



Stacy L. Balzer
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October 16, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Compliance Recall 23C32
Certain 2023 Model Year F-150 Lightning Vehicles
Electronic Cabin Coolant Heater Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 Lightning	2023	Rouge Electric Vehicle Center	July 27, 2023 through August 30, 2023

US population of affected vehicles: 929. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No.103 Windshield Defrosting and Defogging Systems. The electronic cabin coolant heater module may have a missing solder joint, which can result in intermittent, or no windshield defrost and defog functionality. The lack of a functioning windshield defrosting and defogging system may decrease the driver's visibility under certain driving conditions, increasing the risk of a crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall. A complete Dealer Bulletin will be provided to dealers when parts ordering information and repair instructions are available to support this compliance recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 prior to delivery.

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.

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