



Field Service Action 23B15

Reissue 2: August 23, 2023 (Destroy previous copy).

Reason of Reissue: **Updated Vehicle Population**. Changes are highlighted in Yellow Italic font.

To: All Ford Dealerships

May 05, 2023

Attention: Ford Dealer Principal
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers
Ford Dealer Stock Controllers & Campaign Coordinators

OWNER-NOTIFIED SERVICE PROGRAM

SUBJECT: 23B15 **S2 – RANGER/**EVEREST** - EXHAUST HOT END BRACKET REPLACEMENT**

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

Introduction

Some vehicles may experience a rattling noise from the transmission area which is due to an under torqued and/or missing exhaust hot end bracket bolt. This condition increases the stress on the transmission housing and might result in a transmission housing crack and fluid (transmission oil) expulsion, degraded transmission performance (i.e. Hard shifting, poor shift quality) as well as poor NVH and subsequent transmission failure.

Dealers are to replace the hot end bracket and inspect the transmission housing following the work procedure attached.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Dealers are reminded that it is Ford's recommendation that every customer (including FSA customers) receive a completed Vehicle Report Card before they collect their vehicle.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

Xtime FSA/ Recall Integration

For Dealers who have registered for and completed FSA/Recall operation code integration setup with Xtime, please firstly create the corresponding operation code in your DMS using your preferred choice of prefix and the new field service action number of 23B15, eg: 99FOFSA23B15. The operation code that you create in your DMS can allow for labour time and/or parts required to complete this FSA. Please contact Xtime support on 03 8585 3000 if you are unsure of the operation code format prior to the creation.

Vehicles Affected

| <u>Vehicle Line</u> | <u>Model Year</u> | <u>Plant</u> | <u>Earliest Production</u> | <u>Latest Production</u> |
|---------------------|-------------------|-------------------------------------|-----------------------------------|-------------------------------------|
| Ranger | 2021-2023 | FTM Plant Thailand | 31 st July 2021 | 7th December 2022 |
| Ranger | 2021-2022 | AAT Plant Thailand | 18 th October 2021 | 07 th Dec 2022 |
| Everest | 2021-2023 | AAT Plant Thailand | 11th Nov 2021 | 07th Dec 2022 |
| Ranger | 2022 | Haiduong Plant Vietnam | 15th March 2022 | 20th Dec 2022 |
| Ranger | 2022-2023 | Silverton Plant South Africa | 06th May 2022 | 15th Dec 2022 |

A total of **19,469** vehicles are affected in Australia.

NOTE: Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service-related purposes. All vehicles should be checked on **SERVIS2** for Field Service Action eligibility and any outstanding Field Service Actions completed prior to vehicle departure in accordance with the Warranty & Policy Manual, Section E 3.4 and I 3.



Field Service Action 23B15

NOTE: All Dealers can obtain a copy of the Campaign (which includes a sample copy of the Customer Letter) via the FMC Dealer or PTS websites.

NOTE: Dealers can obtain a list of eligible vehicles from the PTS Website www.proservicetech.com by selecting Quick Links and then FSA VINs.

Parts Requirement

| Part Number | Description | Quantity |
|----------------------------|-------------------------------------|------------------------------|
| MB3Z 5K291 Z | DPF Rear bracket | 1 |
| W715579-S439 | DPF Front bracket bolt | 2 |
| JB3Z 9450 D | Turbo Gasket | 1 |
| JB3Z 5A215 C | Turbo Clamp | 1 |
| MB3Z 7000 P | Transmission Assembly | If required* |
| MB3Z 7000 Q | Transmission Assembly | If required* |
| MB3Z 7000 R | Transmission Assembly | If required* |
| MB3Z 7000X | Transmission Assembly | If required* |
| MB3Z 7000 V | Transmission Assembly | If required* |
| W706787-S439 | Stud transmission | 1 (If required) ** |
| W702524-S442 | Nut - bracket to stud transmission | 1 (If required) ** |
| W503298-S437A | Bolt - bracket to transmission | 1 (If required) ** |
| W500720-S439 | Transmission Support Bracket Bolts | 4 (If required) ** |
| W715618-S437 | Torque converter nuts | 6 (If required) ** |
| LB3Z 4B496-A | Flange to pinion flange bolts | 8 (If required) ** |
| A W716344-S437 | Flange to transmission flange bolts | 4 (If required) ** |
| W714780-S439 | Drive shaft centre bearing bolts | 2 (If required) ** |
| JV4Z 9450 A | Muffler gasket | 1 (If required) ** |
| XT-12 QULV | Automatic Transmission Fluid | 1L (If required) ** |
| Permatex® (source locally) | Anti-Seize Lubricant | As Required** |
| VC13G / VC13DLG | Antifreeze | As Required (Top-up only) ** |

Note: The locator shoulder bolt is being delivered directly to Service Managers at all Dealers.

Additional parts for 4WD vehicles

| Part Number | Description | Quantity |
|--------------|---|---------------------|
| JB3Z 4B496-B | Front Driveshaft flange Bolts - CV joint to the pinion flange | 12 (If required) ** |
| W716344-S439 | Transmission support insulator bolts | 4 (If required) ** |
| W500121-S437 | Transfer case Bolts | 9 (If required) ** |

* Part is required in case of damage.

** These parts are only required during transmission replacement.



Field Service Action 23B15

Claim Instructions

Claim Type 41, Causal Part No. 23B15, Condition Code 79.

Labour Allowance

| <u>Description</u> | <u>Labour Operation</u> | <u>Labour Time</u> |
|--|-------------------------|--------------------|
| Hot end bracket replacement and transmission housing inspection | 23B151 | 1.0 Hrs |
| Hot end bracket replacement and transmission housing inspection and transmission replacement – 2WD | 23B152 | 7.2 Hrs |
| Hot end bracket replacement and transmission housing inspection and transmission replacement – 4WD | 23B153 | 7.5 Hrs |

NOTE: In case of additional repairs, extra applicable Parts and Labour needs to be added to the relevant PDRs, and to be submitted for manual claim.

Displaced Parts

All displaced parts must be handled in accordance with the Warranty and Policy Manual (Section G, Attachment G).

Completion Date

It is estimated that this campaign will be completed by **August** 31, 2024. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

TIM NETHERCOTE

Service Engineering Manager

FCSD

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Enquiries to Anna Wu

Email: awu6@ford.com

23B15 S2: Ranger/Everest – Exhaust Hot End Bracket Replacement – Customer Satisfaction

RECOMMENDED REWORK PROCEDURES

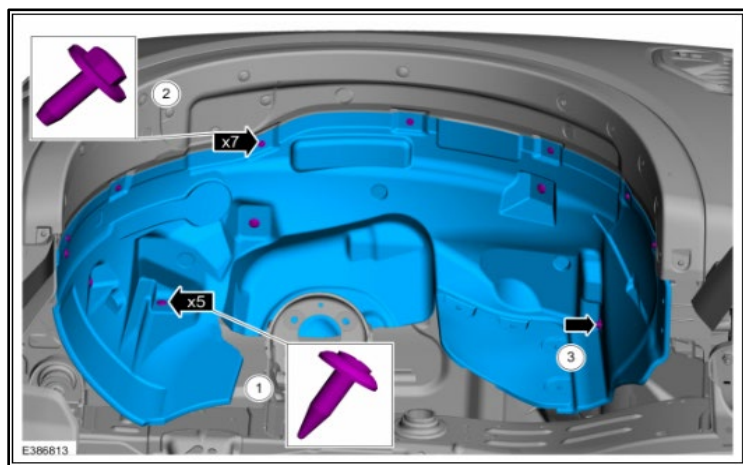
Thoroughly read and understand rework instructions prior to rework.

OVERVIEW

Some affected vehicles may experience a rattling noise from the transmission area which is due to an under torqued and/or a missing exhaust hot end bracket bolt. This condition increases the stress on the transmission housing and might result in transmission housing crack and fluid (transmission oil) expulsion, degraded transmission performance (i.e., hard shifting, poor shift quality) as well as poor NVH and subsequent transmission failure.

SERVICE PROCEDURE

1. Remove the Right Hand (RH) side front fender splash shield. Refer to WSM section 501-02



Front End Body Panel's Removal and Installation) Refer figure 1.

FIGURE 1

2. Remove the heat shield. Refer figure 2

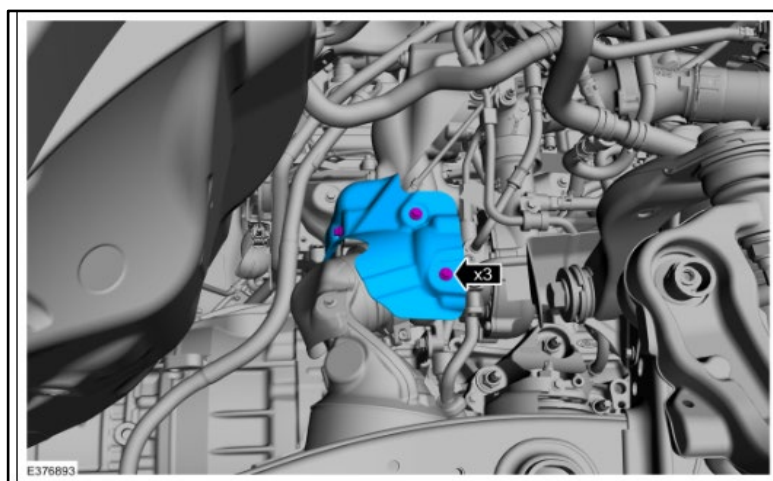


FIGURE 2

3. Remove the DPF V-band clamp. Refer Figure 3

NOTE: Hot End Exhaust must be supported from underneath to prevent exhaust drop when V-band clamp, DPF mounting brackets and bolts are removed.

NOTE: Mark the position of the clamp before removal as the new clamp must be positioned in the same orientation.

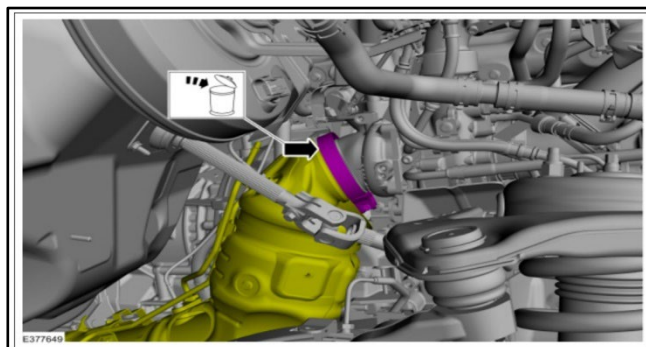


FIGURE 3

4. Loosen the 2 PIA bracket bolts. Refer figure 4

NOTE: Do not completely remove the 2 PIA bracket bolts



FIGURE 4

5. Remove the DPF rear mounting bracket bolt and nut. Refer figure 5

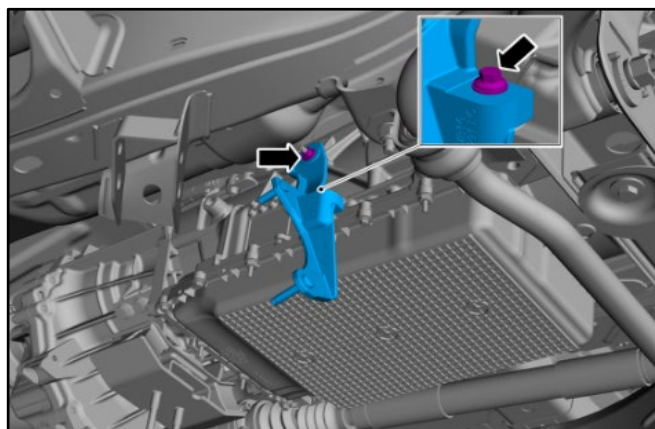


FIGURE 5

6. Remove the 4 DPF nuts. Refer figure 6

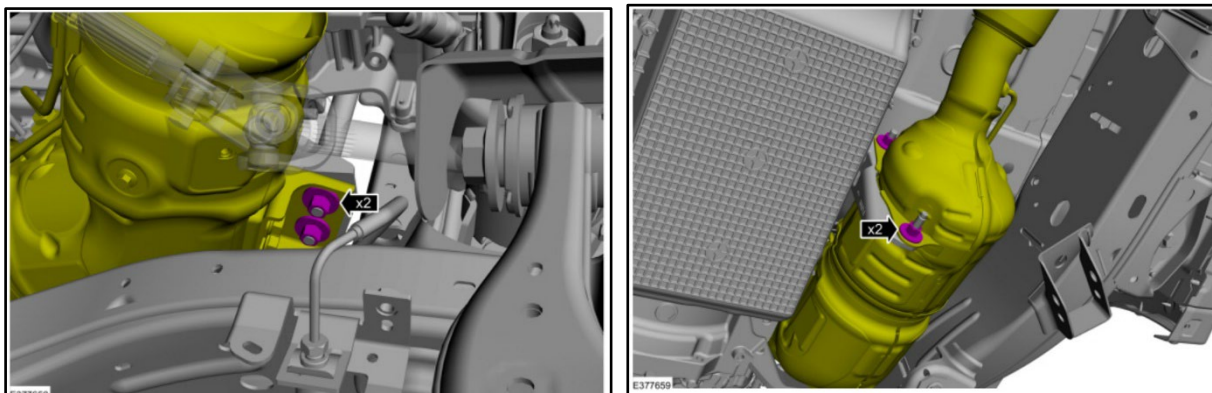


FIGURE 6

7. Remove the DPF rear mounting bracket. Refer figure 7



FIGURE 7

8. Clean the transmission housing around the area of the rear mounting bracket and inspect for cracks and leak/seep/weep. Refer figure.

Are any signs of crack and/or leak/seep/weep evident on the transmission housing?

| | |
|-----|---|
| | Replace the transmission assembly before proceeding to Step 9. Refer to WSM Section - 307-01C Automatic Transmission - 10-Speed Automatic Transmission – 10R80 - Removal and Installation |
| Yes | |
| No | Proceed to Step 9 |

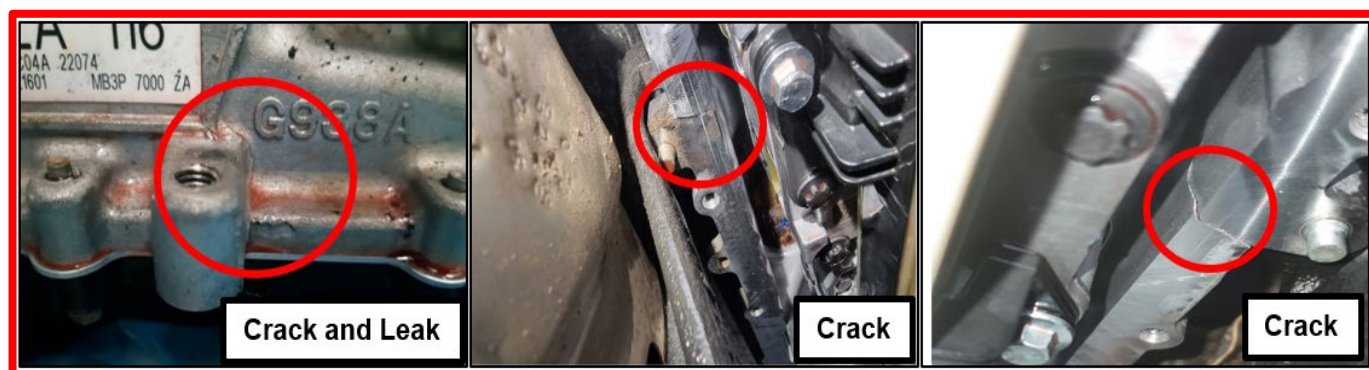


FIGURE 8

9. Remove and replace the 2 DPF front mounting bracket bolts. Finger tighten the bolts before tightening to final torque. Refer figure 9.

Torque: 62.5 +/- 9.4 Nm

Note: Ensure to use the newly supplied bolts.

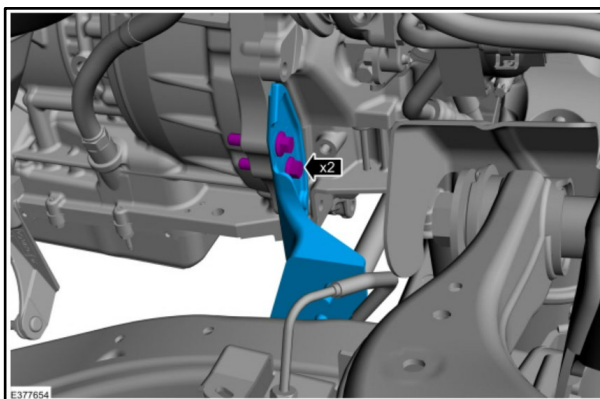


FIGURE 9

10. Replace the turbo to DPF gasket. Refer figure 10

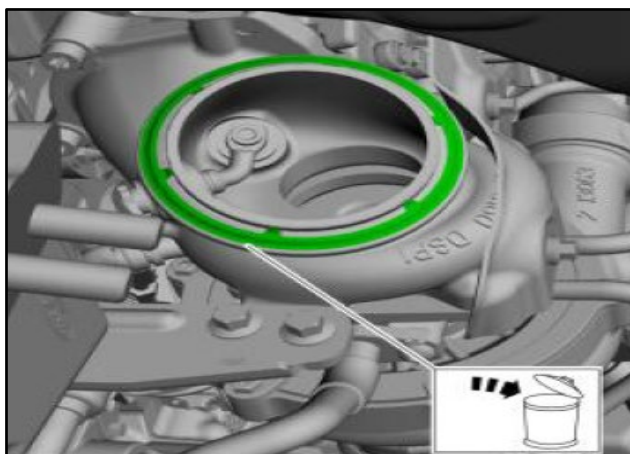


FIGURE 10

11. Position the DPF V-band clamp over the DPF. Do not tight the clamp at that this point. Refer figure 11.

Note: Make sure that the new V-band clamp is installed to the same orientation as when removed.

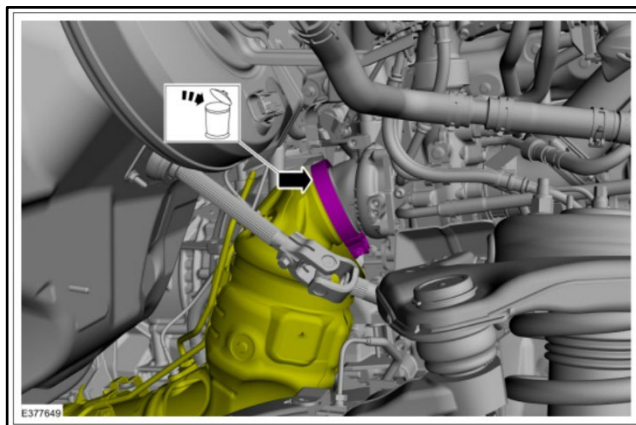


FIGURE 11

12. Install a new DPF rear mounting bracket to the mounting stud. Install the alignment shoulder bolt and nut. Refer figure 12.

Note: The locator shoulder bolt is being delivered directly to Service Managers at all Dealers.

Note: Both the supplied alignment shoulder bolt and nut must only be finger tightened until fully seated and should NOT be torqued at this stage.



FIGURE 12

13. Position the DPF onto the DPF rear mounting bracket studs and finger tight the 4 DPF front and rear bracket nuts. Refer figure 13.
Note: Do not torque the nuts at this stage.

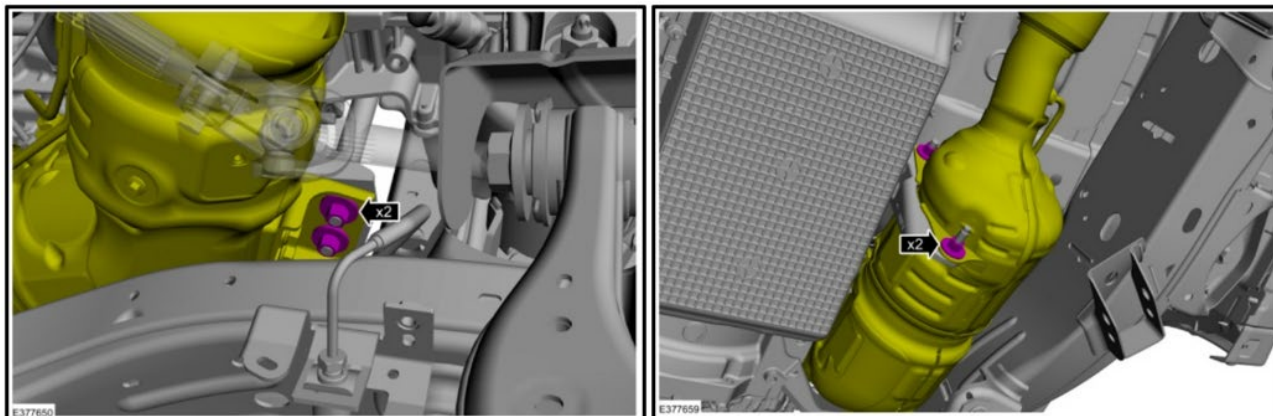


FIGURE 13

14. Torque the V-band clamp to the specified value. Refer figure 14.
Torque: 9 Nm
Note: 1. Ensure the turbo and DPF hot end flanges are fully engaged and stay within the V-band clamp groove.

Make sure that the V-band clamp is installed to the same orientation as when removed.

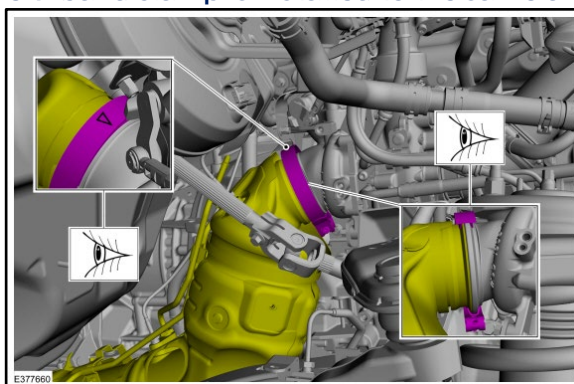
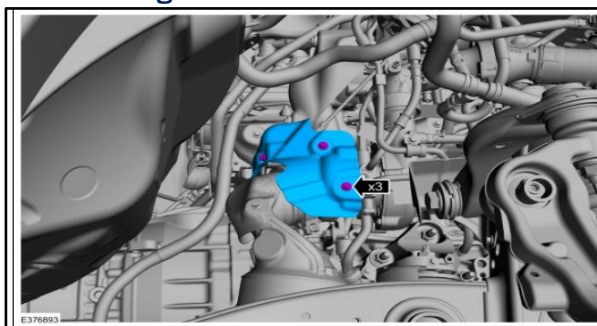


FIGURE 14

15. Reinstall the heat shield. Refer figure 15



Torque: 12 Nm

FIGURE 15

16. Torque the DPF bracket nuts. Refer figure 16
Torque: 47.5 +/- 7.2 Nm

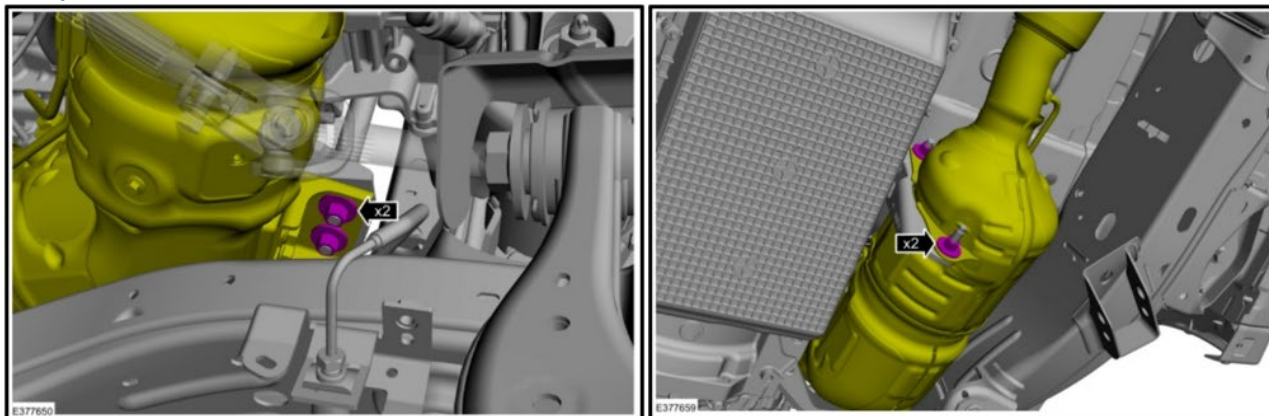


FIGURE 16

17. Remove the supplied alignment shoulder bolt and re-install the original DPF rear mounting bracket bolt and torque to the specified value. Refer figure 17

Torque to 25 +/- 3.8 Nm

IMPORTANT: The shoulder bolt is used as an alignment aid only and must be removed from the bracket. Failure to do so will result in component failure and damage.

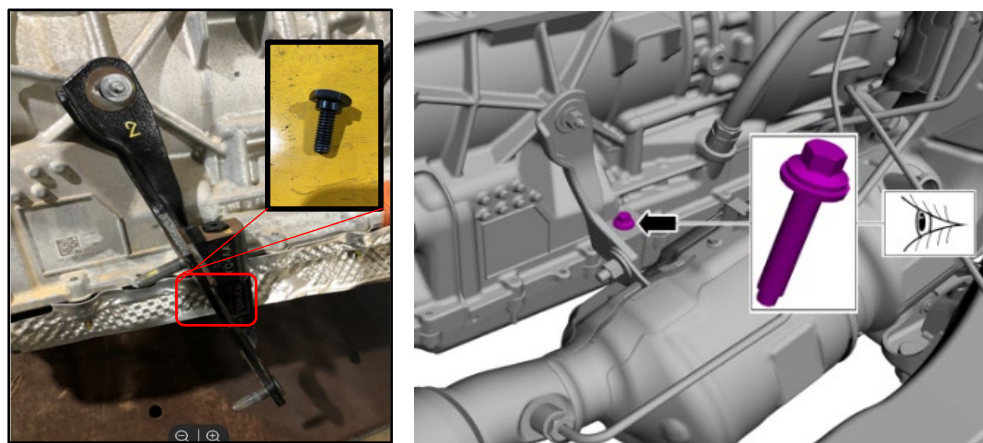


FIGURE 17

18. Torque the DPF rear mounting bracket nut. Refer figure 18 Torque: 25 +/- 3.8 Nm

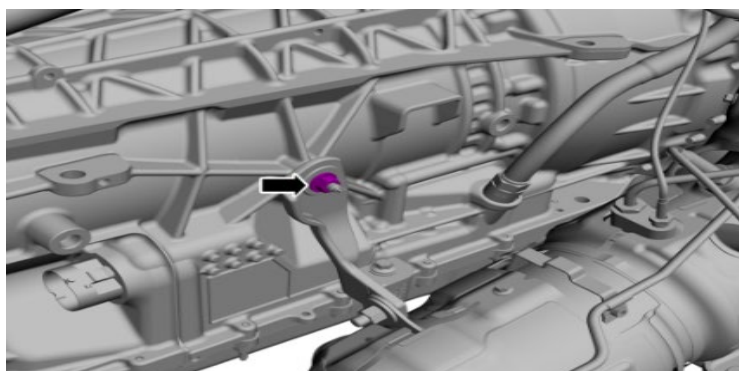


FIGURE 18

19. Torque the 2 PIA bracket bolts Refer figure 19

Torque: 47.5+/- 7.2 Nm

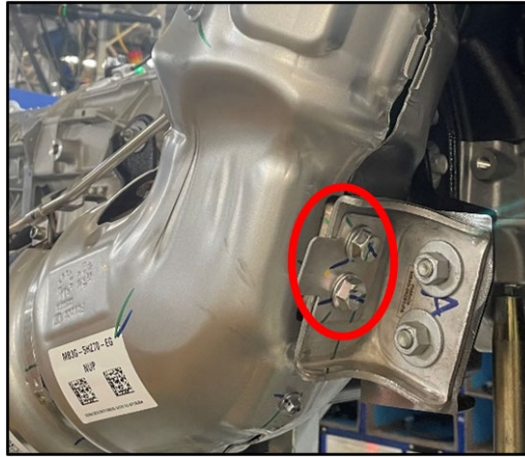


FIGURE 19

20. Refit the RH side front fender splash shield. Refer to WSM section 501-02 Front End Body Panel's Removal and Installation.
21. NOTICE: Check again to ensure the supplied alignment shoulder bolt was removed and the original rear mounting bolt is installed (refer to Step 17).

[END]



AMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

xxxxxx, 2023

VIN NUMBER / 23B15

Name

Organisation

Address1

Address2

Address3

Service Program 23B15

| | |
|---|---------------------------------------|
| Your Vehicle Identification Number: VIN NUMBER | Registration Number: REGNUMBER |
|---|---------------------------------------|

At Ford Motor Company, it has been our goal to provide customers with high quality, dependable products. Additionally, earning and keeping the trust of our customers is vital to everything we do. In order to maintain these standards, we are providing a no-charge Customer Satisfaction Program 23B15 for your Ranger/Everest with the Vehicle Identification Number shown above.

We apologise for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- | | |
|--|--|
| What is the issue? | Some vehicles may experience a rattling noise from the transmission area which is due to an under torqued and/or missing exhaust hot end bracket bolt. This condition increases the stress on the transmission housing and might result in transmission housing crack and fluid (transmission oil) expulsion, degraded transmission performance (i.e. hard shifting, poor shift quality) as well as poor NVH and subsequent transmission failure. |
| What will Ford and your Dealer do? | In the interest of customer satisfaction, Ford Motor Company has authorised your dealer to inspect and replace the defective parts free of charge (Parts and Labour) under the terms of this program. |
| How long will it take? | The time needed for this repair is less than one-half 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 your dealer and request a service date for Customer Satisfaction Program 23B15. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. Ford wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed, therefore please have this service action performed as soon as possible. |
| What if you no longer own this vehicle? | You have received this notice because our records indicate that you are the current owner of the vehicle described at the start of this letter. If you are no longer the owner of this vehicle, please complete the owner details change advice (attached). |
| Can we assist you further? | If you still have concerns, please call us on 13 FORD (13 3673) and one of our Customer Relationship representatives will be happy to help you. |

Yours faithfully,

TIM NETHERCOTE
Service Engineering Manager
Ford Motor Company of Australia Pty Ltd



V.I.N.

Signature: _____



VIN NUMBER

Please fill in below if you are no longer the owner of the vehicle and know of who you disposed the vehicle to. This can include the details of your car dealer, insurance company or private citizen whom you transferred the vehicle to.

[illegible][illegible][illegible][illegible][illegible]

Thank you for completing this form. The personal information you have provided will be used by Ford Motor Company of Australia Pty Ltd (Ford Australia) to contact you about your Ford vehicle or related products and services and for quality assurance and market research purposes. Ford Australia may disclose your personal information to its dealers, its related companies and third parties who provide it with (or help it provide) products and services, including to overseas locations such as the USA, India, China, and Singapore. Ford Australia's privacy policy is available at www.ford.com.au and states how you can seek to access or correct any personal information Ford holds about you, how to complain about a privacy breach by Ford and how Ford will deal with a privacy complaint. You can contact Ford Australia on 13FORD (13 36 73) or by emailing foacust1@ford.com.