



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

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

April 3, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02 – Supplement #1
 Certain 2023 Model Year Transit
 Wiring Harness Missing Jumper Loop

New! REASON FOR THIS SUPPLEMENT

- *Labor time was added for submitting the attestation.*
- *Supplement number added to the attachments.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2023	Kansas City	November 2, 2022 through January 28, 2023

US population of affected vehicles is 4,809. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

For certain 2023 Model year Transit vehicles, Ford shipped a Special Service Kit that contains an auxiliary wiring harness for upfit or alterations. If the auxiliary wire harness is installed into the vehicle, including chassis cab units and vans, the HVAC system will not function as required by Federal Motor Vehicle Safety Standard (FMVSS) No.103 Windshield Defrosting and Defogging Systems, due to incorrect wiring in the auxiliary wiring harness connector. Loss of the ability to control the defrost or defog function may decrease the driver’s visibility under certain driving conditions, increasing the risk of a crash.

SERVICE ACTION

Dealers are to repair the auxiliary wiring harness so the HVAC system will function as required by FMVSS No. 103. This service must be performed on all affected vehicles at no charge to the vehicle owner. If the upfitter chooses to repair the auxiliary wiring harness on their own, a letter of Attestation is included as an attachment for their completion to close out this recall. Once the letter has been returned to the dealer, the dealer should create an SSSC general contact and attach the signed attestation letter. (This can be one letter with multiple VINs or just one VIN).

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 11, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: *Labor Allowances* and Parts Ordering Information

Attachment III: *Technical Information*

Attachment IV: *Self Attestation for Upfitters*

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02 – Supplement #1
Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop

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.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

OASIS ACTIVATION

OASIS will be activated on March 30, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> March 30, 2023. Owner names and addresses will be available by April 11, 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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct 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.

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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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with repairing the auxiliary wiring harness so the HVAC system will function as required by FMVSS No. 103.

RENTAL VEHICLES

- Rental vehicles are not approved for this program.

PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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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, select claim type 31: Field Service Action. The FSA number (23C02) 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23C02 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Pickup & Delivery:** Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
- **Mobile Repair:** Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
- **Provision for Locally Obtained Supplies:** Includes Electrical Tape, Motorcraft Uninsulated Butt Connectors (22-16 AWG), Motorcraft Dual Wall, Adhesive-Lined Heat Shrinkable Tubing (22-18 AWG) and mobile repair supplies (electrical tape and a clean lint free shop towel). Submit on the same line as the repair.
 - Program Code: 23C02
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$10.00

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check HVAC Operation – If Pass – No Special Service Kit auxiliary harness is available in vehicle – Close Recall	23C02A	0.3 Hours
Check HVAC Operation – If Pass – Special Service Kit auxiliary harness is available with vehicle. Modify Special Service Kit harness by creating a Jumper using current wires from Special Service Kit harness – Do not install harness	23C02B	0.8 Hours
Check HVAC Operation – If does not pass and Special Service Kit harness is already installed, take harness connector out of glove box area, create jumper using current wires from harness. Plug in harness connector behind glove box.	23C02C	1.0 Hours
<i>Attestation Labor Time – Time to submit attestation form and close recall.</i>	<i>23C02W</i>	<i>0.2 Hours</i>

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

Obtain the parts below locally:

Part Number	Description	Quantity Needed
Obtain Locally	Electrical Tape Motorcraft Uninsulated Butt Connectors (22-16 AWG) Motorcraft Dual Wall, Adhesive-Lined Heat Shrinkable Tubing (22-18 AWG)	As Required - Claim as Misc. Other

CERTAIN 2023 MODEL YEAR TRANSIT VEHICLES — WIRING HARNESS MISSING JUMPER LOOP

SERVICE PROCEDURE

Unique Tool List:

Tape Measure / Ruler	22-18 AWG Dual Wall Heat Shrink Tubing
Wire Cutter	22-16 Gauge Butt Connectors
Wire Stripper	Paint Pen
Heat Gun	Seam Ripper
Electrical Tape	

1. Check the front HVAC defrost operation. Start the vehicle and let it run for five (5) minutes. Set the climate control to the max defrost position. Using your hands, feel for airflow from the instrument panel front windshield defroster vents. Can forced air be felt coming from the front windshield defroster vents?

Yes - Proceed to Step 2.

No - Proceed to Step 23.

2. Locate the loose item kit (shipped from factory) and remove the auxiliary climate control upfitter harness. See Figure 1. Was the auxiliary climate control upfitter harness found within the vehicle?

Yes - Proceed to Step 3.

No - No further action required. Repair complete.

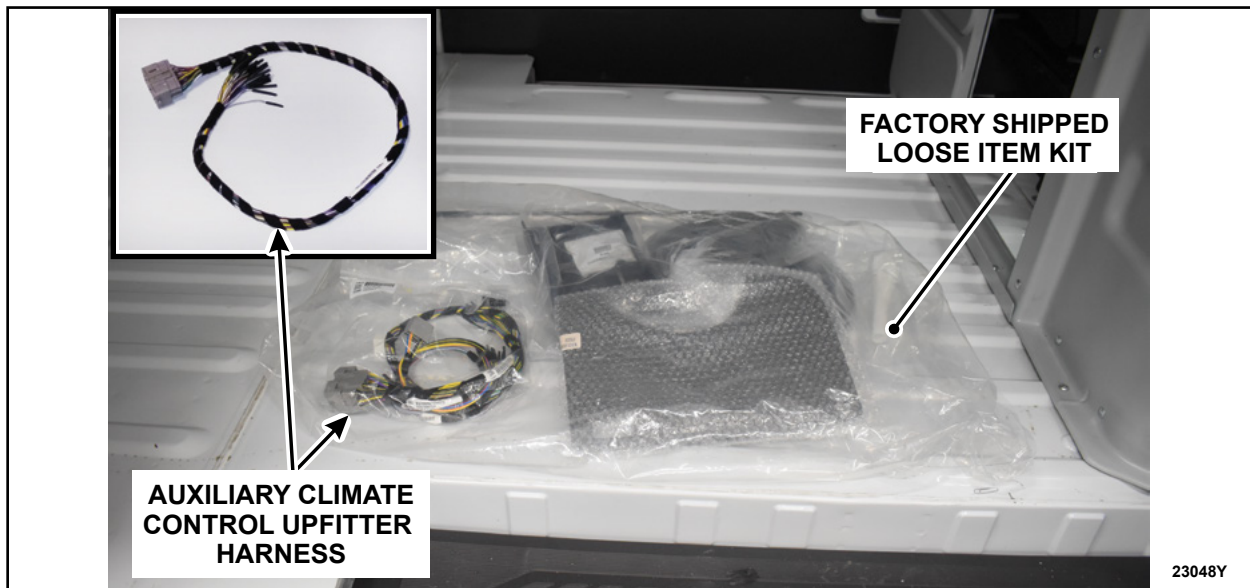


FIGURE 1



3. Locate pin terminal numbers 25, 26, 37 and 38 from within the auxiliary climate control upfitter harness connector as shown in Figures 2 and 3.

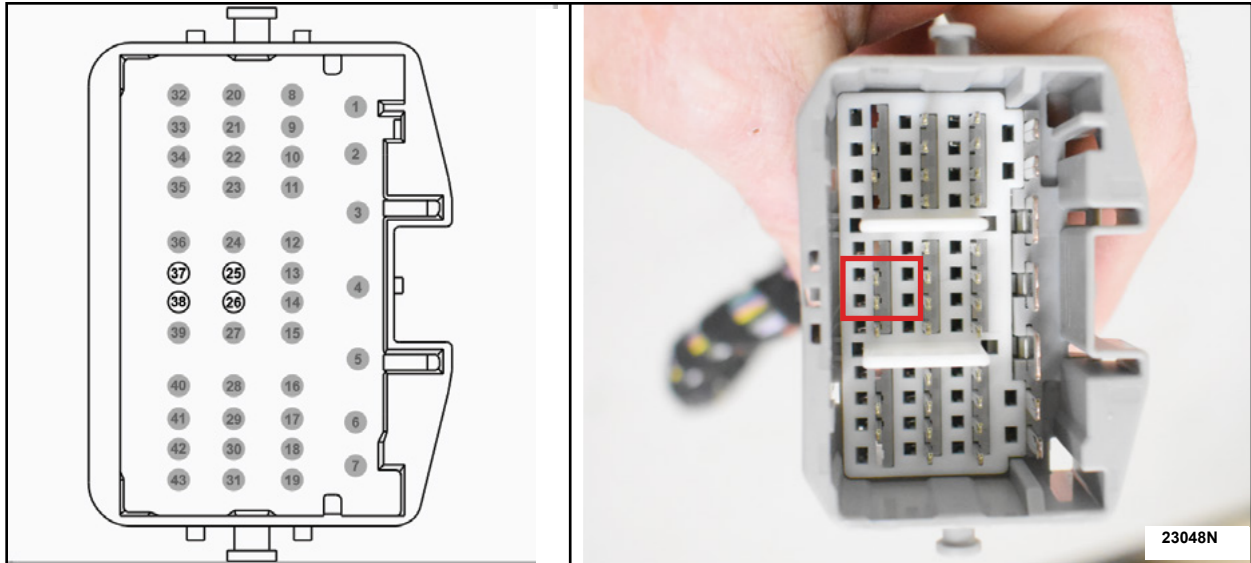


FIGURE 2

NOTE: Terminals and wires removed for clarity.

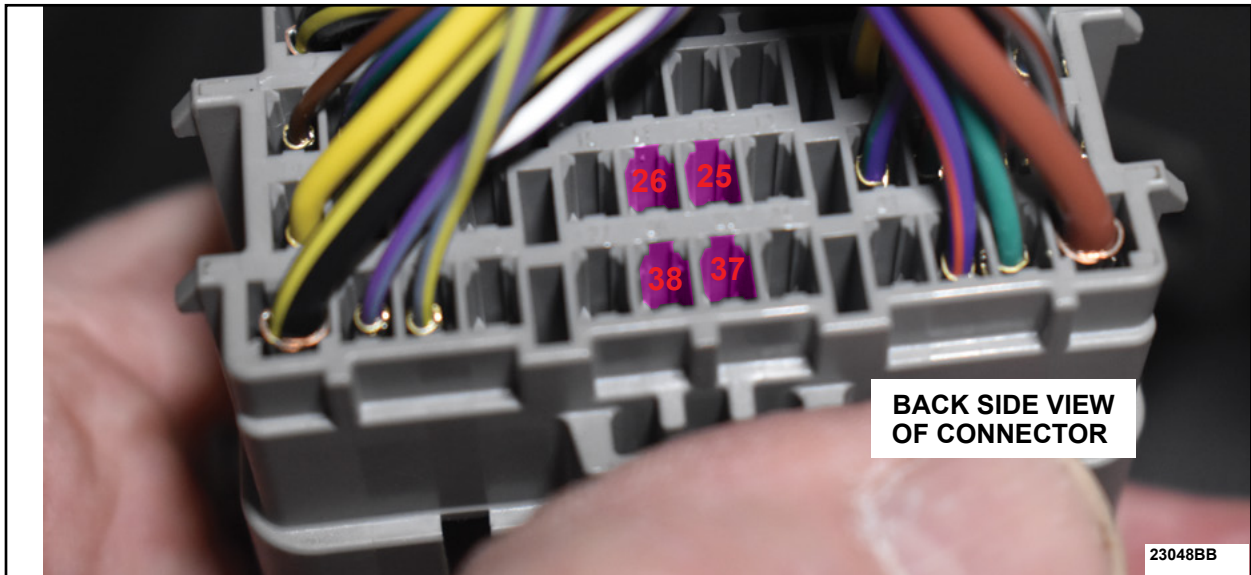


FIGURE 3



4. Measure 9 in (229 mm) from the connector and mark the location of how far to open the harness in the next Step. See Figure 4.

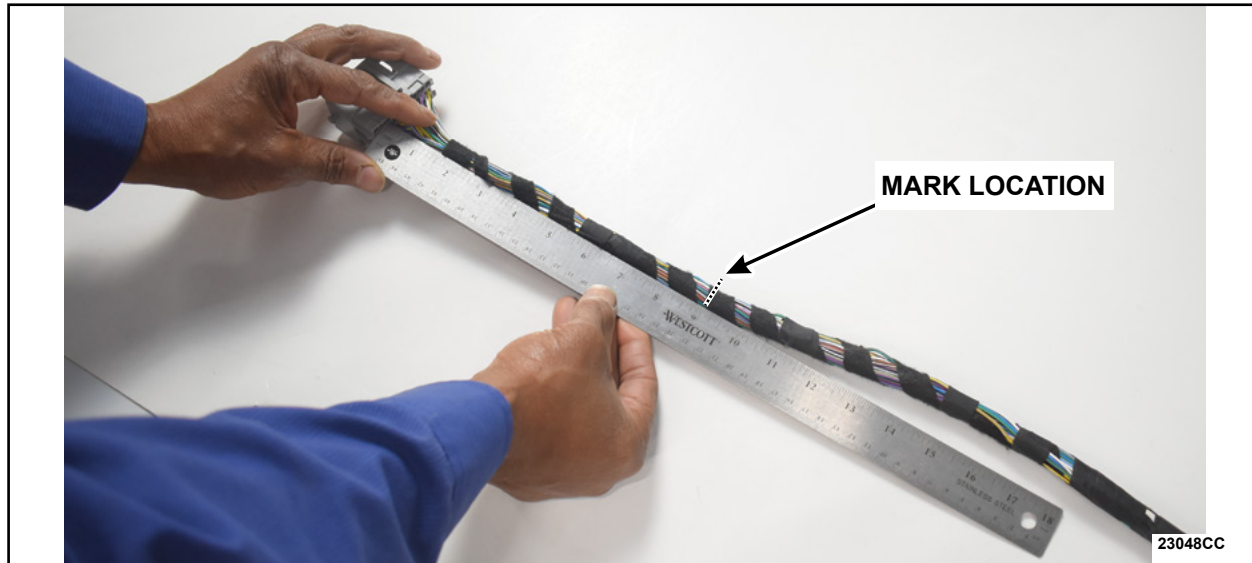


FIGURE 4

5. Using a seam ripper or similar tool, cut the harness tape up to the location mark made in the previous Step. See Figure 5.

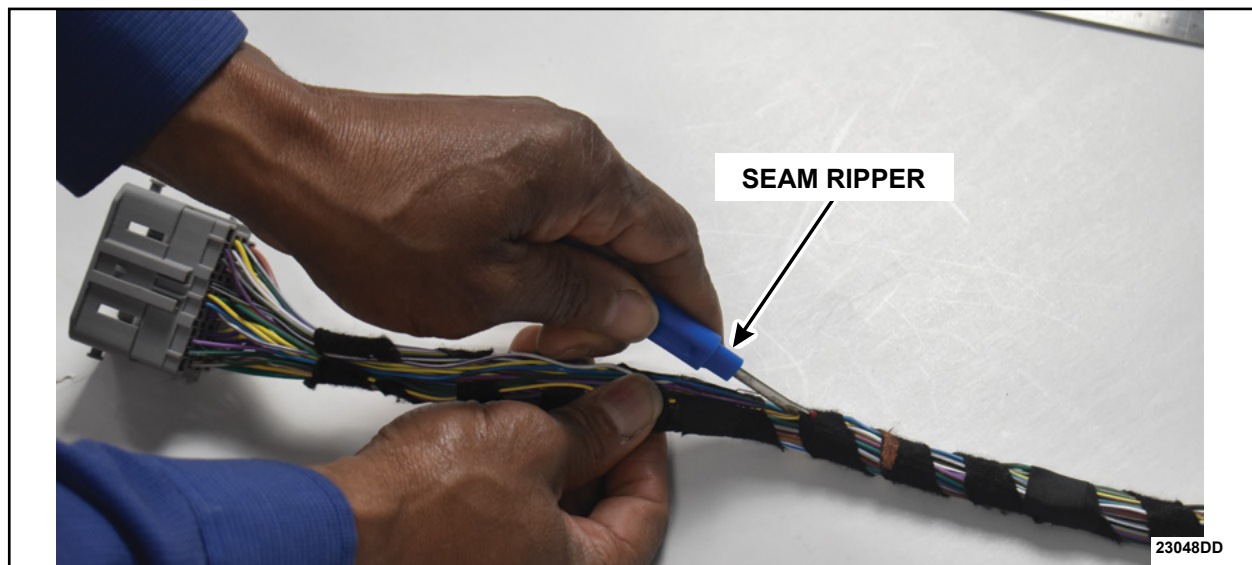


FIGURE 5



6. Open up the portion of the harness where the tape was cut. Locate the four (4) wires coming from terminal cavities 25, 26, 37 and 38. See Figures 3 and 6.

NOTE: The color of the wires will not be consistent. Make sure to locate the specific terminal cavities.

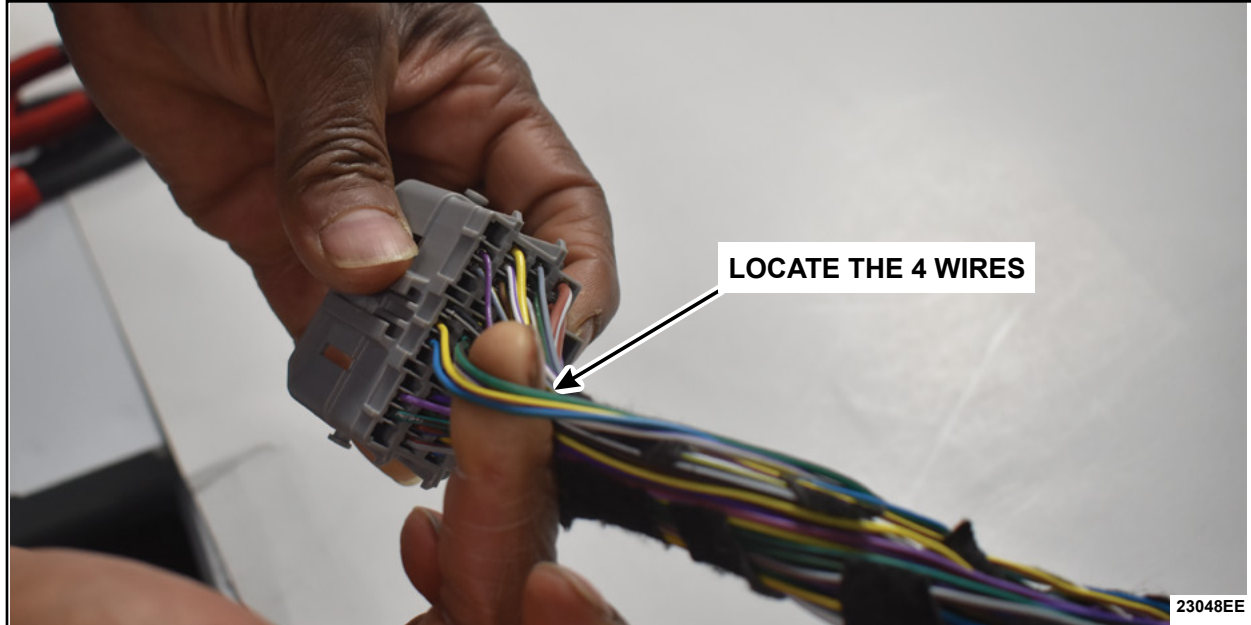


FIGURE 6

7. Starting at the connector end, measure 7 in (178 mm) down all four (4) wires and mark the location. See Figure 7.

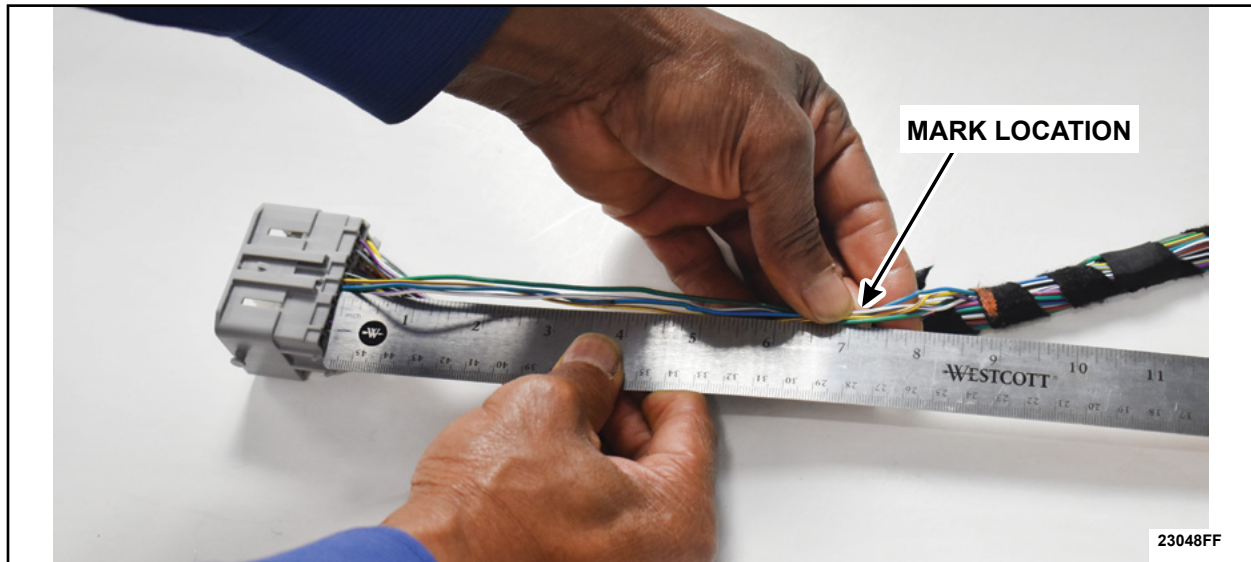


FIGURE 7



8. Cut all four (4) wires at their marked location. See Figure 8.

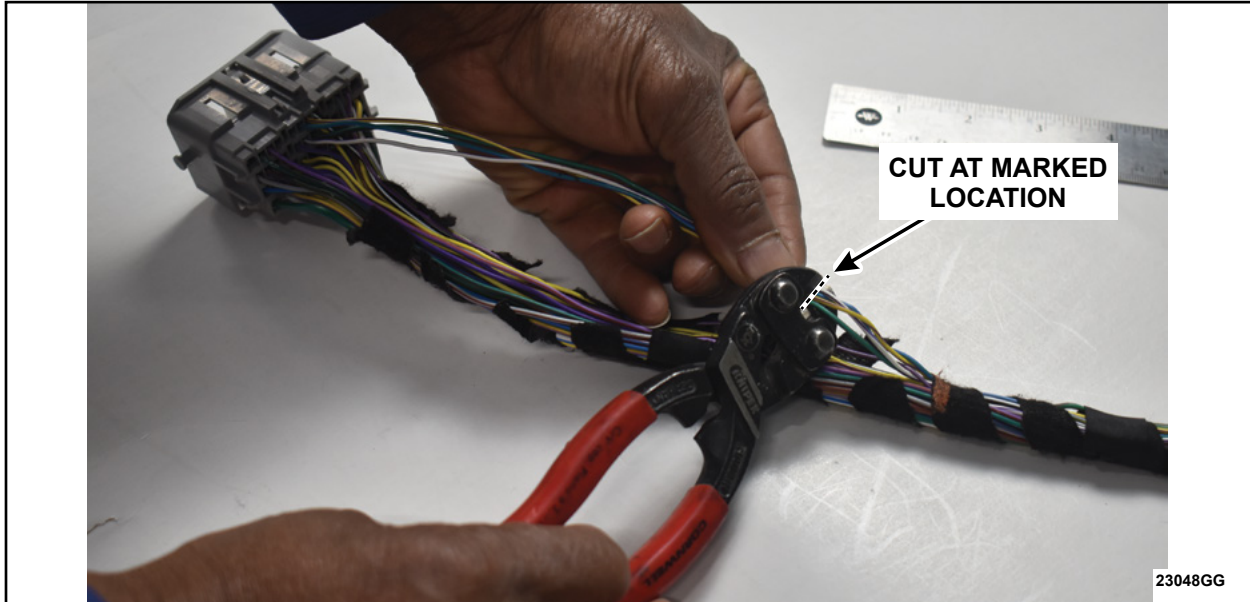


FIGURE 8

9. Apply a dual wall heat shrink tube over the ends of all four (4) wires, that will remain in the harness, and pinch off the ends. See Figure 9.

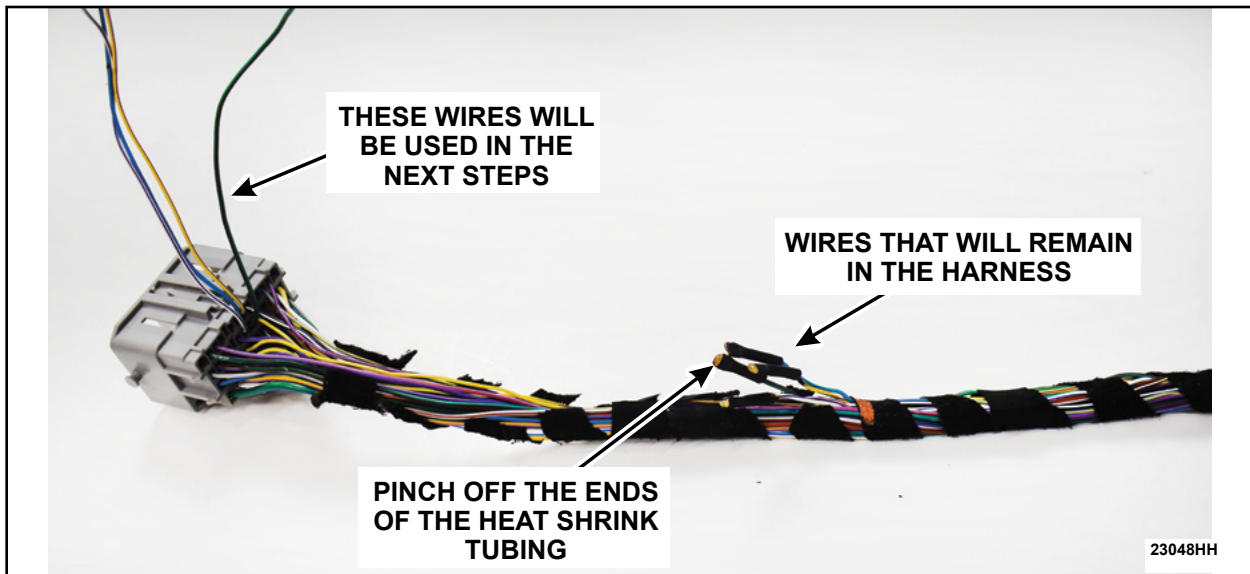


FIGURE 9



10. Using electrical tape, tape the four (4) wires, that the heat shrink tubes were just applied, to the harness as shown in Figure 10.

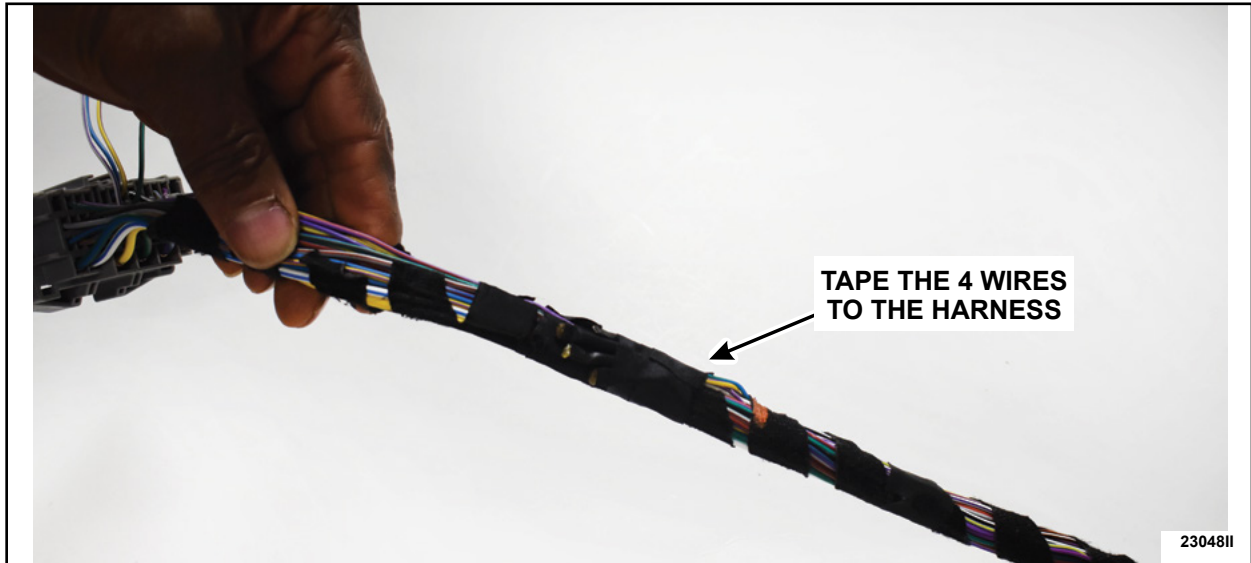


FIGURE 10



NOTE: The following Steps will create a twisted pair of communication wires.

11. Strip back .5 in (13 mm) of wire insulation from the ends of the 4 wires that are left going back into the harness connector.
12. Measure 2 in (50 mm) from the connector up the wires located in cavities 25 and 37 and apply electrical tape. See Figure 11. See Figure 12 for terminal cavity locations.

NOTE: Make sure the wires between the connector body and the tape installed are not twisted and no tension is being applied on the connector terminals.

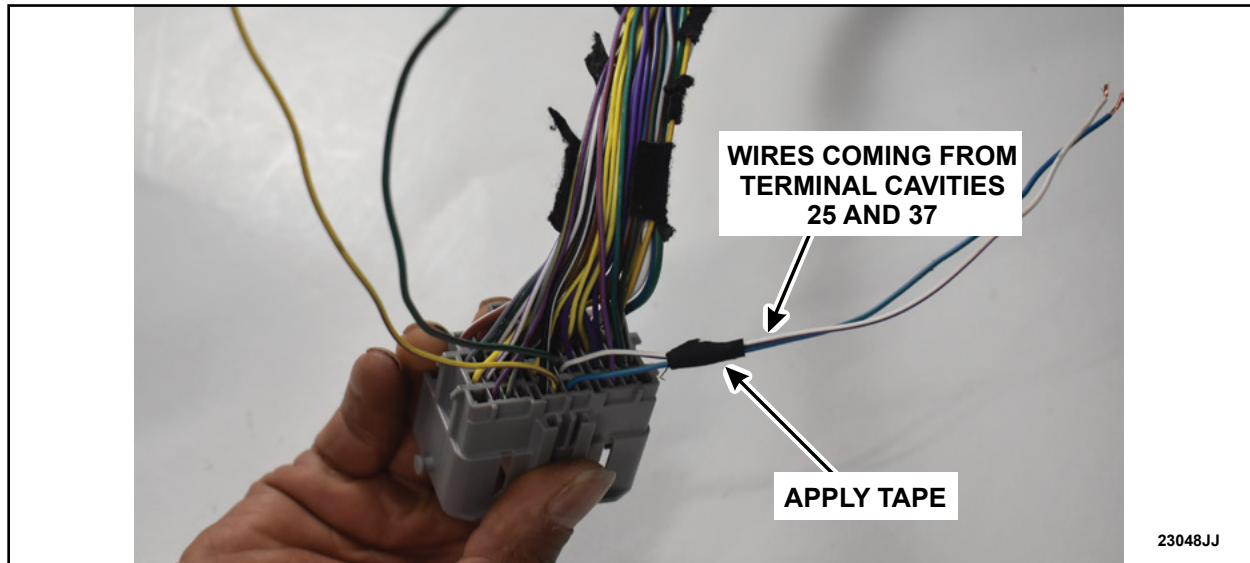


FIGURE 11

NOTE: Terminals and wires removed for clearer terminal cavity locations.

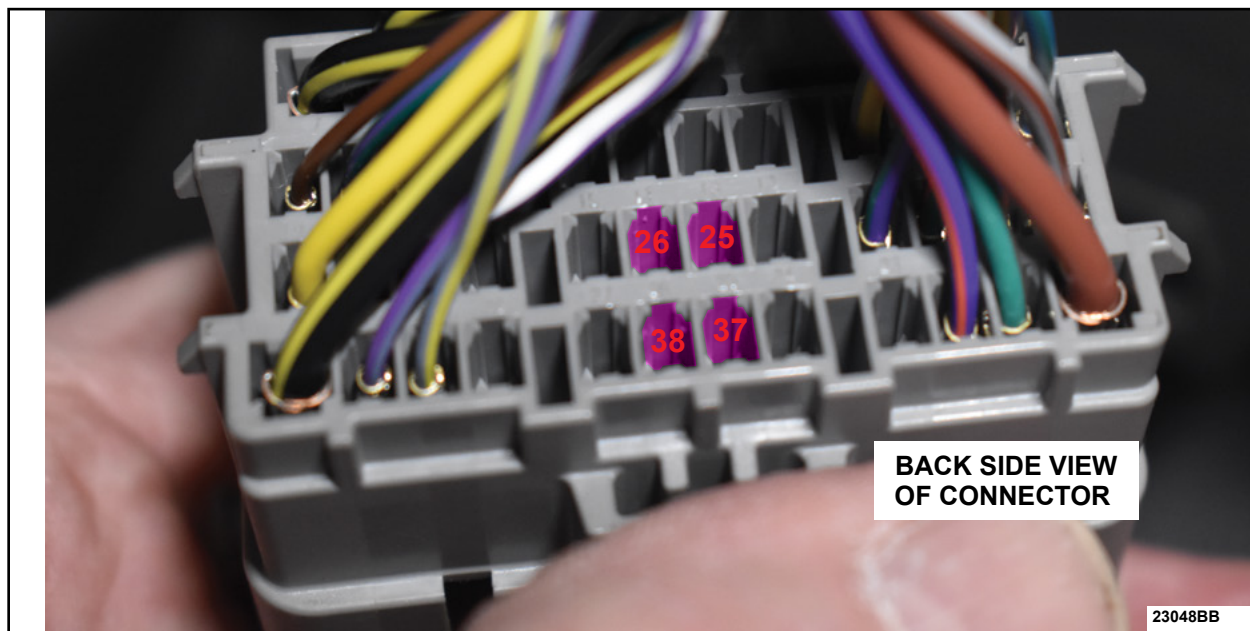


FIGURE 12



13. Measure 2 in (50 mm) up from the first piece of electrical tape applied and apply another piece of electrical tape. Holding the lower piece of electrical tape twist the pair of wires four (4) times. See Figure 13.

NOTE: Make sure to hold the piece of electrical tape closest to the connector when twisting the wires and that there are at least four (4) twists, within the 2 in (50 mm) measured, between the two (2) pieces of electrical tape that were applied.

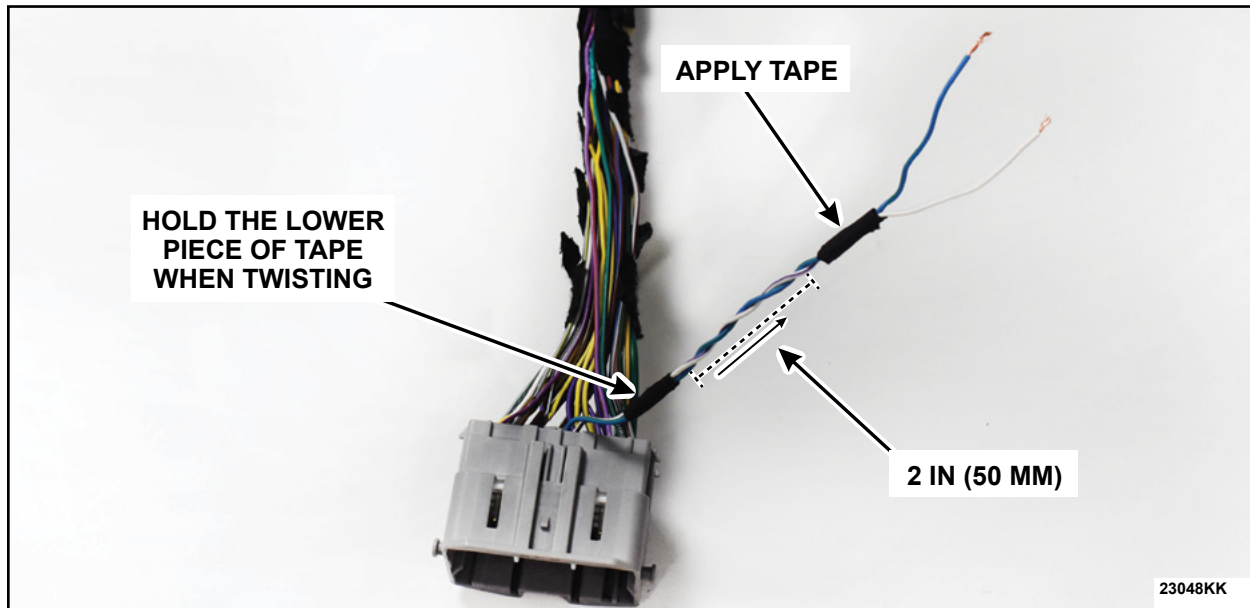


FIGURE 13

14. Repeat Steps 12 and 13 to the other two wires from cavities 26 and 38. See Figures 12 and 14.

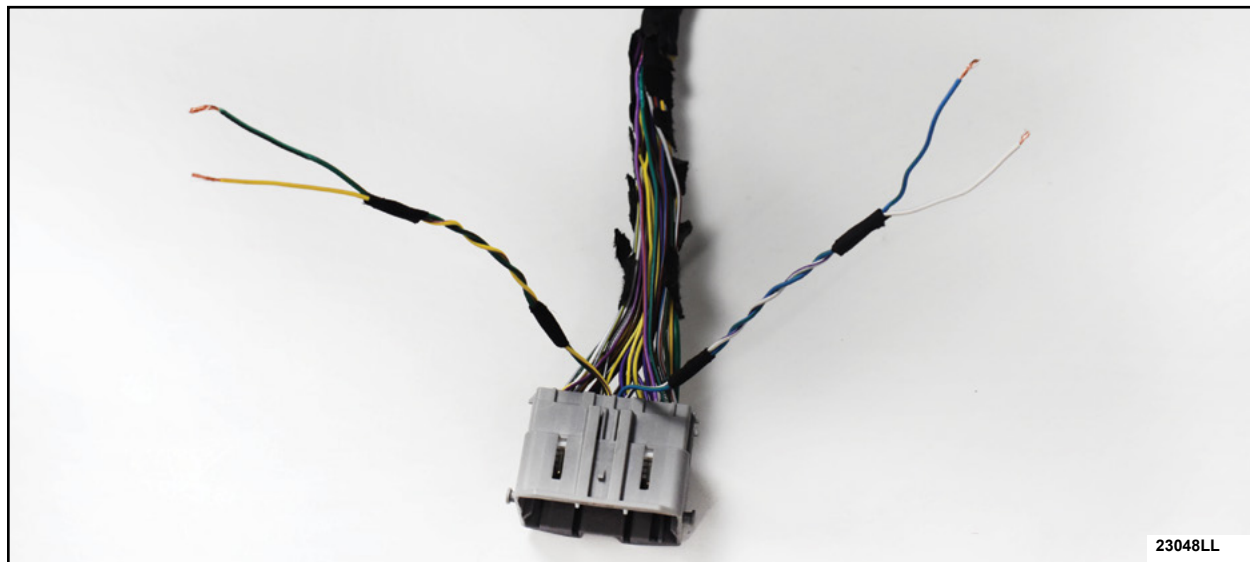


FIGURE 14



15. Twist together wires from cavities 25 and 26 and install a butt connector over the connection and crimp the wires. See Figures 15 and 16.
16. Twist together wires from cavities 37 and 38 and install a butt connector over the connection and crimp the wires. See Figures 15 and 16.

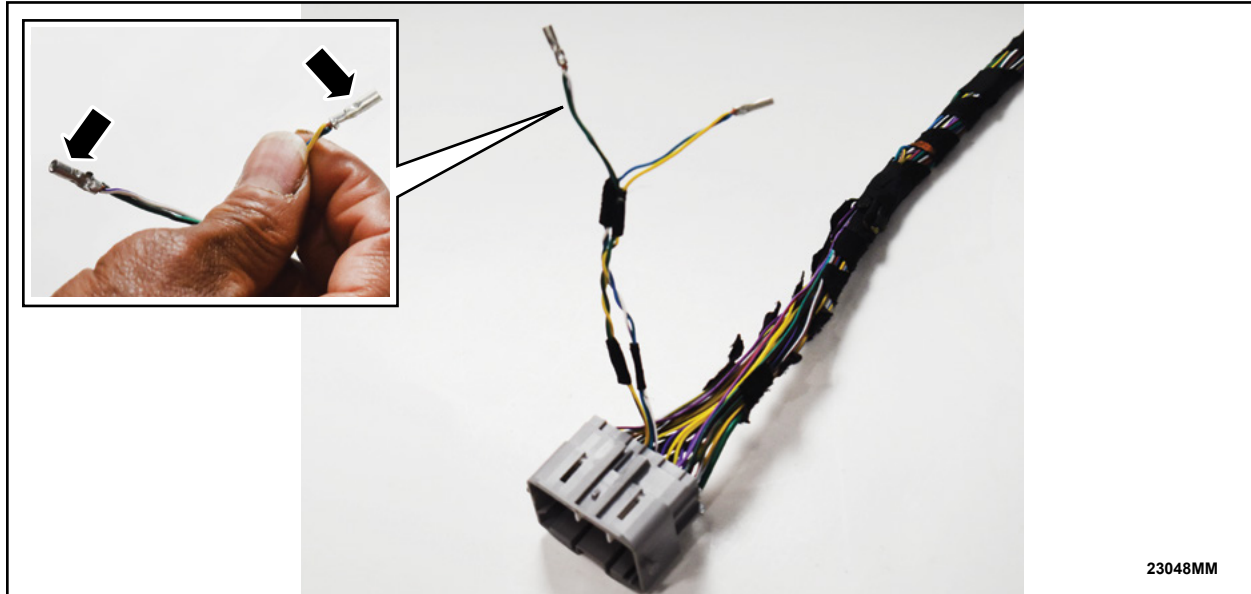


FIGURE 15

NOTE: Terminals and wires removed for clearer terminal cavity locations.

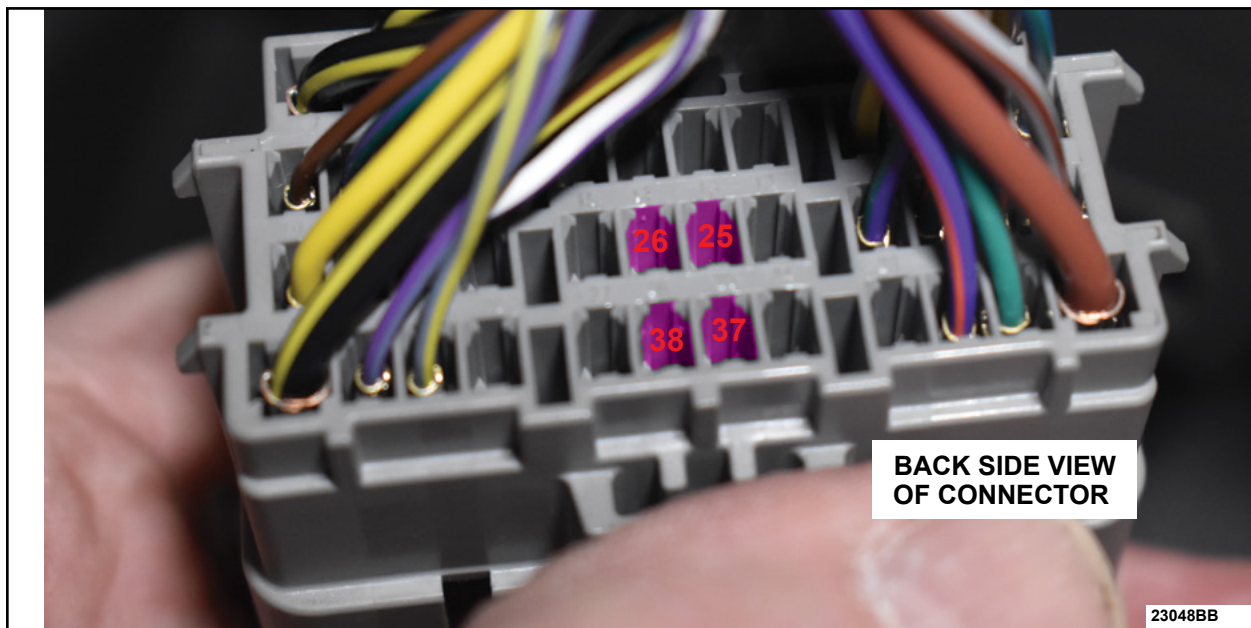


FIGURE 16



17. Install a dual wall heat shrink tube over both butt connectors and heat tube and pinch off the ends as shown in Figure 17.

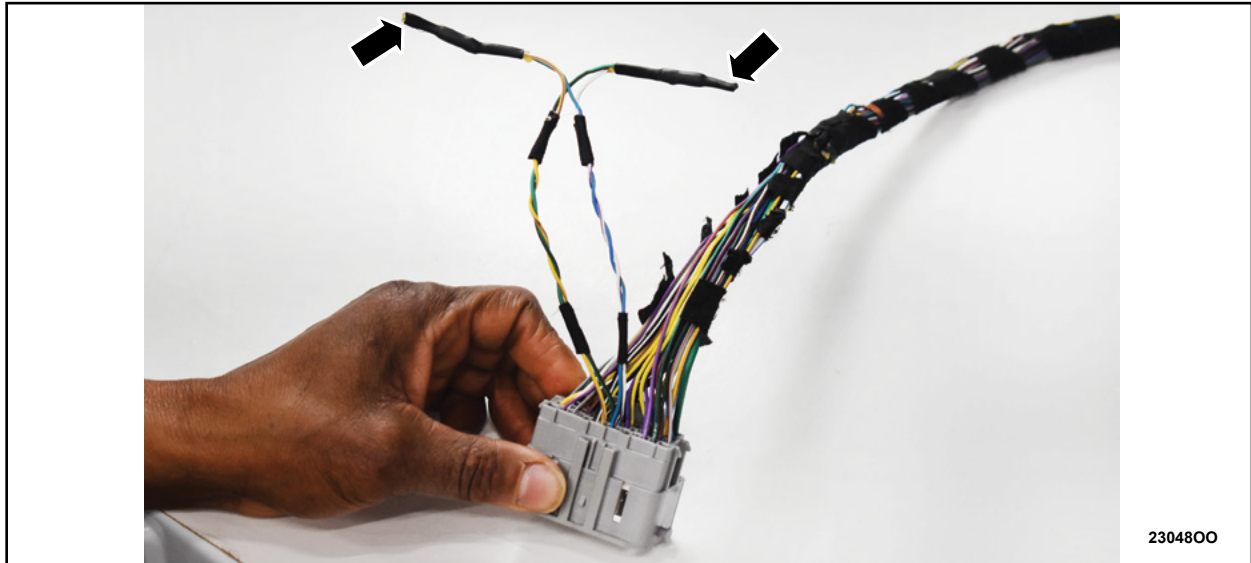


FIGURE 17

18. Using electrical tape, secure both sets of crimped wires to the circuits just created, as shown in Figure 18.

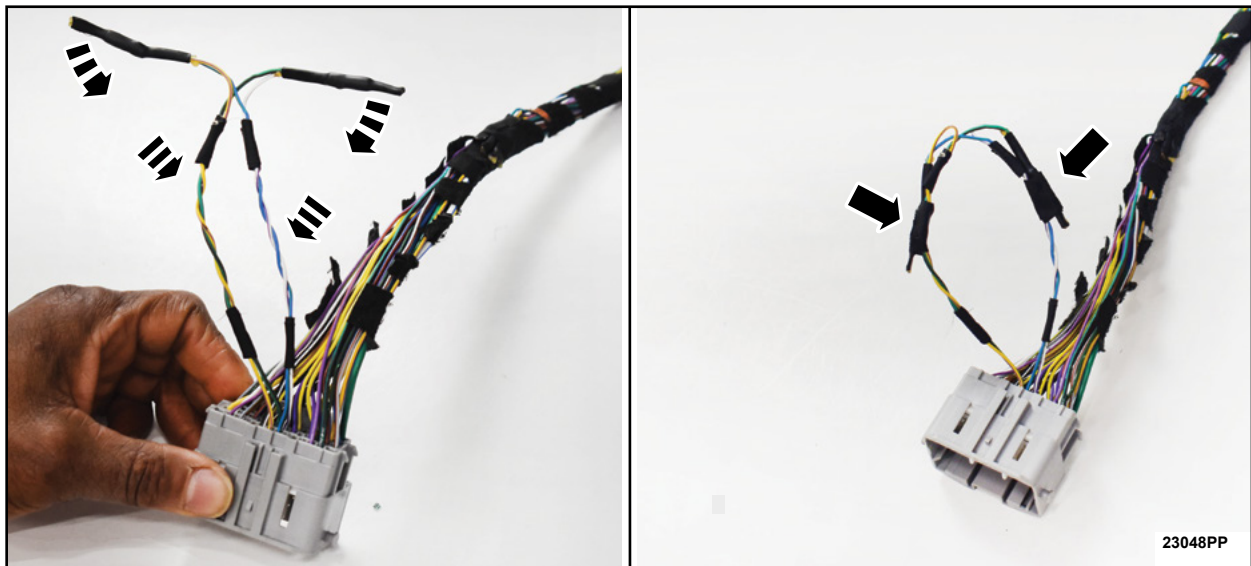


FIGURE 18



19. Remove any excess electrical tape from the harness that was left behind when opening up the harness.
20. Lay the twisted pair of wires along the wiring harness and tape the harness back up, including the twisted pair of wires. See Figure 19.

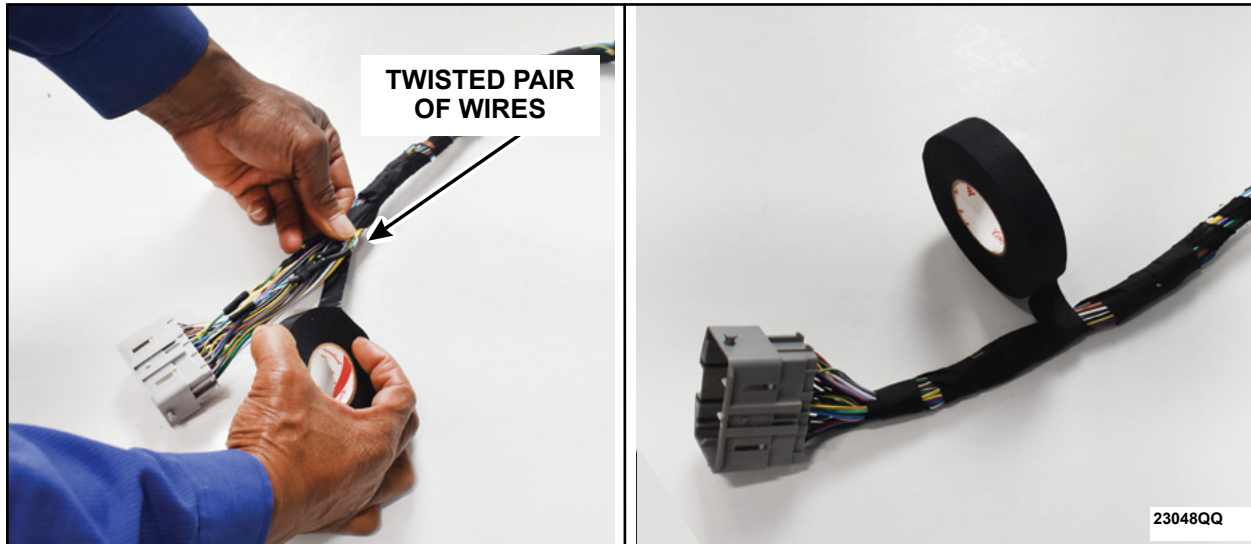


FIGURE 19

21. Install the auxiliary climate control upfitter harness back into the loose item kit and put the kit back in the vehicle. See Figure 20.



FIGURE 20

22. Repair complete.



FOR VEHICLES WITH INOPERATIVE DEFROSTER

23. Release the clips and remove the finish panel and the cup holder. See Figure 21.

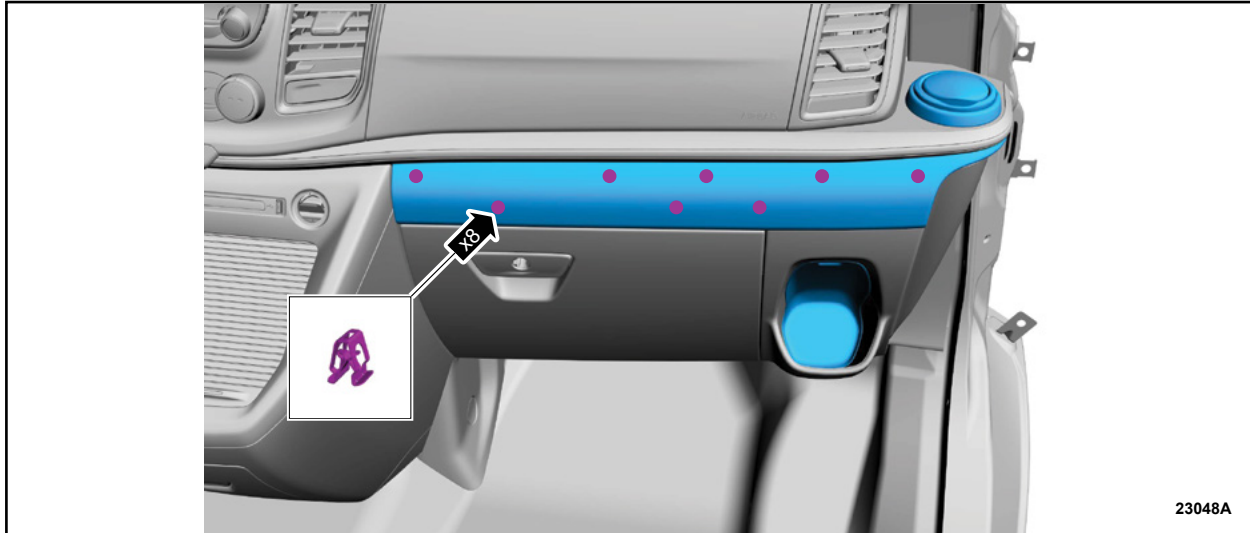


FIGURE 21

24. Remove the bolts from the right hand (RH) trim panel. See Figure 22.

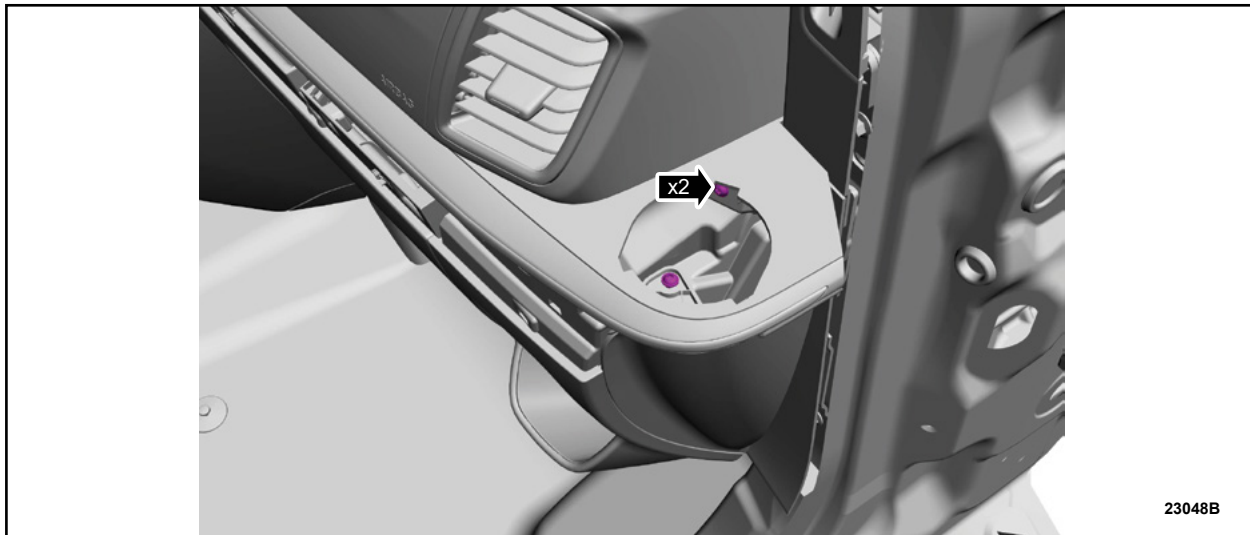


FIGURE 22



25. Remove the cover from the RH trim panel as shown in Figure 23.



FIGURE 23

26. Remove the bolts and the RH trim panel. See Figure 24.



FIGURE 24

27. Lower the glove box door.



28. Locate connector C2237 as shown in Figure 25.

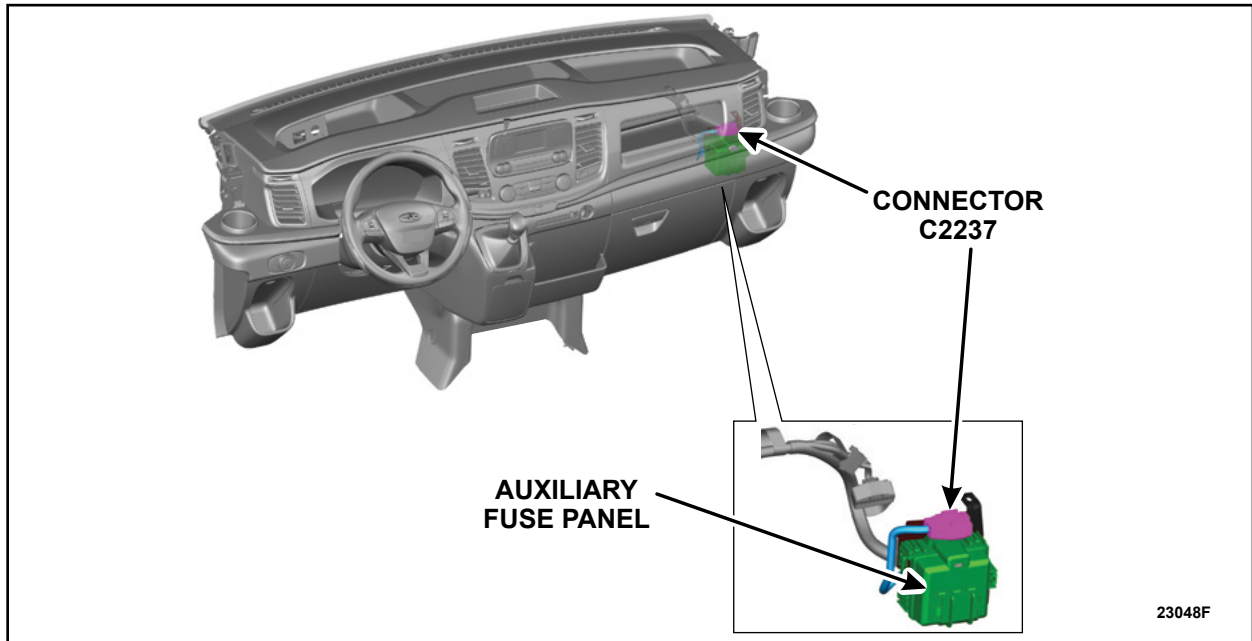


FIGURE 25

29. Release connector C2237 from the retaining slot on the auxiliary fuse panel and position the auxiliary climate control upfitter harness downward. See Figure 26.

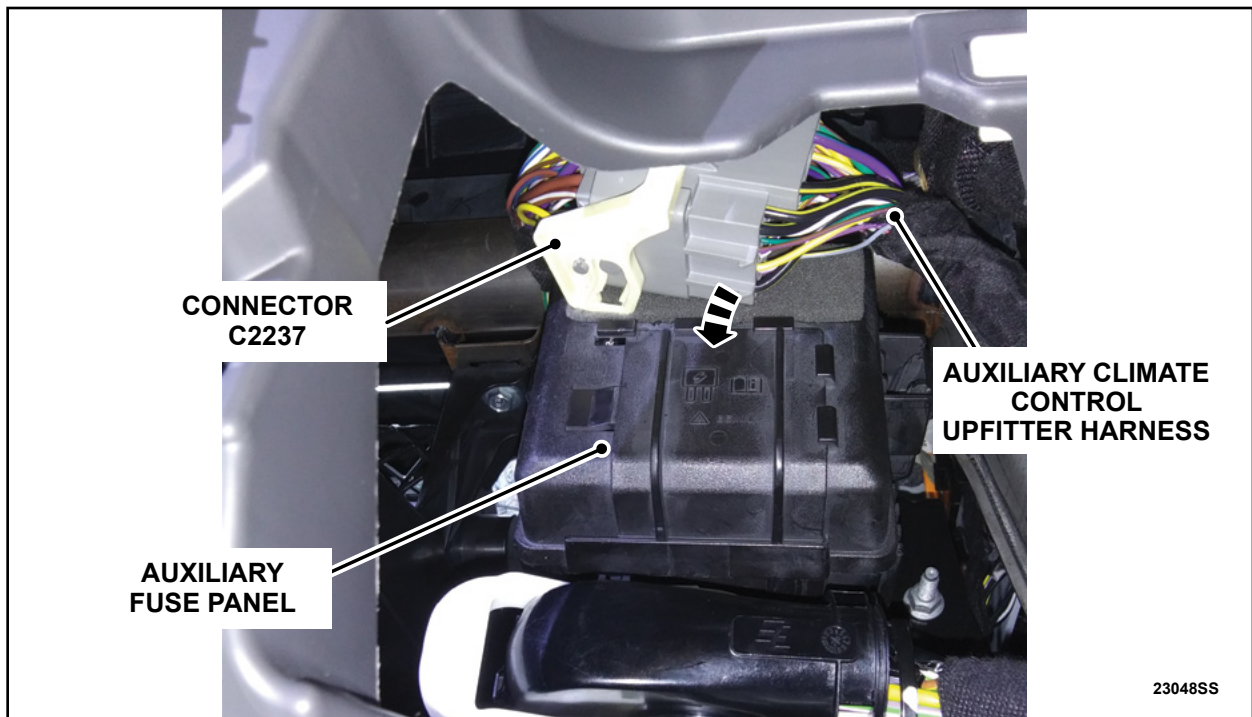


FIGURE 26



30. Disconnect and lower the auxiliary climate control upfitter harness down far enough to gain access to approximately 12 in (305 mm) of the harness. See Figure 27.

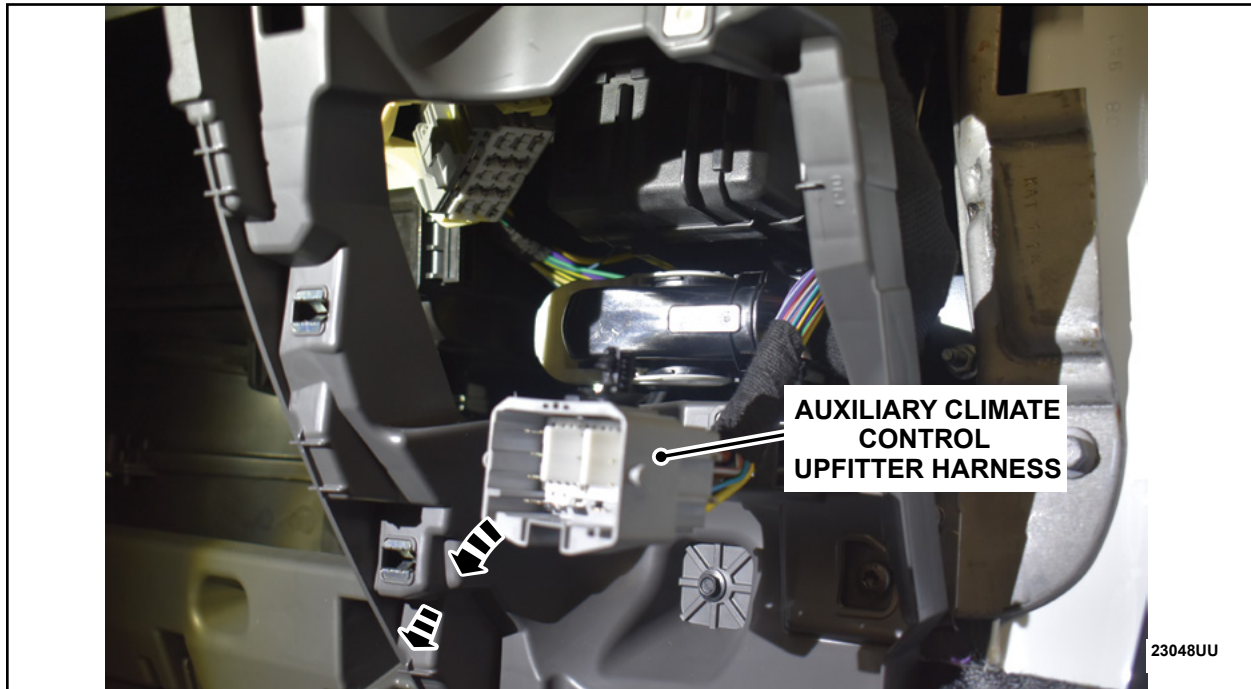


FIGURE 27

31. Perform Steps 3 through 20 on the auxiliary climate control upfitter harness. Then, proceed to Step 32.



32. Route the auxiliary climate control upfitter harness back into position. Connect the harness back to connector C2237 and secure the locking latch. Then re-attach the harness to the slot on the auxiliary fuse panel. See Figure 28.

NOTE: Make sure the harness is still routed towards the firewall, making sure that it will not come into contact with any moving components or sharp edges.

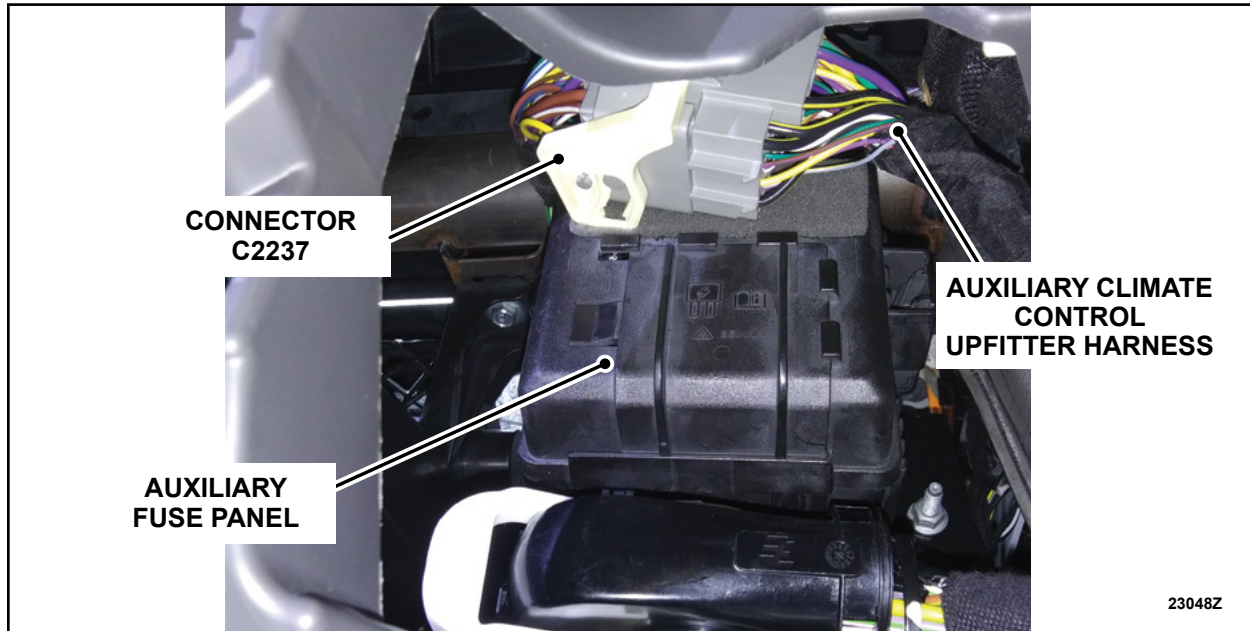


FIGURE 28

33. To re-assemble, reverse Steps 23 through 27.

34. Operate and verify the front HVAC defrost system operation. Repair complete.

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.



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Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop



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

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

April 3, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: FSA 23C02 HVAC Function Validation

SERVICE ACTION (No part update required)

Certain incomplete Transit vehicles were ordered with a Ford Special Service Kit that contained an auxiliary wiring harness that connects to the Controller Area Network (CAN) and provides additional inputs and outputs for upfitters to use. Ford launched 23C02 to recall that auxiliary wiring harness in the Ford Special Service Kit. If it is used, it will make the HVAC system on Transit vehicles nonfunctioning and noncompliant with FMVSS No. 103, Windshield defrosting and defogging systems.

FSA 23C02 launched prior to some upfitters completing their manufacturing on the incomplete Transit vehicles and Ford is not aware of all the types of vehicle upfits that can occur. If the upfitter does not use the impacted vehicle wiring harness and uses the originally equipped wire harness connector, the Transit's HVAC system should function as intended when certifying to FMVSS No. 103 using the Type I Statement of Conformity in Ford's Incomplete Vehicle Manual ("IVM"). Likewise, when the upfitter is a final stage manufacturer, it can determine and certify the vehicle as compliant to FMVSS No. 103 and not rely on Ford's Type I Statement of Conformity for FMVSS No. 103 in the IVM.

Ford is proposing the following options that will help with its implementation and documentation of this noncompliance recall. As always, an upfitter can have a Ford Dealer provide a compliant auxiliary harness once parts are available. Please note that these options only address compliance with FMVSS No. 103; other steps may be needed to certify this vehicle to all FMVSSs.

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Wiring Harness Missing Jumper Loop

Use of the Original Wiring Harness – No Use of the Auxiliary Wiring Harness:

- 1) Confirm originally equipped wire harness connector is installed and attest (LK4Z-14A411-AR) has been discarded.
- 2) Follow the guidance on Ford's Type I Statement of Conformity for FMVSS No. 103:
 - a. Confirm that no alterations or adjustments are made to heater and blower assemblies, ducting, operating controls, electrical circuit from the blower assembly to the power source, windshield, coolant hoses from the radiator or engine to the heater.
 - b. Confirm that no obstructions are added that restrict or otherwise redirect the air flow from the defroster outlets to the windshield.
- 3) Start ignition, allow engine to warm for five minutes.
- 4) Set climate control to max defrost position.
- 5) Verify defrost function by placing hands on top of instrument panel above defroster vents.
- 6) Confirm airflow from areas as noted in figure (1).
- 7) Provide VIN(s) to Ford Motor Company.

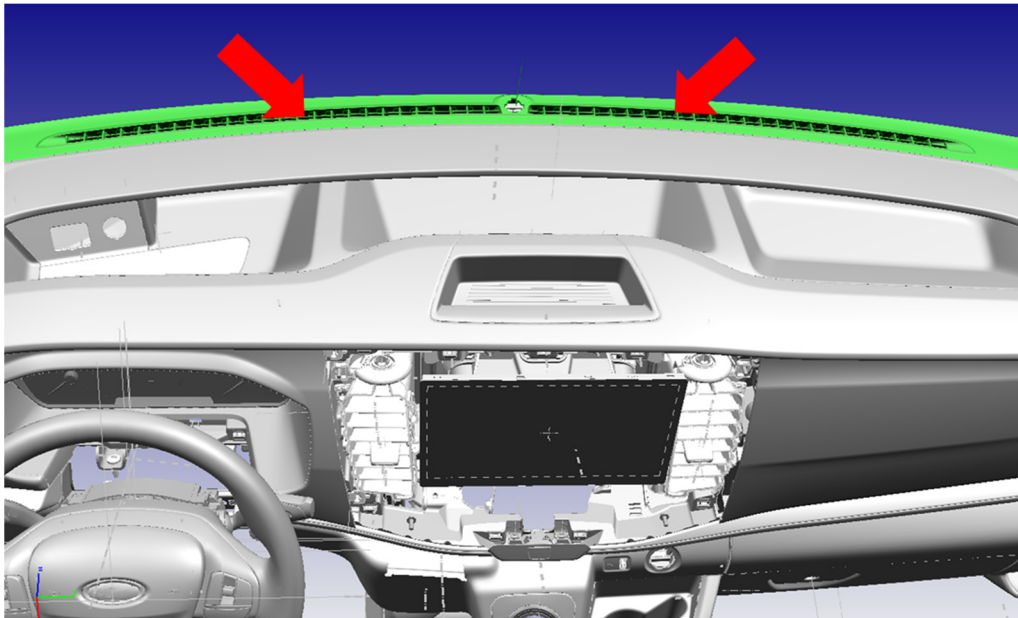


Figure (1)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02 – *Supplement #1*
Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop

Upfitter Certification to FMVSS No. 103:

Using this option means that the upfitter is not relying on Ford's Type I Statement of Conformity for FMVSS/CMVSS 103:

- 1) Attest to Ford that the Upfitter has determined that the HVAC Defrost function is compliant with FMVSS 103.
- 2) Provide VIN(s) to Ford Motor Company.
- 3) Next steps: Once self-certification is completed, the recall will be removed from the provided VIN(s) from Recall.

Again, if either of the two certification options listed above do not apply, please contact your dealer so that the noncompliant auxiliary wiring harness can be replaced.

***This Attestation applies only to vehicles classified as "Incomplete Vehicle Manufactured by Ford Motor Company" as referenced in the examples below:**

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
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 Certain 2023 Model Year Transit
 Wiring Harness Missing Jumper Loop

INCOMPLETE VEHICLE MANUFACTURED BY
 FORD MOTOR COMPANY

DATE: XX/XX

GVWR/PNBV: XXXXXXXXXXXXXXXX
 FRONT GAWR/PNBE AV/ REAR GAWR/PNBE AR
 XXXXXX/XXXXXX / XXXXXX/XXXXXX
 WITH/AVEC TIRES/PNEUS
 XXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXX RIMS/JANTES XXXXXXXXX

AT/A kPa/PSI RC XXXX/XXX COLD/A FROID XXXX/XXX
 VIN: XXXXXXXXXXXXXXXXXXXX XXXX/JUMEELES

NE
 XXXXXXXXXXXXXXXXXXXXXXXXXXXX COMPLIES: ICES/NMB-002
 EXT PNT: XXXXXX XXXXXX RC: XX DSO: XXXX

WB	INT TR	TP/PS	R	AXLE	TR	SPR	XXXXX
XXX	XX	XXX	X	XX	XXX	XXXX	XXXXX

UCI 5U5A-1520472-BA

VEHICLE TYPE (SEE CHART)

DATE OF MANUFACTURE

VSO VEHICLE

TYPICAL - CANADA

INCOMPLETE VEHICLE MANUFACTURED BY
 FORD MOTOR COMPANY

DATE: XX/XX

GVWR: 13000LB / 5897KG
 FRONT GAWR: 6000LB REAR GAWR: 9750LB
 2722KG WITH 4423KG WITH
 LT245/75R17 TIRES LT245/75R17 TIRES
 17x6.5J RIMS 17x6.5J RIMS

AT 515 kPa/ 75 PSI COLD AT 450 kPa/ 65 PSI COLD

VIN: XXXXXXXXXXXXXXXXXXXX DUAL

EQUIPPED WITH THE FORD
 AMBULANCE PREP PKG.

410047
 VSO

EXT PNT:	Z1	RC:	13	DSO:	6F710		
WB	INT TR	TP/PS	R	AXLE	TR	SPR	6F710
141	VE		7	4N	B	CCJ	D05

UNC 5U5A-1520472-BA

DATE OF MANUFACTURE

VEHICLE TYPE (SEE CHART)

OPTIONAL PREP PACKAGE

BARCODE VIN (CALIFORNIA)

VSO VEHICLE

TYPICAL - UNITED STATES

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02 – *Supplement #1*
Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop

UPFITTER NAME	
CONTACT NAME	
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CITY, STATE & ZIP CODE	
PHONE NUMBER	
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NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Compliance Recall 23C02 – Supplement #1
Certain 2023 Model Year Transit
Wiring Harness Missing Jumper Loop

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SIGNATURE & DATE	
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