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June 29, 2023

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

**SUBJECT:** ***NEW VEHICLE RECOMMENDED DELIVERY HOLD***  
**Customer Satisfaction Program 23P08**  
Certain 2021-2023 Model Year Mustang Mach-E  
Door Control Module Update

**PROGRAM TERMS**

This program will be in effect through June 30, 2024, for vehicles within the new bumper-to-bumper warranty coverage period.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021-2023	Cuautitlan	October 3, 2020 through April 18, 2023

US population of affected vehicles: 10,927.

**REASON FOR THIS PROGRAM**

Some of the affected vehicles may exhibit a false alarm activation and/or a warning message in the FordPass application when the doors are locked.

**SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this program, dealers are to update the door control modules E, F, G and H using the Ford Diagnosis and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

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

- In addition to you being able to update vehicles now using FDRS, Ford is deploying an OTA software update in July 2023.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the Field Service Action (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)

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

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**

Owner letters will not be mailed for this program.

**ATTACHMENTS**

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information
Attachment IV:	Mobile Service Repair Assessment
Attachment V:	Mobile Repair/Vehicle Pickup and Delivery Record

**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

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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.
- Recommended specialty tools: Ford Diagnosis and Repair System (FDRS)

**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 June 29, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

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**SOLD VEHICLES**

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- 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 title-branded and salvaged vehicles are eligible for this service action.

**OWNER REFUNDS**

Refunds 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.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**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.

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**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: 23P08
    - Customer Concern Code (CCC): L14 – Antitheft/Alarm System
    - Condition Code (CC): 04 – Software Revision/Flash Module
    - Causal Part Number: 58219A65, 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Update Door Control Modules E, F, G and H using FDRS	23P08B	0.5 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	23P08MM	0.5 Hours
Vehicle Pick-up and 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.	23P08PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.