



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

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

March 5, 2024

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

**SUBJECT: Special Field Action 23L05**  
Certain 2022 - 2023 Model Year Bronco Sport, and Certain 2023 Model Year  
Maverick Vehicles  
Mobile Hot Spot Credit

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2022	Hermosillo Plant	August 15, 2022 through August 30, 2022
Bronco Sport	2023		December 5, 2022 through April 11, 2023
Maverick	2023		December 1, 2022 through March 24, 2023

US population of affected vehicles: 34,113.

**REASON FOR THIS ACTION**

Due to a microchip shortage, some Bronco Sport and Maverick vehicles were ordered with, but built without the Mobile Hot Spot feature. The ordering information indicated a Mobile Hot Spot was to be included on those vehicles. This program is to reimburse customers that ordered, but did not receive, the Mobile Hot Spot feature.

**SERVICE ACTION**

Ford will refund \$20 to the vehicle's original purchaser. No service action is required by the dealership.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of March 25, 2024.

**EXPIRATION DATE**

This offer will be in effect until March 31, 2025, regardless of mileage.

**ATTACHMENTS**

- Owner Notification Letters

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the 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.

**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Not a Mobile Service Repair

Sincerely,



Stacy L. Balzer



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

March 2024

Special Field Action 23L05

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that your vehicle, with the VIN shown above, was produced without the Mobile Hot Spot feature. We apologize for this inconvenience and want to reimburse you for this oversight. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** Due to a microchip shortage, your vehicle was produced without the Mobile Hot Spot feature.

**What will Ford and your dealer do?** Ford will refund \$20 to the original vehicle purchaser.

This offer will be in effect until March 31, 2025, regardless of mileage.

**What should you do?** Please visit [fordownershipcare.com](https://fordownershipcare.com) to participate in the program. You can visit the website or scan the QR code below with your mobile device to start the claim process. This letter lists a PIN you can use to access the reimbursement website. Please keep this document until the process is complete.

**What if you no longer own this vehicle?** This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether they still own the vehicle. You received this notice because our records, which are based primarily on state registration and title data, indicate you are the original owner.

If you are not the original owner of this vehicle and have their address, please forward this letter to the original owner.

**Can we assist you further?** **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 1-800-392-3676 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time).

**Can we assist you further? (Continued)**

**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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

**Personal Identification Number (PIN)**

<1A2B3C4D>

**QR code for direct link to the compensation website:**

Scanning a QR code using a device is straightforward: Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.



Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division