



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

August 12, 2024

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 24S05 - Supplement #2**  
Certain 2023-2024 Model Year Transit Vehicles Equipped with a 9.75 Rear Axle Rear Axle Pinion Bearing Lubrication

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 24S05 - Supplement #1**  
Dated: March 7, 2024

**New! REASON FOR THIS SUPPLEMENT**

- **Affected Vehicles:**
  - Updated US population of affected vehicles.
  - **Note:** VINs have been reopened if previously closed in error.
- **Owner Notification Mailing Schedule:** Phased mailing is planned.
- **FSA VIN Lists Activation:** Available by September 30, 2024.
- **Claims Preparation And Submission**
  - Added Provision for Locally Obtained Supplies
- **Labor Allowances:** Added full repair labor codes.
- **Parts Requirements:** Complete part lists are now available depending on vehicle condition.
- **Technical Instructions:** Added complete repair instructions.
- **Reimbursement:** Now available

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2023-2024	Kansas City	May 05, 2023 through February 10, 2024

US population of affected vehicles: **112,279**. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, insufficient rear axle lubricant fill volume may result in an inadequate coating of the rear axle pinion bearing, potentially leading to overheat and bearing seizure. In the event of rear axle bearing seizure, customers may experience rear wheel lock-up and possible driveshaft separation, resulting in loss of vehicle control or loss of vehicle motive power. Driveshaft separation may result in unintended vehicle movement while the vehicle is in Park if the parking brake is not applied. These conditions increase the risk of crash or injury.

## **SERVICE ACTION**

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

- Follow the Technical Instructions.
- **Note:** Add up to approximately one (1) quart of gear fluid to every vehicle.
- 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.

**Customer owned** vehicles:

- Follow the Technical Instructions to inspect the rear axle and repair as necessary.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- For inspection / fluid fill only - 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.
- Pick-Up & Delivery, (or towing) and mobile service should be made available for all customers. Refer to the Claiming sections for further details.

## **ESSENTIAL SPECIAL SERVICE TOOLS**

For special service tools, contact 1-800 ROTUNDA / option 3 to place an order for purchase.

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

*Parts to repair this condition are currently available but not in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts are available, owners of affected vehicles will be notified in separate mailings dependent upon part supply. The mailings are expected to begin by the fourth quarter of 2024. 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.**

## **New! 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 – Full Remedy Available*
- *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.

Customer Service Division

## Safety Recall 24S05 - *Supplement #2*

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

-   - **Inspection / fluid fill ONLY:** Light Mobile Service
-  - **Part Replacements:** Not a Mobile Service Repair

### **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: creeper.

### **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 was activated on February 13, 2024.

### **New! FSA VIN LISTS ACTIVATION**

FSA VIN Lists *will be* available through <https://web.fsavinlists.dealerconnection.com> *by September 30, 2024*. Owner names and addresses *will be* available *by October 11, 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.

### **CUSTOMER OWNED 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.
- Prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

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### **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 rear axle pinion bearing failure.

### **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. See Provision for Towing section below for more information.

- **Restriction:** towing will only be provided for vehicles with a rear axle pinion bearing failure that cannot be driven.

### **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 24S05 - *Supplement #2***New!** 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 **24S05** 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: 24S05                      - 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.
- **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: For inspection / fluid fill ONLY**
  - 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 24S05MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Safety Recall 24S05 - **Supplement #2****New!** **CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Provision for Locally Obtained Supplies:** *Includes Such as Motorcraft Thread Lock, Silicone Gasket Remover, Metal Prep Wipes, Engine Shampoo, and Brake Cleaner. Submit on the same line as the repair.*
  - Program Code: **24S05**
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$21.00 if claiming 24S05D.
    - *If claiming both local supplies and towing can claim \$271.00 total for Misc. Expense: Other*
  - Misc. Expense: Claim up to \$1.00 if claiming 24S05E.
    - *If claiming both local supplies and towing can claim \$251.00 total for Misc. Expense: Other*
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program.
  - **Restriction:** towing will only be provided for vehicles with a rear axle pinion bearing failure that cannot be driven.
  - Submit on the same line as the repair.
  - Program Code: **24S05**
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$250.00
    - *If claiming both local supplies for 24S05D and towing can claim \$271.00 total for Misc. Expense: Other*
    - *If claiming both local supplies for 24S05E and towing can claim \$251.00 total for Misc. Expense: Other*

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**New!** LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<b>Unsold Vehicles</b> - Add Gear Fluid to Rear Axle – up to 1 quart – <i>as needed</i> Closes program	24S05B	0.3 Hours
<b>SOLD Vehicles - PASS Inspection</b> - Top off Gear Fluid to Rear Axle – up to 1 quart – <i>as needed</i> Closes program	24S05C	0.3 Hours
<b>SOLD Vehicles - FAIL Inspection.</b> <i>Replace four differential bearings, no clearance or lash check needed, set pinion crush washer and torque to turn, fluid fill.</i>	<b>24S05D</b>	<b>4.2 Hours</b>
<b>SOLD Vehicles - FAIL Inspection, Seized Rear Axle. Replace full rear axle assembly, includes brake bleed. New Assemblies are pre-filled.</b>	<b>24S05E</b>	<b>3.5 Hours</b>
If equipped, Extra Time for Removal and Install of <b>Running Boards</b> for access Can be claimed with codes B, C, or CC.	24S05R	0.3 Hours
<b>Mobile Service Allowance: For inspection / fluid fill ONLY</b> <b><u>Non-eligible Remote Experience Program Dealers Only</u></b> Use when the repair takes place away from the dealership If additional travel time is required, submit an SSSC Approval Form	24S05MM	0.5 Hours
<b>Ford Vehicle PDL Allowance:</b> <b><u>Non-eligible Remote Experience Program Dealers Only.</u></b> <b>NOTE:</b> Dealer-performed vehicle PDL and repairs only. Claim once.	24S05PP	0.5 Hours

**New!** PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package (UOI)	Description
<b>*** Repair Code B or C – Pass Inspection Only Or UnSold Vehicles ***</b>				
XY-75W85-QL	1	-	-	Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant (1 quart)

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**New!** **PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

To place an order for K-Coded parts (noted below) submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Number in Package (UOI)</b>	<b>Description</b>
<b>*** Repair Code D - Bearing Repair ***</b>				
<i>ML3Z-4625-A (K-CODE)</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Bearing – Pinion (inner), Cone and Cup</i>
<i>ML3Z-4621-A (K-CODE)</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Bearing – Pinion (outer) Cone and Roller / Cup</i>
<i>XY-75W85-QL</i>	<i>3</i>	<i>-</i>	<i>-</i>	<i>Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant (1 quart)</i>
<i>BL1Z-4222-A</i>	<i>2</i>	<i>2</i>	<i>1</i>	<i>Left/Right Hand (LH/RH) Diff. Bering Cups</i>
<i>7L1Z-4221-A</i>	<i>2</i>	<i>2</i>	<i>1</i>	<i>LH/RH Differential Carrier Bearings</i>
<i>ML3Z-4662-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Crush Spacer - Pinion Bearing</i>
<i>BL3Z-4676-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Seal - Pinion Bearing</i>
<i>N800594-S100</i>	<i>4</i>	<i>1</i>	<i>4</i>	<i>Bolts - Drive shaft to Pinion Flange</i>
<i>W500633-S442</i>	<i>4</i>	<i>1</i>	<i>4</i>	<i>Bolts - Stabilizer Bar</i>
<i>W700618-S300</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Plastic Clip - Axle vent hose</i>
<i>W500747-S442</i>	<i>2</i>	<i>1</i>	<i>4</i>	<i>Bolt - Rear shock to Axle</i>
<i>W520114-S442</i>	<i>2</i>	<i>1</i>	<i>4</i>	<i>Nut - Rear shock to Axle</i>
<i>HL3Z-4036-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>Gasket - Differential Housing Cover</i>
<b>*** Bearing Repair – Quantities/Use Vary Depending on Vehicle Requirements ***</b>				
<i>HL3Z-4320-A</i>	<i>1 – As Needed</i>	<i>1 – As Needed</i>	<i>1</i>	<i>NUT - Locking, Pinion Bearing Single Rear Wheel (SRW)</i>
<i>BL3Z-4320-A</i>	<i>1 - As Needed</i>	<i>1 – As Needed</i>	<i>1</i>	<i>NUT - Locking, Pinion Bearing - Dual Rear Wheels (DRW), 7/8"-20</i>
<i>W716097-S439</i>	<i>10 - As Needed</i>	<i>3 – As Needed</i>	<i>4</i>	<i>Bolts- rear axle shaft - M12 X 55MM, Single Rear Wheel (SRW), 5 per side</i>
<i>W716084-S439</i>	<i>Up To 16 – As Needed</i>	<i>Up To 4 - As Needed</i>	<i>4</i>	<i>Bolts - Brake Anchor plate - M12 x 70MM – Electric Park Brake, 2 per side OR Bolts - Rear Axle Shaft: – DRW/Jumbo/Drum-In-Hat, 6 per side</i>
<i>W717197-S439</i>	<i>4 – As Needed</i>	<i>1 – As Needed</i>	<i>4</i>	<i>Bolts - Brake Anchor plate - Mechanical Park Brake</i>

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**New!** PARTS REQUIREMENTS / ORDERING INFORMATION – (continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package (UOI)	Description
<b>*** Repair Code D - Bearing Repair – Miscellaneous Chemicals ***</b>				
TA-25-B	Claim as Misc. Other Up to \$21.00 Total  Assumes Multiple Repairs per Container			Motorcraft® Thread Lock and Sealer
ZC-30-A				Motorcraft® Silicone Gasket Remover
ZC-31-B				Motorcraft® Metal Surface Prep Wipes
ZC-20				Motorcraft® Engine Shampoo and Degreaser
PM-4-A, OR PM-4-B				Motorcraft® Metal Brake Parts Cleaner

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package (UOI)	Description
<b>*** Repair Code E - Full Rear Axle Replacement – see Technical Instructions ***</b>				
S-7**-P	1	1	1	Rear Axle Assembly – See Below
N800594-S100	4	1	4	Bolts - Drive shaft to Pinion Flange
W500633-S442	4	1	4	Bolts - Stabilizer Bar
W700618-S300	1	1	1	Plastic Clip - Axle vent hose
W500747-S442	2	1	4	Bolt - Rear shock to Axle
W520114-S442	2	1	4	Nut - Rear shock to Axle
<b>Full Rear Axle Replacement – Quantities/Use Vary Depending on Vehicle Requirements</b>				
W716097-S439	10 - As Needed	3 - As Needed	4	Bolts- rear axle shaft - M12 X 55MM, Single Rear Wheel (SRW), 5 per side
W716084-S439	Up To 16 – As Needed	Up To 4 - As Needed	4	Bolts - Brake Anchor plate - M12 x 70MM – Electric Park Brake, 2 per side <b>OR</b> Bolts - Rear Axle Shaft: – DRW/Jumbo/Drum-In-Hat, 6 per side
W717197-S439	4 – As Needed	1 – As Needed	4	Bolts - Brake Anchor plate - Mechanical Park Brake
TA-25-B	Claim as Misc. Other Up to \$1.00 Total			Motorcraft® Thread Lock and Sealer (Covers Multiple Repairs)

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### **New!** PARTS REQUIREMENTS / ORDERING INFORMATION – (continued)

*Full Rear Axle Replacement – **Restrictions Apply**, see Technical Instructions before ordering.*

- *Order by Tag # on differential housing or use PTS/HVBOM to confirm service part #.*
  - *Example: S-702-P*
- *Order through DOESII*
- *Enter as Stock (S) order*
- *Put VIN & 24S05 in the comment field*
- ***Do NOT** use the FSA screen.*
- *Dealer creates their own Core #*
- *Ship mode: Normal*
- *Line remarks – 24S05*
- *Submit live order*
- *Parts will be drop shipped within 5 days.*
- *To track shipment, or special request, submit a COPIS ticket.*

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

***Note regarding K-Code parts:** Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy if and when full open ordering resumes.*

### **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.

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.

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

- 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 [Immediate Scrap List](#) information.
- 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 2023-2024 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH A 9.75 REAR AXLE — REAR AXLE PINION BEARING LUBRICATION

### **NEW !** 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:** If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

1. Has the vehicle been delivered to the customer?

**No** - Proceed to Step 2.

**Yes** - Proceed to Step 3.

2. Add fluid up to approximately 1 quart following Workshop Manual (WSM) procedures for 205-02A Differential Fluid Level Check.

- Clean plug magnet before re-installing.
- This completes the Field Service Action (FSA).

3. **Customer owned** vehicles - Remove the differential fill plug and inspect for metal debris on magnet.



4. Is there metal debris spilling over or extending above the lip of the plug magnet?  
See Figure 1.

**No** - Passes Inspection. Proceed to *Step 5*.  
**Yes** - Fails Inspection. Proceed to *Step 6*.

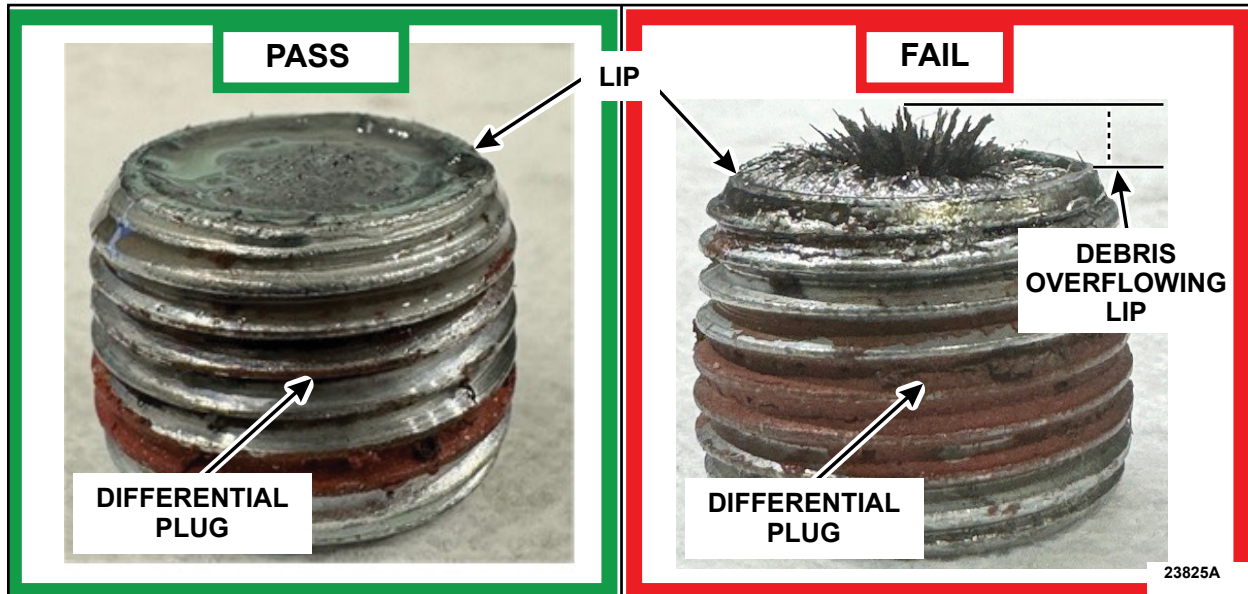


FIGURE 1

5. Has Labor Code 24S05CC ever been submitted previously for this VIN by any dealer? Check PTS warranty history to confirm.

**No** - Passes Inspection. Proceed to Step 2.  
**Yes** - Fails Inspection. Proceed to Step 6.

**Note:** VINs were reopened if previously closed in error.

6. Are the rear wheels / axle locked up and with possible driveshaft separation?

**No** - Proceed to Step 7.  
**Yes** - Replace the full rear axle assembly. Follow WSM procedures in 205-02A. This completes this FSA.

7. Remove the differential carrier. Follow the WSM procedures in 205-02A.

**NOTE:** All of the shims for the carrier and pinion are to be reused in their original positions. Make sure to take note of their exact locations.



8. Remove and discard the differential bearings. See Figure 2.

- Use Tools: 205-D072 (D97L-4221-A) 2 Jaw Puller, 205-D061 (D83T-4205-C2) Step Plate.



FIGURE 2

9. Install the new differential bearings. See Figure 3.

- Use Tools: 205-D044 (D81T-4221-A) Installer, Differential Carrier Bearing.

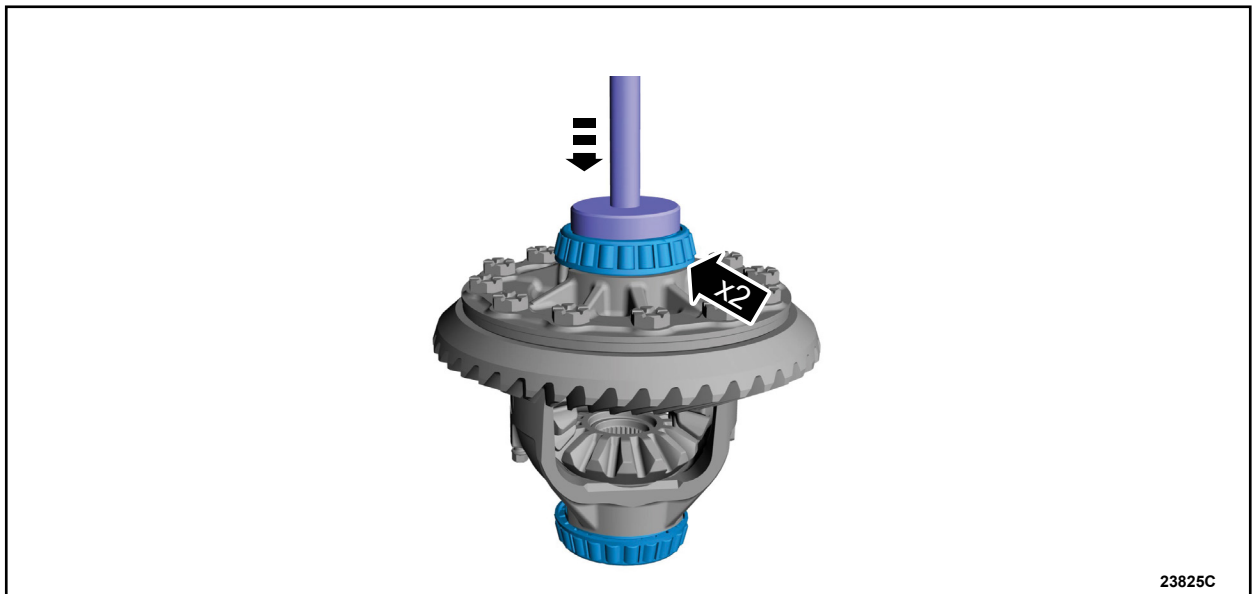


FIGURE 3



10. Remove the drive pinion. Follow WSM procedures in Section 205-02A.

11. Remove and replace the components listed below following WSM procedures in Section 205-02A:

- Drive pinion seal
- Drive pinion outer bearing
- Drive pinion inner bearing
- Drive pinion collapsible spacer
- Drive pinion bearing cups

12. Install the drive pinion. Follow WSM procedures in Section 205-02A.

13. Install the differential carrier. Follow the WSM procedures in 205-02A.

**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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**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)

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   – 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

24S05

## 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 **24S05** Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 24S05**

*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 # 24S05, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before January 10, 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.