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September 26, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Special Field Action 23L04**
Certain 2022 Maverick Vehicles Equipped With a 2.5L I4 Gas/Electric Engine
Vehicle Emissions Control Information (VECI) Label Update

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2022	Hermosillo	August 30, 2022 through August 31, 2022

US population of affected vehicles: 109. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

In the affected vehicles, the VECI label lists an incorrect EPA test group.

SERVICE ACTION

Dealers are to install a corrected VECI label directly over the existing VECI label on affected vehicle inventory. Dealers are also to install the corrected VECI label on sold vehicles when requested by a customer. The correct VECI label will be mailed directly to the customer. Please remind the customer to bring the VECI label with them if they choose to schedule an appointment. Mobile repair is also approved for customers that request dealer installation of the label.

This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033.

NOTE: The owner letter will include instructions for the owner on how to install the new VECI label.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be mailed the VECI label and installation instructions during the week of January 8, 2024.

EXPIRATION DATE

This program has no expiration date. We encourage dealers and customers to complete this service as soon as possible.

ADDITIONAL LABELS

To assist customers who prefer to have this service completed at the dealership and arrive without the label or for stock vehicles, please contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pickup and Delivery Record
- 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

Special Field Action 23L04

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
 - 🔧 - Mobile Reprogramming

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.
- Recommended specialty tools: Supplies needed for cleaning the label installation area.

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.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Refer to Electronic Field Communication - EFC12071 2023 Remote 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.

OASIS ACTIVATION

OASIS will be activated on September 26, 2023. Although OASIS may indicate 23L04 as open, the revised label may have already been installed by the owner.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 26, 2023. Owner names and addresses will be available by January 26, 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 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.

Special Field Action 23L04

SOLD VEHICLES

- Label(s) are being mailed to owners, however, owners may choose to have the dealer install the label(s).
- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

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 (23L04) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Program Duration (time/mileage):** Unlimited. This program has no expiration date.
- **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.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Refer to Electronic Field Communication - EFC12071 2023 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, with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 23L04MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment).

Special Field Action 23L04

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Access And Clean The Existing VECI Label Then Install The New Label Directly Over It.	23L04B	0.2 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	23L04MM	0.5 Hours

PARTS REQUIREMENTS

Ordering Instructions for Additional Labels.

Labels for this program are being sent directly to customers of the affected vehicles. Additional labels for customers who prefer to have this label installed at the dealership and arrive without the label may be ordered from the SSSC via the SSSC Web Contact Site:

- Ask for an additional label for program 23L04.
- Provide your name, dealership P/A code, and mailing address.
- Provide vehicle model year and make of vehicle(s).

Sold Vehicles: Labels and installation instructions are being mailed directly to customers of the affected vehicles.

A small quantity of replacement labels has been set aside at the SSSC if a label is misplaced. A VIN will be required for each replacement label ordered. To order an additional label, contact SSSC via the SSSC Web Contact Site.

DEALER PRICE

Dealers will not be charged for labels ordered for this program.

23L04

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 23L04 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Recall 23L04













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 Attachment I 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)

Recall 23L04

   – 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

CERTAIN 2022 MODEL YEAR MAVERICK VEHICLES EQUIPPED WITH A 2.5L I4 GAS/ELECTRIC ENGINE — VEHICLE EMISSIONS CONTROL INFORMATION LABEL UPDATE

SERVICE PROCEDURE

1. Open the left-hand front door.
2. Fully pull the hood release lever and let it completely retract. See Figure 1.

NOTE: This action releases the hood latch.

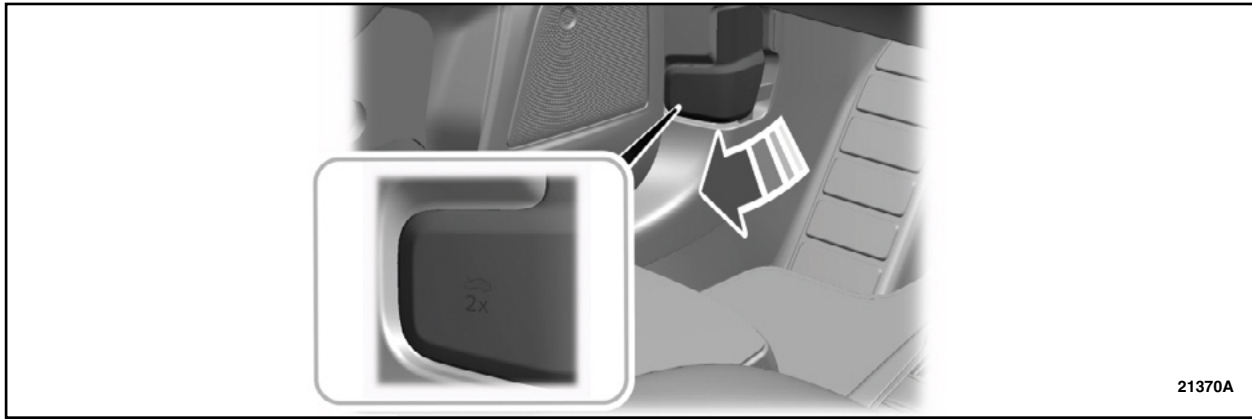


FIGURE 1

3. Fully pull the hood release lever for a second time.

NOTE: This action fully releases the hood.

4. Open the hood.

NOTE: There is no secondary latch under the hood.

5. If equipped, support the hood with the prop rod. See Figure 2.

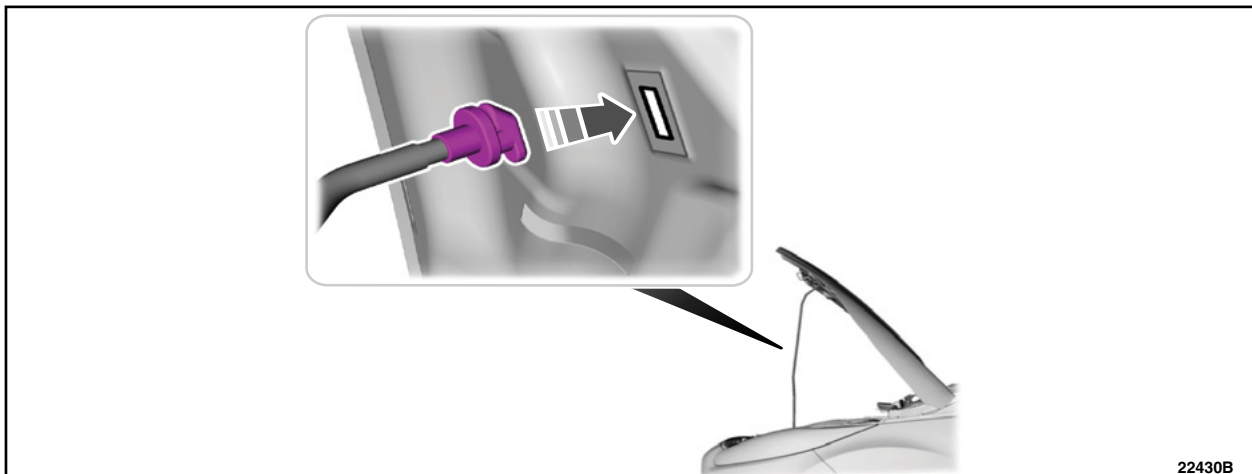


FIGURE 2



6. Locate the existing VECI label on the inside of the hood. See Figure 3.

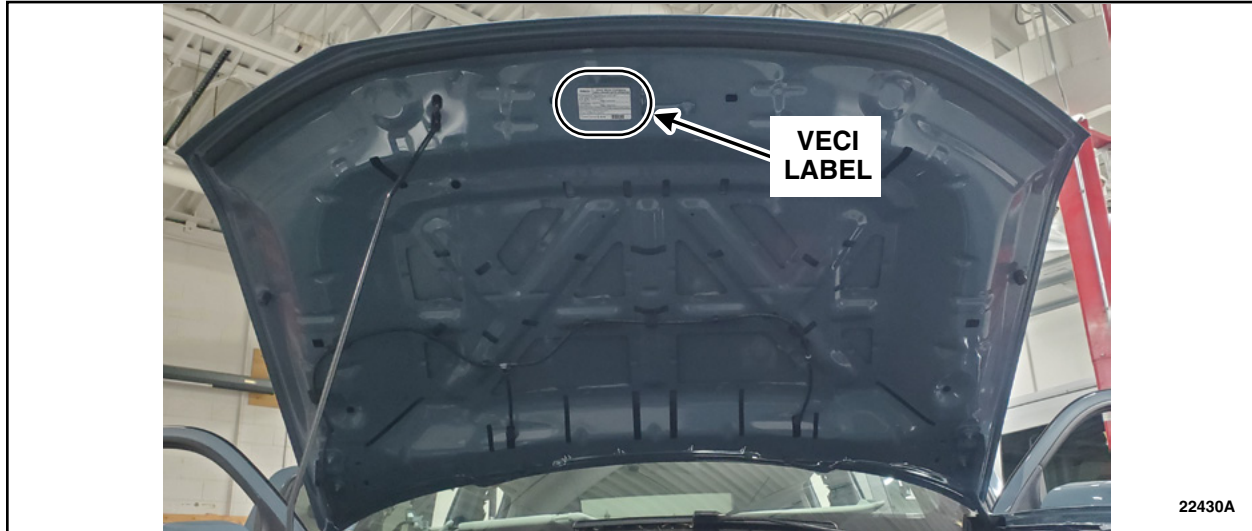


FIGURE 3

7. Use a cleaner/degreaser and a clean shop towel to clean the existing label and the area around it.

8. Use a lint free shop towel and wipe dry the existing label and the area around it.

9. Apply the *new* VECI label directly over the original label. See Figure 4.

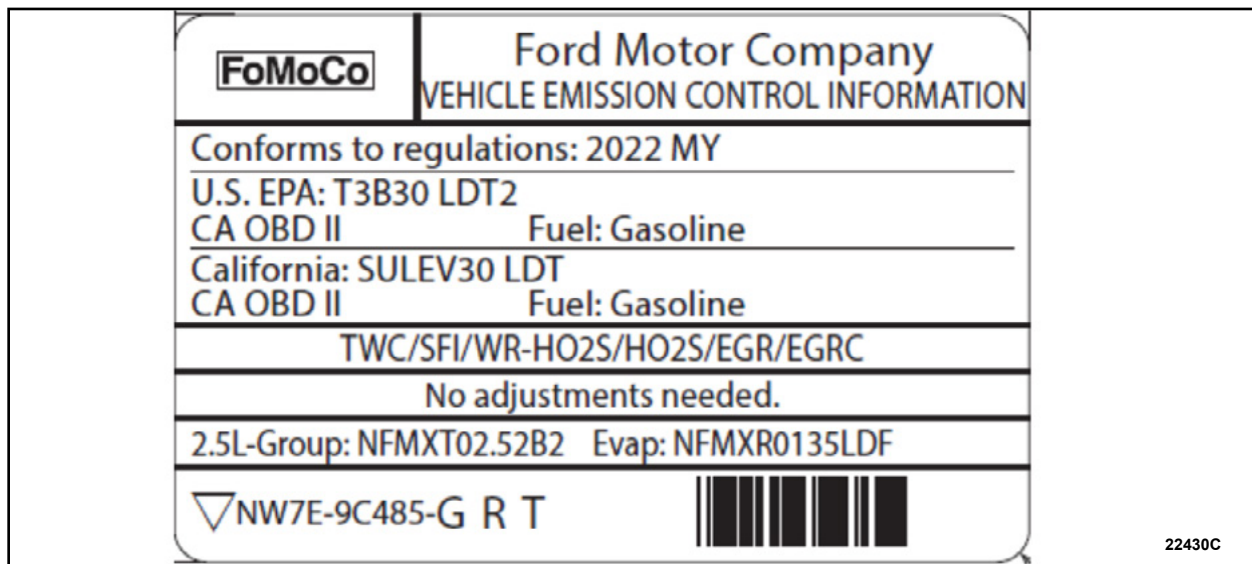


FIGURE 4

10. If equipped, fully stow the prop rod prior to lowering the hood.

11. Lower the hood and allow it to drop under its own weight for the last 10-14 in (25-35 cm).



WARNING: Make sure that you fully latch the hood before driving. Failure to follow this instruction could result in personal injury or death.

