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October 12, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD
Customer Satisfaction Program 23B50**

Certain 2021-2023 Model Year Mustang Mach-E, 2022-2023 Model Year E-Transit,
and 2023 F-150 Lightning Vehicles
Charge Cord Stuck – Reprogram Battery Charge Control Module

PROGRAM TERMS

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

EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of October 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 vehicles that may experience a stuck charge cord, which requires a more extensive repair. FSA VIN Lists are expected to be available on October 12, 2023.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021-2023	Cuautitlan	February 24, 2020 through November 23, 2022
E-Transit	2022-2023	Kansas City	February 26, 2021 through January 5, 2023
F-150 Lightning	2023	Rouge Electrical Vehicle Center	January 10, 2022 through February 1, 2023

US population of affected vehicles: 87,362. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the affected vehicles, the Battery Charger Control Module (BCCM) software does not have a transfer function that predicts the charging port pin/terminal temperature. Some customers indicate that their battery may not fully charge and/or the charge cord may become stuck in your vehicle. Customers may also experience a burning smell or melting of the charge port pins.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to update the software in the Secondary On-Board Diagnostic Module (SOBDM). After that update is completed, there may also be coordinated updates to the Antilock Brake System Module, Secondary On-Board Diagnostic Module B, Secondary On-Board Diagnostic Control Module C, Powertrain Control Module, and Battery Energy Control Module. This software update will prevent melted charge ports. 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
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-up and delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OVER-THE-AIR (OTA) UPDATES (FORD POWER-UP / LINCOLN ENHANCE):

- In addition to you being able to update vehicles now using FDRS, Ford deployed an OTA software update for the Mustang Mach-E and F-150 Lightning which began in the 3rd Quarter 2023.
- **NOTE:** The Transit is not OTA capable and will require a dealer visit for the software update.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the FSA is still open (OASIS) and that the vehicle has not already received the OTA update.
 1. Verify FSA is still open by viewing the "Outstanding Field Service Actions" on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto the vehicle the FSA may still show as open)
 2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled "Connected Vehicle". In the "Over the Air Update 60-Day History", you can determine if an OTA update occurred on the affected module by viewing the "Completion Status", which should show "Campaign Successful". The "Release Notes" will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.)

OWNER NOTIFICATION MAILING SCHEDULE

E-Transit Owner letters are expected to be mailed the week of October 30, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

Mustang Mach-E and F-150 Lightning owners' letters are expected to be mailed the week of October 30, 2023. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

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 initial 'S'.

Stacy L. Balzer

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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.

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 October 12, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 12, 2023. Owner names and addresses will be available by November 13, 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.

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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

Rental vehicles are not approved for this program.

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.

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.

Customer Satisfaction Program 23B50**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: 23B50
 - Customer Concern Code (CCC): D15
 - Condition Code (CC): 04
 - Causal Part Number: 10B689, 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.

- **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.

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• **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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 23B50MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p>Mach-E - Reprogram SOBDM. May include updating one or more of the following:</p> <ul style="list-style-type: none"> • Anti-lock brake system (ABS) module • Secondary on-board diagnostic control module B (SOBDMB) • Secondary on-board diagnostic control module C (SOBDMC) • Powertrain control module (PCM) • Battery energy control module (BECM) 	23B50B	0.7 hours
<p>E-Transit and F-150 Lightning - Reprogram SOBDM. May include updating one or more of the following:</p> <ul style="list-style-type: none"> • Anti-lock brake system (ABS) module • Secondary on-board diagnostic control module B (SOBDMB) • Secondary on-board diagnostic control module C (SOBDMC) • Powertrain control module (PCM) • Battery energy control module (BECM) 	23B50C	0.6 hours
<p>Mobile Service: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. 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</p>	23B50MM	0.5 Hours
<p>Vehicle Pick-up and Delivery Allowance: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p>	23B50PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.