



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

February 15, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 23B01
Certain 2021-2022 Model Year Various Vehicle Lines
Long Block Replacement

PROGRAM TERMS

This program will be in effect through February 29, 2024. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of February 29, 2024, to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may experience engine knock or engine failure, which may require towing. FSA VIN Lists are expected to be available on February 15, 2023.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2022	Chicago Assembly	December 13, 2021 through December 15, 2021
F-150	2022	Dearborn Assembly	December 12, 2021 through December 12, 2021
F-150	2022	Kansas City Assembly	December 17, 2021 through December 17, 2021
Bronco	2021	Michigan Assembly	December 16, 2021 through December 18, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR THIS PROGRAM

In all affected vehicles, a crankshaft manufacturing defect may cause an engine knocking noise during normal operating conditions. Subsequently, this may cause progressive loss of power and the check engine light to illuminate. If the vehicle continues to be driven, the engine may stop.

SERVICE ACTION

Dealers are to replace the engine long block. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of February 27, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
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

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OASIS ACTIVATION

OASIS will be activated on February 15, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 15, 2023. Owner names and addresses will be available by March 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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

Dealers are pre-approved for up to 4 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 4 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

TOWING

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

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Long Block Replacement

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 FSA's / Related Damage.
- For vehicles within powertrain 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 – 5 years or 60,000 miles
- For vehicles outside powertrain warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to 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:
 - Claim type 31: Field Service Action.
 - Sub Code: **23B01**
 - Customer Concern Code (CCC): **D50** – Other engine troubles
 - Condition Code (CC): **42** – Does not operate properly
 - Causal Part Number: **6006** Quantity: **0**
 - 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 same claim type and sub code 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 Miscellaneous Expense code RENTAL.
- **Additional parts not listed in the parts section:** Additional parts such as misc. materials and cleaning products may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$350.00 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 long block assembly. To claim the allowance, enter \$600.00 as HANDLG in the Misc. Expense area of the claim form.

Customer Satisfaction Program 23B01
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- **Provision for Locally Obtained Supplies:** Includes TA-26, ZC-30-A, ZC-31-B, ZC-20, PM-4-A, PM-4-B, CU7Z-19B508-A, XO-5W30-Q1SP, TA-357, VC-3-B, XL-5-A, Submit on the same line as the repair.
 - Program Code: 23B01
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$350.00
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Vehicles moving under their own power are not applicable. Submit on the same line as the repair.
 - Program Code: 23B01
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00

Customer Satisfaction Program 23B01
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Explorer 3.0L AWD – Replace Engine Long Block	MT23B01B	Up to 21.0 Hours
BRONCO – 2.7L AWD – Replace Engine Long Block	MT23B01C	Up to 14.6 Hours
F-150 4X2 – Cab off, Replace Engine Long Block	MT23B01D	Up to 13.9 Hours
F-150 4X4 – Cab off, Replace Engine Long Block	MT23B01E	Up to 14.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
MB3Z-6006-L	2.7L Bronco Long Block	1	1
ML3Z-6006-K	2.7L F-150 Long Block	1	1
L1MZ-6006-E	3.0L Explorer Long Block	1	1

NOTE: For additional required parts such as gaskets, fasteners, seals, fluids, etc., refer to the Workshop Manual (WSM) procedures.

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

DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$600.00 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 long block assembly, (6006).

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 in accordance with 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

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with 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 dealers fixed operations management team or an employee 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.).
- 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 from 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 clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2021-2022 MODEL YEAR VARIOUS VEHICLE LINES — LONG BLOCK REPLACEMENT

SERVICE PROCEDURE

1. Replace the long block assembly. Please follow the Workshop Manual (WSM) procedures in Section 303-01.

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.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

February 2023

Customer Satisfaction Program 23B01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? A crankshaft manufacturing defect may cause an engine knocking noise during normal operating conditions.

What is the effect? This may cause progressive loss of power and the check engine light to illuminate. If the vehicle continues to be driven, the engine may stop.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the engine long block free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until February 9, 2024, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is approximately 3 days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 23B01. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**What should you do?
(continued)**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App.

The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division