



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

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

February 1, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Harvest Program 23H01**
Certain 2022-2023 Model Year F-150 Battery Electric Vehicle (BEV)
High Voltage Battery Module Replacement

PROGRAM TERMS

This program will be in effect through February 1, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 BEV	2022	Rouge Electrical Vehicle Center	October 14, 2021 through October 19, 2022
F-150 BEV	2023	Rouge Electrical Vehicle Center	June 10, 2022 through January 3, 2023

REASON FOR THIS PROGRAM

This is a proactive investigation program by Ford Motor Company to obtain field parts for evaluation. Ford has identified that specific owner vehicles are equipped with High Voltage Battery modules that are not performing as intended, which may result in a degradation of the performance of the High Voltage Battery. Ford is voluntarily conducting this program to evaluate the field performance and functionality of the obtained High Voltage Battery modules.

It is important that parts obtained from this program be returned to Ford for evaluation.

SERVICE ACTION

Ford Motor Company's Customer Relationship Center (CRC) will be proactively reaching out to the owners of the identified vehicles. The CRC will aid owners in setting up a service appointment. Your Field Service Engineer (FSE) will contact you regarding the owners arrival and will provide further information on how to repair the vehicle when it arrives at your dealership. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. The CRC will contact select owners of affected vehicles, and a service appointment will be arranged at that time.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information

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, looped initial 'S'.

Stacy L. Balzer

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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 Customer Relationship Center (CRC) will contact select owners of affected vehicles and will direct the owners to dealers for repairs.

STOCK VEHICLES

- Stock vehicles are not being investigated at this time.

TITLE BRANDED / SALVAGED 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 30 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 30 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

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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 prior to 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: 23H01
 - 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 same claim type and sub code 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 Miscellaneous Expense code RENTAL.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, for the High Voltage Battery module. To claim the allowance, enter \$330 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - Program Code: 23H01
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00 total for Misc. Expense: Other

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Affected High Voltage Battery Module	MT23H01B	Up to 8.2 Hour(s)

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 prior to 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 prior to the start of the repair. Do not order TIM at this time.	0	2

DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330 per repair is being provided, unless otherwise notified by the Company or as provided by state law, for the High Voltage Battery module.

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 in accordance with 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

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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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 dealers 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.).
- 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 from 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 clearly 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.



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February 2023

Customer Satisfaction Program 23H01

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 that your vehicle is equipped with parts that are not performing as intended, which could result in a degradation of the performance of your high-voltage battery. 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 replace parts from certain customer owned vehicles.

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 replacement parts will help prevent performance degradation of your high voltage battery.

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 **Ford Customer Relationship Center Electric Vehicle Team at 1-800-392-3673** without delay to schedule a service appointment for Customer Satisfaction Program 23H01. Provide the Customer Relationship Center Electric Vehicle Team with your VIN, which is printed near your name at the beginning of this letter.

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 **Ford Customer Relationship Center Electric Vehicle Team at 1-800-392-3673** 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: 8:00AM – 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division