



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

Ford Motor Company
 PO Box 1904
 Dearborn, Michigan 48121

April 15, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

Safety Recall 24S25

Certain 2021-2024 Bronco Sport vehicles with installed hood scoop accessory
 Hood scoop accessory removal

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2021-2024	Not Applicable	All

US population of affected vehicles: 928

REASON FOR THIS SAFETY RECALL

On some the affected vehicles, the installed hood scoop accessory may become dislodged from the hood during vehicle operation. A hood scoop that detaches while driving can damage the windshield and/or create a road hazard for other road users, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to remove the hood scoop accessory. 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.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles)
 - Re-deliver the owner’s vehicle after repairs have been completed.
- Pick-Up & Delivery and alternative transportation should be made available for all customers as appropriate. Refer to the Rental and Claiming sections for further details.

This allowance may be claimed one time per VIN when the repair is completed.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program as VINS are not associated with this accessory.

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
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Recall Reimbursement Plan
- Equipment Recall Notice
- Dealer Principal Letter
- Parts Manager Letter

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.

Sincerely,



Stacy L. Balzer

Safety Recall 24S25

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

 - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will not be activated for this program.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be available for this program.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

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 hood scoop removal and the initial hood scoop accessory purchase price.

RENTAL VEHICLES

With proper service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, such as paint repair taking a longer period of time, please contact the SSSC via the SSSC Web Contact Site.

Safety Recall 24S25**PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

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.

Safety Recall 24S25

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.
- **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 **24S25** 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.
- **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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: **24S25** - 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.
- **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.
- **Provision for Locally Obtained Supplies:** Includes solvents, cleaners, bulk materials. Submit on the same line as the repair.
 - Program Code: **24S25**
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$100.00 (total for Misc. Expense: Other)
- **Sublet Hood Scoop Removal:** Sublet repairs to remove the hood scoop can be claimed instead of 24S25B. Sublet documentation must be retained. Submit on the same line as the repair.
 - Program Code: 24S25 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$250

Labor Allowances and Parts Ordering Information

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove hood scoop accessory, including cleaning of the hood of any adhesive residue.	24S25B	1.0 Hours
Checking records and receipts and contacting customers. Must be claimed with Labor Operation 24S25B.	24S25C	1.0 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.	24S25PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2021 - 2023 MODEL YEAR BRONCO SPORT VEHICLES — REMOVE THE HOOD SCOOP

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.

NOTE: Follow these hood scoop removal steps in detail to avoid damage to the vehicle's paint finish.

NOTE: Install masking take to hood scoop outline and hood to protect the parts and prevent any damage.

1. Install masking take on the hood scoop and the hood. See Figure 1.

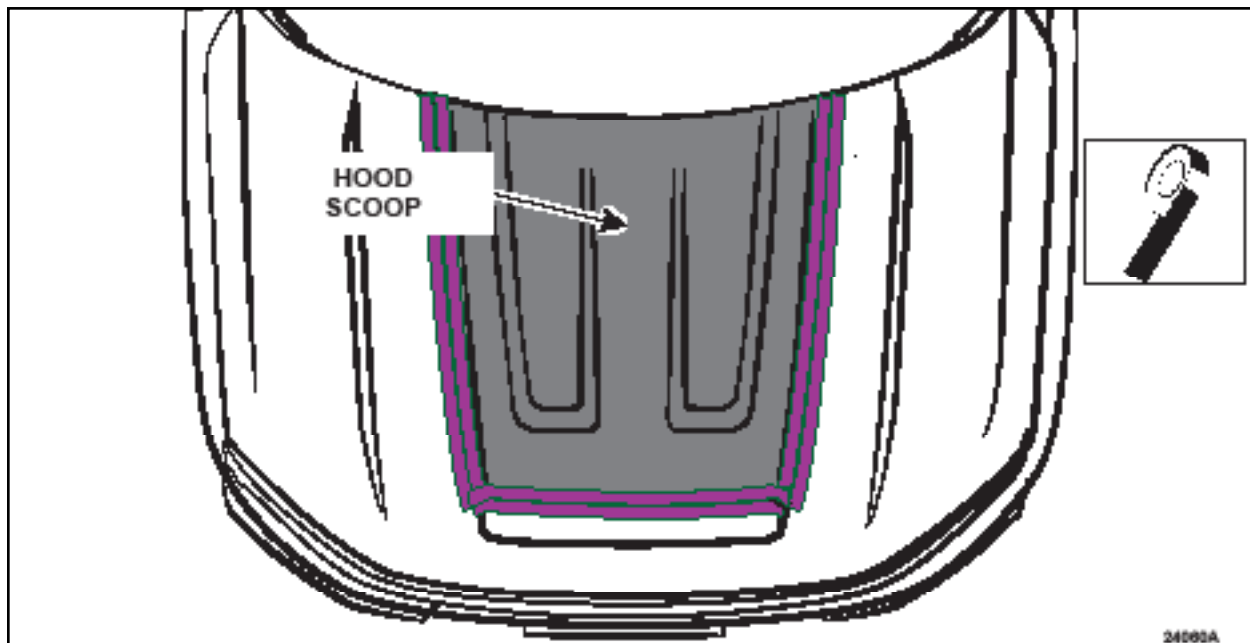


FIGURE 1



2. Initiate the removal process by positioning the Nylon Thread at one of the front corners. Apply steady pressure while smoothly guiding the thread along the targeted path. Employ a back-and-forth motion to ensure a thorough and controlled separation. See Figure 2.

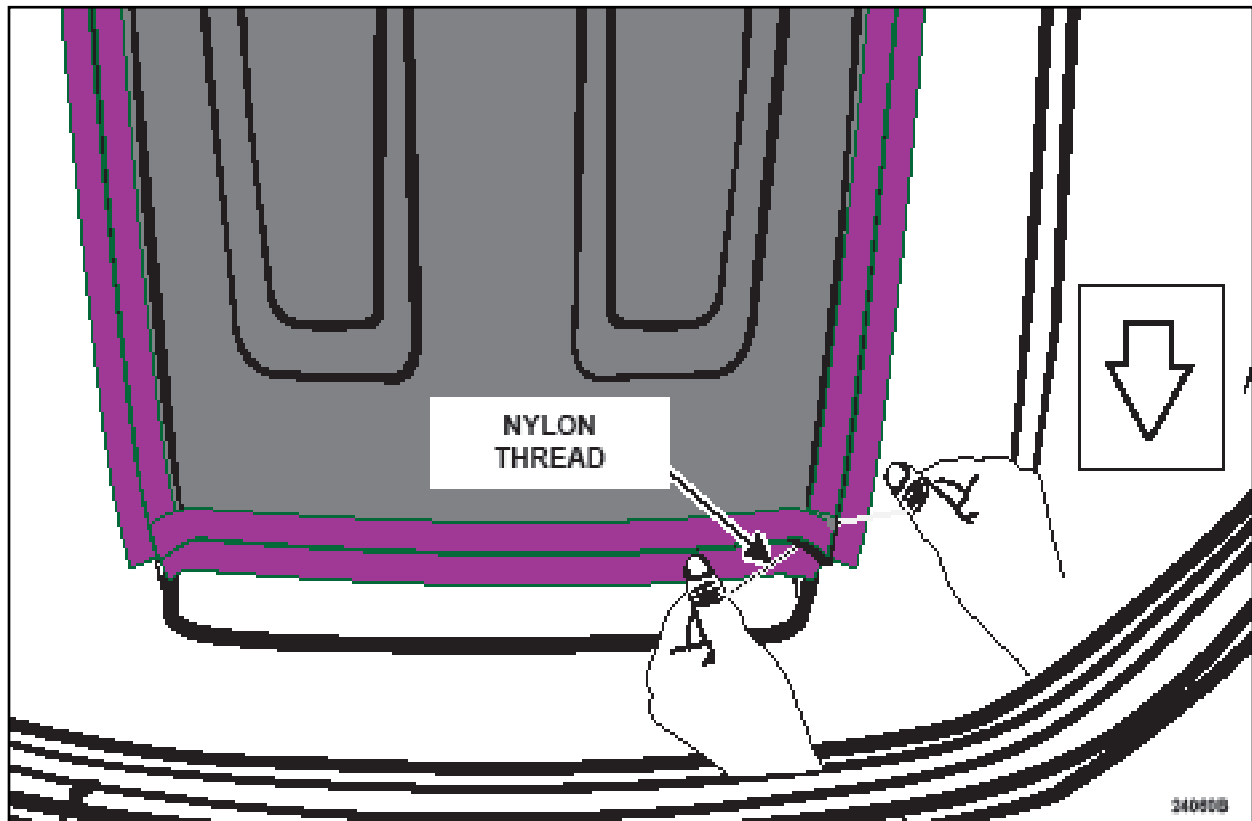


FIGURE 2



3. Install a plastic wedge into the corners to maintain the gap created by the Nylon Thread. See Figure 3.



FIGURE 3



4. Continue the cutting process from all corners, following the steps outlined in steps 2 and 3 until you have traversed the entire contact area. See Figure 4.

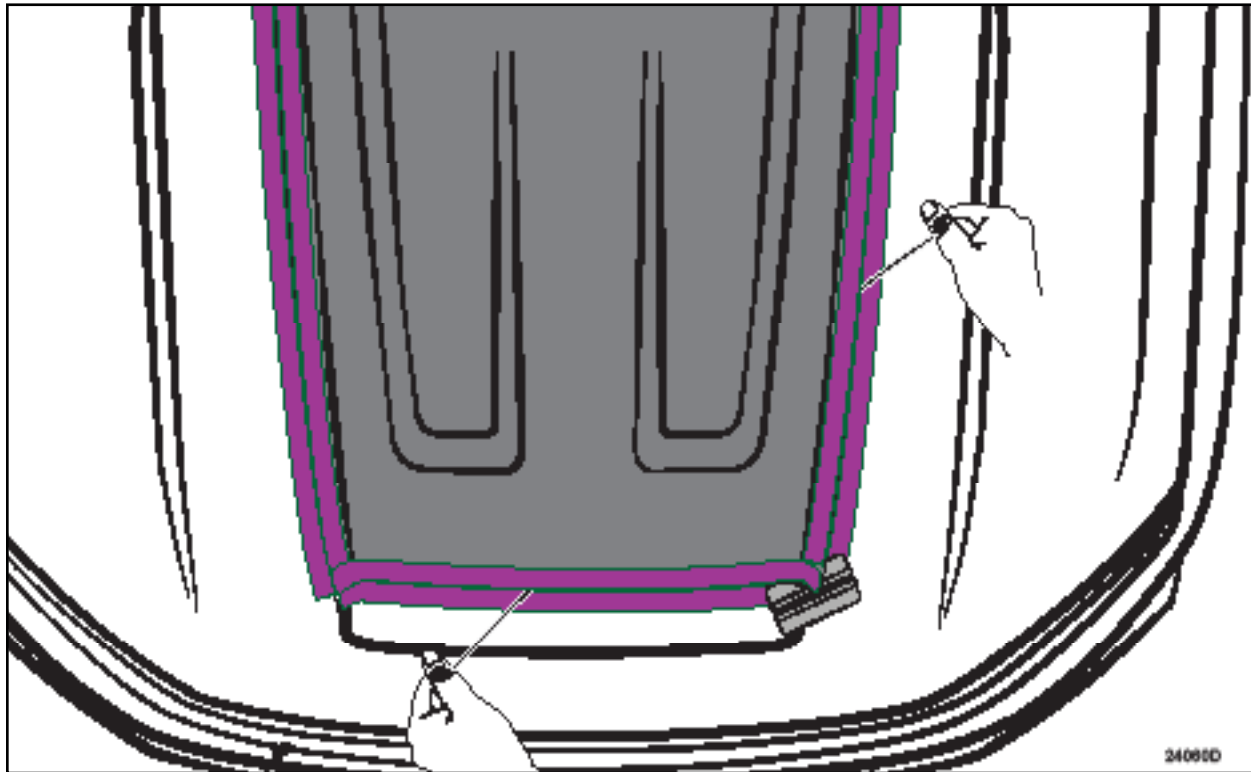
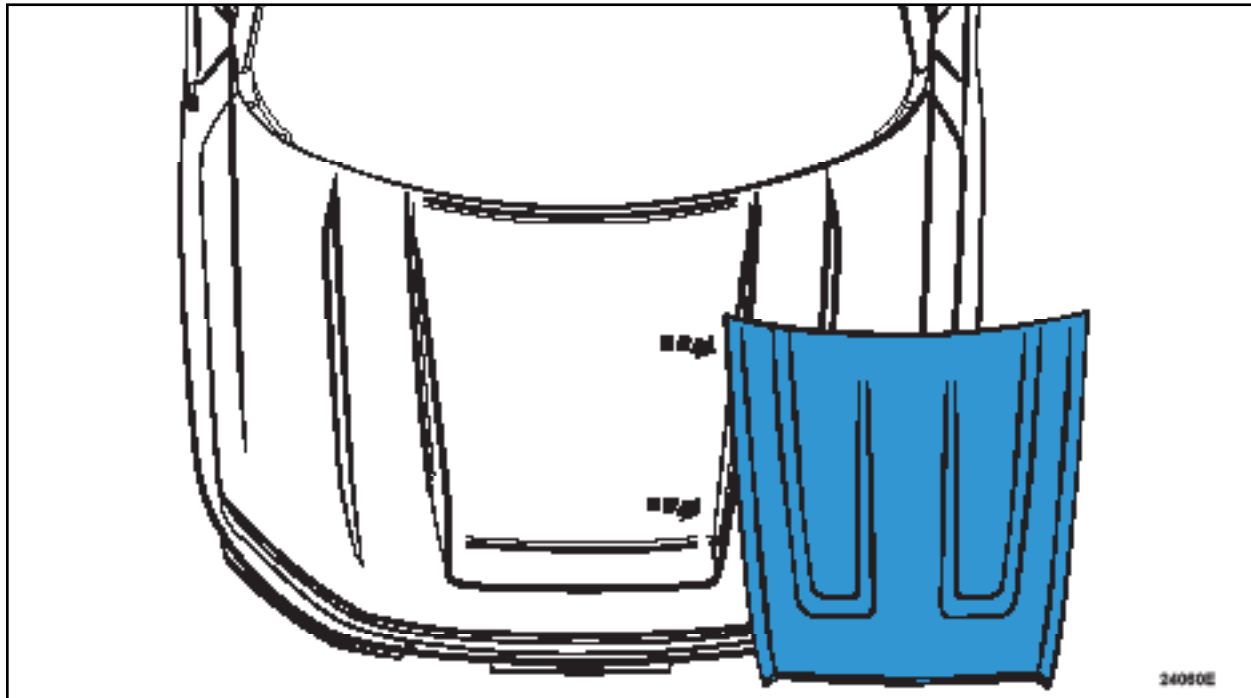


FIGURE 4



5. Remove and discard the hood scoop. See Figure 5.



24080E

FIGURE 5



- Using a 3M Stripe Off Wheel / Adhesive Remover Eraser Wheel or equivalent, attached to a drill, ensuring it operates at a very low rotation speed to effectively eliminate adhesive and tape residue. See Figure 6.

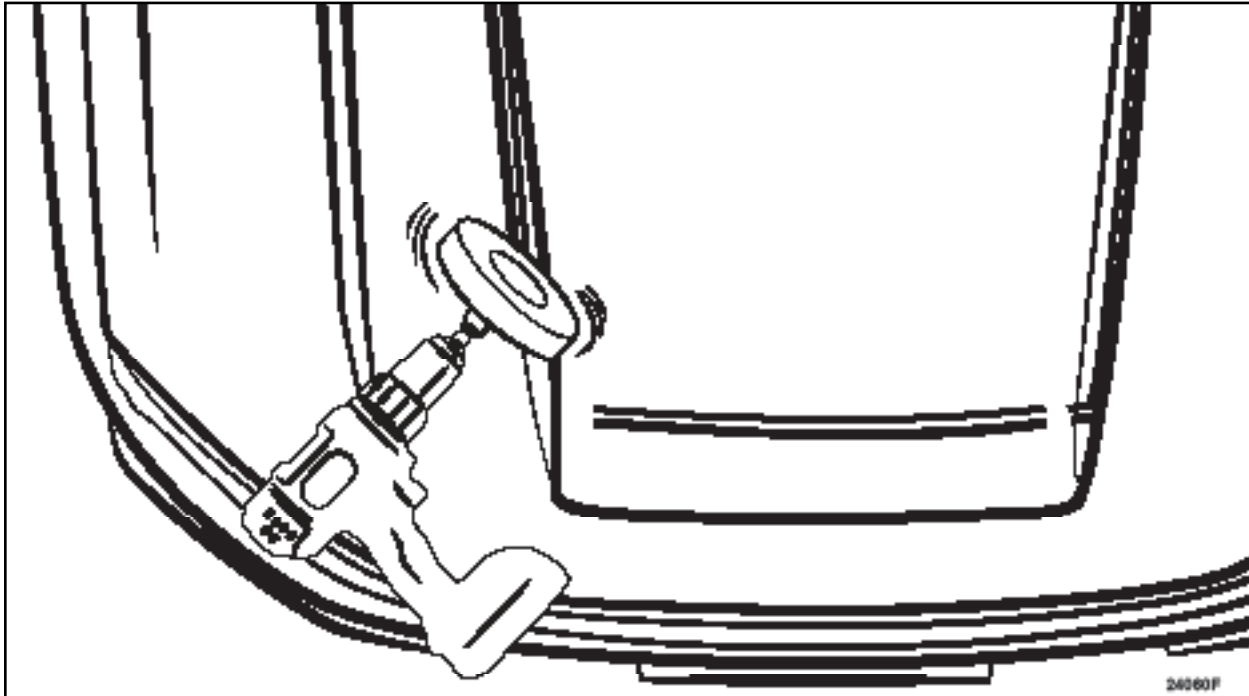


FIGURE 6



7. Thoroughly clean the area with 3M Adhesive Remover or equivalent to eliminate any remaining tape and adhesive residue. See Figure 7.

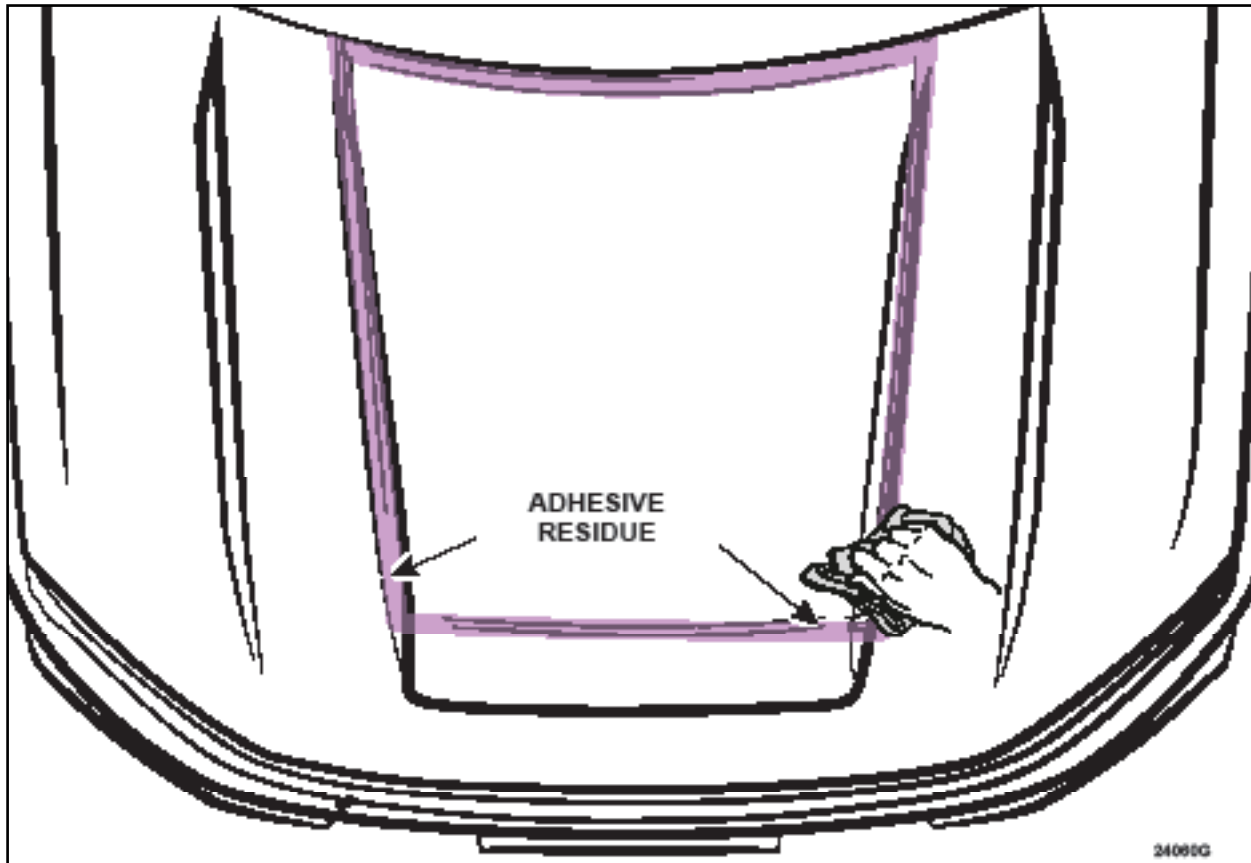


FIGURE 6

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.



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Hood scoop accessory removal







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)

   – 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

Safety Recall 24S25

Certain 2021-2024 Bronco Sport vehicles with installed hood scoop accessory
Hood scoop accessory removal

Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the **24S25** Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 24S25

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.

*Regarding the specific reimbursement plan for Recall # **24S25**, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before **May 31, 2025**. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:*

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance's pursuant to Part 573.6 €(8)(i). This plan has not changed since our May 5, 2021 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 €(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11€ , Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.



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

April 2024

*** * * IMPORTANT EQUIPMENT SAFETY RECALL * * ***

Equipment Safety Recall Notice 24S25

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in the 2021-2024 Bronco Sport hood scoop accessory.

- What is the Issue?** On 2021-2024 MY Ford Bronco Sport vehicles, Ford Motor Company offered a hood scoop accessory through its dealers and at accessories.ford.com and installed at dealers or by the customer. In some vehicles, the hood scoop may not adequately adhere to the hood sheet metal.
- What is the risk?** A hood scoop that is improperly secured may loosen and detach while driving. A hood scoop that detaches while driving can damage the windshield and/or create a road hazard for other road users, increasing the risk of a crash.
- What should you do?** If you purchased a Bronco Sport hood scoop accessory, please contact your local dealer without delay to receive a refund per Equipment Safety Recall **24S25**. Ford Motor Company has authorized your dealer to proceed with a refund, and permanently take the hood scoop off, free of charge. If you do not already have a servicing dealer, you can access www.owner.ford.com for dealer addresses, maps, and driving instructions.

If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.owner.ford.com.

For the hearing impaired call 1-800-392-3673 (TDD) please contact the Telecommunication Relay Service by dialing 711. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

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



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

April 2024

*** * * IMPORTANT SAFETY RECALL * * ***

Equipment Safety Recall Notice 24S25

Dealer Principal
Any Dealer
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in hood scoop accessories purchased and sold for 2021MY-2024MY Bronco Sport vehicles, including at least one hood scoop sold by your dealership as an accessory part "Over-The-Counter" (OTC).

- What is the issue?** According to our records, your dealership purchased and may have installed or sold OTC one of the suspect Bronco Sport hood scoops, service part number: **VM1PZ-16C630-A**.
- What is the risk?** The hood scoop may not be properly adhered to the sheet metal. A hood scoop that is improperly secured may loosen and detach while driving. A hood scoop that detaches while driving can damage the windshield and/or create a road hazard for other road users, increasing the risk of a crash.
- What should you do?** Please have your parts and service departments complete the following:
- Review your customer-pay invoices to determine if you have sold or installed any of the affected hood scoops. **Affected part number: VM1PZ-16C630-A.**
 - Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) who purchased the suspect parts from you over the counter.
 - Arrange to remove the hood scoops from customer vehicles.
 - Post the customer flyer in your parts department where customers can view it. The flyer is included with this letter and available on PTS as an attachment to **24S25**.
 - Check to see if you have any suspect service parts in inventory and return them as needed following the normal part return process.

Thank you for your attention to this important matter.

Ford Customer Service Division



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

April 2024

***** IMPORTANT SAFETY RECALL *****

Equipment Safety Recall Notice 24S25

Parts Manager
Any Dealer
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in hood scoop accessories purchased and sold for 2021MY-2024MY Bronco Sport vehicles, including at least one hood scoop sold by your dealership as an accessory part "Over-The-Counter" (OTC).

- | | |
|----------------------------|--|
| What is the issue? | According to our records, your dealership purchased and may have installed or sold OTC one of the suspect Bronco Sport hood scoops, service part number: VM1PZ-16C630-A . |
| What is the risk? | The hood scoop may not be properly adhered to the sheet metal. A hood scoop that is improperly secured may loosen and detach while driving. A hood scoop that detaches while driving can damage the windshield and/or create a road hazard for other road users, increasing the risk of a crash. |
| What should you do? | Please have your parts and service departments complete the following: <ul style="list-style-type: none">• Review your customer-pay invoices to determine if you have sold or installed any of the affected hood scoops. Affected part number: VM1PZ-16C630-A.• Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) who purchased the suspect parts from you over the counter.• Arrange to remove the hood scoops from customer vehicles.• Post the customer flyer in your parts department where customers can view it. The flyer is included with this letter and available on PTS as an attachment to 24S25.• Check to see if you have any suspect service parts in inventory and return them as needed following the normal part return process. |

Thank you for your attention to this important matter.

Ford Customer Service Division