



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

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

December 7, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
 Customer Satisfaction Program 23B65**
 Certain 2023 Model Year F-150, Expedition, and Navigator Vehicles equipped with a
 3.5L Engine - Right Hand Turbocharger Replacement

PROGRAM TERMS

This program will be in effect through December 31, 2024. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of December 31, 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. This will help minimize the number of dissatisfied customers. FSA VIN Lists are expected to be available on December 7, 2023.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2023	Dearborn	April 18, 2023 through May 05, 2023
		Kansas City	April 25, 2023 through May 09, 2023
Expedition		Kentucky Truck	April 21, 2023 through May 09, 2023
Navigator	April 21, 2023 through May 04, 2023		

US population of affected vehicles: 218.

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 Labor Allowances and Parts Ordering Information for more information.

REASON FOR THIS PROGRAM

In all of the affected vehicles, customers may experience a loss of engine performance due to a turbine wheel that was not properly attached to the turbo shaft during the manufacturing process. Customers may experience a malfunction indicator lamp (MIL), a rattle noise from the engine compartment and reduced engine power. The vehicle can continue to be driven with reduced engine power.

SERVICE ACTION

- In stock vehicles: repair is recommended before demonstrating or delivering any unsold vehicles involved in this program. For new vehicle storage guidelines, refer to Electronic Field Communication: EFC13033 Storage Guidelines for New Vehicles dated June 26, 2023.
- Replace the right hand (RH) turbocharger.
- This service must be performed on all affected vehicles at no charge to the vehicle owner.

Pick-Up and Delivery: 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 and delivery (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 January 08, 2024. 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 Instructions
- Mobile Service Repair Assessment
- Vehicle Pick-Up 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

Customer Satisfaction Program 23B65

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 December 7, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 7, 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.

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 / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a 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 1 rental day is required from the SSSC via the SSSC Web Contact Site.

Customer Satisfaction Program 23B65

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, PDL Offset section for additional details.

PICK-UP AND DELIVERY- Non-participating Dealers

Dealers not participating in the 2023 Remote Experience Program for PDL are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle PDL services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

LINCOLN PICK-UP AND DELIVERY

Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty 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.

- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below
- Claim any additional rental days approved by the SSSC as instructed.

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.

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: **23B65**
 - Customer Concern Code (CCC): **D42** - Performance power & acceleration
 - Condition Code (CC): **61** - Weld Defective/Broken
 - Causal Part Number: **6K682**, Quantity: **0**
- For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

Customer Satisfaction Program 23B65

CLAIMS PREPARATION AND SUBMISSION

- **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.
- **Rentals:** 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.
- **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.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.
- **Pickup & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, 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 PDL services.
 - Dealers must retain a Vehicle Pick-Up and Delivery Record with the repair order documentation.
- **Provision for Locally Obtained Supplies** - Includes the following Motorcraft® products:
 - XL-2 High Temperature Nickel Anti-Seize Lubricant
 - PM-4-A (or PM-4-B) Metal Brake Parts Cleaner
 - XL-1 Penetrating and Lock Lubricant
 - VC-13DL-G Prediluted Antifreeze/Coolant
 - VC-1 Premium Cooling System Flush
 - Submit on the same line as the repair.
 - Program Code: **23B65**
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$26.00

Customer Satisfaction Program 23B65

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
All vehicles - Replace RH Turbocharger	MT23B65B	Up to 6.2 Hours
Ford Vehicle PDL Allowance: <u>Non-eligible Remote Experience Program Dealers Only.</u> NOTE: Dealer-performed vehicle PDL and repairs only. Claim once.	23B65PP	0.5 Hours
Lincoln Vehicle PDL Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln PDL contract coverage of 4 years/50,000 miles. NOTE: Dealer-performed vehicle PDL and repairs only. Claim once.	23B65LL	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
ML3Z-6K682-B	RH Turbocharger (TC)	1	1
W520514-S440	Nuts - RH catalytic converter flange	2	2
ML3Z-9G440-A	Tube - RH TC oil supply	1	1
ML3Z-9T515-A	Tube RH TC oil return	1	1
W720722-S900	Bolts - RH TC (4 per pack, order 1)	1	3
FT4Z-6N652-H	O-ring seals- TC coolant supply & return tube	2	2
ML3Z-9450-A	Gasket - TC	1	1
ML3Z-6L625-A	Filter Assembly - RH TC fitting and oil filter assembly	1	1
HL3Z-6N652-A	Gasket - TC oil Tube	1	1
ML3Z-6N652-A	Gasket - TC oil Tube	1	1
ML3Z-5C226-A	Gasket - RH catalytic converter	1	1
W520114-S442	Nut - Transmission Crossmember-to-Frame, M12 x 1.75mm (4 per pack, order 1)	1	4
W714418-S439	Bolt - Transmission Crossmember-to-Frame, M12 x 130mm (4 per pack, order 1)	1	4
W709771-S440	Nut - Transmission Support Insulator-to-Crossmember, M12 (1 per pack, order 2)	2	2

Parts table is continued on the Next Page

Customer Satisfaction Program 23B65

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Vehicle specific parts – Confirm with parts catalog

Part Number	Description	Order Quantity	Claim Quantity
W711140-S901	RWD - Bolt - Transmission Support Insulator-to-Transmission, M12 x 40mm (Rear Wheel Drive only) (4 per pack, order 1)	1 As Needed	3 As Needed
W718353-S900	4WD - Bolt - Transmission Support Insulator-to-Transmission, M12 x 57 (4 Wheel Drive only) (4 per pack, order 1)	1 As Needed	4 As Needed
ML3Z-6775-K	Heat Shield - Crossmember - Self-adhesive (If equipped)	1 As Needed	1 As Needed
Miscellaneous Chemicals			
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	Claim as Misc. Other Up to \$26.00 Total	
PM-4-A or PM-4-B	Motorcraft® Metal Brake Parts Cleaner		
XL-1	Motorcraft® Penetrating and Lock Lubricant		
VC-13DL-G	Motorcraft® Yellow Prediluted Antifreeze/Coolant		
VC-1	Motorcraft® Premium Cooling System Flush		

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 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.

Customer Satisfaction Program 23B65**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'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.
- 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.



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

January 2023

Customer Satisfaction Program **23B65**

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, you may experience a loss of engine performance due to an internal right-hand turbocharger defect.

What is the effect? You may see a malfunction indicator light on the instrument panel cluster, a rattle noise from the engine compartment and reduced engine power. The vehicle can continue to be driven with reduced engine power.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the right-hand turbocharger free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until **December 31, 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 day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program **23B65**. 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action

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

performed on a timely basis. Therefore, please have this service action performed as soon as possible.

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.

Pick-Up and Delivery

Complimentary vehicle Pick-Up & Delivery service is also available upon request through most dealers. Your dealer will pick up your vehicle and return it with the repair completed.

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: 8:00 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.

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



Lincoln
P. O. Box 1904
Dearborn, Michigan 48121

January 2023

Customer Satisfaction Program **23B65**

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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, you may experience a loss of engine performance due to an internal right-hand turbocharger defect.

What is the effect? You may experience a malfunction indicator light on the instrument cluster, a rattle noise from the engine compartment and reduced engine power. The vehicle can continue to be driven with reduced engine power.

What will Lincoln and your retailer do? In the interest of customer satisfaction, Lincoln has authorized your retailer to replace the right-hand turbocharger free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until **December 31, 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 day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair

What should you do? Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program **23B65**. Provide the retailer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions. Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Lincoln can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely

**What should you do?
(continued)** basis. Therefore, please make arrangements to have this service action performed as soon as possible.
NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Pick-Up and Delivery Complimentary vehicle Pick-Up & Delivery service is also available upon request through most retailers (with a Lincoln vehicle for use during service if still within 4 years or 50,000-miles). Your retailer will pick up your vehicle and return it with the repair completed.

Do you need a rental vehicle? Your retailer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tolls) while your vehicle is at the retailer for repairs. Please see your retailer 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 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 retailer's Service Manager for assistance.
RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at [Lincoln.com/support](https://www.lincoln.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.

Thank you for your attention to this important matter.

Lincoln

Customer Satisfaction Program 23B65













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)

Customer Satisfaction Program 23B65

   – 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 2023 MODEL YEAR F-150, EXPEDITION, AND NAVIGATOR VEHICLES EQUIPPED WITH A 3.5L ENGINE — RIGHT HAND (RH) TURBOCHARGER REPLACEMENT

SERVICE PROCEDURE

NOTICE: During engine repair procedures, cleanliness is extremely important. Any foreign material, including any material created while cleaning gasket surfaces, that enters the oil passages, coolant passages or the oil pan, can cause engine failure.

1. Remove and replace the Turbocharger RH.

- F-150 - 3.5L EcoBoost: Use Workshop Manual (WSM) Section 303-04H.
- F-150 - 3.5L V6 PowerBoost: Use WSM Section 303-04I.
- Expedition and Navigator: Use WSM Section 303-04B.

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.



Customer Satisfaction Program 23B65

VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 23B65 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date