------------|---|
| Aviator PHEV  | 2020-2021  | Chicago Assembly   | June 28, 2019 through September 26, 2020  |
|               | 2021-2022  | Chicago SHO Center | September 14, 2020 through May 23, 2022   |
| Explorer PHEV | 2020       | Chicago Assembly   | July 09, 2019 through September 24, 2020  |
|               | 2021-2022  | Chicago SHO Center | September 14, 2020 through March 16, 2022 |

US population of affected vehicles: 2,955. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles were determined to not be at risk due to battery cell capacity information available through connected vehicle data and therefore removed from the recall population. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, a manufacturing defect in one or more of the vehicle’s high voltage (HV) battery cells may result in a cell with lower capacity. In certain cases, the low-capacity cell will develop an internal short circuit.

Customers will experience a Malfunction Indicator Light (MIL) in the event of a HV battery cell internal short. Customers may also experience a loss of motive power, increasing the risk of a crash. Customers will continue to have 12-volt (V) accessories, steering, and braking control. Customer may also experience battery thermal venting potentially resulting in a vehicle fire, increasing the risk of injury.

## **SERVICE ACTION**

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

1. Follow the Technical Instructions.
2. Run the Ford Diagnosis and Repair System (FDRS) application:
  - **BECM - High Voltage Battery Capacity Check.**
  - Test “Fail” requires a SSSC contact with two (2) pictures for HV battery replacement.
    - Picture 1: FDRS screen shot with “Fail” and VIN (see Technical Instructions)
    - Picture 2: Vehicle’s VIN tag

This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**Mobile Repair and/or Pick-up and Delivery:** To assist vehicle owners to have this repair completed when parts are available, dealers should:

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

## **ESSENTIAL SPECIAL SERVICE TOOLS**

For special service tools, contact 1-800 ROTUNDA / option 3 to place an order for purchase.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of April 8, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **ATTACHMENTS**

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

## **QUESTIONS & ASSISTANCE**

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

Sincerely,  
*Dan Wilyard*  
Dan Wilyard

## Safety Recall 23S53

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

- Vehicle diagnostic inspections have the following assessment level:
  - 🔧 - Mobile FDRS Application
- Vehicle HV battery replacements have the following assessment level:
  - 🚫 - Not a Mobile Service Repair

### **MOBILE REPAIR RECOMMENDATIONS**

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

### **MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s).
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

### **MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

### **OASIS ACTIVATION**

OASIS was activated on Sep 13, 2023.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on Sep 13, 2023. Owner names and addresses will be available by April 19, 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.

## Safety Recall 23S53

### STOCK VEHICLES

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

### DEALER-OPERATED RENTAL VEHICLES

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

### BRANDED / SALVAGED TITLE VEHICLES

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

### OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with a HV battery replacement or internal HV battery short.

### RENTAL VEHICLES

**Conditional - For HV Battery Replacements ONLY:** Dealers are pre-approved for up to 3 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day 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.

### MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC12071 2023 Remote Experience Program.
- Lincoln Retailers - refer to EFC12074 2023 Lincoln Mobile Service Experience Program.

Dealers NOT participating in the 2023 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

**Safety Recall 23S53****PICK-UP & DELIVERY - Participating Dealers**

Dealers participating in the Remote Experience Program:

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

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

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

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

**REPAIR PHOTO SUBMISSION**

HV battery replacement only: Ford has requested photo evidence prior to performing the battery replacement for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload 2 required photos to the SSSC contact site as attachments.
  - FDRS Fail screen per Technical Instructions
  - Vehicle VIN tag
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

## Safety Recall 23S53

**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 (23S53) 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 23S53                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                      - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC14054, 2024 Lincoln Pick-Up & Delivery Updates for details.
  - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
  - Claim the difference between pre-approved days, or any additional rental days approved by the SSSC as instructed.
- **Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
  - Dealers NOT participating in the Remote Experience Program –
    - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
    - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **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 HV battery. To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
    - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
  - Dealers NOT participating in the Remote Experience Program –
    - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
    - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code **23S53MM** along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
    - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
    - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
  - **RESTRICTION:** ONLY applicable for vehicles off road due to a HV battery.
  - Program Code: 23S53
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$250.00

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**LABOR ALLOWANCES**

| Description   | Labor Operation | Labor Time |
|---|-----------------|------------|
| <b>PASS Inspection:</b> BECM - High Voltage Battery <u>Capacity Check</u><br>Using FDRS   | 23S53A          | 0.3 Hours  |
| <b><u>Only If Mobile:</u></b><br><b>FAIL Inspection:</b> BECM - High Voltage Battery <u>Capacity Check</u><br>Using FDRS<br><b>Recall stays <u>OPEN</u> until battery replacement at dealer</b> (labor code B)  | 23S53AA         | 0.3 Hours  |
| <b><u>Only at Dealer:</u></b><br><b>FAIL Inspection:</b> BECM - High Voltage Battery <u>Capacity Check</u><br>Using FDRS <ul style="list-style-type: none"> <li>• SSSC contact for HV battery order – see separate labor below</li> <li>• Replace HV battery</li> </ul>   | 23S53B          | 4 Hours    |
| <b>Failures ONLY</b> - SSSC contact with <b><u>2 pictures</u></b> to order a HV battery: <ul style="list-style-type: none"> <li>• FDRS <b><u>Fail screen</u></b> per Technical Instructions</li> <li>• Vehicle <b><u>VIN tag</u></b></li> <li>• Use the SSSC Web Contact Site / <b>Approval Request Contact</b> to receive your Approval code to claim the program line</li> <li>• Can be claimed only with labor code B</li> </ul> | 23S53ZZ         | 0.2 Hours  |
| Inspection/Diagnostic Check -<br><b>Mobile Service Allowance: <u>Non-eligible Remote Experience Program Ford or Lincoln Dealers Only</u></b><br>If additional travel time is required, submit an SSSC Approval Form   | 23S53MM         | 0.5 Hours  |
| Inspection/Diagnostic Check -<br><b>Lincoln Vehicle PDL Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln PDL contract coverage of <b>4 years/50,000 miles</b></b><br><b>NOTE:</b> Dealer-performed vehicle PDL and repairs only. Claim once  | 23S53LL         | 0.5 Hours  |
| <b>Ford Vehicle PDL Allowance: <u>Non-eligible Remote Experience Program Dealers Only</u></b><br><b>NOTE:</b> Dealer-performed vehicle PDL and repairs only. Claim once   | 23S53PP         | 0.5 Hours  |



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**PART REQUIREMENTS / ORDERING INFORMATION**

**HV Battery** - Submit a VIN-specific Part Order contact via the SSSC Web Contact Site to order.

- Order Parts **ONLY** if **HV Battery Check FAILS**.
- **Required:** SSSC contact with pictures – See Technical Instructions.
- HV Batteries cannot be returned once ordered.
- HV Batteries are direct shipped from supplier.

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

**HANDLING ALLOWANCE**

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

**PART REQUIREMENTS / ORDERING INFORMATION**

| Service Part Number   | Claim Quantity               | Package Order Quantity | Number in Package (UOI) | Description  |
|---|------------------------------|------------------------|-------------------------|--|
| <b>Order Parts <u>ONLY</u> if High Voltage Battery Check <u>FAILS</u></b> |                              |                        |                         |  |
| W717822-S439  | 2 - As Needed                | 1 - As Needed          | 4                       | Bolts - Driveshaft center bearing bracket  |
| W719511-S439  | 3 - As Needed                | 1 - As Needed          | 4                       | Bolts - Driveshaft flex coupling to transfer case or transmission flange               |
| L1MZ-3B498-F  | 1 - As Needed                | 1 - As Needed          | 1                       | Retainer - Rear axle pinion stem circlip   |
| VC-13-G   | As Needed<br>Up to 1 Gallon  |                        | -                       | Coolant Concentrate<br>To be mixed with 50% water.<br>Cannot be claimed with VC-13DL-G |
| VC-13DL-G   | As Needed<br>Up to 2 Gallons |                        | -                       | Coolant Diluted - 50/50 mix<br>Cannot be claimed with VC-13-G                          |

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**NOTE:** Less than 1% of the affected vehicle population is expected to require parts.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**Safety Recall 23S53**

**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.

For HV battery/array, refer to EFC12696 Electric Vehicle High Voltage Battery Packs and Array Kits Part Retention & Return Process for Replacements Under Warranty, FSAs and Customer Pay. This communication outlines the retention and return processes for Electrical Vehicle HV battery packs and array kits. The process outlined in this communication applies to all Electrical Vehicle HV battery packs and array kits from all Hybrid Electric and Battery Electric vehicles, and all repair types, including Warranty, Field Service Actions, and customer-paid repairs.

**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.

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**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 2020-2022 MODEL YEAR AVIATOR AND EXPLORER PLUG-IN HYBRID ELECTRIC VEHICLES (PHEV) — HIGH VOLTAGE BATTERY DIAGNOSTIC INSPECTION

### SERVICE PROCEDURE

#### Module Programming

**NOTE:** Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

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

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

**NOTE:** Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Unplug the high voltage charger if plugged into vehicle.

3. Close the vehicle side charge port plug door if open.

4. Log into Ford Diagnostic and Repair System (FDRS).

**NOTE:** Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

5. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

**NOTE:** Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

**⚠ WARNING: Do not attempt to diagnose a high voltage battery condition or perform software updates while the vehicle is plugged into the high-voltage charger.**

6. Select **Toolbox** tab.

7. From the list on the LH side of the screen, select the **BECM**.

8. From the list on the RH side of the screen, select: **BECM - High Voltage Battery Capacity Check**.

9. Click **RUN**. Follow all on-screen instructions carefully.



10. Did the high voltage battery capacity check FAIL or PASS? See Figures 1 and 2.

**FAIL** – Proceed to Step 11.

**PASS** – Proceed to Step 13.

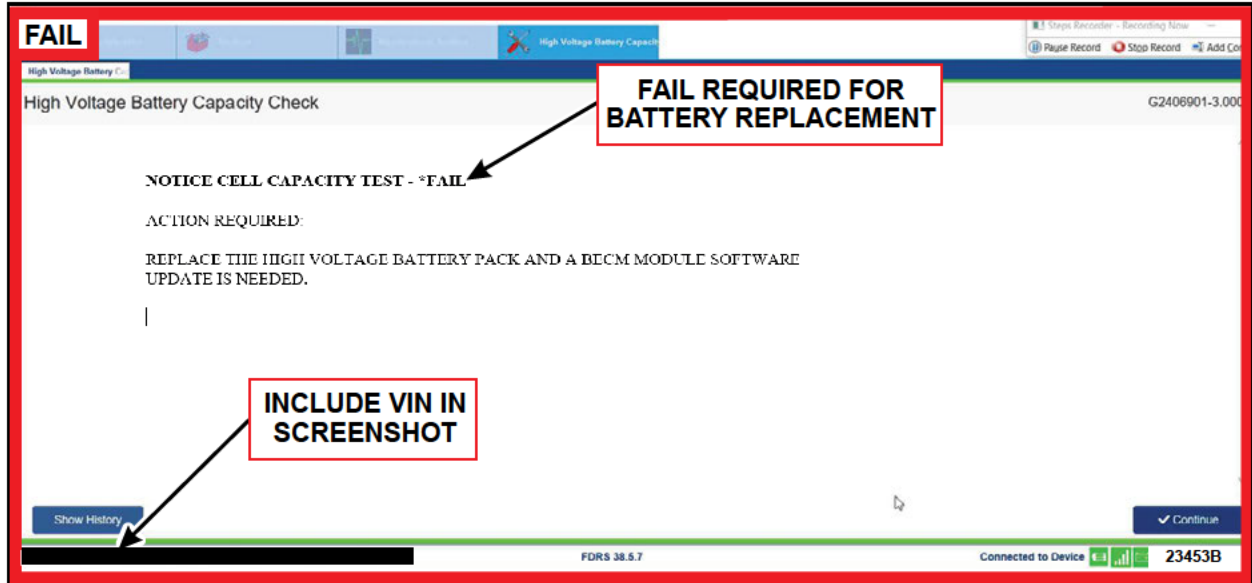


FIGURE 1

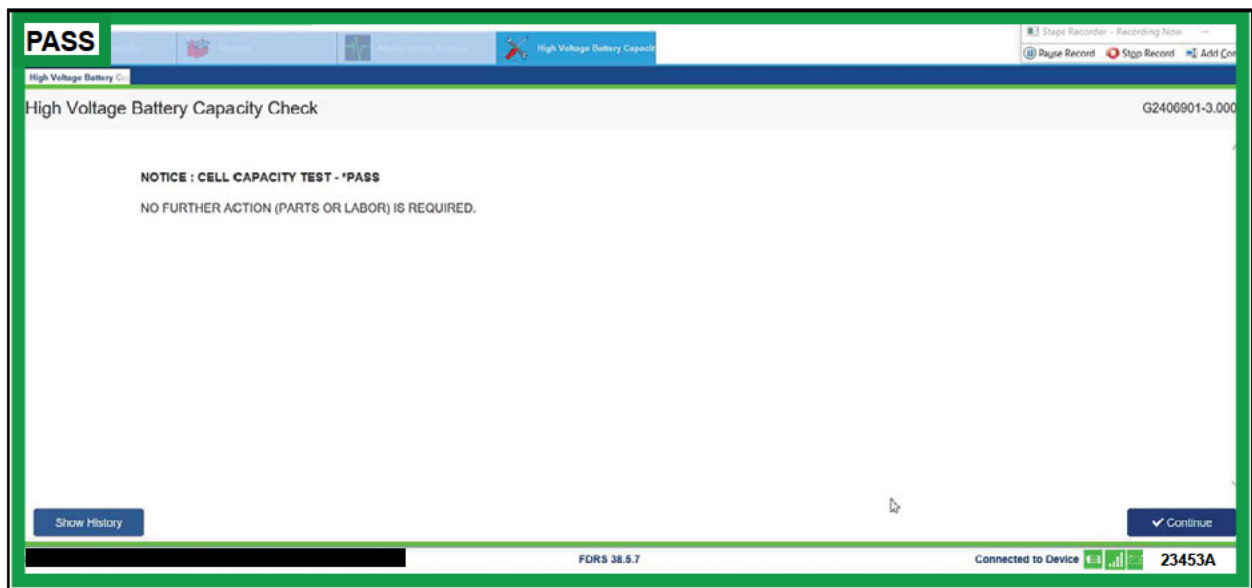


FIGURE 2

11. Submit two (2) pictures to the Special Service Support Center (SSSC) web contact site to order a high voltage battery.

a. Picture 1: TEST - **FAIL** screenshot from FDRS as shown in Figure 1 of the failed vehicle.  
- Includes VIN number in bottom left corner.

b. Picture 2: Failed vehicle's VIN tag/label.



12. For a **FAILED** inspection: Replace the high voltage battery. Follow the Workshop Manual (WSM) procedures in Section 414-03A.

**NOTE:** After the battery replacement, continue to the next step.

13. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

14. Click the **Run Selected Tests** button in the lower right.

15. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

16. Disconnect the battery charger from the 12V battery once the programming has completed.

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



## Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



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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 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)



## Safety Recall 23S53

 – 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

23S53

## 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 **23S53** Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 23S53**

*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 # 23S53, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 26, 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.