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 Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 PO Box 1904  
 Dearborn, Michigan 48121

January 30, 2024

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

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD**  
**Customer Satisfaction Program 23B84**  
 Certain 2022 - 2023 Model Year F-150 Vehicles  
 Windshield Water Leak Inspection

**PROGRAM TERMS**

This program will be in effect through January 31, 2025. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2022 – 2023	Dearborn	October 17, 2022 through October 21, 2022
F-150	2022 – 2023	Kansas City	November 12, 2022 through November 23, 2022

US population of affected vehicles: 13,089. 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 some of the affected vehicles, there may be a sealing concern where the windshield urethane bead path is off location. A urethane bead path that is off location may create a gap allowing water intrusion into the cabin.

**SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this program, dealers will remove windshield glass, inspect sealer bead location, clean glass and sheet metal flange per technical instructions, and reinstall glass per standard procedure. Vehicles with sealer bead off location will also receive a cab inspection for water entry and be repaired as necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner’s location, or:
- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles)
  - Re-deliver the owner’s vehicle after repairs have been completed.
- Pick-Up & Delivery and mobile service 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 February 12, 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
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

## **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, flowing style.

Stacy L. Balzer

## Customer Satisfaction Program 23B84

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:  
 - Enhanced Mobile Service

### **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.

### **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.

### **OASIS ACTIVATION**

OASIS will be activated on January 30, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 30, 2024. Owner names and addresses will be available on February 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.

**Customer Satisfaction Program 23B84****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 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. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**MOBILE REPAIR CLAIMING QUESTIONS**

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC12071 2023 Remote Experience Program.
- Lincoln Retailers - refer to EFC12074 2023 Lincoln Mobile Service 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.

**PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

**PICK-UP & DELIVERY- Non-participating Dealers**

Ford 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 FSA's / 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.

## Customer Satisfaction Program 23B84

### 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: 23B84
    - Customer Concern Code (CCC): R01
    - Condition Code (CC): 68
    - Causal Part Number: 1503100, 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.
- **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.
- **Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
  - Dealers NOT participating in the Remote Experience Program –
    - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
    - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Sublet Glass Removal/Installation:** Sublet repairs to remove and re-install the windshield can be claimed instead of 23B84C. Sublet documentation must be retained. Submit on the same line as the repair.
  - Program Code: 23B84
  - Misc. Expense: FSAOSL
  - Misc. Expense: Claim up to \$250

## Customer Satisfaction Program 23B84

**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Ford Dealers - refer to EFC12071 2023 Remote Experience Program.
    - Lincoln Retailers - refer to EFC12074 2023 Lincoln Mobile Service 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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 23B84MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Provision for Locally Obtained Supplies:** Includes cleaning supplies, consumables, and either Dow® or Sika® brand automotive glass bonding materials. Submit on the same line as the repair.
  - Program Code: 23B84
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$100.00

Customer Satisfaction Program 23B84

**LABOR ALLOWANCES**

**Note:** Due to the complexity of this repair, the labor operations have been split into multiple operations to better allow easier allocation within the different dealership departments.

Description	Labor Operation	Labor Time
Inspect sealer bead location on the sheet metal flange and prep if necessary	23B84B	0.4 Hours
Remove and Re-Install Front Windshield (Includes Cowl and A-Pillar R&I) – <b>Cannot be claimed with Sublet Glass Removal/Installation Provision</b>	23B84C	1.3 Hours
IPMA camera alignment – <b>If equipped</b>	23B84D	0.3 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	23B84MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23B84PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
<b>Consumables Required for All Vehicles</b>			
Obtain Locally	Masking Tape	Claim as MISC OTHER (Up to \$100.00)	
	Glass Cleaner		
	Dow BETAPRIME 5504G Primer / Sika Primer-207 or equivalent		
	SikaTack MACH 60 / SikaTack MACH 30 / Dow BETASEAL Express / Sika Tack ASAP Urethane Adhesive or equivalent		
	Isopropyl Alcohol		
	Sandpaper (Grit #600) or Scotch-Brite Pad Type A		

Customer Satisfaction Program 23B84

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

Related Damage Only Part Numbers			
Part Number	Description	Order Quantity	Claim Quantity
* -1503100- *	Windshield (VIN Specific) (If necessary due to windshield breakage)	As Needed VIN Specific – Only necessary if windshield breaks during removal procedure.	

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

**Note:** It is estimated that 10% of the affected vehicle population is expected to require windshield replacement.

**DEALER PRICE**

For 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 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**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

**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 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.).

Customer Satisfaction Program 23B84

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

- 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 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.



Ford Motor Company  
Ford Customer Service Division  
PO Box 1904  
Dearborn, Michigan 48121

February 2024

## Customer Satisfaction Program 23B84

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 in 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.

- |   |   |
|---|---|
| <b>Why are you receiving this notice?</b> | On your vehicle, it may be possible that the windshield may not have been properly adhered to the vehicle during vehicle assembly.  |
| <b>What is the effect?</b>                | There may be a small gap between the windshield and the vehicle, which may result in water intrusion into the vehicle's cabin.  |
| <b>What will Ford and your dealer do?</b> | In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to remove the windshield, inspect the sealer bead location, and reinstall the windshield free of charge (parts and labor) under the terms of this program.  |
| <b>How long will it take?</b>             | 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.   |
| <b>What should you do?</b>                | <p>Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 23B84. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.</p> <p>If you do not already have a servicing dealer, you can access <a href="https://ford.com/support">ford.com/support</a> for dealer addresses, maps, and driving instructions.</p> <p>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 performed on a timely basis. Therefore, please have this service action performed as soon as possible.</p> |

- 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](http://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](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