



Dan Wilyard
Chief Engineer, Recall and CIDR
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

February 19, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Special Field Action 23L06**
Certain 2013-2019 Model Year Explorer Police Interceptor Vehicles
Owner Guide Update

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer Police Interceptor	2013-2019	Chicago	February 6, 2012 through February 26, 2019

US population of affected vehicles: 185,483. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

In some of the affected vehicles equipped with a low-profile center console or without a center console, it may be possible that a police service weapon holster can cause the driver's side seatbelt buckle to flex excessively. Over a period of time, this can lead to wear on the seatbelt buckle cable, resulting in fraying and potentially complete separation of the seat belt buckle. To ensure that customers and fleet owners are inspecting for wear on the driver's side seatbelt buckle, Ford has developed new inspection/replacement suggestions in several new pages in the owner guide for these situations.

SERVICE ACTION

Dealers are to provide an updated owner guide addendum at their request to advise customers and fleet owners to inspect and repair/replace buckles that may exhibit this unique wear pattern. This service will be offered on affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of March 18, 2024, that include the new pages of the owner guide. Dealers may print and provide the updated owner guide pages to customers whether they have received the letter or not.

EXPIRATION DATE

This program has an expiration date of March 31, 2025. We encourage dealers to complete this service as soon as possible.

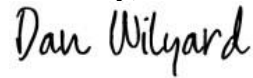
ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Owner Notification Letters
- Owner Guide Addendum

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.

Sincerely,



Dan Wilyard
Chief Engineer
Recall and Concern Identification & Resolution

Special Field Action 23L06

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

 - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will not be activated for this service action.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 19, 2024. Owner names and addresses will be available by March 29, 2024.

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

- The Owner Guide Addendum is being mailed to owners. Owners may choose to have the dealer install the Addendum.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this Field Service Action.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 23L06 is the subcode.
 - 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.

Labor Allowances and Parts Ordering Information

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Special Field Action 23L06

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Print the addendum and add to the customer owner guide.	23L06B	0.2 Hours

PARTS REQUIREMENTS

Ordering Instructions for Additional Owner Guides

Owner Guide Addendums for this program are being sent directly to customers of the affected vehicles. Additional Owner Guide Addendums for customers who prefer to have the additional owner guide pages installed at the dealership may be printed as required from the link on the 23L06 program landing page.



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

March 2024

Special Field Action 23L06

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company has identified through reports and testing that there should be additional information included in your owner's guide, with the VIN shown above. This additional information will describe inspection information on vehicles with certain usage patterns and equipment added that may lead to unique wear patterns over time. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

If your vehicle is equipped with a low-profile center console or without a center console, it may be possible that a police service weapon holster can cause the driver's side seatbelt buckle to flex excessively. Over a period of time, this can lead to wear on the seatbelt buckle cable, resulting in fraying and potentially complete separation of the seat belt buckle.

What will Ford and your dealer do?

Ford Motor Company has developed new inspection guidelines of the driver's side seat belt buckle cable every 6 months or 5,000 miles. Those pages were included in this mailing. This Special Field Action will be in effect until March 31, 2025 regardless of miles.

How long will it take?

If required, Dealers will assist you with placing the additional owner guide pages in the appropriate section of your original owner guide. The time needed for this is less than one-half day.

What should you do?

Please review these additional pages and place them with your original owner guide. You may also visit your dealer to have them place these pages in your owner guide for you. This Special Field Action will be in effect until March 31, 2025, regardless of mileage.

Vehicles supported by CRC

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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.

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.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

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Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division

Seatbelts

CHILD RESTRAINT AND SEATBELT MAINTENANCE

Inspect the vehicle seatbelts and child safety seat systems periodically to make sure they work properly and are not damaged. Inspect the vehicle and child restraint seatbelts to make sure there are no nicks, tears or cuts. Inspect the driver's seatbelt buckle steel cable for fraying or wear. Replace if necessary. All vehicle seatbelt assemblies, including retractors, buckles, front seatbelt buckle assemblies, buckle support assemblies (slide bar-if equipped), shoulder belt height adjusters (if equipped), shoulder belt guide on seat backrest (if equipped), child safety seat LATCH and tether anchors, and attaching hardware, should be inspected after a crash. Read the child restraint manufacturer's instructions for additional inspection and maintenance information specific to the child restraint.

We recommend that all seatbelt assemblies in use in vehicles involved in a crash be replaced. However, if the crash was minor and an authorized dealer finds that the belts do not show damage and continue to operate properly, they do not need to be replaced. Seatbelt assemblies not in use during a crash should also be inspected and replaced if either damage or improper operation is noted.

Properly care for seatbelts. See Vehicle Care for more information.

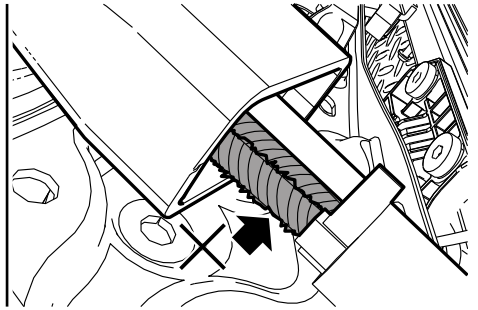
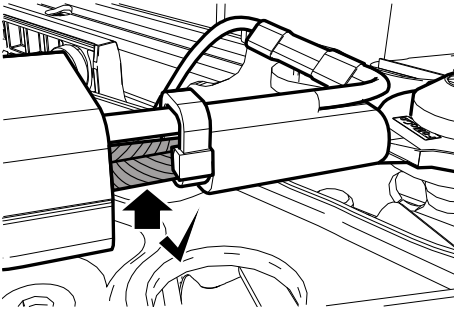
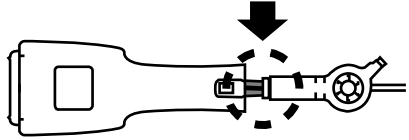
Maintenance

GENERAL INFORMATION

Inspection Procedure

1. Looking down on the driver's seatbelt buckle. Push the top of the buckle toward the front of the vehicle to inspect the steel cable to lower attachment point for fraying or damage.
2. Push the top of the buckle toward the rear of the vehicle while inspecting the steel cable to lower attachment point for fraying or damage to the front side of the cable.

3. If any fraying or damage is observed in the steel cable, replace the seat buckle assembly.



Scheduled Maintenance

GENERAL MAINTENANCE INFORMATION

Scheduled Maintenance Service Intervals

Check Every Six Months
Battery connections. Clean if necessary.
Body and door drain holes for obstructions. Clean if necessary.
Cooling system fluid level and coolant strength.
Door weatherstrips for wear. Lubricate if necessary.
Hinges, latches and outside locks for proper operation. Lubricate if necessary.
Parking brake for proper operation.
Seatbelts and seat latches for wear and function (Check every 6 months or 5,000 miles).
Safety warning lamps (brake, ABS, airbag and seatbelt) for operation.
Washer spray and wiper operation. Clean or replace blades as necessary.