

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

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

March 1, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 23B08
Certain 2023 Model Year Explorer, Bronco, Ranger
Vehicles Equipped with 2.3L Gas Engine
Recommended Engine Replacement

PROGRAM TERMS

This program will be in effect through March 31, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2023	Chicago	December 05, 2022 through January 24, 2023
Bronco	2023	Michigan	December 03, 2022 through December 5, 2022
Ranger	2023	Michigan	December 8, 2022

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, a damaged tool used during the engine block machining process may have allowed the main oil galley to exceed specification, resulting in an insufficient seal of the main oil galley plug. An insufficient seal at the main oil galley plug may result in an oil leak from the engine block.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the engine assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of March 13, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter