



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 3, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 23N06 – Supplement #1**
Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022-2023 Model Year Maverick Vehicles Equipped With 2.5L HEV/PHEV Engine Long Block Replacement

REF: **Customer Satisfaction Program 23N06**
Dated June 25, 2024

Safety Recall 23S27
Dated August 27, 2024

New! REASON FOR THIS SUPPLEMENT

- **Labor Allowances Update:** A new labor operation code MT23N06C has been added for All-Wheel-Drive (AWD) vehicles.
- **Program Terms:** The mileage eligibility has been increased to 150,000.

New! PROGRAM TERMS

For vehicles that are outside of normal powertrain warranty, this program provides a one-time replacement (if needed) free of charge (parts and labor) of the engine long block assembly for 10 years or **150,000** miles from the warranty start date of the vehicle, whichever occurs first.

If a vehicle has already exceeded either the time or mileage limits, this no-cost repair will be available through September 30, 2025.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Corsair	2021-2022	Louisville	October 24, 2019 through December 14, 2022
Escape	2020-2022		January 09, 2019 through December 15, 2022
Maverick	2022-2023	Hermosillo	February 3, 2021 through May 18, 2023

US population of affected vehicles: 124,921. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, after safety recall 23S27 has been performed, the Malfunction Indicator Light (MIL) may illuminate and store Diagnostic Trouble Codes (DTCs) P1061 and/or P032F. This could be due to a faulty connecting rod bearing that was detected by the Powertrain Control Module (PCM).

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to follow Workshop Manual (WSM) diagnostics for the DTCs P1061 and/or P032F. If these DTCs are present and diagnostics lead to engine replacement, dealers are to replace the long block assembly. This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

New! OWNER NOTIFICATION MAILING SCHEDULE

Updated owner letters are expected to be mailed by September 13, 2024. Original owner letters were mailed the week of July 8, 2024. Dealers should diagnose and if directed, repair any affected vehicles that experience DTCs P1061 and/or P032F, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Repair Service Assessment
- Owner Notification Letters

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.

Customer Service Division

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS was activated on June 25, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

BRANDED / SALVAGED TITLE VEHICLES

Title branded and salvaged vehicles are eligible for this program. Vehicles with canceled powertrain warranties are not eligible for this program.

OWNER REFUNDS

Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires December 31, 2024.

RENTAL VEHICLES

Dealers are pre-approved for up to 3 days for a comparable 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 3 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

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.
- This FSA does not apply to vehicles within new vehicle bumper-to-bumper warranty coverage.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 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.

Customer Satisfaction Program 23N06 – Supplement #1**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.
- **Note:** All repairs for this program should be claimed using the claim entry direction below ONLY if the vehicle is NO LONGER under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 23N06 if the vehicle is still within time and mileage limits.
- **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: 23N06
 - Customer Concern Code (CCC): N09 - unusual engine noise
 - Condition Code (CC): D4 - flaw in material
 - Causal Part Number: 6303, 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.
- **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.
- **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 long block assembly. To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
(FWD Vehicles): Replace the long-block engine assembly. Includes time to transfer all related parts to the new long-block assembly and replace the Cylinder Head Temperature (CHT) sensor.	MT23N06B	M-Time up to 18.3 Hours
(AWD Vehicles): <i>Replace the long-block engine assembly. Includes time to transfer all related parts to the new long-block assembly and replace the Cylinder Head Temperature (CHT) sensor.</i>	<i>MT23N06C</i>	<i>M-Time up to 19.9 Hours</i>

PARTS REQUIREMENTS / ORDERING INFORMATION

Base Service Part Number	Claim Quantity	Order Quantity	Number in Package	Description
-6006-	1	1	1	2.5L Long-block Assembly
-6G004-	1	1	1	Cylinder Head Temperature (CHT) Sensor

Follow Workshop Manual (WSM) instructions for one-time-use parts that require replacement when replacing the long-block. Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$600 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 long block assembly.

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 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 2021-2022 MODEL YEAR CORSAIR, 2020-2022 MODEL YEAR ESCAPE AND 2022-2023 MODEL YEAR MAVERICK VEHICLES EQUIPPED WITH 2.5L HEV/PHEV ENGINE — LONG BLOCK REPLACEMENT

SERVICE PROCEDURE

NEW ! IMPORTANT! *The Service Technician Specialty Training (STST) Competency 10 certification requirement, in the U.S. market only, will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15332 for more details.*

NOTE: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

1. Using the Ford Diagnostic and Repair System (FDRS) check for Diagnostic Trouble Codes (DTCs). Are DTCs P1061 and/or P032F present?

Yes - Follow the PC/ED diagnostics for DTCs P1061 and/or P032F. Then, proceed to Step 2.

No - This FSA does not apply.

2. Did diagnostics lead to engine replacement?

Yes - Replace the 2.5L Duratec Hybrid long block engine assembly. Follow the Workshop Manual (WSM) procedures in Section 303-01. Upon installation, replace the Cylinder Head Temperature (CHT) sensor, before installing the engine appearance cover. Follow the WSM procedures in Section 303-14.

No - This FSA does not apply.

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.





Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

September 2024

Customer Satisfaction Program 23N06

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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.

Why are you receiving this notice?

Although your vehicle's engine is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is providing a one-time replacement (if needed) free of charge (parts and labor) of the engine long block assembly for 10 years or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

What is the effect?

Your vehicle may receive an illuminated Malfunction Indicator Lamp (MIL) with diagnostic trouble codes P1061 and/or P032F and/or a knocking noise from the engine. Your vehicle's engine long block assembly may require replacement due to internal component failure due to a manufacturing defect. If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through September 30, 2025. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

Your dealer will inspect your vehicle for diagnostic trouble codes P1061 and/or P032F and/or a knocking noise from the engine. If these conditions are present and engine long block assembly replacement is indicated, and your vehicle is within the specified time/mileage limitations, Ford Motor Company has authorized your dealer to replace the engine long block assembly free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the engine long block assembly requires replacement, the time needed for this repair is less than three days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair. In addition, your vehicle will require further diagnosis to determine what parts need to be ordered.

What should you do?	You do not need to return to your dealer for this repair unless you have a Malfunction Indicator Lamp (MIL) illuminated and/or a knocking noise from the engine. Please keep this letter as a reminder of the one-time repair offer for your engine long block assembly. If the engine long block assembly requires replacement, and your vehicle is within the specified time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 23N06. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. 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 is authorized to 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 see your dealer for guidelines and limitations.
Have you previously paid for this repair?	If you paid to have this service done <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to engine long block replacement. To submit for review and verify eligibility for reimbursement, give your paid original receipt to your dealer before December 31, 2024. To avoid delays, do not send receipts to Ford Motor Company.
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 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. RETAIL OWNERS: If you have questions or concerns, please contact our Ford Customer Relationship Center (CRC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711. If you wish to contact us through the internet, our address is ford.com/support.

**Can we assist you
further? (continued)**

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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 23N06

September 2024

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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At Lincoln, 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.

**Why are you
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Although your vehicle's engine is likely functioning fine, we are pleased to let you know that, for your peace of mind, Lincoln is providing a one-time replacement (if needed) free of charge (parts and labor) of the engine long block assembly for 10 years or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

What is the effect?

Your vehicle may receive an illuminated Malfunction Indicator Lamp (MIL) with diagnostic trouble codes P1061 and/or P032F, and/or a knocking noise from the engine. Your vehicle's engine long block assembly may require replacement due to internal component failure due to a manufacturing defect. If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will be available through September 30, 2025. Coverage is automatically transferred to subsequent owners.

**What will Lincoln and
your retailer do?**

Your retailer will inspect your vehicle for diagnostic trouble codes P1061 and/or P032F and/or a knocking noise from the engine. If these conditions are present and engine long block assembly replacement is indicated, and your vehicle is within the specified time/mileage limitations, Lincoln has authorized your retailer to replace the engine long block assembly free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the engine long block assembly requires replacement, the time needed for this repair is less than three days. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair. In addition, your vehicle will require further diagnosis to determine what parts need to be ordered.

What should you do?	You do not need to return to your retailer for this repair unless you have a Malfunction Indicator Lamp (MIL) illuminated and/or a knocking noise from the engine. Please keep this letter as a reminder of the one-time repair offer for your engine long block assembly. If the engine long block assembly requires replacement, and your vehicle is within the specified time/mileage limitations, contact your retailer to schedule a service appointment for Customer Satisfaction Program 23N06. Your retailer will replace the part at no charge. If you do not already have a servicing retailer, you can access Lincoln.com/support for retailer addresses, maps, and driving instructions. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as 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 retailer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tolls) while your vehicle is at the retailer for repairs. Please see your retailer for guidelines and limitations.
Have you previously paid for this repair?	If you paid to have this service done <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to engine long block replacement. To submit for review and verify eligibility for reimbursement, give your paid original receipt to your retailer before December 31, 2024. To avoid delays, do not send receipts to Lincoln.
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As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln

Customer Satisfaction Program 23N06

Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022-2023 Model Year Maverick Vehicles Equipped With 2.5L HEV/PHEV Engine
Long Block Replacement

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 the Administrative Information Attachment 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 23N06

Certain 2021-2022 Model Year Corsair, 2020-2022 Model Year Escape and 2022-2023 Model Year Maverick Vehicles Equipped With 2.5L HEV/PHEV Engine
Long Block Replacement

 – 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