



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

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

November 21, 2023

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 23B41**  
Certain 2023 Model Year Escape Vehicles  
Odometer Mileage Correction

### **PROGRAM TERMS**

This program will be in effect through November 30, 2024. There is no mileage limit for this program.

### **EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of November 30, 2024 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists' names and address to contact customers with affected vehicles. FSA VIN Lists are expected to be available on November 21, 2023.

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Escape	2023	Louisville	January 4, 2023 through March 31, 2023

US population of affected vehicles: 28. Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS PROGRAM**

In all of the affected vehicles, instrument panel clusters (IPC) with incorrect mileage were installed. Odometers on affected vehicles increment and function properly but do not display the correct actual mileage. Vehicles will have either a consistently lower mileage or a higher mileage than what is accurate per each vehicle.

### **SERVICE ACTION**

1. Use VIN to Mileage Offset Table (attached separately), to determine if mileage is **lower** or **higher** than the actual mileage.
2. Then confirm that the customer understands the following:
  - a. Mileage offset of their vehicle (see VIN to Mileage Offset Table)
  - b. The repair (see options 1 or 2 below)
  - c. Time needed for their specific vehicle repair (see labor table)
3. Repair vehicle using the Technical Instructions and one of the 2 options listed below:

Option 1: Vehicles with an IPC mileage that is **lower** than actual mileage.

  - Using the latest version of the Ford Diagnosis and Repair System (FDRS), configure the IPC to the actual (higher) mileage value.
    - Mileage will increase by the offset value listed in the VIN to Mileage Offset Table.
    - PDL should be made available for all customers. Refer to the Rental and Claiming sections for further details.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of December 18, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Information
- VIN to Mileage Offset Table
- Mobile Service Repair Assessment
- Pickup and Delivery Record
- Owner Notification Letter – Mileage is Low
- Owner Notification Letter – Mileage is High

## **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

## Customer Satisfaction Program 23B41

### **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 21, 2023.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 21, Owner names and addresses will be available by January 5, 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.

### **BRANDED / SALVAGED TITLE VEHICLES**

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

### **OWNER REFUNDS**

Refunds are not approved for this program.

### **RENTAL VEHICLES**

Vehicles where mileage is **LOWER** than actual per VIN to Mileage Offset Table (labor code 23B41B):

- Rental vehicles are not approved for this program.

Vehicles where mileage is **HIGHER** than actual per VIN to Mileage Offset Table (labor code 23B41C):

- Dealers are pre-approved for up to 5 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 5 rental days is required from the SSSC via the SSSC Web Contact Site.

## Customer Satisfaction Program 23B41

### PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service.

### PICK-UP AND 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.

### 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

For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before 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: **23B41**
    - Customer Concern Code (CCC): **G30** – Odometer Troubles
    - Condition Code (CC): **12** – Improper Assembly
    - Causal Part Number: **10849**, 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 the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

### Customer Satisfaction Program 23B41

- **Rentals – to be used ONLY with labor code 23B41C:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Pickup & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC12071, 2023 Remote Experience Program, Pickup & 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 and delivery services.
    - Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation.

Customer Satisfaction Program 23B41

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Mileage is <b>LOWER</b> than actual on the <b>VIN to Mileage Offset Table</b> – Reprogram IPC to <b>increase mileage</b> using FDRS odometer tool – FDRS will be setup per VIN to add specific mileage	23B41B	0.3 Hours
Mileage is <b>HIGHER</b> than actual on the <b>VIN to Mileage Offset Table</b> – Replace IPC with new programmed IPC – Mileage will be <b>reduced</b> per offset value in the Offset Table – Includes PMI process for the IPC	23B41C	0.7 Hours
<b>Ford Vehicle PDL Allowance: <u>Non-eligible Remote Experience Program Dealers Only.</u></b> <b>NOTE:</b> Dealer-performed vehicle PDL and repairs only. Claim once.	23B41PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Ford Electronics Services Group (FESG) / Ford Component Sales (FCS) Order:**

**Part Ordering:** To be used **ONLY** with labor operation **23B41C** – Mileage is **Higher than Actual** using **VIN to Mileage Offset Table** attachment.

**Action required before ordering an IPC** - Confirm customer understands mileage offset, repair detail, and the total time required for an IPC replacement which could be several days with shipping.

Order a new **IPC** using the On-line **1878** form.

- Once ordered, IPC parts are non-refundable and non-returnable because of the mileage.
- **1878 / FESG** order process:
  1. Go to **OASIS**, enter the **VIN** and click **GO**
  2. Scroll to the bottom and select the **On-Line 1878**
  3. Click on **Create Order** (1878 Form)
  4. Click on the drop-down arrow to select the System: **“Cluster”**
  5. Enter **VIN**
  6. Enter **“Engineering Part Number”** (see part table below)
  7. Use the **VIN to Mileage Offset Table** to calculate the “new miles/kilometers” for replacement IPC.
    - a. Subtract **“Mileage Offset”** from current odometer to get the new value
    - b. **Round up** to the nearest whole number (decimals are not allowed)
    - c. Select **Miles** or **Kilometers**
  8. Enter Reference **Repair Order Date** (Work Order Date) using calendar icon
  9. Enter Customer Comments to include: **FSA #23B41**
  10. Click **Continue**
  11. Complete the on-line order form

**NOTE:** Your order is NOT complete until the system generates an “Order Number”.

Customer Satisfaction Program 23B41

**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

Engineering Part Number (For ordering)	Service Part Number (For claiming)	Description	Order Quantity	Claim Quantity
PJ6T-10849-AAN	PJ6Z-10849-H	Only for Labor Op. <u>23B41C</u> Mileage is HIGHER than actual IPC – Order through the <b>1878</b> Form	1 As Needed	1

**NOTE:** See VIN to Mileage Offset Table to calculate new mileage and the FCS part order process above.

**PARTS TO REPLACE ONLY IF NECESSARY - Order the parts below through normal order processing channels:**

Part Number	Description	Order Quantity	Claim Quantity
W717977-S300	Only for Labor Op. <u>23B41C</u> - HIGHER Mileage Clip 6X12X1.5-6.5+1.4 Push In (4 per pack) Clips to be re-used. Order only if clip(s) break	As Needed – Only if Broken	As Needed – Only if Broken

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

**DEALER PRICE FESG**

For the latest IPC price, refer to the FESG/FCS On-line **1878** form.

For the latest prices for clips, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

FCS requires a core return for the **IPC** otherwise dealers will incur a non-core return charge for the IPC per standard FCS part handling policy.

**EXCESS STOCK RETURN**

Once ordered, new IPC parts are non-refundable and cannot be returned once ordered because of the mileage.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 2021, or later must be inspected and signed off on the repair order by a member of your dealer's 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.

## Customer Satisfaction Program 23B41

### **REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)**

- 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 1<sup>st</sup>, 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.





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

December 2023

Customer Satisfaction Program **23B41**

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?** On your vehicle, the mileage displayed on the instrument panel cluster (IPC) odometer is **higher** than the actual mileage by:  
**XX miles / kilometers.**

This is due to an IPC, installed at the manufacturing plant, with an incorrect starting milage.

**What is the effect?** The odometer on your vehicle functions properly but displays a value higher than the actual mileage.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the IPC with the proper mileage free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until **November 30, 2024** regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** **IMPORTANT NOTE:**  
The time needed for this repair involves a special part order process that could take 3 to 5 business days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** If you would like to have your odometer mileage corrected, to reach its actual value, please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program **23B41**. 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](https://ford.com/support) for dealer addresses, maps, and driving instructions.

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

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.

**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](http://ford.com/support).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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](http://fleet.ford.com).

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

Thank you for your attention to this important matter.

Ford Customer Service Division



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

December 2023

Customer Satisfaction Program **23B41**

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?** On your vehicle, the mileage displayed on the instrument panel cluster (IPC) odometer is **lower** than the actual mileage by:

**XX miles / kilometers.**

This is due to an IPC, installed at the manufacturing plant, with an incorrect starting milage.

**What is the effect?** The odometer on your vehicle functions properly but displays a value lower than the actual mileage.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to **ADD** the proper mileage with an IPC software configuration free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until **November 30, 2024** regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** 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?** If you would like to have your odometer mileage corrected, to reach its actual value, please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program **23B41**. 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](https://ford.com/support) for dealer addresses, maps, and driving instructions.

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

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.

**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.

**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](http://ford.com/support).

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

Thank you for your attention to this important matter.

Ford Customer Service Division

Customer Satisfaction Program 23B41

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 - 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)

   – 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.*

Customer Satisfaction Program 23B41

    – 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 2023 MODEL YEAR ESCAPE VEHICLES — ODOMETER MILEAGE CORRECTION

### SERVICE PROCEDURE

1. Compare Vehicle Identification Number (VIN) to the **VIN to Mileage Offset Table**.

**NOTE:** Before completing the required repair, confirm that the customer understands the following:

- Mileage offset of their vehicle
- The repair needed
- The time needed to repair the vehicle (see Dealer Bulletin Labor section)



**IMPORTANT:** This procedure was modified from the original Workshop Manual Procedure (WSM). Follow technical instructions carefully.

2. Is the mileage on the vehicle **Higher than Actual**? Refer to VIN to Mileage Offset Table.

**Yes - Higher than Actual Mileage** - Replace the Instrument Panel Cluster (IPC).

- New mileage will need to be calculated before ordering the IPC. See **VIN to Mileage Offset Table** Attachment.
- Order a new IPC using the **On-line 1878** form (see dealer bulletin for details) in the Professional Technician System (PTS).
- Follow WSM procedures in Section 413-01.

**NOTE:** Clips to be reused; replace only if broken upon removal.

**No - Lower than Actual Mileage** - Continue to Step 3.

3. 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.

4. 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.

5. Click **Read VIN from Vehicle** or manually enter the 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.

6. Select **Toolbox** tab.

7. From the list on the Left Hand (LH) side of the screen, select the **IPC**.



8. From the list on the Right Hand (RH) side of the screen, select **IPC - Odometer Configuration**.  
See Figure 1.

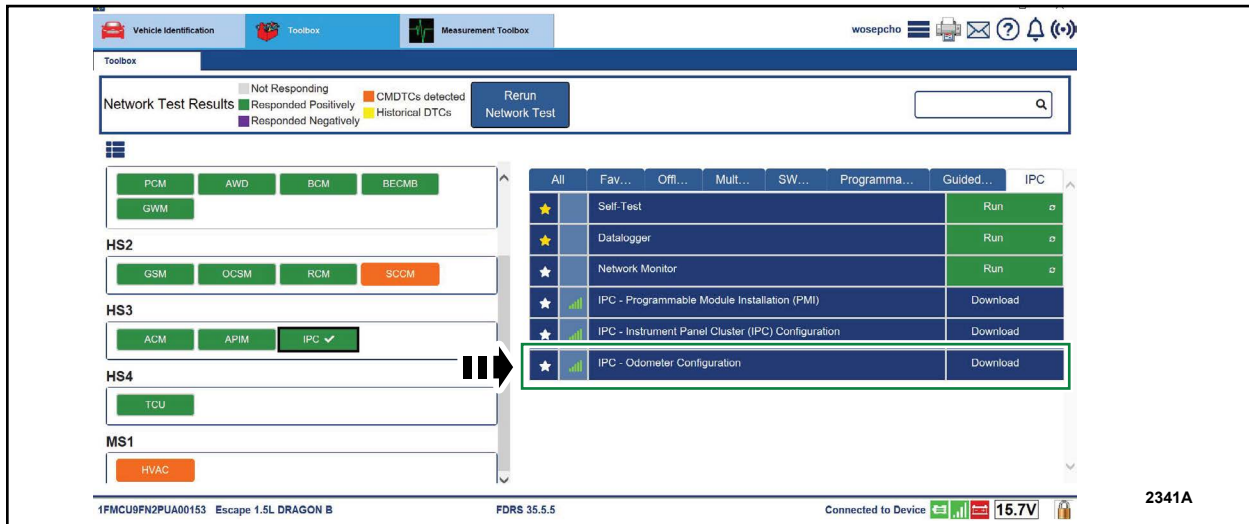


FIGURE 1

9. Follow the prompts on the screen. Verify the vehicle is included in this Field Service Action (FSA).  
See Figure 2.

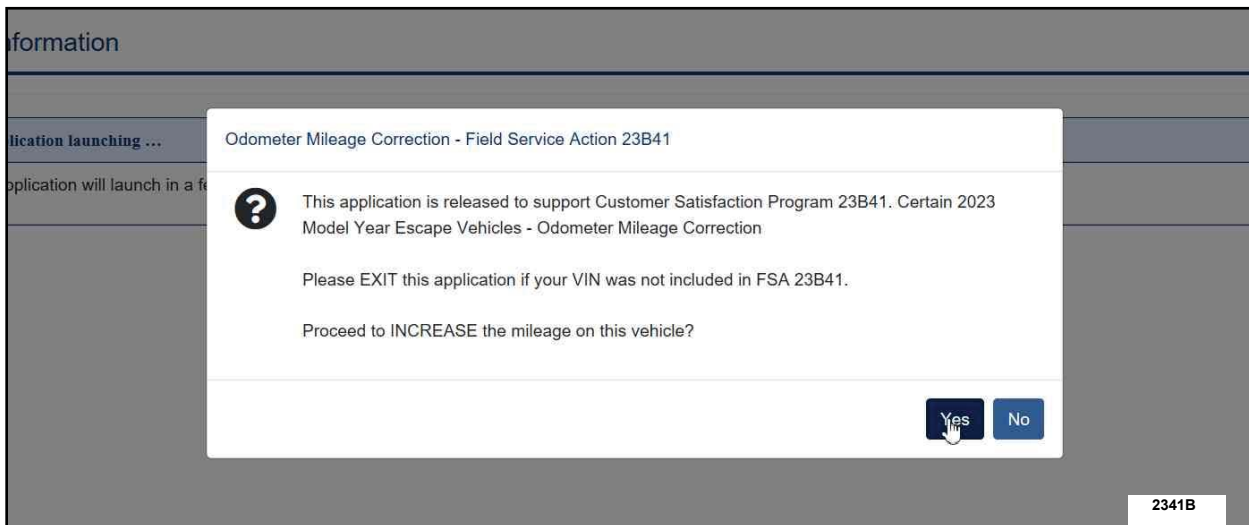


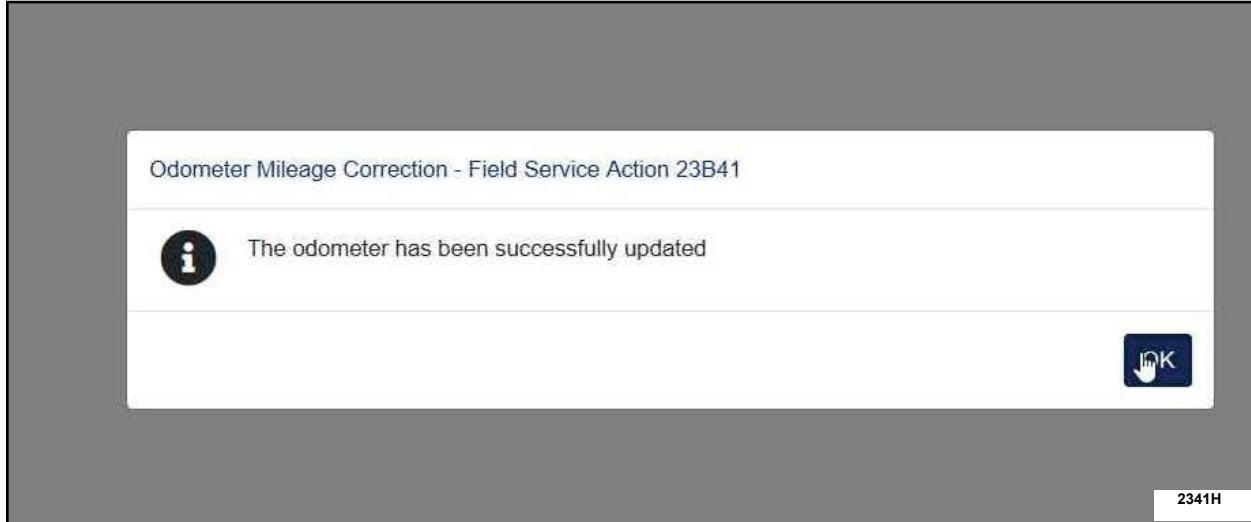
FIGURE 2





10. Check IPC odometer in vehicle - confirm that the update has been successful. See Figure 3.

**NOTE:** Actual mileage written to IPC may vary slightly. Odometer value displayed could be up to  $\pm 0.3$  miles ( $\pm 0.5$  km) from the FDRS value.



**FIGURE 3**

11. Disconnect the battery charger from the 12V battery once the update has completed.



**Customer Satisfaction Program 23B41**  
VIN to Mileage Offset Table

**NOTE:** Use the following table to identify the condition of vehicle's mileage; see Dealer Bulletin's Service Action for more detail.

1. Search by VIN: Use the search function or keys [CTRL] + [F] to assist.
2. Confirm if VIN has "Lower" or "Higher" than actual mileage.
3. Confirm customer wants this repair before ordering parts or starting the service action.
4. Perform one of two service actions as listed below along with the Technical Instructions Attachment.

VIN	Mileage Offset (miles)	Mileage is __	Service Action	NOTE
1FMCU0GNXPUA18927	-100.7	Lower than Actual	FDRS Configuration to Add Miles	Software Fix Only  See Technical Instructions
1FMCU9GN2PUA23253	-58.4	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9GN9PUA17479	-46.6	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9NAXPUA19855	-46.6	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9GN9PUA21404	-39.1	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9GNXPUA18088	-29.2	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9MZ5PUA21293	-24.2	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9GN7PUA15357	-23.6	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9FN9PUA07696	-20.5	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU0GN0PUA19259	-19.3	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU0GN6PUA17774	-18.6	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU0MN3PUA28087	-16.2	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9NA8PUA20258	-4.3	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9MN7PUA20806	-1.2	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU0MN5PUA17317	-1.2	Lower than Actual	FDRS Configuration to Add Miles	
1FMCU9GN9PUA07910	-1.2	Lower than Actual	FDRS Configuration to Add Miles	
VIN	Mileage Offset (miles)	Mileage is __	Service Action New Mileage = Current Mileage - Offset	NOTE
1FMCU0FN1PUA13990	1.2	HIGHER than actual	Replace Instrument Panel Cluster (IPC) with mileage <b>Reduced</b>	NOTE: Subtract "Mileage Offset" (at left) from current odometer reading to calculate correct mileage before ordering a new IPC
1FMCU9GN9PUA13593	1.2	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU0MN0PUA12672	1.2	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU0GN3PUA10913	4.3	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9NZ5PUA01642	16.2	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU0MN5PUA10934	18.6	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9GN4PUA12075	19.3	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9FN7PUA11214	20.5	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9GN9PUA03582	23.6	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9GN0PUA00926	24.2	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU0FN3PUA12663	29.2	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9NZ5PUA00829	39.1	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9MN8PUA01214	46.6	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU0MN6PUA09050	46.6	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9GN3PUA00998	58.4	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	
1FMCU9GN1PUA03687	100.7	HIGHER than actual	Replace IPC with mileage <b>Reduced</b>	

Customer Satisfaction Program 23B41

**VEHICLE PICK-UP AND DELIVERY RECORD**

VIN \_\_\_\_\_ received (check one):

- Pick-up and/or delivery service

As outlined below for the 23B41 Field Service Action program.

- Pick-up – Date: \_\_\_\_\_

- Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date