



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

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

October 4, 2023

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

**SUBJECT: Harvest Program 23H05**

Certain 2022 Model Year Navigator and 2022-2023 Model Year Mach-E, F150  
Lightning, F150, Expedition and Bronco  
Instrument Cluster Odometer Inspection

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Navigator	2022	Kentucky Truck	July 29, 2022 through September 14, 2022
Mach-E	2022-2023	Cuatitlan	July 23, 2022 through November 26, 2022
F150 Lightning	2022-2023	Rouge Electrical Vehicle Center	October 14, 2022 through December 15, 2022
F150	2022-2023	Dearborn	January 28, 2022 through December 5, 2022
F150	2022-2023	Kansas City	March 26, 2022 through December 3, 2022
Expedition	2022-2023	Kentucky Truck	August 28, 2022 through December 14, 2022
Bronco	2022-2023	Michigan Assembly	October 11, 2022 through December 6, 2022

US population of affected vehicles: 50. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

This is a proactive program by Ford Motor Company to obtain parts from customer's vehicles to support an investigation. Ford has identified that specific owner vehicles are equipped with an instrument cluster that may have a malfunctioning odometer. Ford is voluntarily conducting this program to evaluate the performance and functionality of the obtained instrument clusters.

**SERVICE ACTION**

Dealers are to inspect the odometer for proper operation and replace the instrument cluster if it fails inspection. Vehicle owners will be contacted by the Ford Customer Relationship Center (CRC) to assist them in scheduling a service appointment. Instrument clusters that are replaced must be returned to Ford Motor Company for evaluation. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE: If a customer arrives at your dealer prior to being contacted by the CRC, dealers are to contact the CRC. This is to provide customer information and initiate the outreach to the customer by the CRC.**

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

- 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 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 October 16, 2023. 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 Information  
Mobile Service Repair Assessment  
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,



Stacy L. Balzer

## Harvest Program 23H05

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

 - Not a Mobile Service Repair

### **OASIS ACTIVATION**

OASIS will be activated on October 4, 2023.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 4, 2023. Owner names and addresses will be available November 6, 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.

### **SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Inspect 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**

- Stock vehicles are not included in this program.

### **TITLE BRANDED / SALVAGED VEHICLES**

Affected title-branded and salvaged vehicles are eligible for this program.

### **OWNER REFUNDS**

Refunds are not approved for this program.

### **RENTAL VEHICLES**

For vehicles that fail the inspection process and require instrument cluster replacement, dealers are pre-approved for up to 3 days 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 3 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

**NOTE:** Some instrument clusters included in this program have limited supply and may have longer lead times when the order is placed. For instrument clusters that have long lead times, customers can continue to drive their vehicle while waiting for the cluster to arrive at the dealer.

## Harvest Program 23H05

### **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.
- All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service.

### **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.

### **LINCOLN PICKUP AND DELIVERY**

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC12060, 2023 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed.

### **REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence of repair completion for this FSA. To obtain an approval code for claim reimbursement please submit photos that clearly show the vehicle VIN label and the installed and signed odometer repair verification label on the driver door jamb. The SSSC will provide an approval code that will need to be submitted with the claim. SSSC approval is required for claim payment.

- Photos are to be submitted to 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.

## Harvest Program 23H05

### **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
  - Lincoln vehicles – 4 years or 50,000 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: 23H05
    - Customer Concern Code (CCC): G30 – Odometer Troubles
    - Condition Code (CC): 42 – Does Not Operate Properly
    - Causal Part Number: 10849, 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.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC12060, 2023 Lincoln Pickup & Delivery Updates for details.
- **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.

**Harvest Program 23H05**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Test Drive – Passes Inspection	23H05A	0.3 Hours
Test Drive – Fails Inspection - Replace Instrument Cluster – Mach-E	23H05B	1.7 Hours
Test Drive – Fails Inspection - Replace Instrument Cluster – F150 / Lightning	23H05C	0.9 Hours
Test Drive – Fails Inspection - Replace Instrument Cluster - Bronco	23H05D	1.9 Hours
Test Drive – Fails Inspection - Replace Instrument Cluster - Expedition	23H05E	0.7 Hours
Test Drive – Fails Inspection - Replace Instrument Cluster - Navigator	23H05F	1.2 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.	23H05PP	0.5 Hours
Time allowed to submit photos.	23H05ZZ	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
-10849-	Instrument Panel Cluster (IPC) and 0 mileage sticker	1	1

**IMPORTANT! Instrument Panel Cluster Ordering Information**

**The new odometer being installed must be installed at 0 miles. When ordering an IPC, enter 0 miles for the current mileage when filling out the part request form. DO NOT enter the current mileage displayed on the odometer as it is not the correct mileage. **An odometer repair verification sticker will be included with the new IPC (programmed with 0 miles) that must be installed on the driver side door jamb next to the VIN label.****

Order your parts requirements through normal order processing channels. **To guarantee the shortest delivery time, an emergency order for parts must be placed.** Some instrument clusters included in this program have limited supply and may have longer lead times when the order is placed. For instrument clusters that have long lead times, customers can continue to drive their vehicle while waiting for the cluster to arrive at the dealer.

**SSSC Web Contact Site:**

To obtain an approval code for claim submission, submit an Approval Request via the SSSC Web Contact Site. Include a photo of the installed and signed odometer repair verification sticker with 0 miles entered as the repaired mileage and the VIN label present in the photo. SSSC approval is required for claim payment.

**DEALER PRICE**

For the latest prices, refer to DOES II.

## **Harvest Program 23H05**

### **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 by 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 dealer's 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.).
- 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 of 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 identified on the Repair Order. If multiple FSAs 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  
P. O. Box 1904  
Dearborn, Michigan 48121

October 2023

Customer Satisfaction Program 23H05

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford is conducting a product investigation and we have identified that your vehicle may be equipped with parts that are not performing as intended, which may result in the odometer not properly recording accumulated mileage. Ford is offering to inspect the odometer free of charge and replace the instrument cluster if it is malfunctioning. Ford will use the parts from your vehicle to further evaluate how they function in the field.

**Why are you receiving this notice?**

Ford Motor Company is voluntarily conducting a study on certain customer owned vehicles to proactively inspect parts and, if necessary, replace odometers to return to Ford. Inspecting your vehicle will help Ford complete its investigation.

**What will Ford and your dealer do?**

You will be contacted by the Ford Customer Relationship Center with additional program details and to schedule a service appointment with your servicing dealer. For the purposes of this program, Ford Motor Company has authorized your dealer to inspect the odometer in your vehicle. If the odometer is not operating as intended, the dealer will replace the instrument cluster with a new part free of charge.

**How long will it take?**

The time needed to perform the inspection is less than one half day. However, due to service scheduling requirements and part ordering requirements, your dealer may need your vehicle for a longer period of time. Some of the instrument clusters included in this program may have longer lead times due to the semiconductor shortage.

**What should you do?**

If you have not been contacted by a Ford representative, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you.

Ford Motor Company wants you to have this service action completed on your vehicle. The Ford Customer Relationship Center will work with you to schedule a service appointment.



**Do you need a rental vehicle?**

If your dealer determines that instrument cluster replacement is required and needs your vehicle for an extended period of time, 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. Some instrument clusters included in this program have limited supply and may have longer lead times when the order is placed. For instrument clusters that have long lead times, you can continue to drive your vehicle while waiting for the cluster to arrive at the dealer. 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: 8:00 AM – 8:00 PM (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



Lincoln  
P. O. Box 1904  
Dearborn, Michigan 48121

October 2023

Customer Satisfaction Program 23H05

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied clients. To demonstrate that commitment, we are providing a no-charge Harvest Program for your vehicle with the VIN shown above.

Lincoln is conducting a product investigation and we have identified that your vehicle may be equipped with parts that are not performing as intended, which may result in the odometer not properly recording accumulated mileage. Lincoln is offering to inspect the odometer free of charge and replace the instrument cluster if it is malfunctioning. Lincoln will use the parts from your vehicle to further evaluate how they function in the field.

- Why are you receiving this notice?** Lincoln is voluntarily conducting a study on certain customer owned vehicles to proactively inspect parts and, if necessary, replace odometers to return to Lincoln. Inspecting your vehicle will help Lincoln complete its investigation.
- What will Lincoln and your retailer do?** You will be contacted by Lincoln Concierge with additional program details and to schedule a service appointment with your servicing retailer. For the purposes of this program, Lincoln has authorized your retailer to inspect the odometer in your vehicle. If the odometer is not operating as intended, the retailer will replace the instrument cluster with a new part free of charge.
- How long will it take?** The time needed to perform the inspection is less than one half day. However, due to service scheduling requirements and part ordering requirements, your retailer may need your vehicle for a longer period of time. Some of the instrument clusters included in this program may have longer lead times due to the semiconductor shortage.
- What should you do?** If you have not been contacted by a Lincoln representative, please contact our **Lincoln Concierge at 1-866-436-7332** and one of our representatives will be happy to assist you.  
Lincoln owners affected by this program have the option of requesting complimentary Pickup & Delivery service with a Lincoln vehicle for use during service. Please request Lincoln Pickup & Delivery through your retailer if you would like to take advantage of this option.

**What should you do (continued)?**

If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions. Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**Do you need a rental vehicle?**

If your retailer determines that instrument cluster replacement is required and needs your vehicle for an extended period of time, your retailer 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 store for repairs. Some instrument clusters included in this program have limited supply and may have longer lead times when the order is placed. For instrument clusters that have long lead times, you can continue to drive your vehicle while waiting for the cluster to arrive at the retailer. Please see your retailer 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 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 retailer's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at [Lincoln.com/support](https://lincoln.com/support). For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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](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).

Thank you for your attention to this important matter.

Lincoln

Harvest Program 23H05

**VEHICLE PICK-UP AND DELIVERY RECORD**

VIN \_\_\_\_\_ received:

Pick-up and/or delivery service

As outlined below for the **23H05** Field Service Action program.

Pick-up      – Date: \_\_\_\_\_

Delivery      – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

## CERTAIN 2022-2023 MODEL YEAR MACH-E, F-150, BRONCO, EXPEDITION AND NAVIGATOR VEHICLES — INSTRUMENT PANEL CLUSTER INSPECTION

### SERVICE PROCEDURE

 This procedure is different from the Workshop Manual (WSM). Follow Technical Instructions carefully.

1. Check the vehicle odometer and record the mileage.
2. Take the vehicle on a road test to accumulate a minimum of 3 miles.
3. Check the vehicle odometer a second time and record the mileage.
4. Shut off the vehicle and allow it to sit for 30 minutes to put it in deep sleep mode.
5. Check the vehicle odometer a third time. Did the odometer display the mileage accumulated from the test drive and remain the same as in the second reading in Step 3?

**YES** - Contact the Special Service Support Center (SSSC) for further instructions.

**NO** - Replace the Instrument Panel Cluster (IPC). Follow the Workshop Manual (WSM) procedures in Section 413-01.

6. Fill out and install the odometer repair label on the driver door jamb next to to the VIN label.  
See Figure 1.

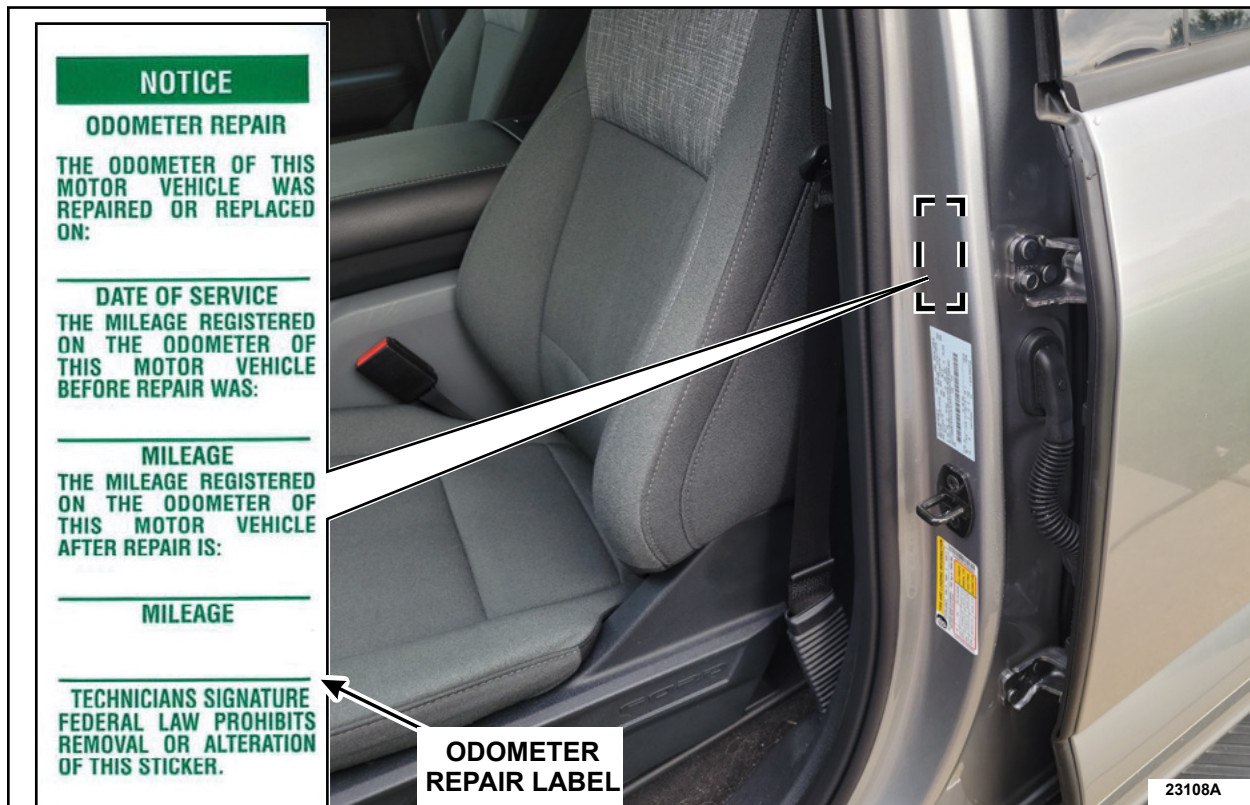


FIGURE 1



7. Submit an Approval Request via the SSSC Web Contact Site. Include a photo of the installed and signed odometer repair label with 0 miles entered as the repaired mileage. Include the VIN label in the photo. Include the SSSC approval code when submitting the claim. This completes the FSA.

**IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.**

