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September 29, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD

Update Before Sale 23U07

Certain 2024 Model Year Mustang Vehicles Equipped with Front Recaro Seats
Mismatched Front Recaro Seats Inspection/Replacement

PROGRAM TERMS

This program will be in effect through September 30, 2024, for unsold vehicles, or up to 60 days post the warranty start date (to allow for sales reporting and claim processing).

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2024	Flat Rock	July 11, 2023 through August 11, 2023

US population of affected vehicles: 58. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Some of the affected vehicles were built with mismatched front Recaro seats.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to visually inspect both front Recaro seats to ensure they match and if a mismatched set of front seats is present, replace the incorrect front seat.

NOTE: If a seat replacement is needed, see the Recaro Seat Material/Color Look-Up Tables attachment to determine which seat configuration the vehicle was intended to be built with. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Information
- Recaro Seat Material/Color Look-Up Tables

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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OASIS ACTIVATION

OASIS will be activated on September 29, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 29, 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

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title 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.

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 FSA's / 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 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:
 - Claim type 31: Field Service Action.
 - Sub Code: 23U07
 - Customer Concern Code (CCC): A99 – Misbuilt
 - Condition Code (CC): 12 – Improper Assembly
 - Causal Part Number: 5464416, 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 the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Visually Inspect That Both Front Seats Match – Pass Note: Cannot be claimed with any other labor operation	23U07A	0.3 Hour(s)
Visually Inspect That Both Front Seats Match – Fail (Should be claimed with 23U07C and 23U07ZZ)	23U07B	0.3 Hour(s)
Replace Mismatched Front Seat (Should be claimed with 23U07B and 23U07ZZ)	23U07C	0.5 Hour(s)
Time allowed to submit photos (Should be claimed with 23U07B and 23U07C)	23U07ZZ	0.2 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To arrange shipment for a new front Recaro seat, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. A photo is required; see Technical Information for further detail. The replaced seat assembly will be returned to the supplier.

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W717015-S424	Seat Bolts (4 in Pkg)	1 Pkg	4 Bolts

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, refer to DOES II.

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.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by 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 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.). 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 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 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 2024 MODEL YEAR MUSTANG VEHICLES EQUIPPED WITH FRONT RECARO SEATS — MISMATCHED FRONT RECARO SEATS INSPECTION/ REPLACEMENT

SERVICE PROCEDURE

 **IMPORTANT!** This procedure was modified from the original Workshop Manual procedure (WSM). For this Field Service Action (FSA), if front seat replacement is necessary, all four (4) seat bolts will need to be discarded and replaced with *new* bolts. Follow these technical instructions carefully.

1. Using the Vehicle Identification Number (VIN) and the Recaro Seat Material/Color Look-Up Tables attachment, find the material/color your VIN should be equipped with. Inspect both front Recaro seats for having the correct material and color Recaro seats as indicated in the attachment. Refer to Figures 1, 2 and 3 for material and color examples.

- Are both seats the same material and color?

Yes - No further action is required. Recall complete.

No - Use the Recaro Seat Material/Color Look-Up Tables attachment to determine which seat configuration should currently be installed in the vehicle and continue to Step 2.

2. Take a clear photo with both front seats within the photo. Submit the photo to the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Within the contact, provide if the driver or passenger seat needs to be replaced and what material/color needs to be provided based on the information within the Recaro Seat Material/Color Look-Up Tables attachment and Figure Photos provided at the end of this document. Proceed to Step 3.
3. Order *new* seat bolts at the same time, through normal ordering channels (refer to the Dealer Bulletin). Once the seat arrives, replace the *new* front seat. Follow the Workshop Manual procedures in Section 501-10 and discard and replace all four (4) *new* seat bolts. See Figure 4.

NOTE: The *new* seat will arrive with a return shipping label. Once the repair is complete, use the original shipping materials and the return label and return the replaced seat back to Recaro.



VINYL/SUEDE
BLACK ONYX



23660D

FIGURE 1

VINYL/SUEDE
DEEP INDIGO



23660E

FIGURE 2

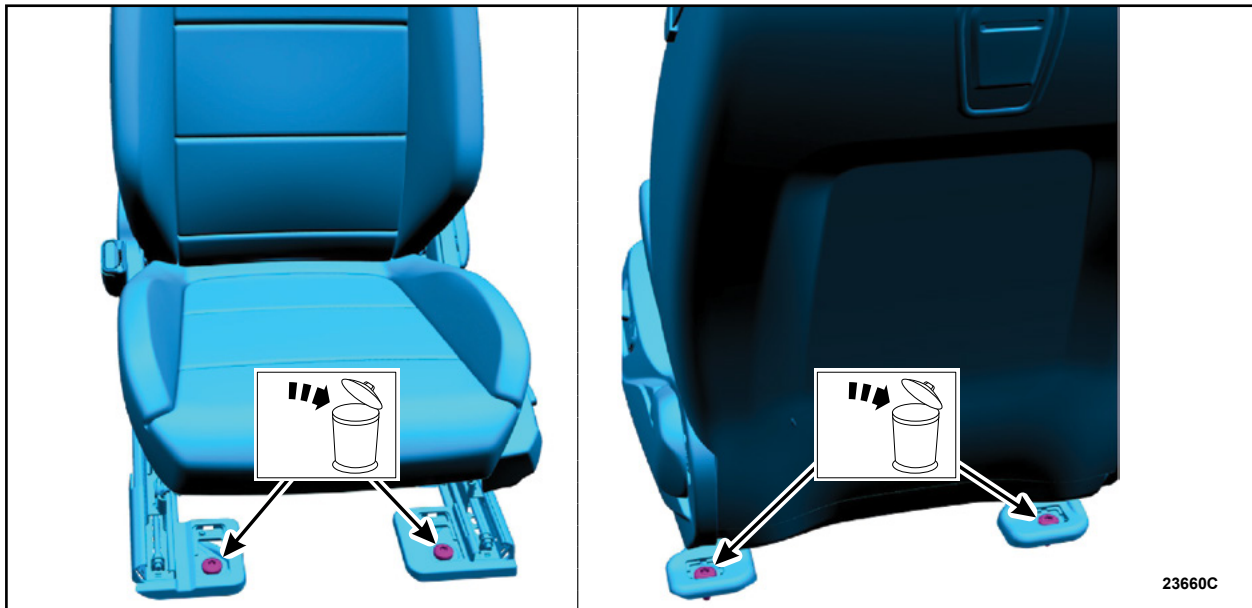


LEATHER
BLACK ONYX



23660F

FIGURE 3



23660C

FIGURE 4

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Recaro Seat Material/Color Look-Up Tables

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Note: Use the look-up tables below to determine by VIN, what seat material and color the vehicle should have been built with. The technical information has figures of each seat material and color.

Vinyl/Suede – Black Onyx

VIN	Seat Material	Interior Color	Technical Information Figure
1FA6P8R00R5500253	Vinyl/Suede	Black Onyx	Figure 1
1FA6P8R00R5500608	Vinyl/Suede	Black Onyx	Figure 1
1FA6P8R01R5500584	Vinyl/Suede	Black Onyx	Figure 1
1FA6P8R01R5501363	Vinyl/Suede	Black Onyx	Figure 1
1FA6P8R03R5501915	Vinyl/Suede	Black Onyx	Figure 1
1FA6P8R04R5500160	Vinyl/Suede	Black Onyx	Figure 1
1FA6P8R04R5500501	Vinyl/Suede	Black Onyx	Figure 1
1FA6P8R08R5501084	Vinyl/Suede	Black Onyx	Figure 1

Vinyl/Suede – Deep Indigo

VIN	Seat Material	Interior Color	Technical Information Figure
1FA6P8R01R5500360	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R02R5500125	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R03R5500473	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R03R5502188	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R04R5500109	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R08R5500081	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R08R5500131	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R08R5500226	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R08R5500260	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R08R5500419	Vinyl/Suede	Deep Indigo	Figure 2
1FA6P8R09R5500056	Vinyl/Suede	Deep Indigo	Figure 2

Leather – Black Onyx

VIN	Seat Material	Interior Color	Technical Information Figure
1FA6P8CF0R5400683	Leather	Black Onyx	Figure 3
1FA6P8CF0R5400781	Leather	Black Onyx	Figure 3
1FA6P8CF0R5401073	Leather	Black Onyx	Figure 3
1FA6P8CF0R5401283	Leather	Black Onyx	Figure 3
1FA6P8CF0R5401476	Leather	Black Onyx	Figure 3
1FA6P8CF0R5401560	Leather	Black Onyx	Figure 3
1FA6P8CF0R5404104	Leather	Black Onyx	Figure 3
1FA6P8CF1R5400711	Leather	Black Onyx	Figure 3
1FA6P8CF1R5400739	Leather	Black Onyx	Figure 3
1FA6P8CF1R5401826	Leather	Black Onyx	Figure 3

Recaro Seat Material/Color Look-Up Tables

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Leather – Black Onyx (Continued)

VIN	Seat Material	Interior Color	Technical Information Figure
1FA6P8CF2R5400667	Leather	Black Onyx	Figure 3
1FA6P8CF2R5400684	Leather	Black Onyx	Figure 3
1FA6P8CF2R5400703	Leather	Black Onyx	Figure 3
1FA6P8CF2R5400720	Leather	Black Onyx	Figure 3
1FA6P8CF2R5401138	Leather	Black Onyx	Figure 3
1FA6P8CF2R5401186	Leather	Black Onyx	Figure 3
1FA6P8CF2R5401687	Leather	Black Onyx	Figure 3
1FA6P8CF2R5402791	Leather	Black Onyx	Figure 3
1FA6P8CF2R5404363	Leather	Black Onyx	Figure 3
1FA6P8CF3R5400712	Leather	Black Onyx	Figure 3
1FA6P8CF3R5400726	Leather	Black Onyx	Figure 3
1FA6P8CF3R5400774	Leather	Black Onyx	Figure 3
1FA6P8CF3R5402444	Leather	Black Onyx	Figure 3
1FA6P8CF3R5402881	Leather	Black Onyx	Figure 3
1FA6P8CF3R5404131	Leather	Black Onyx	Figure 3
1FA6P8CF4R5400735	Leather	Black Onyx	Figure 3
1FA6P8CF4R5401383	Leather	Black Onyx	Figure 3
1FA6P8CF4R5401948	Leather	Black Onyx	Figure 3
1FA6P8CF4R5403876	Leather	Black Onyx	Figure 3
1FA6P8CF5R5402039	Leather	Black Onyx	Figure 3
1FA6P8CF6R5402387	Leather	Black Onyx	Figure 3
1FA6P8CF6R5402504	Leather	Black Onyx	Figure 3
1FA6P8CF7R5400681	Leather	Black Onyx	Figure 3
1FA6P8CF7R5400695	Leather	Black Onyx	Figure 3
1FA6P8CF7R5401409	Leather	Black Onyx	Figure 3
1FA6P8CF7R5401989	Leather	Black Onyx	Figure 3
1FA6P8CF8R5400723	Leather	Black Onyx	Figure 3
1FA6P8CF8R5402360	Leather	Black Onyx	Figure 3
1FA6P8CF9R5400682	Leather	Black Onyx	Figure 3
1FA6P8CF9R5400701	Leather	Black Onyx	Figure 3
1FA6P8CF9R5400729	Leather	Black Onyx	Figure 3
1FA6P8CF9R5400973	Leather	Black Onyx	Figure 3
1FA6P8CF9R5401363	Leather	Black Onyx	Figure 3
1FA6P8CF9R5401895	Leather	Black Onyx	Figure 3
1FA6P8CF9R5402013	Leather	Black Onyx	Figure 3
1FA6P8CF9R5402285	Leather	Black Onyx	Figure 3

Recaro Seat Material/Color Look-Up Tables

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Leather – Black Onyx (Continued)

VIN	Seat Material	Interior Color	Technical Information Figure
1FA6P8CF9R5404201	Leather	Black Onyx	Figure 3
1FA6P8CFXR5400710	Leather	Black Onyx	Figure 3
1FA6P8CFXR5401307	Leather	Black Onyx	Figure 3
1FA6P8CFXR5401937	Leather	Black Onyx	Figure 3
1FA6P8CFXR5402277	Leather	Black Onyx	Figure 3