



SUBJECT: Safety Recall 23S64

Certain 2018-2021 Model Year EcoSport and 2016-2018 Focus Vehicles Equipped with a 1.0L EcoBoost engine and automatic transmission.

Long term rentals and long block replacement - Interim Repair

Vehicle	Model Year	Assembly Plant	Build Dates
EcoSport	2017-2022	Chennai	April 3, 2017, through December 24, 2021
Focus	2016-2018	Michigan	March 24, 2015, through May 4, 2018

Rental Vehicles

- Long-term rentals are approved for this program, ensure dealers are aware of this.
- If a customer with 23S64 open on their vehicle experiences an engine failure and the dealer concludes it is related to the failure associated with 23S64, authorization to put the customer into a rental will be approved.
 - To maximize the customer experience, it's important to provide the customer with a rental while their vehicle is down waiting for a 23S64 inspection.
- The interim repair is replacement of the long block assembly, however some parts required for the repair are on backorder, so getting the customer into a rental is important.
- A special rental program was created specifically for 23S64. When contacting the Central Loaner Support team for rentals, use program code 24A02, this will ensure ease of dealer claiming and reimbursement for 23S64 rentals.

Long Block Replacement

- Once the failure is confirmed related to 23S64 and the customer is in a rental, dealers are to order a long block assembly following the repair instructions and direction in the dealer bulletin.
- The long block and some supporting parts are ordered through contacting the SSSC.

KEY TAKEAWAYS!

- If a customer with recall 23S64 on their vehicle comes in with an engine failure, put them in a rental at no charge to the customer. The recall covers rental.
- Do not charge the customer for any diagnosis related to 23S64, even if the failure is NOT related to 23S64 the recall is covering the costs. Reference the bulletin.
- Replace the customer's engine at no cost to the customer. Do not charge the customer, the recall covers engine replacement.