



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

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

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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized "S" and "B".

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: <b>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.</b> 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.

# Customer Installation Instructions



**IMPORTANT:** If you prefer to have your dealer install the VECI label, please call your local Ford or Lincoln dealership to schedule a service appointment.

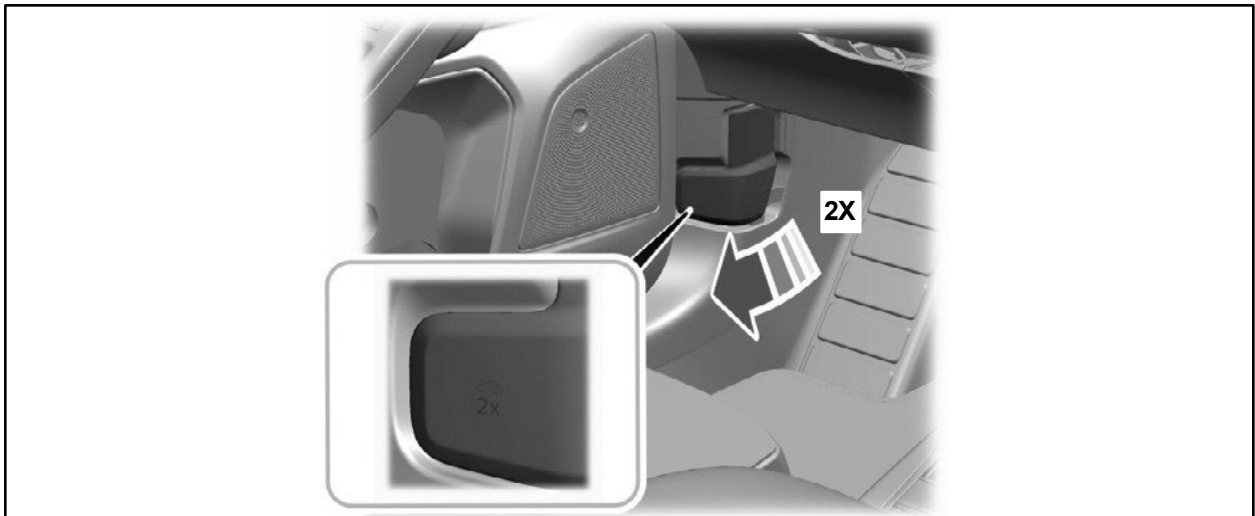
**STEP 1** Open the driver's door.

**STEP 2** Fully pull the hood release lever and let it completely retract, as shown in the image below.

**NOTE:** This action releases the hood latch.

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

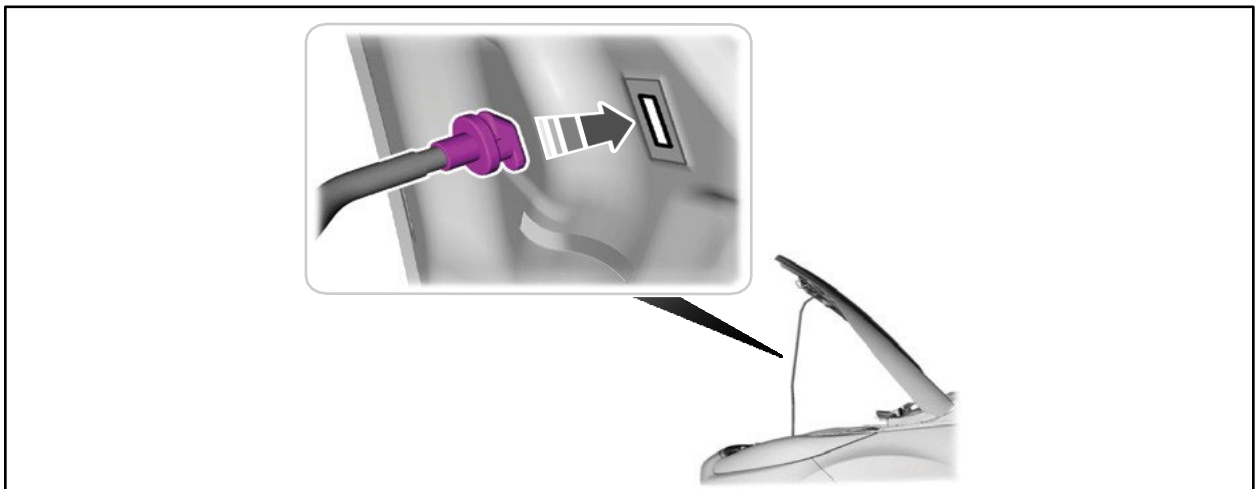
**NOTE:** This action fully releases the hood.



**STEP 4** Open the hood.

**NOTE:** There is no secondary latch under the hood.

**STEP 5** If equipped, support the hood with the prop rod as shown in the image below.



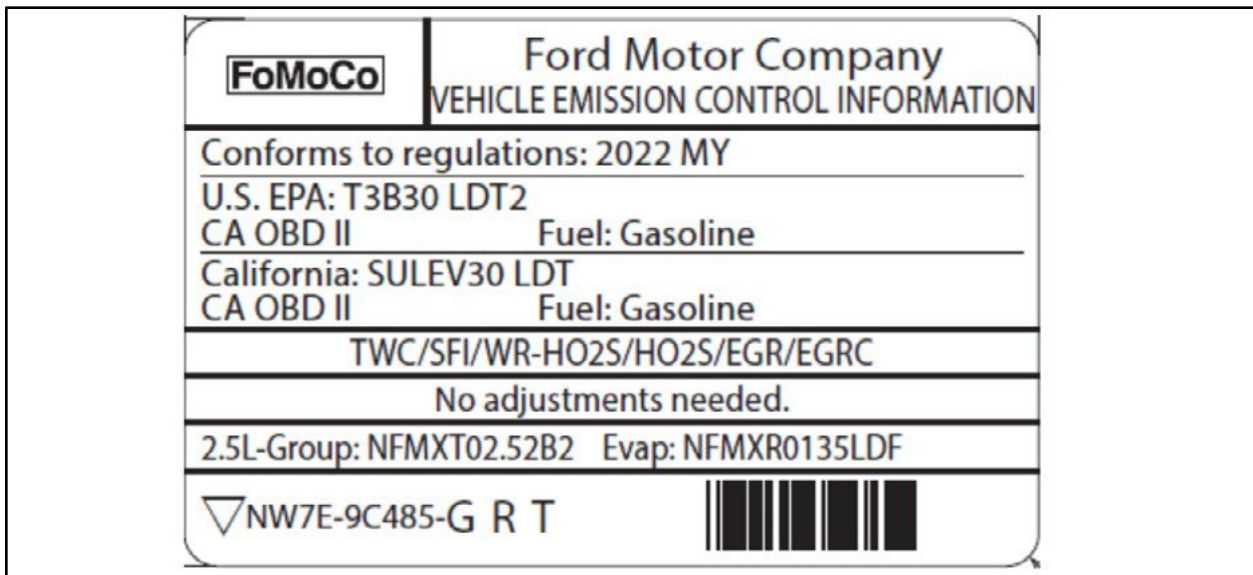
**STEP 6** Locate the existing VECI label on the inside of the hood, as shown in the image below.



**STEP 7** Use a cleaner/degreaser and a clean cloth/paper towel to clean the existing label and the area around it.


**STEP 8** Use a lint free cloth/paper towel and wipe dry the existing label and the area around it.

**STEP 9** Place the *new* VECI label, shown below, directly over the original label.



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

**STEP 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.



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

November 2023

Special Field Action 23L04

Mr. John Sample  
 123 Main Street  
 Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that the Vehicle Emission Control Information (VECI) label on your vehicle, with the VIN shown above, is incorrect. We apologize for this inconvenience and want to correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** On your vehicle, the VECI label lists an incorrect EPA test group.

**What is the effect?** The EPA test group displayed on your VECI label does not match the EPA test group stored in your vehicle's Powertrain Control Module (PCM). This difference could affect your ability to pass an Inspection and Maintenance (I/M) test required in many localities.

**What will Ford and your dealer do?** Enclosed is the correct VECI label along with installation instructions. You may install the label yourself. Alternately, your dealer is also authorized to install the new VECI label free of charge (parts and labor).

- If dealer installation: Please **bring the label** with you.

This Field Service Action does not expire, regardless of mileages.

**How long will it take?** If you choose to have your dealer install the VECI label, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Included with this letter is the VECI label for your vehicle and installation instructions, should you wish to install the label yourself. If you prefer to have your dealer install the VECI label, call your Ford dealer and ask for a service date for Special Field Action 23L04 to install the VECI label.

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**VEHICLE SALE NOTIFICATION FOR 23L04**

**If you no longer own this vehicle and do not know the current owner, no further action is required.**

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567  
 TEST OWNER NAME  
 12345 TEST STREET  
 TEST CITY, XX 12345



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

- If dealer installation: Please **bring the label** with you. If you do not have a replacement label: When setting up the service appointment, inform the dealer that you need the VECI label so that the dealer can order it in advance of the appointment.

Please keep in mind that it may take approximately one week for the VECI label to arrive at the dealership once ordered. This Special Field Action will not expire, regardless of mileage.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

**What if you no longer own this vehicle?**

Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return in the included prepaid envelope if you have sold the vehicle.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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](https://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](https://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.

Sincerely,

Ford Customer Service Division