



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

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

January 16, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Harvest Program 23H06
 Certain 2021-2023 Model Year Mustang Mach-E and 2022-2023 Transit Battery
 Electric Vehicle (BEV)
 High Voltage Battery Module Replacement

PROGRAM TERMS

This program will be in effect through January 16, 2025. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021	Cuautitlan	August 3, 2020, through November 10, 2021
Mustang Mach-E	2022	Cuautitlan	January 5, 2022, through October 11, 2022
Mustang Mach-E	2023	Cuautitlan	March 22, 2023, through May 10, 2023
Transit BEV	2022	Kansas City	February 11, 2022, through March 15, 2022
Transit BEV	2023	Kansas City	February 14, 2023, through June 8, 2023
Transit BEV	2023	Kocaeli	January 6, 2023, through January 30, 2023

REASON FOR THIS PROGRAM

This is a proactive investigation program by Ford Motor Company to obtain field parts for evaluation. Ford is voluntarily conducting this program to evaluate the field performance and functionality of the obtained High Voltage Battery modules. Parts obtained from this program must be returned to Ford for evaluation.

SERVICE ACTION

Ford Motor Company’s Recall Specialty Team (RST) will be proactively reaching out to the owners of the identified vehicles. The RST will aid owners in setting up service appointments. This service must be performed at no charge to the vehicle owner.

To assist vehicle owners in having this replacement completed, dealers should:

- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles).
- 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

The RST will contact select owners of affected vehicles, and a service appointment will be arranged at that time.

ATTACHMENTS

- Administrative Information Attachment
- Labor Allowances and Parts Ordering Information Attachment
- Technical Information Attachment
- Mobile Service Repair Assessment Attachment
- Mobile Repair/Vehicle Pickup and Delivery Record Attachment
- Owner Notification Letter

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

Customer Satisfaction Program 23H06

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated based on owner participation.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> based on owner participation. Owner names and addresses will not be available at this time.

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

- Ford Motor Company's Recall Specialty Team (RST) will contact select owners of affected vehicles and will direct the owners to dealers for repairs.

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 not being investigated at this time.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental days is required from the SSSC via the SSSC Web Contact Site.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford 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 23H06

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: 23H06
 - Customer Concern Code (CCC): D16 – HV battery system trouble
 - Condition Code (CC): 42 – Does Not Operate Properly
 - Causal Part Number: 10D672, 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 the 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.
- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

Parts Handling Allowance: A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the High Voltage Battery Module. To claim the allowance, enter \$330 as HANDLG in the Misc. Expense area of the claim form.

Labor Allowances and Parts Ordering Information

Page 1 of 2

Customer Satisfaction Program 23H06

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Affected High Voltage Battery Module – Mach-E	MT23H06B	Up to 8.2 Hours
Replace Affected High Voltage Battery Module – Transit BEV	MT23H06C	Up to 8.5 Hours
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.	23H06PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: High-voltage battery modules and Thermal Interface Material (TIM) will be proactively ordered on the dealer's behalf based on inventory availability. Parts will be delivered to dealers before the start of the repair. The Thermal Interface Material must be claimed on the RO or the claim may be rejected.

Order the Motorcraft® Yellow Prediluted Antifreeze/Coolant through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Part Number	Description	Order Quantity	Claim Quantity
VC-13DL-G	Motorcraft® Yellow Prediluted Antifreeze/Coolant (Up to 15.9 Liters per vehicle)	As Required	
TA-38-B	Thermal Interface Material (TIM) - Do not order, only claim on the RO. NOTE: Ford will directly order 2 tubes of TIM which will be delivered to the dealership before the start of the repair. Do not order TIM at this time.	0	2

DEALER PRICE

For the latest prices, refer to DOES II.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools referenced in the workshop manual to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

Customer Satisfaction Program 23H06

HANDLING ALLOWANCE

An allowance of \$330 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the High Voltage Battery Module.

For HV battery/array, refer to EFC12696 Electric Vehicle High Voltage Battery Packs and Array Kits Part Retention & Return Process for Replacements Under Warranty, FSAs, and Customer Pay. This communication outlines the retention and return processes for Electrical Vehicle HV battery packs and array kits. The process outlined in this communication applies to all Electrical Vehicle HV battery packs and array kits from all Hybrid Electric and Battery Electric vehicles, and all repair types, including Warranty, Field Service Actions, and customer-paid repairs.

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 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 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

March 2024

Customer Satisfaction Program 23H06

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company's Customer Relationship Center attempted to contact you prior to this letter.

We have identified parts related to your vehicle's high-voltage battery that we would like to evaluate for field performance and functionality. Ford is offering to replace these parts free of charge and will use the parts from your vehicle to further evaluate how they function in the field. We would like to proactively schedule a service visit for you at a Ford dealership.

Why are you receiving this notice?

Ford Motor Company is voluntarily conducting a program to proactively obtain parts from certain customer-owned vehicles for evaluation.

What will Ford and your dealer do?

For the purposes of this program, Ford Motor Company has authorized your dealer to replace certain high-voltage battery module(s) from your vehicle with new parts free of charge. The parts obtained by the dealer will be returned to Ford for evaluation.

How long will it take?

The time needed to exchange these parts is one full day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call our **Recall Specialty Team at 1-833-807-3673** available Monday-Friday 8:30 AM-5:30 PM EST without delay to schedule a service appointment for Customer Satisfaction Program 23H06. Provide the Customer Relationship Center Electric Vehicle Team with your VIN, which is printed near your name at the beginning of this letter.

Vehicle owners affected by this program have the option of requesting complimentary Pickup & Delivery service. Please request Pickup & Delivery through your dealer if you would like to take advantage of this service.

- What should you do? (continued)** NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Do you need a rental vehicle?** Your dealer can 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. Please discuss with 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.
If you have questions or concerns, please contact our **Recall Specialty Team at 1-833-807-3673** available Monday-Friday 8:30 AM-5:30 PM EST, and one of our representatives will be happy to assist you.
For the hearing-impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division