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May 31, 2023

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
 Advance Notice – Safety Recall 23S28**  
 Certain 2015 through 2019 Model Year Lincoln MKC Vehicles  
 Risk of Underhood Fire – Park Vehicle Outdoors

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
MKC	2015	Louisville	August 20, 2013 through June 22, 2015
	2016		February 4, 2015 through March 20, 2016
	2017		September 17, 2015 through August 29, 2017
	2018		April 18, 2017 through May 10, 2018
	2019		October 30, 2017 through August 2, 2019

US population of affected vehicles: 142,522. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

Certain vehicles built during this time frame may pose a risk of underhood fire while the vehicle is parked and the engine is off. Ford Motor Company is currently investigating the cause of this condition. Affected vehicles should be parked outdoors, away from structures and other property immediately.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Ford Motor Company’s investigation is on-going at this time, dealers and customers will be contacted when further information is available.

**Note: Owners should be instructed to park their vehicle outdoors, away from structures and other vehicles due to the risk of fire.**

If a dealer or customer is unable to park a vehicle outdoors, away from structures and other property, the vehicle’s negative battery cable should be disconnected, taped, and securely positioned aside until final repair instructions and parts ordering information have been provided. This may be completed by the dealer utilizing the mobile repair process. To assist vehicle owners who would prefer to store their vehicle at home, dealers may arrange for a mobile repair service visit at the owner’s location, to ensure the battery cable is properly disconnected and stored. Refer to the Special Allowances section in Attachment I for further details.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published or to submit a claim after performing a battery disconnect.**

## **SERVICE ACTION (continued)**

To assist vehicle owners that cannot park outdoors, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for outdoor storage until a final repair can be made. (Rentals are authorized – see Rental Vehicles)

Or:

- Arrange for a mobile repair at the owner's location to disconnect the negative battery terminal, **NOTE:** Pick-up and delivery and mobile service should be made available for customers that cannot park outdoors and requested a rental vehicle. Refer to the Rental and Claiming sections for further details.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Letters instructing owners to park outdoors, away from structures and other property due to the risk of fire, are expected to be mailed by June 30, 2023.

Owners will be notified via first-class mail after final repair instructions and parts ordering information have been provided to dealers.

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.**

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Dealer Q & A  
Attachment V: Mobile Service Repair Assessment  
Attachment VI: Mobile Repair/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

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**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level.  
 - Light Mobile Service

**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 tools and cleaning supplies: Basic hand tool set and general cleaning supplies

**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.

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**OASIS ACTIVATION**

OASIS will be activated on May 31, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 31, 2023. Owner names and addresses will be available by July 7, 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 safety 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.

**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.

**RENTAL VEHICLES**

- Ford has not issued instructions to stop driving vehicles under this safety recall.
- Submit a request to SSSC under FSA 23A03 using contact-type LONG TERM RENTAL REQUEST for consideration and approval if customers have unique circumstances in which they are unable to park outdoors away from a structure, for example they may:
  - Live in a high-rise condo with a parking structure.
  - Have a designated parking spot in multiple-story parking garage for work.
  - Have a short driveway which only has room for one vehicle, with no alternate place to park.

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**RENTAL VEHICLES (continued)**

- Eligible rental expenses should be claimed on an RO line that is separate from the repair.
  - Use Misc. Expense code “RENTAL” for the rental expenses.
  - Use sub code 23A03 on the claim.
  - The maximum number of days that can be requested on one RO line is 30 days.
  - Rental extensions beyond the initial 30-day request must be submitted to SSSC for approval.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts.

**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. Claim the difference between pre-approved days, or any additional rental days approved by the SSSC as instructed.

**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.
  - 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.

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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 23S28 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.
- **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.
- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
  - Dealers NOT participating in the Remote Experience Program –
    - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
    - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Attachment IV), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 23S28MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Provision for Locally Obtained Supplies:** Includes electrical tape and general cleaning supplies. Submit on the same line as the repair.
  - Program Code: 23S28
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$5.00

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Time to disconnect negative battery cable and securely position to the side <b>(Does Not Close the Recall)</b>	23S28BB	0.3 Hour
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.</b> Can be used when the battery disconnect takes place away from the dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form	23S28MM	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.	23S28PP	0.5 Hours

**PARTS REQUIREMENTS (obtained locally)**

Part Number	Description	Order Quantity	Claim Quantity
Obtain Locally	Electrical Tape and general cleaning supplies	Misc. expense: OTHER Claim up to \$5.00.	

## **CERTAIN 2015 THROUGH 2019 MODEL YEAR LINCOLN MKC VEHICLES — RISK OF UNDERHOOD FIRE – PARK VEHICLE OUTDOORS**

### **FOR VEHICLES THAT CANNOT BE PARKED OUTDOORS – BATTERY DISCONNECT SERVICE PROCEDURE**

Ford Motor Company's investigation is on-going at this time, dealers and customers will be contacted when further information is available.

 **IMPORTANT!** Disconnecting the battery cable does not close the recall.

**NOTE:** If a dealer or customer is unable to park a vehicle outdoors, away from structures and other property, the vehicle's negative battery cable should be disconnected and securely positioned to the side. To assist vehicle owners who would prefer to store their vehicle at home, dealers are to arrange for a mobile service at the owner's location, so they may have the battery disconnected.

**NOTE:** Disconnecting the battery cable is to be used to put a vehicle into storage until final repair instructions and parts ordering information have been provided.

Recommended tools and cleaning supplies: Basic hand tool set, general cleaning supplies and electrical tape.

1. Make sure the customer has both keys, including the manual entry key.
2. Open hood, roll-up windows, and make sure the keys are removed from the vehicle.
3. Lock and close all doors.
4. Disconnect the negative battery cable following the battery disconnect procedure. Follow the Workshop Manual (WSM) procedures in section 414-01.
5. Apply electrical tape to sufficiently cover the negative battery cable and position the negative battery cable aside.

**NOTE:** Apply no less than 4 layers of electrical tape.





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**DEALER Q & A**

Ford is aware of reports of underhood fire on 2015 - 2019 model year Lincoln MKC vehicles. Given this situation, Ford believes these vehicles may pose a risk of underhood fire, including while the vehicle is parked and off. The cause of this condition is currently under investigation. Based on Ford's investigation to date, the fires appear to originate near the vehicles' 12-volt batteries. We are working quickly to determine root cause and a remedy. Customers and dealers should park affected vehicles outdoors and away from structures immediately.

**Q. What is the issue tied to this recall?**

**A.** Ford is aware of reports of underhood fire on 2015 - 2019 model year Lincoln MKC vehicles. Given this situation, Ford believes these vehicles may pose a risk of underhood fire, including while the vehicle is parked and off.

**Q. What is the cause of the issue?**

**A.** The cause of this condition is currently being investigated.

**Q. What is the expected repair?**

**A.** We are working quickly to determine root cause and a remedy.

**Q. What should customers do in the interim?**

**A.** Customers and dealers should park affected vehicles outdoors and away from structures immediately.

**Q. What if a customer or dealer cannot store the vehicle outdoors?**

**A.** If a dealer or customer is unable to park a vehicle outdoors, away from structures and other property, the vehicle's negative battery cable should be disconnected and securely positioned to the side. To assist vehicle owners who would prefer to store their vehicle at home, dealers are to arrange for a mobile service at the owner's location, so they may have the battery disconnected. \*Note: Disconnecting the battery cable is to be used to put a vehicle into storage until final repair instructions and parts ordering information have been provided.

**Q. What if a customer doesn't feel comfortable driving their vehicle?**

**A.** Please provide customers with a rental vehicle.

**\*If customers need more information than you can provide, you can always have the customer call our Customer Service Center at 833-807-3673.**

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**Mobile Service Repair Assessment**

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


**Dealer Bulletin**



Within Attachment I of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not Mobile Service Eligible

**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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   – Enhanced Mobile Service

- **A two-person process is required anytime a procedure requires work under the vehicle**
  - Brake Inspection and Brake Repair/Replacement
  - Limited Suspension Component replacement (no alignment)
  - Under Vehicle access for limited repairs (no large component removal)
  - Vehicle Check Up - VCU
  - Pre-Delivery Inspection - PDI
  - Used Car Inspection/Presale Inspection
  - May require floor jack, jack stands, and impact tools
- Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not Mobile Service Repair Eligible

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

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**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY  
RECORD**

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 23S28 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date