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Ford Motor Company
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November 3, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
 Safety Recall 23S48**

Certain 2020-2023 Model Year Aviator, 2021 Bronco, 2018-2021 Navigator, 2022-2023 Transit Vehicles with 360 Degree Camera System or HD Rear View Camera
 Replace Rear View Camera

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety
 Recall 23S48**

Dated October 4, 2023

AFFECTED VEHICLES

Vehicle	Model Years	Assembly Plant	Build Dates
Aviator	2020-2023	Chicago Assembly	October 20, 2018 through September 6, 2023
Bronco	2021	Michigan Assembly	September 23, 2020 through December 22, 2021
Navigator	2018-2021	Kentucky Truck	March 16, 2017 through December 23, 2021
Transit	2022-2023	Kansas City	February 26, 2021 through October 27, 2023

US population of affected vehicles: 176,837. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, customers may intermittently experience either a rear camera blue image or a full blue or black image on the SYNC screen when the vehicle is in reverse. Loss of rear camera image while in reverse increases the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the rear view camera. 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.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- 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 should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in multiple separate mailings. The mailings will begin by November 2023.

Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- 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,



Stacy L. Balzer

Safety Recall 23S48

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

OASIS ACTIVATION

OASIS will be activated on November 3, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 3, 2023. Owner names and addresses will be available by November 17, 2023.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this 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 23S48**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 rear view camera replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

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.

LINCOLN PICK-UP & DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC12060, 2023 Lincoln Pick-Up & Delivery Updates.

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 23S48**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 (23S48) 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23S48 - 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 EFC12060, 2023 Lincoln Pick-Up & Delivery Updates for details.
- **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 are authorized to 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.
- **Provision for Locally Obtained Supplies:** Includes electrical tape. Submit on the same line as the repair.
 - Program Code: 23S48
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$7.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Aviator – Install electrical tape and edge biter, replace rear view camera, and perform camera alignment.	23S48B	1.1 Hours
Bronco - Replace rear view camera and perform camera alignment.	23S48C	0.9 Hours
Navigator - Replace rear view camera and perform camera alignment.	23S48D	1.2 Hours
Transit - High Mount WITHOUT 360 camera - Replace rear view camera and perform camera Initialization.	23S48E	1.2 Hours
Transit (Mid/High Roof) High Mount with 360 Camera - Replace rear view camera, reprogram IPMB and perform camera alignment.	23S48F	2.1 Hours
Transit - Rear Door Mounted Rear View Camera - Replace rear view camera and perform camera Initialization.	23S48G	0.6 Hours
Transit (Low Roof) with 360 Camera - Replace rear view camera, reprogram IPMB and perform camera alignment.	23S48H	1.4 Hours
<p>Lincoln Vehicle Pick-Up & Delivery Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles.</p> <p>NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	23S48LL	0.5 Hours
<p>Ford Vehicle Pick-Up & Delivery Allowance:</p> <p>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.</p> <p>NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	23S48PP	0.5 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

Seed Stock Parts: To ensure an equitable distribution of service parts, the **part numbers below** will be seed stocked until approximately the end of the 1st quarter 2024. Parts are extremely limited, and dealers will be notified once parts can be ordered through the normal processing channels.

Part Number	Description	Order Quantity	Claim Quantity
LC5Z-19G490-D	Aviator – Rear View Camera	1	1
M2DZ-19G490-E	Bronco – Rear View Camera	1	1
JL7Z-19G490-F	Navigator – Rear View Camera	1	1
NK4Z-19G490-G	Transit – Rear View Camera (w/360 View – All Roof Heights)	1	1
NK4Z-19G490-H	Transit – Rear View Camera (WITHOUT 360 View - Low Roof)	1	1
NK4Z-19G490-K	Transit – Rear View Camera (WITHOUT 360 View - High/Medium Roof)	1	1
3M5Z-14A163-A	Aviator - Edge Biter Zip Tie	1	1

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

The DOR/COR number for this program is 51335.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W716507-S300	Transit Applique clip (4 clips per package)	As needed	As needed

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2020-2024 MODEL YEAR MULTIPLE VEHICLE LINES EQUIPPED WITH 360 DEGREE CAMERAS – INOPERATIVE REAR / 360 DEGREE CAMERA WITH A BLUE OR BLACK SCREEN

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Aviator Repair Procedure

⚠ This procedure is different from the Workshop Manual (WSM). Follow Technical Instructions carefully.

1. Remove the Reversing Lamp. Follow the WSM procedures in Section 417-01.
2. Disconnect the rear view camera electrical connector. See Figure 1.

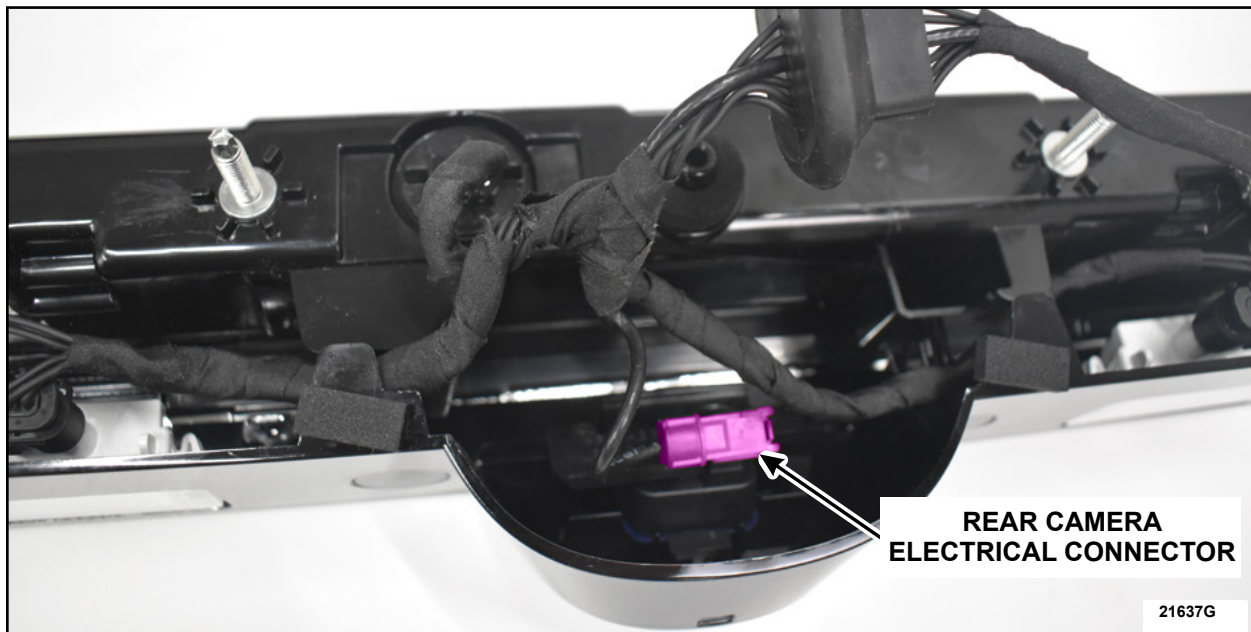


FIGURE 1



3. Cut open the tape and isolate the rear camera electrical connector wire from the taped up bundle.
See Figure 2.

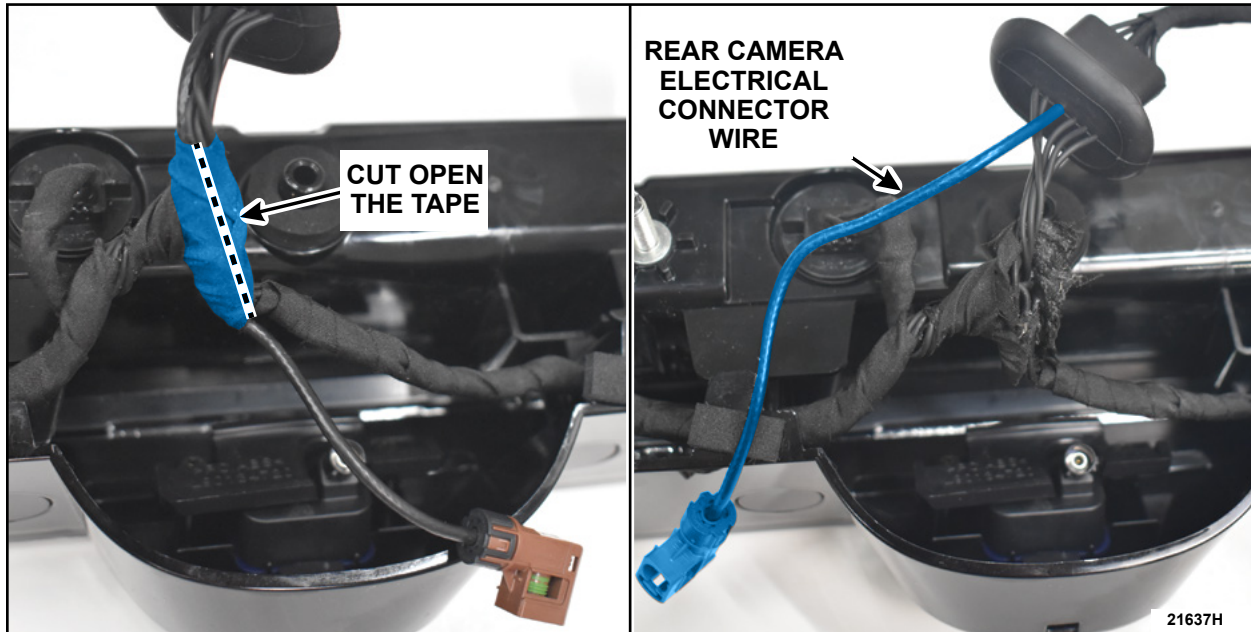


FIGURE 2

4. Wrap up the exposed wire harness using electrical tape keeping the rear camera wiring isolated.
See Figure 3.

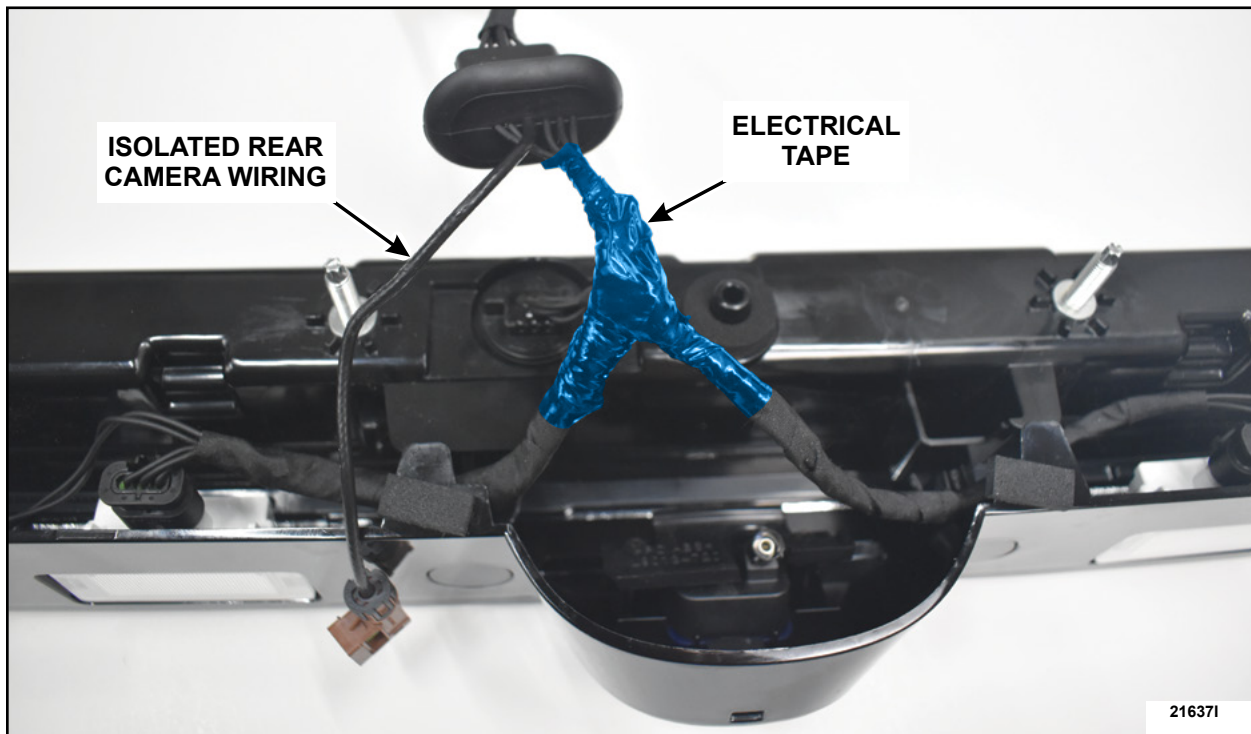


FIGURE 3



5. Measure 2 inch (50.8 mm) from the back of the rear camera electrical connector. Apply wraps of electrical tape and measure using a caliper until the thickness is 4.0 mm (0.157 in) or greater. See Figure 4.

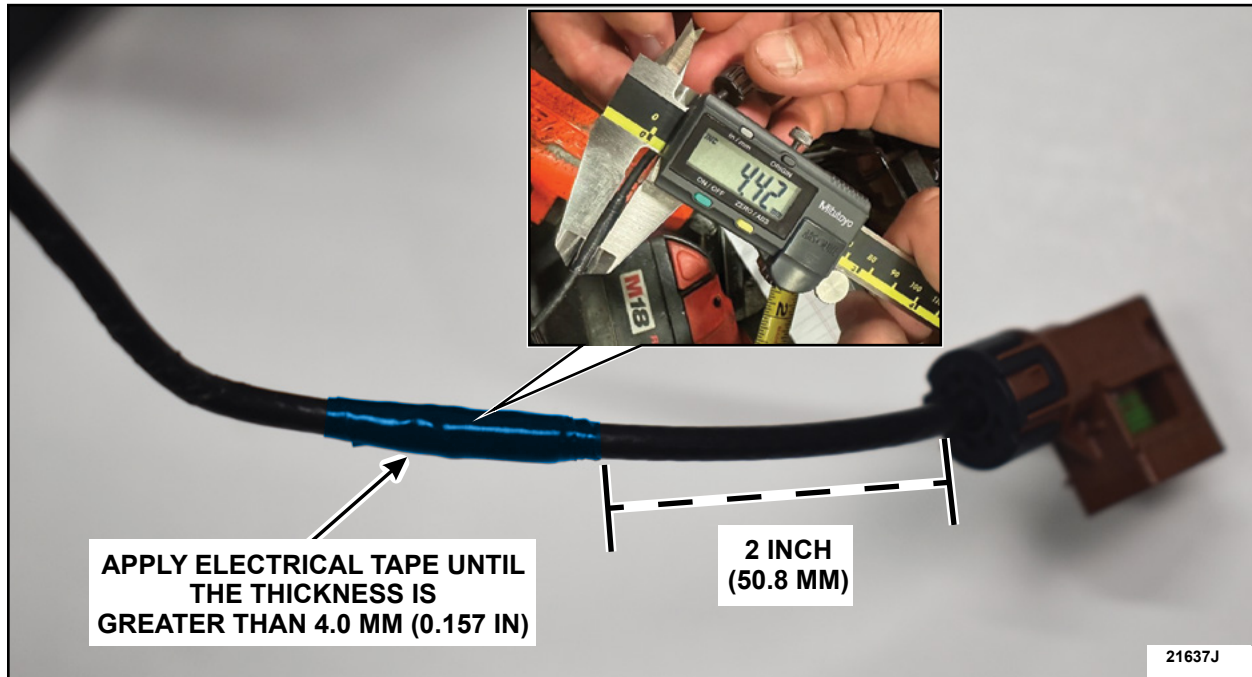


FIGURE 4

6. Measure 2.25 inch (57 mm) from the back of the rear camera electrical connector and install the edge biter zip tie. Trim any excess length of zip tie. See Figure 5.

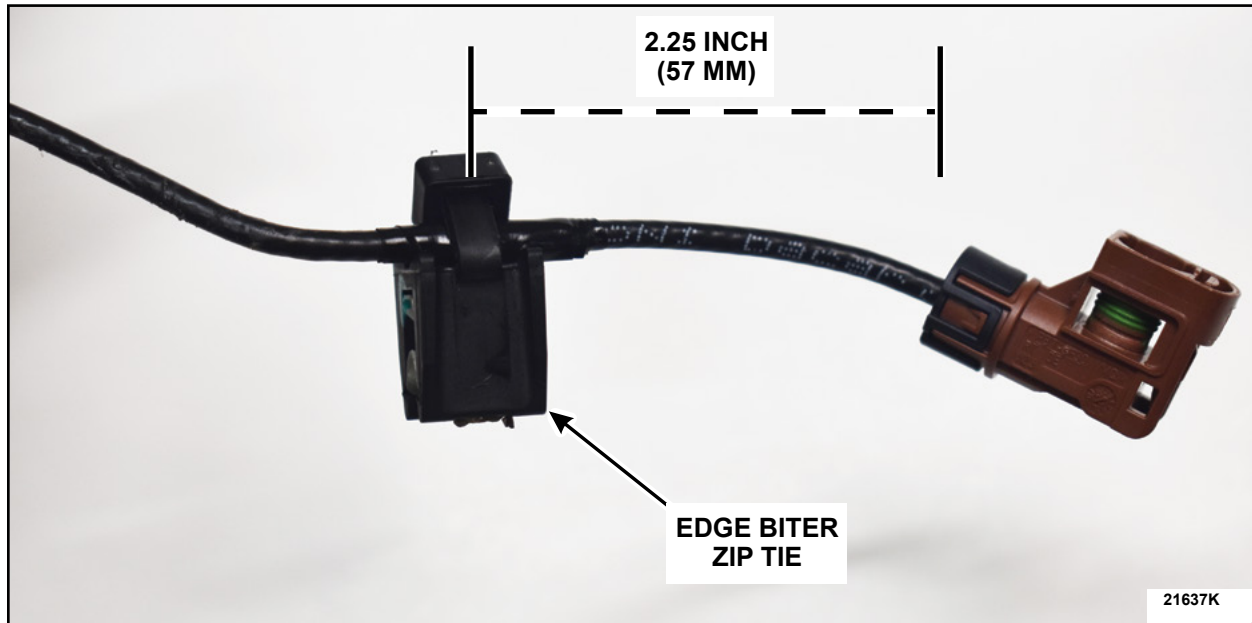


FIGURE 5



7. Secure the edge biter zip tie on the reversing lamp tab at a 45° angle. See Figure 6.

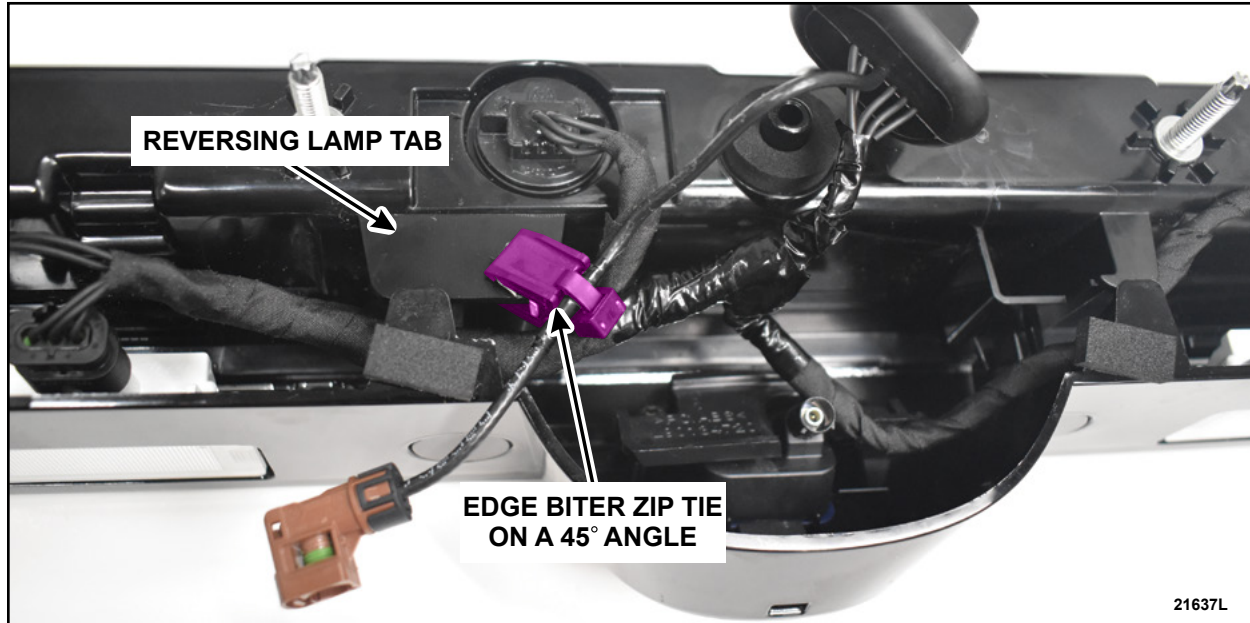


FIGURE 6

8. Replace the rear camera. Follow the WSM procedures in Section 413-13B. This completes the FSA.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Bronco Repair Procedure

1. Replace the rear camera. Follow the WSM procedures in Section 413-13B. This completes the FSA.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

Navigator Repair Procedure

1. Replace the rear camera. Follow the WSM procedures in Section 413-13B. This completes the FSA.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Transit Repair Procedure - Rear Door Mounted Rear View Camera

⚠ This procedure is different from the Workshop Manual (WSM). Follow Technical Instructions carefully.

1. Remove and discard the rear camera. Follow the WSM procedures in Section 413-13C.
2. Install the *new* rear view camera. See Figure 7.
 - a. Install the rear view camera.
 - b. Install the rear view camera bracket.
 - c. Install the screw.
 - d. Connect the rear view camera electrical connector.

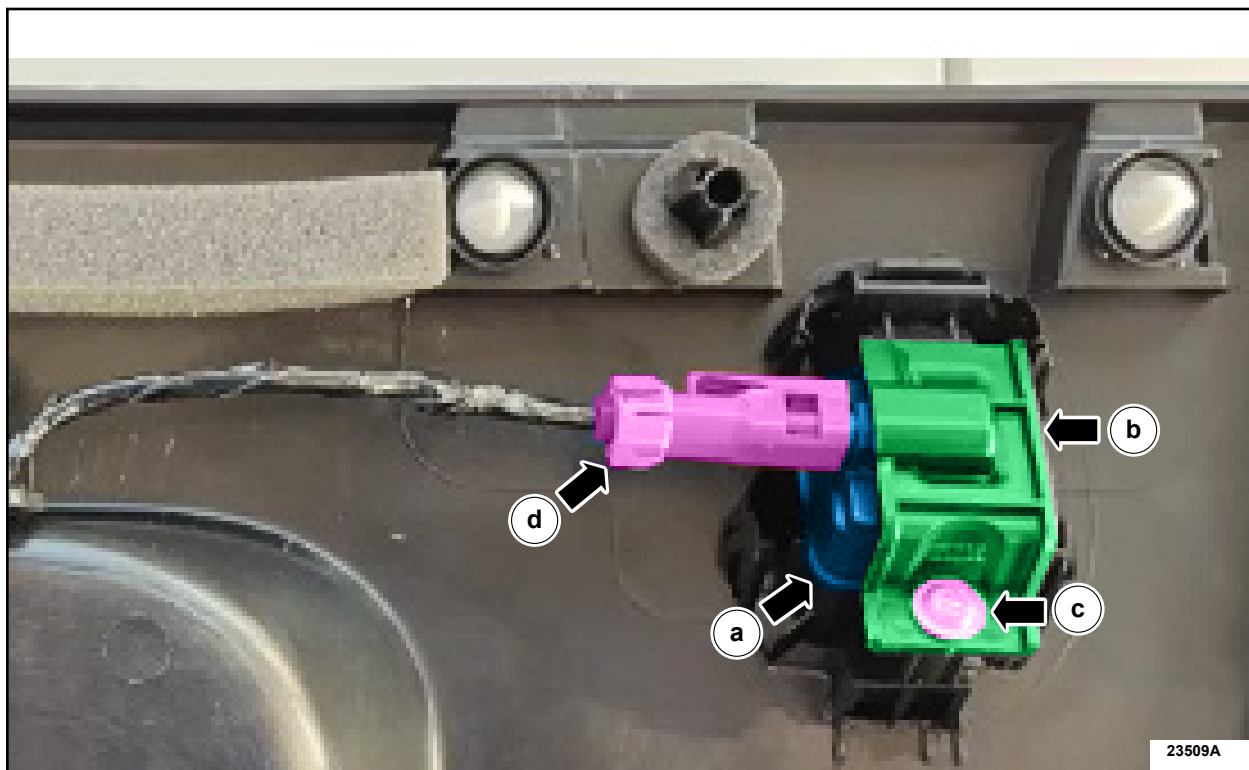


FIGURE 7



3. Install the license plate lamp bulbs and connect the rear camera electrical connector. See Figure 8.

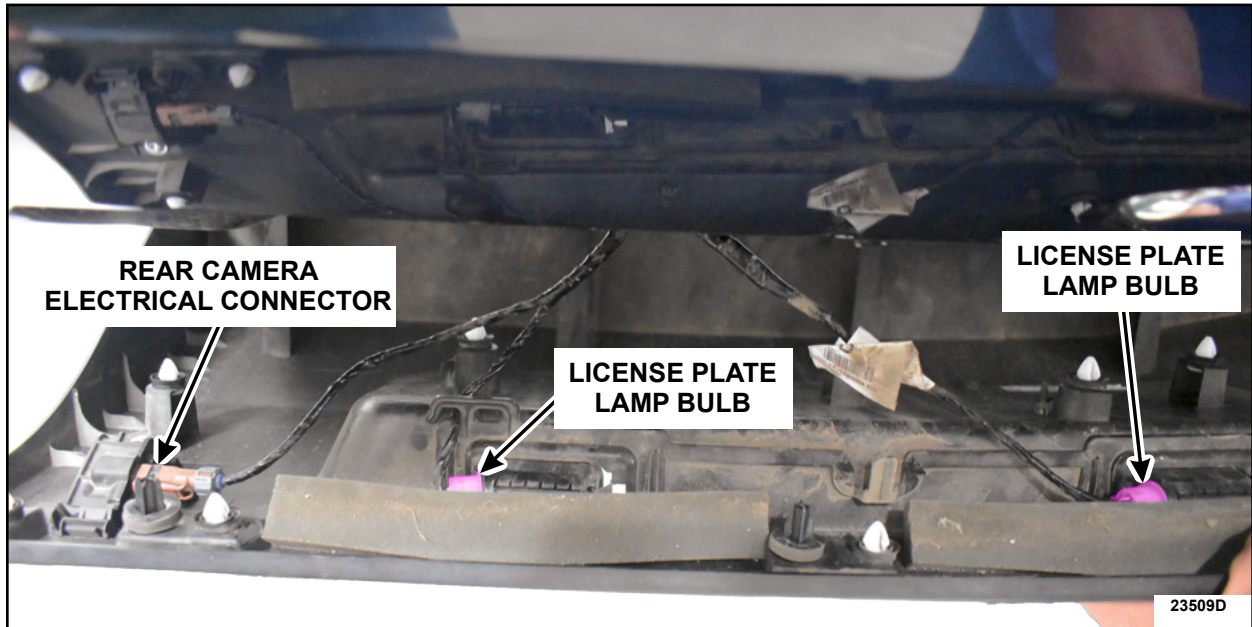


FIGURE 8

4. Route the rear camera harness into the strain relief hook. See Figure 9.

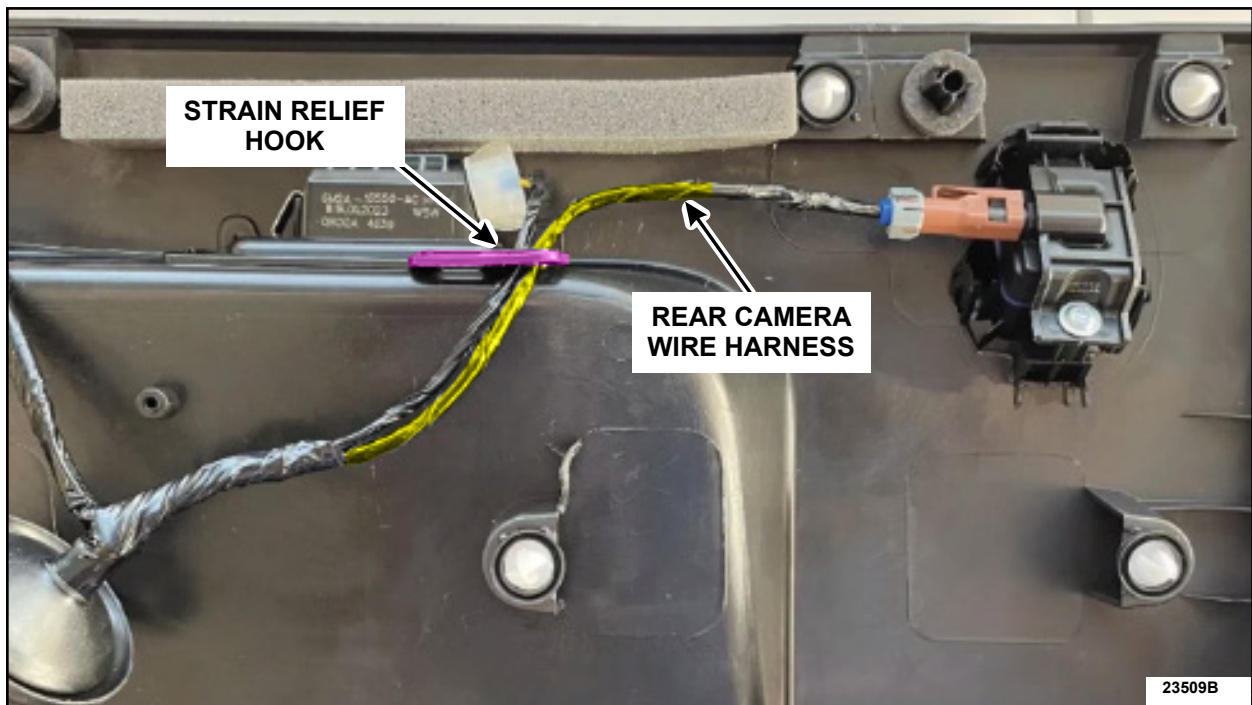


FIGURE 9



5. Install the Right Hand (RH) rear door moulding. See Figure 10.



FIGURE 10

7. Is the vehicle equipped with a 360° camera?

Yes - Proceed to **Module Programming** on Page 10.

No - Perform the parking aid camera initialization. Follow the WSM procedures in Section 413-13C. This completes the FSA.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Transit Repair Procedure - Roof Mounted Rear View Camera

NOTE: DO NOT perform the 360° camera alignment or the parking aid camera initialization at this time.

1. Replace the rear camera. Follow the WSM procedures in Section 413-13C.
2. Is the vehicle equipped with a 360° camera?

Yes - Proceed to **Module Programming** on Page 10.

No - Perform the parking aid camera initialization. Follow the WSM procedures in Section 413-13C. This completes the FSA.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



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. 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.

3. 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.

4. Select Toolbox tab.

5. From the list on the LH side of the screen, select **IPMB - Image Processing Module B (IPMB)**.

6. From the list on the RH side of the screen, select **IPMB Software Update**.

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

8. Perform the parking aid camera initialization. Follow the WSM procedures in Section 413-13C.

9. Carry out the 360° camera alignment. Follow the WSM procedures in Section 413-13C.

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

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



11. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
12. Disconnect the battery charger from the 12V battery once the programming has completed.

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

1. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your PC.
2. 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.
3. 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.
4. 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.
5. 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)

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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

23S48

Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 23S48 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 23S48

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 # 23S48, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before March 1, 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.