



Field Service Action 23P23

December 22, 2023

To: All Ford Dealership

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

DEALER NOTIFIED SERVICE PROGRAM

SUBJECT: 23P23 - Ranger/Everest Stage V Panther 2.0L Bi-Turbo Charge Air Cooler Duct Loose

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

Introduction

In some affected Stage V Panther 2.0L Bi-Turbo Ranger/Everest vehicles, the charge air cooler duct joint between the turbo cuff and resonator spigot can become loose and detach causing a blow-off condition. In some cases, prior to a complete separation (partial separation) hissing noises and oil leak are noticeable.

The driver will experience reduction of power, an audible change in engine sound and white smoke from the engine bay. The engine will continue to run at decreased power, but with hesitation and/or a misfire.

Dealers are to replace the charge air cooler duct following the attached work procedure.

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 23P23, eg: 99FOFSA23P23. 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.

Models Affected:

<u>Vehicle Line</u>	<u>Model Year</u>	<u>Plant</u>	<u>Earliest Production</u>	<u>Latest Production</u>
Ranger	2022-24	AAT- Rayong	29-March-2022	12-October-2023
Ranger	2021-24	FTM – Thailand	10-September-2021	16-October-2023
Everest	2021-24	AAT- Rayong	29-November-2021	12-October-2023

A total of 44,000 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.

NOTE: All Dealers can obtain a copy of the Campaign 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.



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Service Procedure

Refer to the Service procedure.

**New Part Number:
MB3Z6C646N**

Parts Requirement

Part Number	Description	Quantity
MB3G-6C646-LA	Charge air cooler duct	1

Parts Availability – Due to the high number of vehicles affected, every effort is being made to procure the parts required for the Program. Given the urgency of the program, the parts will be placed on restriction and will be fair shared across the Dealer Network until we have sufficient stock on hand. Air freight is being utilised and we do not foresee concerns around parts supply.

Claim Instructions

Claim Type 41, Causal Part No. 23P23, Condition Code 79.

Pre-Defined Repair	PDR No.	Labour Time
Remove and Install charge air duct	FSA23P231	0.4 Hrs

Displaced Parts

All displaced parts (if any) 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 December 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.

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Field Service Action 23P23

23P23: Ranger/Everest Stage V Panther 2.0L Bi-Turbo Charge Air Cooler Duct Loose

RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

OVERVIEW

In some affected Stage V Panther 2.0L Bi-Turbo Ranger/Everest vehicles, the Charge Air Cooler (CAC) duct joint between the turbo cuff and resonator spigot can become loose and detach causing a blow-off condition. In some cases, prior to a complete separation, (partial separation) hissing noises and oil leaks are noticeable.

The driver will experience loss of power, an audible change in engine sound and white smoke from the engine bay. The engine will continue to run at decreased power, but with hesitation and/or a misfire.

SERVICE PROCEDURE

1. Remove and replace the Charge Air Cooler (CAC) intake duct. Refer to Workshop Manual (WSM) Section 303-12C. Ensure replacement part is the revised level part.

NOTE: A revised level part can be identified with either:

- The numeral "1" hand marked in green immediately after the part number. Refer Figure 1

OR

- A line and a dot (resembling the number 10). Refer Figure 2.



FIGURE 1



FIGURE 2

[END]



SUBJECT: 23P23 -Ranger/Everest Stage V Panther 2.0L Bi-Turbo Charge Air Cooler Duct Loose - Customer Satisfaction Program - Dealer Notified

What is the problem?

In some affected Stage V Panther 2.0L Bi-Turbo Ranger/Everest vehicles, the Charge Air Cooler (CAC) duct joint between the turbo cuff and resonator spigot can become loose and detach causing a blow-off condition. In some cases, prior to a complete separation, (partial separation) hissing noises and oil leaks are noticeable.

The driver will experience loss of power, an audible change in engine sound and white smoke from the engine bay. The engine will continue to run at decreased power, but with hesitation and/or a misfire.

How many vehicles are involved?

Australia – 44,000

New Zealand – 11,569

What model vehicle is involved?

<u>Vehicle Line</u>	<u>Model Year</u>	<u>Plant</u>	<u>Earliest Production</u>	<u>Latest Production</u>
Ranger	2022-24	AAT- Rayong	29-March-2022	12-October-2023
Ranger	2021-24	FTM – Thailand	10-September-2021	16-October-2023
Everest	2021-24	AAT- Rayong	29-November-2021	12-October-2023

How will owners of subject vehicles be notified?

This FSA will be completed when vehicles are presented at an authorised Ford Dealer for service or repair, free of charge.

What is the fix?

Dealers are to replace the charge air cooler duct following the attached work procedure.

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

Have there been any field reports of the problem?

There have been concerns in the field, so we are launching this as a proactive Dealer notified repair.

Where can further information be obtained?

Owners should contact an Authorised Ford Dealer for further information. Alternatively, enquiries may be directed to Ford's Customer Relationship Centre on 13 36 73.