



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

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

September 6, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD
Customer Satisfaction Program 23B04**

Certain 2023 Model Year Transit
Missing Rear Vinyl Floor Covering

PROGRAM TERMS

This program will be in effect through September 30, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2023	Kansas City	September 12, 2022 through December 7, 2022

US population of affected vehicles: 1,320. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the vehicle did not receive the rear vinyl floor covering as ordered and listed on the Monroney label as optional equipment.

SERVICE ACTION

Unsold vehicles: Before delivering any new in-stock vehicles involved in this program, dealers are to install the missing rear vinyl floor covering.

Sold vehicles: Customers that are the **original owners** of sold units will have the option of having the rear vinyl floor covering installed **or** receiving a financial compensation of \$500. If the customer chooses to have the rear vinyl floor covering installed, this service must be performed at no charge to the vehicle owner.

An SSSC approval code is required prior to ordering the part or starting the repair. Dealers must verify customer Eligibility Selection on the initial screen of 23B04 when accessing the SSSC website. This will ensure that the customer has not already selected the financial reimbursement option.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed to the original purchaser of the vehicle the week of September 11, 2023.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Mobile Service Repair Assessment
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

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

All repairs in this program have the following assessment level.

Ⓢ - Not Mobile Service Capable

OASIS ACTIVATION

OASIS will be activated on September 6, 2023.

FSA VIN LISTS ACTIVATION

The use of the VIN list for customer contact must be limited to the original owner/purchaser only.

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 6, 2023. Owner names and addresses will be available by September 20, 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 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

- Original owners of affected vehicles will receive a letter with instructions on claiming financial reimbursement **or** for the installation of the rear vinyl floor covering.
- Correct other affected vehicles identified in OASIS which are brought to your dealership when the customer has chosen the option to install the rear vinyl floor covering.
- Dealers are to prioritize repairs of customer vehicles over repairs of new vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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.

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: 23B04
 - Customer Concern Code (CCC): N36 – Cargo Area Lining
 - Condition Code (CC): 39 – Missing Part
 - Causal Part Number: 6113046, 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.
- **Pickup & Delivery:** Dealers participating in the Remote Experience Program - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install rear vinyl floor covering – no trim panel removal required. (SSSC approval code is <u>required</u> prior to ordering the part or starting the repair)	MT23B04B	Actual Time Up to 0.6 Hours
Install rear vinyl floor covering – trim panel and/or seat removal and re-installation required. (SSSC approval code is <u>required</u> prior to ordering the part or starting the repair)	MT23B04C	Actual Time Up to 1.2 Hours
Remove and re-install customer accessories (racks, shelving, etc.) (SSSC photo submission and approval required) May be used with MT23B04B or MT23B04C	MT23B04D	Actual Time Up to 3.0 Hours
Time allowed to submit photos and obtain approval code for the removal and re-installation of customer accessories and/or approval code to order/install the rear vinyl floor covering from the SSSC.	23B04ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

Dealers must first obtain an approval code from the SSSC Web Contact Site before submitting an Approval Request contact type for a rear vinyl floor covering for this program. This will ensure that the customer has not already selected the financial reimbursement option.

Part Number	Description	Order Quantity	Claim Quantity
- 6113046-	Rear vinyl floor covering	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

DEALER PRICE

For the latest prices, refer to DOES II.

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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 in accordance with Policy Procedure Bulletin 4000.

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 dealer's 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 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 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.



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
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September 2023

Customer Satisfaction Program 23B04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? When your vehicle was ordered, it was intended to be equipped with a rear vinyl floor covering. However, it was not delivered with the rear vinyl floor covering.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company is offering the original purchaser or lessee of the vehicle the option of either a \$500 refund **OR** the installation of a rear vinyl floor covering free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until September 30, 2024 regardless of mileage. After that date, the program will expire.

How long will it take? If you choose the option to install a rear vinyl floor covering, the time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? If you are the original purchaser or lessee of the vehicle, please visit **www.fordownershpcare.com** or scan the QR code below with your mobile device. This letter lists a PIN that is required to access the website to request your reimbursement **OR** the installation of a rear vinyl floor covering. Please keep this document until the process is complete.

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.

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.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Personal Identification Number (PIN)

<1A2B3C4D>

QR code for direct link to the reimbursement website



Thank you for your attention to this important matter.

Ford Customer Service Division

CERTAIN 2023 MODEL YEAR TRANSIT VEHICLES — VINYL FLOOR COVER

SERVICE PROCEDURE

⚠ IMPORTANT: Special Service Support Center (SSSC) approval code is **required** prior to ordering the part or starting the repair. Customers are to utilize the www.fordownershipcare.com website to complete their selection between financial reimbursement **OR** the installation of a rear vinyl floor covering. If the customer chooses the option to have the rear vinyl floor covering installed, then an SSSC approval code is required prior to ordering the part or starting the repair. This SSSC approval code is necessary to ensure that the system locks out the financial reimbursement option when the customer chooses to have the part installed and will prevent the customer from receiving both of the options. When the SSSC approval code is provided to the dealer, the financial reimbursement selection on the website will become unavailable to the customer. If the financial reimbursement option is selected by the customer, the SSSC will be unable to provide a repair approval code.

Dealers must verify customer Eligibility Selection on the initial screen of 23B04 when accessing the SSSC website.

1. If equipped, remove any customer installed accessory such as tool racks, storage racks, or any other floor mounted accessory. See Figure 1.



FIGURE 1



2. If equipped, remove the second row seats. Follow the Workshop Manual (WSM) procedures in Section 501-10B.
3. If equipped, remove the third row seats. Follow the WSM procedures in Section 501-10C.
4. If equipped, remove the additional row seats. Follow the WSM procedures in Section 501-10D.
5. If equipped, remove the pin-type retainer covers, retainers and the side door scuff plate. See Figure 2.

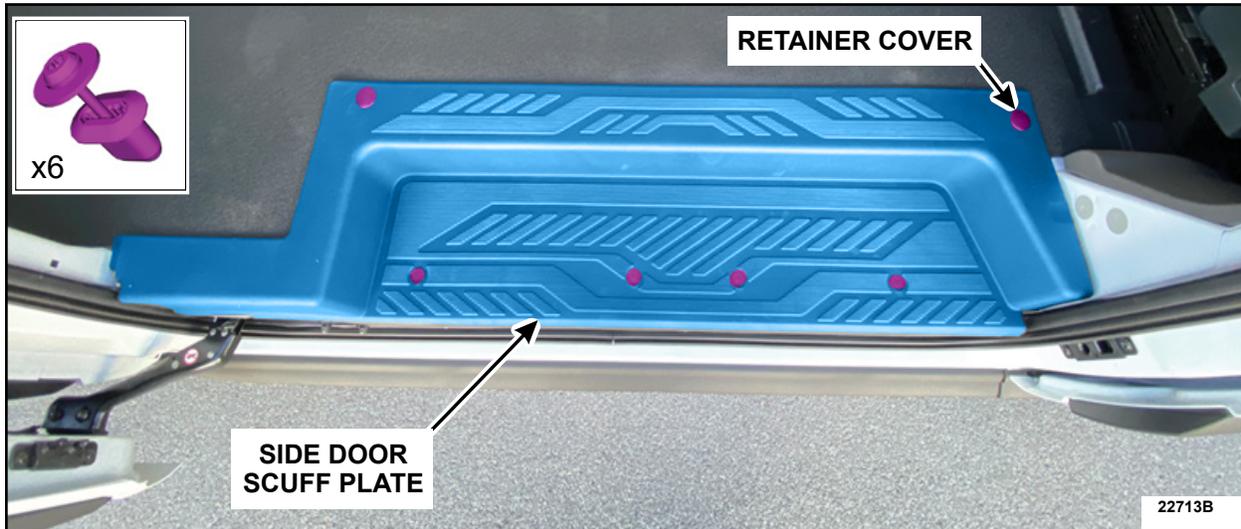


FIGURE 2

6. If equipped, remove the pin-type retainer covers, retainers and the rear door scuff plate. See Figure 3.

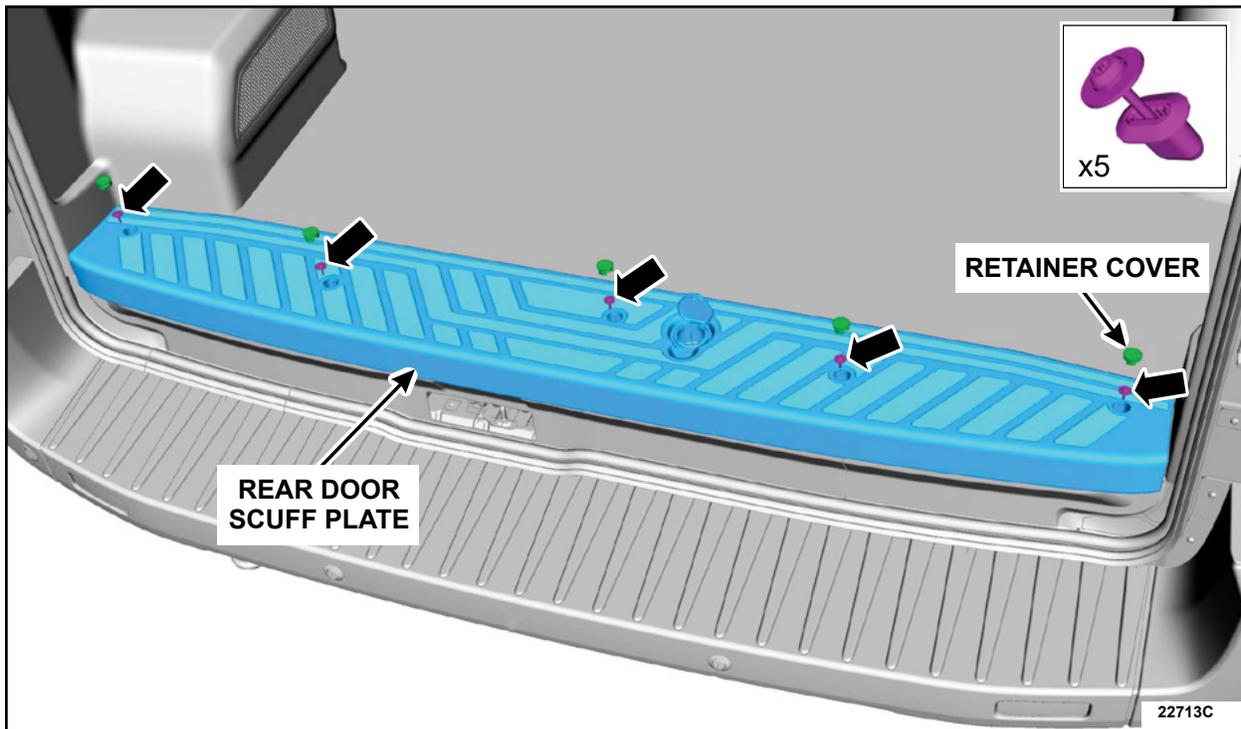


FIGURE 3



7. With the aid of a second technician, install the one piece vinyl floor cover. See Figure 4.



FIGURE 4

8. Reassemble the vehicle by reversing the disassembly procedures.



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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 Capable

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

- ***Anytime a procedure requires work under the vehicle to have a two-person process.***
- 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 maybe 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 Capable

- 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