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September 13, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 23S53

Certain 2020-2022 Model Year Aviator and Explorer Plug-in Hybrid Electric Vehicles (PHEV) - High Voltage Battery Diagnostic Inspection

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator PHEV	2020-2021	Chicago Assembly	June 28, 2019 through September 26, 2020
	2021-2022	Chicago SHO Center	September 14, 2020 through May 23, 2022
Explorer PHEV	2020	Chicago Assembly	July 09, 2019 through September 24, 2020
	2021-2022	Chicago SHO Center	September 14, 2020 through March 16, 2022

US population of affected vehicles: 2,952.

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, a manufacturing defect in one or more of the vehicle's high voltage battery cells may result in a cell with lower capacity. In certain cases, the low-capacity cell will develop an internal short circuit.

Customers will experience a Malfunction Indicator Light (MIL) in the event of a high voltage battery cell internal short. Customers may also experience a loss of motive power, increasing the risk of a crash. Customers will continue to have 12-volt (V) accessories, steering, and braking control. Customer may also experience battery thermal venting potentially resulting in a vehicle fire, increasing the risk of injury.

NOTE: Certain vehicles were determined to not be at risk due to battery cell capacity information available through connected vehicle data and therefore removed from the recall population.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. For new vehicle storage guidelines, refer to EFC13033. A complete Dealer Bulletin will be provided to dealers in the 4th quarter of 2023 when it is anticipated that software and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after 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 prior to delivery.

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.

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