

Publish Date: February 19, 2021 Due Date (If Applicable): N/A

Information: *EFC08928 FCSD Stop Sale of Ford Connected Charge Station ML9Z-10C823-A*

Target Dealer Group: All Ford & Lincoln Dealerships

Target Audience: Parts & Service Managers

Target Dept(s): ☐ New Sales ☐ CPO/Used Sales ☐ Fleet Sales ☐ Finance ☒ Parts ☒ Service

ACTION REQUESTED

FCSD is issuing a Stop Sale of the Ford Connected Charge Station

- Stop selling and isolate all on-hand inventories of part number ML9Z-10C823-A.
- Await further instructions for claims and returns if determined to be required.

SUMMARY

FCSD is issuing a Stop Sale of the Ford Connected Charge Station- ML9Z-10C823-A. Affected inventory should be isolated and all sales stopped. A future communication will be released and will cover claims and returns processes if determined to be required.

Ford Service Part Number	Ford Engineering Part Number
ML9Z-10C823-A	ML9J-10C823-AB

CLAIMS INFORMATION

TBD

RETURN INSTRUCTIONS

TBD

QUESTIONS

- Questions can be directed to the Accessories Help Desk at 1-888-826-5105.