



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 10, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 24S60

Certain 2024 Model Year Bronco Sport Vehicles

Calibration Update

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –

Safety Recall 24S60

Dated: September 13, 2024

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –

Safety Recall 24S24

Dated: May 20, 2024

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2024	Hermosillo	October 24, 2023

US population of affected vehicles: 76. Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: All vehicles currently open for repair under this program and 24S24 will be closed for both programs upon completion of this program. Monitor OASIS before opening an RO and/or beginning a repair.

REASON FOR THIS SAFETY RECALL

All of the affected vehicles were incorrectly produced with 2023 Model Year Powertrain Control Module (PCM) calibrations. Affected vehicles are unable to receive the remedy software associated with safety recall 24S24 or may have received an incomplete repair for 24S24. If the 24S24 repair is not properly completed, the PCM and Body Control Module (BCM) calibrations may be unable to detect a sudden battery degradation during a drive. These vehicles may be unable to restart or may experience a stall while coming to a stop at low speed. The vehicles may also lose electrical accessories such as hazard lights or cause a loss of drive power, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to:

Reprogram the following **2 modules** to the latest level using the Ford Diagnosis and Repair System (FDRS):

- **PCM**
- **BCM**

SERVICE ACTION (continued)

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.

Mobile Repair and/or Pick-up and Delivery: To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, towing (if needed), and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 1, 2024 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Recall Reimbursement Plan

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.

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Safety Recall 24S60**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:
 - Mobile Reprogramming

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: FDRS, battery charger, 120V power source.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on October 10, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 10, 2024. Owner names and addresses will be available by November 8, 2024.

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

Safety Recall 24S60**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.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the PCM and/or BCM.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

TOWING

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

- **RESTRICTION: ONLY for Vehicle Off Road (VOR)**

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

Safety Recall 24S60**FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

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 FSAs / 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.

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 August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (**24S60**) is the subcode.
 - 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.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: **24S60**
 - Misc. Expense: **ADMIN**
 - Misc. Expense: **REFUND**
 - Misc. Expense: **0.2 Hrs.**
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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CLAIMS PREPARATION AND SUBMISSION (continued)

- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
 - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
 - Dealers NOT participating in the Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record, with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code **24S60MM** along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
 - **RESTRICTION: ONLY for Vehicle Off Road (VOR)**
 - Program Code: **24S60**
 - Misc. Expense: **TOW**
- Misc. Expense: Claim up to **\$250.00**

Labor Allowances and Parts Ordering Information

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the PCM and BCM to the latest level, using FDRS. Includes time for TPMS relearn procedure.	24S60B	0.5 Hours
Check BOTH the PCM and BCM for software updates. Reprogram only one (1) module (PCM or BCM) to the latest level using FDRS. (Cannot be claimed with 24S60B)	24S60C	0.4 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	24S60MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24S60PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.