



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

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

August 4, 2023

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

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD  
Safety Recall 23S44**

Certain 2023 Model Year Bronco  
Vehicles Equipped With 10R60 Speed Automatic Transmission  
Transmission Assembly Replacement

### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Bronco	2023	Michigan	February 17, 2023 through March 30, 2023

U.S. population of affected vehicles: 2. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** The total vehicle population for Safety Recall 23S44 contains only two (2) vehicles.

### **REASON FOR THIS SAFETY RECALL**

In all of the affected vehicles, the transmission might contain debris from an abutment cup damaged during the transmission assembly process. Debris from a damaged abutment cup inside the transmission could migrate into a position that can prevent the parking pawl from fully engaging. This may result in unintended vehicle movement, increasing the risk of a crash.

### **SERVICE ACTION**

Dealers are to replace the 10R60 Automatic Transmission. This service must be performed on all affected vehicles at no charge to the vehicle owner.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of August 21, 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.**

### **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Vehicle Pickup and Delivery Record
- 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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

## Safety Recall 23S44

### **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 on August 4, 2023.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 4, 2023. Owner names and addresses will be available by September 8, 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.

### **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.

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

Affected branded / salvaged title 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.

**Safety Recall 23S44****OWNER REFUNDS (Continued)**

- Refunds will only be provided for the cost associated with replacement of the 10R60 Automatic transmission.

**RENTAL VEHICLES**

Rental vehicles are approved for this program. 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 day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

**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.

**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.

**ALTERNATIVE TRANSPORTATION**

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

**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.

## Safety Recall 23S44

### **ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (Continued)**

- 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, select claim type 31: Field Service Action. The FSA number 23S44 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 23S44                      - 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:**
  - 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.
- **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 10R60 Transmission Assembly. To claim the allowance, enter \$330.00 as HANDLG in the Misc. Expense area of the claim form.

Safety Recall 23S44

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
10R60 Transmission Replacement – Vehicles equipped <b>WITH-OUT</b> Stabilizer Bar Disconnect. <ul style="list-style-type: none"> <li>Includes Time To Flush Transmission Coolers.</li> <li>If proper flushing equipment is not available, replace transmission Fluid Cooler/Coolers and Cooler Bypass Valve (If equipped)</li> </ul>	MT23S44B	Up to 12.7 Hour(s)
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.	23S44PP	0.5 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
*-7000-*	10R60 Transmission Assembly (Vehicle specific part number – Refer to parts catalog)	1	1
*-7A095-*	Transmission Oil Cooler Assembly (Vehicle specific part number – Refer to parts catalog)	If Needed	
*-7H322-*	Transmission Fluid Cooler Bypass Valve Assembly (If equipped)	If Needed	

**NOTE:** Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**NOTE:** For additional required miscellaneous parts, such as gaskets, fasteners, seals, fluids, etc.. Enter the vehicle identification number (VIN), in Professional Technician System (PTS), refer to the correct Workshop Manual (WSM) Section 307-01 for service procedures and parts catalog for the 10R60 Transmission replacement.

**NOTE:** Follow WSM Section 307-02 to flush and clean transmissions components per specifications. If Dealer equipment is not available to flush transmission components, replace the transmission cooler/coolers or bypass valve assembly (if equipped).

**DEALER PRICE**

For the latest prices, refer to DOES II.

**HANDLING ALLOWANCE**

An allowance of \$330.00 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 10R60 Automatic Transmission assembly.

## Safety Recall 23S44

### **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 fixed operations management team or an employee of 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 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.

## CERTAIN 2023 MODEL YEAR BRONCO EQUIPPED WITH 10R60 TRANSMISSION — TRANSMISSION REPLACEMENT

### SERVICE PROCEDURE

**NOTE:** The transmission cooling system (cooler and lines) **MUST** be flushed every time the transmission is overhauled or replaced in order to minimize the likelihood of repeat repairs. It is mandatory that proper equipment and procedures be followed when flushing coolers/lines.

**NOTE:** If proper flushing equipment is not available, replace transmission Fluid Cooler/Coolers and If Equipped - the Bypass Valve per Workshop Manual (WSM) Section 307-02.

1. Replace the Transmission Assembly. Please follow WSM procedures in Section 307-01 for vehicles equipped with the 2.3L Engine and 10-Speed Automatic Transmission -10R60.
  - While replacing the transmission the cooling system must be flushed. Please follow WSM procedures in Section 307-02. For Transmission fluid Cooler - Backflushing and Cleaning.

**NOTE:** Fill the Transmission Fluid Level per WSM specifications.





Customer Satisfaction Program 23S44













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 a Mobile Service Repair

**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)

Customer Satisfaction Program 23S44

   – 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 a Mobile Service Repair

- 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

Customer Satisfaction Program 23S44

**VEHICLE PICK-UP AND DELIVERY RECORD**

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

Pick-up and/or delivery service

As outlined below for the 23S44 Field Service Action program.

Pick-up      – Date: \_\_\_\_\_

Delivery      – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date