

Dan Wilyard Chief Engineer Ford Customer Service Division Ford Motor Company PO Box 1904 Dearborn, Michigan 48121

July 10, 2024

# TO: All U.S. Ford and Lincoln Dealers

# SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD Safety Recall 24S02 Certain 2011-2019 Model Year Explorer and Police Interceptor Utility Vehicles Exterior A-Pillar Applique Molding Inspection

# REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 24S02

Dated: January 23, 2024

# AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2011-2019		May 17, 2010 through March 3, 2019
Police Interceptor Utility	2013-2019	Chicago	September 9, 2011 through February 26, 2019

US population of affected vehicles: 1,886,575. Affected vehicles are identified in OASIS and FSA VIN Lists.

# **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles it may be possible that some of the exterior A-pillar applique trim clip attachments are not properly engaged due to improper assembly or repair. If this occurs, the A-pillar applique trim may be loose, missing or may become detached. An exterior A-pillar trim part that detaches while driving can 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:

- Follow the unique Technical Instructions provided.
- Inspect both left hand (LH) and right hand (RH) exterior A-pillar applique moldings.
- As needed, per inspection results, replace A-pillar applique molding(s) including adding adhesive.

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.

# SERVICE ACTION (continued)

**Mobile Repair** / **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, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

#### **OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in separate mailings. The mailings are expected to begin in the third quarter of 2024, prioritized by oldest model years first. 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 (with Videos)
- 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.

Sincerely,

Dan Wilyard

Dan Wilyard

# MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- Explorer vehicles have the following assessment level:
  - Light Mobile Service
- Police Interceptor Utility vehicles with A-pillar mounted spot lamps have the following assessment level:
  - Enhanced Mobile Service

#### 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: Adhesive equipment, and for vehicles with A-pillar mounted spot lamps rotary cutting tool and bit options for A-pillar plastic cut-outs.

# 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 July 8, 2024.

# FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <u>https://web.fsavinlists.dealerconnection.com</u> on July 8, 2024. Owner names and addresses will be available after all phase mailing has completed, expected by the third quarter of 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.

#### 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 <u>emergency</u> 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 replacement of exterior A-pillar applique molding(s) sperate from windshield replacements.

# **RENTAL VEHICLES**

Rental vehicles are not approved for this program.

# 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 <u>NOT</u> 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.

# 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.

# 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 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 (24S02) 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.

- 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.
- o 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 24S02MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Sublet Repairs**: Full sublet repairs may be claimed instead of standard labor codes. Sublet documentation must be retained. Submit on the same line as the repair.
  - Program Code: 24S02
  - Misc. Expense: **FSAOSL**
  - Misc. Expense: Varies as follows:
    - Replacing 1 Upper A-Pillar Molding only Not to exceed \$100.
      - For 2 sides Not to exceed \$140.
    - Replacing 1 Upper A-Pillar Molding and 1 Lower Bracket Not to exceed \$140.
       For 2 sides Not to exceed \$200.
    - Vehicles with Spot Lamp repairs Not to exceed an additional \$100 per side.
      - For 2 sides with Spot Lamp repairs Not to exceed an additional \$200.

# Administrative Information

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# Safety Recall 24S02

# • Provision for Locally Obtained Supplies:

- Includes: adhesive, adhesive promoter, adhesive mixing nozzle tips, general purpose abrasive pad, isopropyl alcohol, tape, adhesive remover (see Parts section for details).
- Submit on the same line as the repair.
- Program Code: **24S02**
- Misc. Expense: OTHER
- Misc. Expense: Claim up to **\$29.00**

# Labor Allowances and Parts Ordering Information Page 1 of 4

# Safety Recall 24S02

# LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspection ONLY – Both LH/RH Exterior A-Pillar Applique Moldings	24S02A	0.3
PASS: Claim by itself		
FAIL: Can be claimed with sublet ONLY		
Cannot be claimed with labor operations below for either PASS or FAIL		
NOTE: All part replacements include extra time for cleaning and	applying adhe	esive.
FAIL Inspection	24S02B	0.5 Hours
Replace: <u>1</u> Upper A-pillar molding ONLY.		
Includes installing new retention clips.		
FAIL Inspection	24S02C	0.7 Hours
Replace: <u>2</u> Upper A-pillar moldings ONLY.		
Includes installing new retention clips.		
FAIL Inspection	24S02D	0.2 Hours
Additional Time to Replace: <u>1</u> body side lower mounting bracket.		
Can be used with B, C, F, G, MM, PP		
FAIL Inspection	24S02E	0.3 Hours
Additional Time to Replace: <b>2</b> body side lower mounting brackets.		
Can be used with B, C, F, G, MM, PP		
Police / Emergency Vehicles – A-Pillar Modification for 1 Spot Lamp	MT24S02F	Up to 0.5 Hours
Police / Emergency Vehicles – A-Pillar Modification for 2 Spot Lamps	MT24S02G	Up to 1 Hour
Mobile Service Allowance: Non-eligible Remote Experience Program		
Ford or Lincoln Dealers Only:	24S02MM	0.5 Hours
If additional travel time is required, submit an SSSC Approval Form		
Vehicle Pick-Up & Delivery (PDL) Allowance:		
Non-eligible Remote Experience Program Dealers Only.	24S02PP	0.5 Hours
<b>NOTE:</b> Dealer-performed vehicle PDL and repairs only. Claim once.		

# Labor Allowances and Parts Ordering Information

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#### Safety Recall 24S02

#### PARTS REQUIREMENTS / ORDERING INFORMATION

**NOTE:** Less than 5% of the affected vehicle population is expected to require part replacement.

#### Special Program Part Ordering: Exterior A-Pillar Appliques

To place an order, submit a Special Program order in the DOW system. **SSSC contact is not required to order these parts**. More information can be found in EFC 10642.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package (UOI)	Description
BB5Z-7803145-AA	As Needed; Up to 1	1	1	<b>LH</b> Exterior A-Pillar Applique Molding (upper)
BB5Z-7803144-AA	As Needed; Up to 1	1	1	<b>RH</b> Exterior A-Pillar Applique Molding (upper)

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

#### Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package (UOI)	Description
BB5Z-78519R44-B	As Needed; Up to 2	1	1 set of 7 Clips	Clip kit - 1 kit required per side,
Lower Brackets to replace only if broken				
BB5Z-7803145-BA	As Needed; Up to 1	1	1	LH under/lower molding bracket (Clips included)
BB5Z-7803144-BA	As Needed; Up to 1	1	1	<b>RH</b> under/lower molding bracket (Clips included)

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Miscellaneous – Obtain Locally		
Adhesive – See Approved Adhesives Table Below		
Adhesive Promoter / Brand specific	Claim as Misc. Other	
Adhesive Mixing Nozzle Tips (1 per side repaired)	Up to <b>\$29 Total</b>	
General purpose Scotch-Brite Abrasive pad or equivalent		
Isopropyl Alcohol	Assumes most products can be	
Таре	used multiple times	
38984 – 3M Specialty Adhesive Remover or Similar as needed		

Labor Allowances and Parts Ordering Information Page 3 of 4

#### Safety Recall 24S02

#### PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

 Approved Adhesives – Obtain Locally (chose 1 adhesive and 1 primer)

 3M™ 08237 - Semi-Rigid Parts Repair – 3 (shorter cure time)

 Or: 3M™ Scotch-Weld™ Structural Plastic Adhesive DP8010 (longer cure time)

 + 3M™ Adhesion Promoter 4298UV (primer)

 + Or: 3M™ Adhesion Promoter 06396 (primer)

 FUSOR® 152 PLASTIC REPAIR ADHESIVE

 + Fusor® 602EZ Surface Modifier (primer)

 LOCTITE® HY 4070 Adhesive

 + LOCTITE® SF 770 Adhesive Primer

#### **DEALER PRICE**

For the latest prices, refer to DOES II.

#### PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

#### EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

#### **REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st,</sup> 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st,</sup> 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest <u>Immediate Scrap List</u> information.

#### REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

• This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st,</sup> 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note**: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

# CERTAIN 2011-2019 MODEL YEAR EXPLORER AND POLICE INTERCEPTOR UTILITY VEHICLES — EXTERIOR A-PILLAR APPLIQUE MOLDING INSPECTION

# 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.

#### **Material Lists**

#### **Exterior Molding/Bracket Inspection**

Ruler/Scale/Straight Edge	Таре
5/16 in (8 mm) Hex Key	Marker

#### **Repair Procedure**

General purpose Scotch-Brite abrasive pad or equivalent	Lint-free cloth	Adhesive Promoter
Isopropyl Alcohol	Adhesive Remover (as needed)	Adhesive Mixing Nozzle Tip(s)
Adhesive Applicator Gun		

# Review the video links below before starting this inspection procedure:

Inspection DOES NOT PASS



#### **Exterior Molding Inspection**

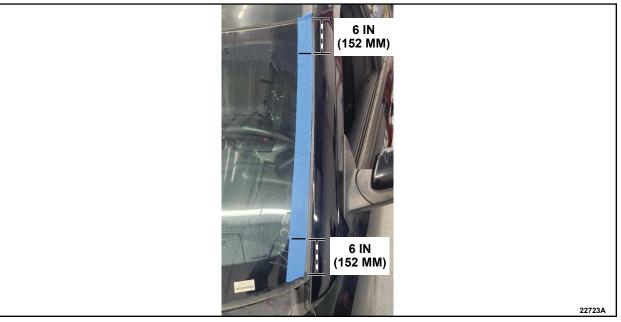
- 1. Open both front doors to access the upper corners of the exterior A-pillar moldings.
- 2. Place one finger beneath the upper corner of the molding and push upwards with light pressure. See video links above.
  - Is there greater than approximately 5/32 in (4 mm) of vertical movement between the molding and the vehicle on either side?

#### Yes - DOES NOT PASS inspection.

- If only one side of the vehicle did NOT pass inspection, proceed to next step.
- If <u>both</u> sides of the vehicle did NOT pass inspection, proceed to the <u>Bracket</u> <u>Inspection</u> on page 3.
- No PASSES inspection. Proceed to next step.



- 3. Apply tape from the top to the bottom of the windshield along the inside edge of the exterior A-pillar molding on the side(s) of the vehicle that passed inspection in step 2. See Figure 1.
- 4. Measure and mark a line 6 in (152 mm) from the top and the bottom edges of the windshield. See Figure 1.



**FIGURE 1** 

- 5. Place the short arm of a standard length 5/16 in (8 mm) hex key along the edge of the molding at the top tape marked line.
- 6. Only between the tape marked lines, attempt to lift the edge of the molding up and away from the windshield glass or rubber seal to insert the hex key. See video links above.
  - Can the hex key easily fit between the windshield glass and molding anywhere between the upper and lower tape marked lines on either <u>one or both</u> sides of the vehicle?

Yes - **DOES NOT PASS** inspection. Proceed to next step.

No - **PASSES** inspection. This completes the Field Service Action (FSA).



#### **Bracket Inspection**

- **NOTE:** Perform this inspection procedure ONLY on the side(s) that did not pass the exterior molding inspection.
- 7. Release the clips and remove and discard the molding(s). See Figure 2.
- NOTE: Left-Hand (LH) side shown, Right-Hand (RH) similar.
- **NOTE:** Some police or emergency vehicles may require spot lamp removal. Refer to WSM procedures in section 100-05.
- **NOTICE:** Some vehicles may have adhesive applied to the molding. Do <u>NOT</u> use windshield as a surface for prying or damage to the windshield may occur.

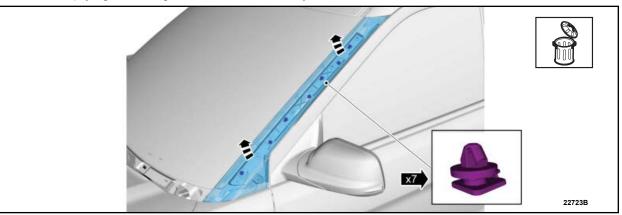


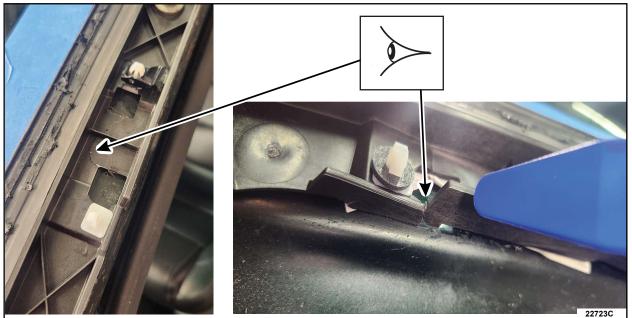
FIGURE 2



8. Visually inspect the exterior molding bracket for any cracks and/or damage.

- Are there any cracks and/or damage anywhere along the bracket? See Figure 3.

- Yes DOES NOT PASS inspection. Bracket replacement is required. Proceed to step 11.
- No **PASSES** inspection. Bracket may be reused. Proceed to next step.



**FIGURE 3** 



#### **Repair Procedure**

# Review the video link below before starting this repair procedure:



#### **Reusing Bracket**

9. Remove and discard the retention clips by using pliers or a trim tool to disengage the clips from the slotted retaining feature of the bracket. See Figure 4.

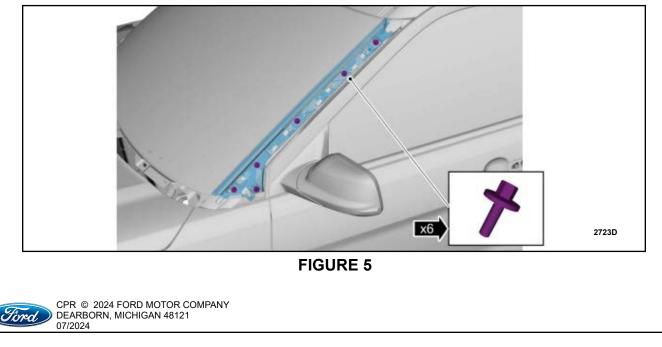


**FIGURE 4** 

10. Install the *new* retention clips onto the bracket, then proceed to step 15.

#### **Replacing Bracket**

11. Remove the screws. See Figure 5.



- 12. Remove and discard the bracket.
- 13. Using Isopropyl Alcohol and a lint-free cloth, clean the surface of the vehicle beneath the bracket location. Allow one minute for the Isopropyl Alcohol to evaporate.
- 14. Install the *new* exterior molding bracket and reinstall the screws, then proceed to step 15. • Torque: 62 lb.in (7.0) Nm
- 15. As needed, if adhesive is present and would prevent molding installation, then use the adhesive remover to clean the bracket.
- 16. Using a general purpose Scotch-Brite abrasive pad or equivalent, gently scuff the surface of the area where adhesive will be applied, including the rubber gasket's butyl surface. See Figure 6 and video link above.
- 17. Using Isopropyl Alcohol, clean the surface of the bracket including the rubber gasket's butyl contacting surface as needed. Allow time to dry. See Figure 6 and video link above.



**FIGURE 6** 



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- **NOTE:** For vehicles with spot lamps mounted to the A-pillar, see cut out for Police Spot Lamp Templates LH/RH below. Print template(s) to size on 8.5 in x 11 in paper.
- 18. Apply a thin, uniform coating of adhesion promoter/primer to the bracket's adhesive coating surface. Allow time to dry per manufacturer's instructions. See video link above.
- **NOTE:** Consider working time of adhesive plan all steps in advance. A faster application than video example may be needed.
- 19. Apply adhesive. An applicator gun is recommended for consistency. See video link above.

**NOTE:** Replace adhesive applicator tip before starting a separate side.

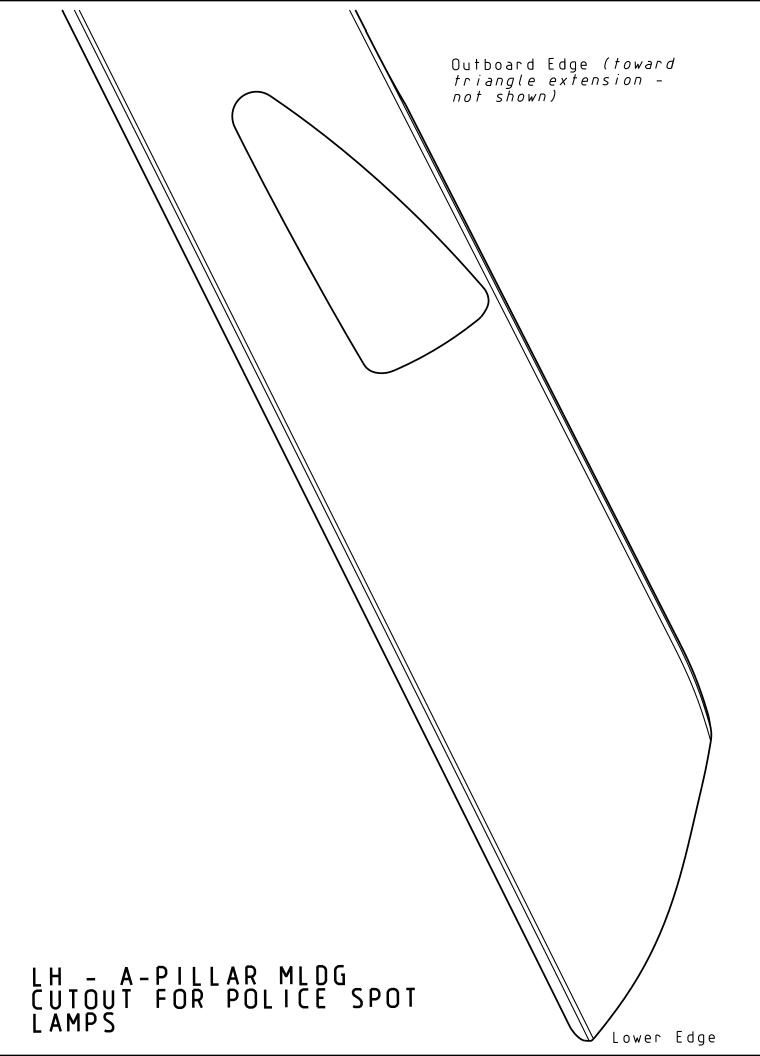
20. Install new molding as follows:

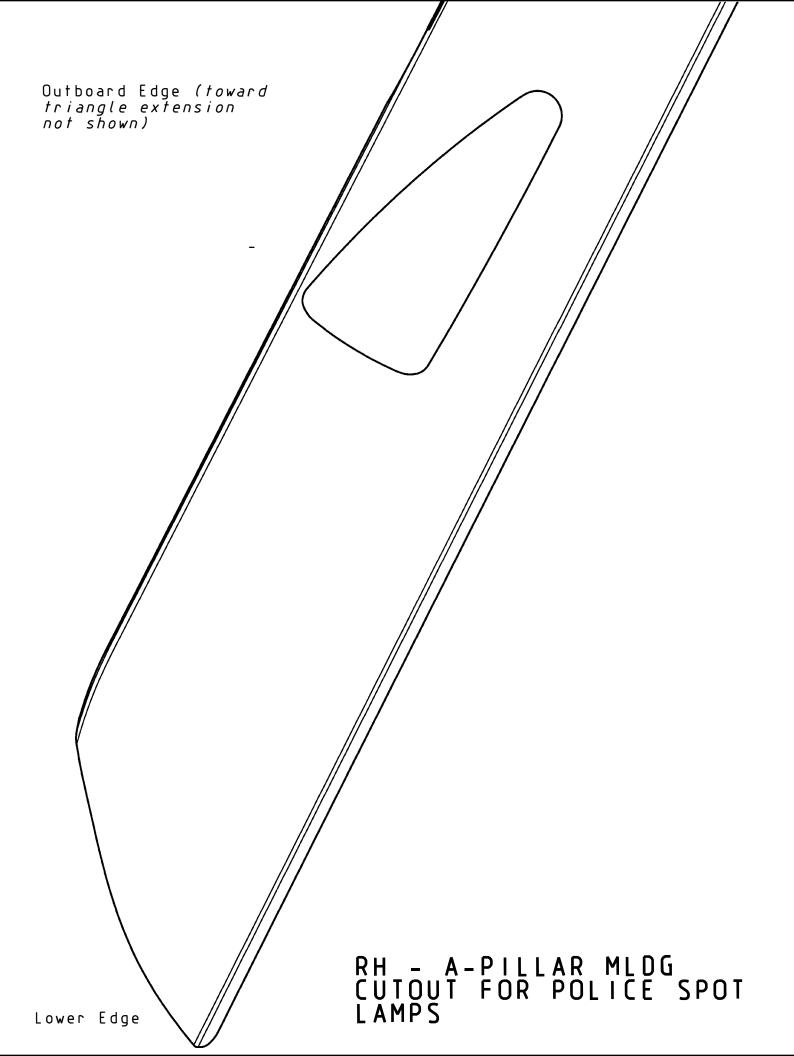
- Work within the adhesive set time.
- Remove underside tape covering butyl.
- · Align bottom clip.
- Align top clip.
- Apply firm even pressure ONLY directly over the 7 clips locations are marked on the top protective film.
- Verify 7 audible clicks to confirm each clip engagement.
- 21. Remove tape and molding protective film.
- 22. Repeat repair procedure as needed if inspection did **NOT** pass on opposite side.

23. Allow one hour cure time before driving vehicle or exposing to precipitation.

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.







#### **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
- *x* 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

- 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

Mobile or Pick-Up and Delivery Repair Record Page 1 of 1

Safety Recall 24S02

# Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _	received (check one):					
	Mobile Repair					
	Pick-up and/or delivery service					
As outlined below for the 24S02 Field Service Action program.						
	Mobile Repair – Date:					
			OR			
	Pick-up – Date:					
	Delivery – Date:					
Repai	r Order #		Repair Order Date			
Service Manager Signature		gnature	Date			

#### Ford Motor Company Recall Reimbursement Plan for 24S02

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 # 24S02, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before July 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 noncompliances pursuant to Part 573.6 (c)(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 (c)(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(e), 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.