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June 19, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 24S16 - Supplement #1

Certain 2022-2023 Model Year Bronco Sport and 2022 Model Year Escape with a 3-cylinder 1.5L Engine
 PCM Programming and Drain Tube Installation

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 24S16
 Dated March 11, 2024

New! REASON FOR THIS SUPPLEMENT

- *Removed reference to N program. This safety recall repair is to update engine control software and install a drain tube.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2022-2023	Hermosillo	October 17, 2022 through January 13, 2023
Escape	2022	Louisville	October 17, 2022 through December 15, 2022

US population of affected vehicles: 41,057. 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 some of the affected vehicles there is a possibility that a high-pressure fuel injector may crack, which may result in fuel accumulating on the top of the engine. Liquid fuel and/or fuel vapor that accumulates near a sufficiently hot surface may ignite resulting in an underhood fire, increasing the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to install a drain tube into the engine cylinder head and reprogram the PCM, using the Ford Diagnostic and Repair System (FDRS). This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Integrated Diagnostic Software (IDS) cannot be used for programming on the affected vehicles in this program.

For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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

- 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 should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of April 1, 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.

ATTACHMENTS

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

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

Safety Recall 24S16 - Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS was activated on March 11, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists has been available through <https://web.fsavinlists.dealerconnection.com> since March 11, 2024. Owner names and addresses have been available since April 19, 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 dealer for an appointment to have their vehicles remedied as soon as practicable, once they've been notified of part and software availability.
- When parts and software are available, 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.

Safety Recall 24S16 - *Supplement #1***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 fuel leaks caused by a cracked fuel injector(s).

RENTAL VEHICLES

Rentals are not approved for this program.

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.

Safety Recall 24S16 - *Supplement #1***CLAIMS PREPARATION AND SUBMISSION**

- **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 24S16 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: 24S16 - 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.
 - **NOTE:** A refund for owner-paid repairs that are covered by the recall must be claimed under 24S16. Failure of proper claiming may result in a rejected 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 Loctite® (SF) 7649™ Primer, Loctite® 638™ adhesive, and brake cleaner. Submit on the same line as the repair.
 - Program Code: 24S16
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$2.00

Safety Recall 24S16 - *Supplement #1*

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect for latest level PCM software - Pass Inspect for drain tube installed – Pass FSA24S16 is complete	24S16A	0.3 Hours
Inspect for latest level PCM software - Pass Inspect for drain tube installed – Fail Install drain tube	24S16B	0.8 Hours
Inspect for latest level PCM software - Fail Inspect for drain tube installed – Pass Reprogram the PCM with latest level of FDRS	24S16C	0.4 Hours
Inspect for latest level PCM software - Fail Inspect for drain tube installed – Fail Install drain tube and reprogram the PCM with latest level of FDRS	24S16D	1.0 Hour
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.	24S16PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Order the parts below through normal order processing channels:

NOTE: Dealers should make sure to order, and have on hand, the water outlet drain tube prior to starting the repair.

Part Number	Description	Order Quantity	Claim Quantity
NX6Z-8A507-A	Water outlet drain tube	1	1
Loctite® (SF) 7649™	Surface primer (liquid or aerosol acceptable)	obtain locally or purchase online	
Loctite® 638™	Retaining compound		

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

NOTE: Due to the critical nature of the associated repair, do not attempt to substitute any of the required chemicals used in this repair.

DEALER PRICE

For the latest prices, refer to DOES II.

Safety Recall 24S16 - *Supplement #1***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 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 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 [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 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 2022-2023 MODEL YEAR BRONCO SPORT AND 2022 MODEL YEAR ESCAPE VEHICLES WITH A 3-CYLINDER 1.5L ENGINE — PCM PROGRAMMING AND DRAIN TUBE INSTALLATION

SERVICE PROCEDURE

NOTE: Make sure to order and have on hand, the outlet drain tube prior to starting the repair.

-  **WARNING:** When jacking or lifting the vehicle, block all wheels remaining on the ground. Set the parking brake if the rear wheels will remain on the ground. These actions help prevent unintended vehicle movement. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Never get underneath a vehicle that is supported only by a jack. The jack could unintentionally lower. Always support vehicle with floor stands. Failure to follow these instructions may result in serious personal injury.
-  **WARNING:** Only raise the vehicle when positioned on a hard, level surface. Attempting to raise the vehicle on an uneven or soft surface may result in vehicle slipping or falling from the jack or jackstand. Failure to follow this instruction may result in serious personal injury.
-  **WARNING:** Turn off (disable) the power running boards (if equipped) before jacking, lifting or placing any object under the vehicle. Never place your hand between the power running board and the vehicle. Extended power running boards will retract when doors are closed. Failure to follow these instructions may result in serious personal injury.

NOTICE: When raising a vehicle on a hoist, use care when positioning the hoist adapters prior to lifting the vehicle so that hoist arms do not interfere with the surrounding suspension or steering linkage components.

1. Inspect vehicle for the presence of a fuel smell. Is there a fuel smell present?
 - Yes - Is the fuel smell coming from the high pressure fuel injectors?
 - Yes - Contact the Special Service Support Center (SSSC).
 - No - Repair this vehicle outside of this FSA.
 - No - Proceed to Step 2.

2. Connect a battery charger to the 12-volt (12V) battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module II (VCM II) is properly connected to the Data Link Connector (DLC).

NOTE: Make sure the Ford Diagnostic and Repair System (FDRS) does not enter sleep mode during module configuration.



3. Launch Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

4. Click 'Read VIN from Vehicle' or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen, and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

5. Select **Toolbox** tab.

6. From the list on the LH side of the screen, select the **PCM**.

7. Is there an update for the PCM available?

Yes - Continue to Step 8.

No - Continue to Step 13.

8. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

9. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

10. Click the **Run Selected Tests** button in the lower right.

11. Click the Clear & Retest button at the top of the screen to clear Diagnostic Trouble Codes (DTC's) in all modules.

12. Disconnect the battery charger from the 12V battery once the programming has completed. Continue to Step 13.



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



13. Is there a drain tube present? See Figure 1.

Yes - Field Service Action (FSA) is complete.

No - Install drain tube. Continue to Step 14.

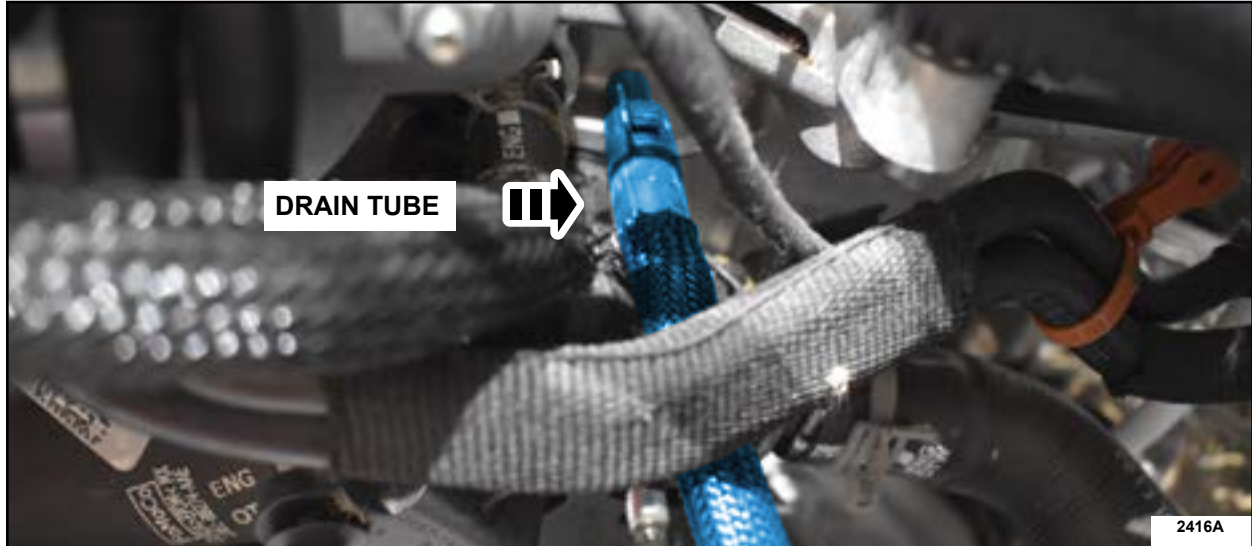


FIGURE 1

14. Turn steering wheel all the way to the left.

15. Remove Battery Tray. Follow the Workshop Manual (WSM) procedures in Section 414-01.

16. Remove air cleaner outlet pipe. Use a clean shop towel to cover the opening left behind. See Figure 2.

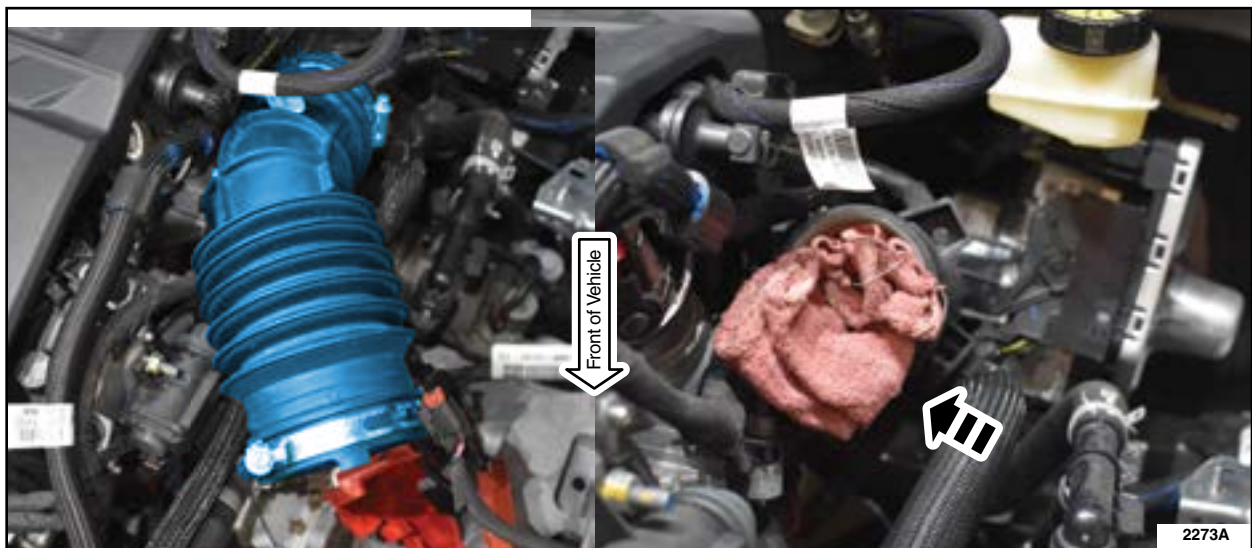


FIGURE 2



17. Clean area with Motorcraft Brake Cleaner. See Figure 3.

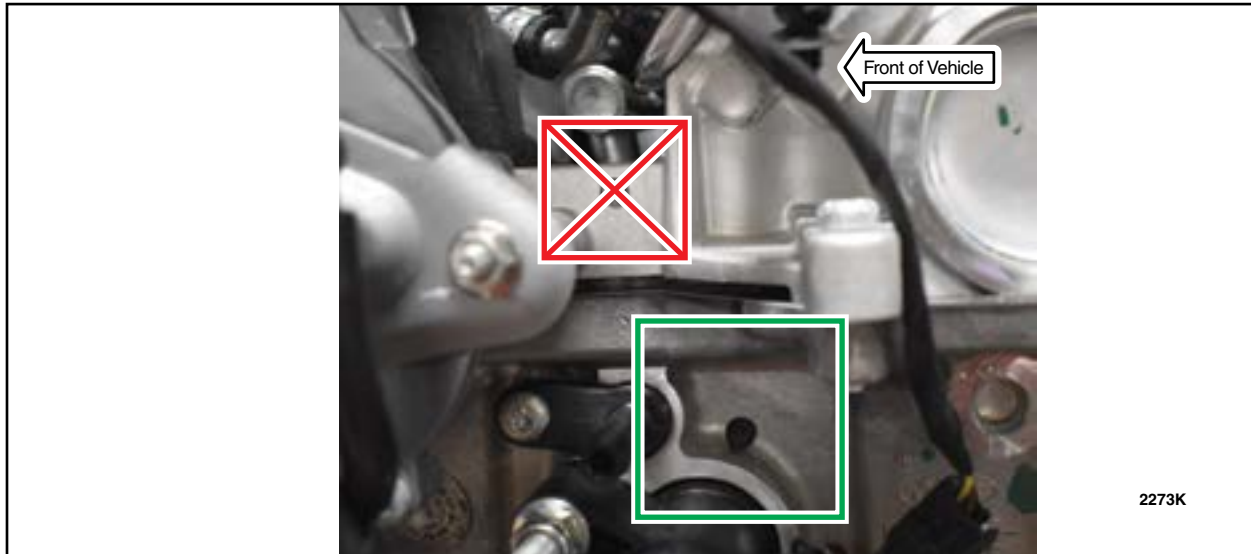


FIGURE 3

18. Inspect the part label on the drain tube. Is the suffix of the part an AA or AB? See Figure 4.
If the suffix is AA continue to Step 19.
If the suffix is AB Continue to Step 23.

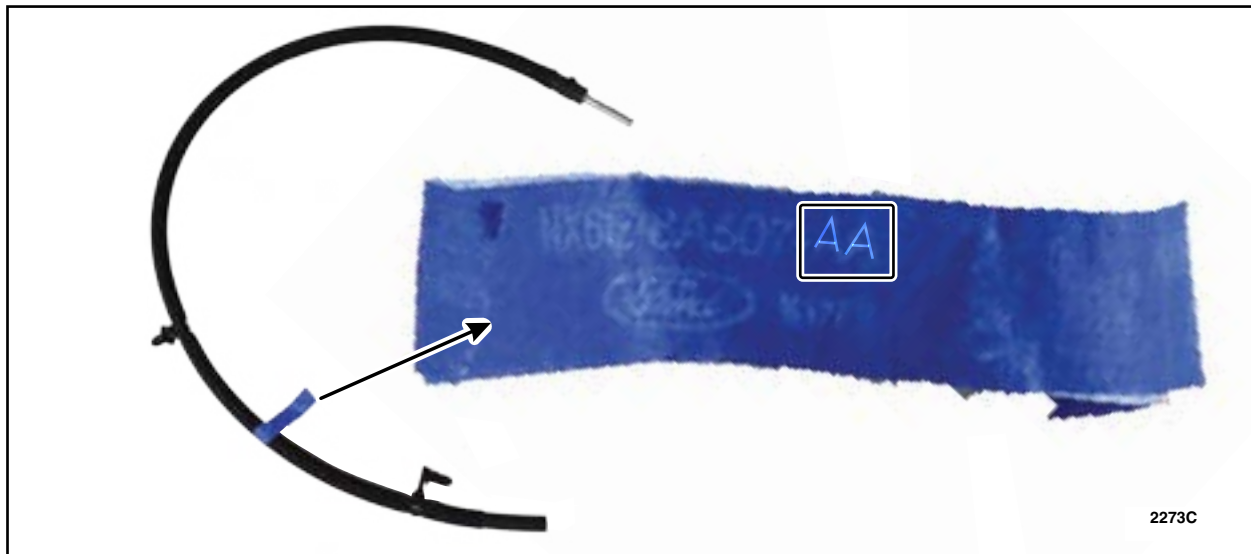


FIGURE 4



19. Remove the fir tree fastener highlighted in the figure below. See Figure 5.

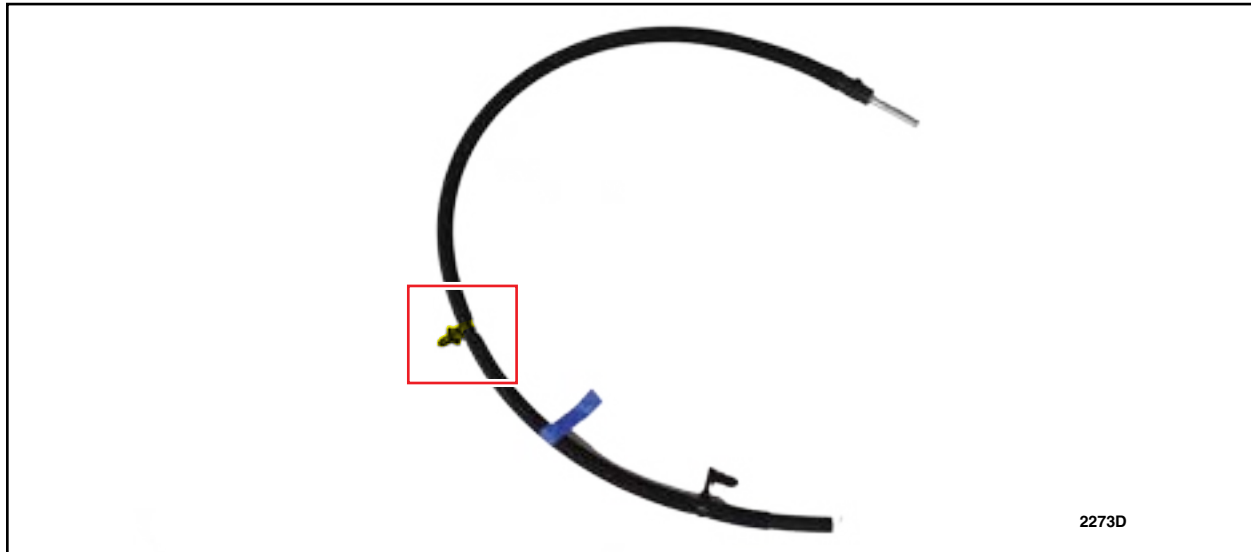


FIGURE 5

20. Cut the tip from fir tree fastener at the end of the tube. Trim the sides of the top 2 barbs at a 45-degree angle on the fir tree fastener to more easily allow fitment through the subframe hole. See Figure 6.

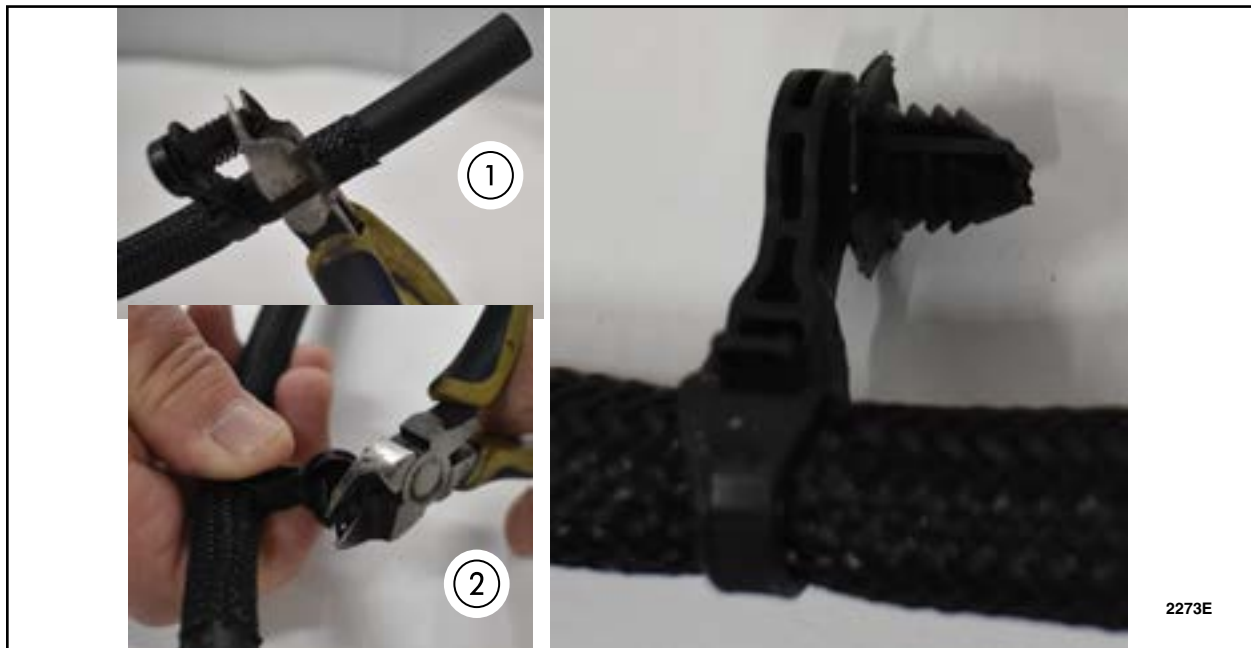


FIGURE 6



21. Feed the rubber hose end through the engine compartment and down into the wheel well.
See Figure 7.

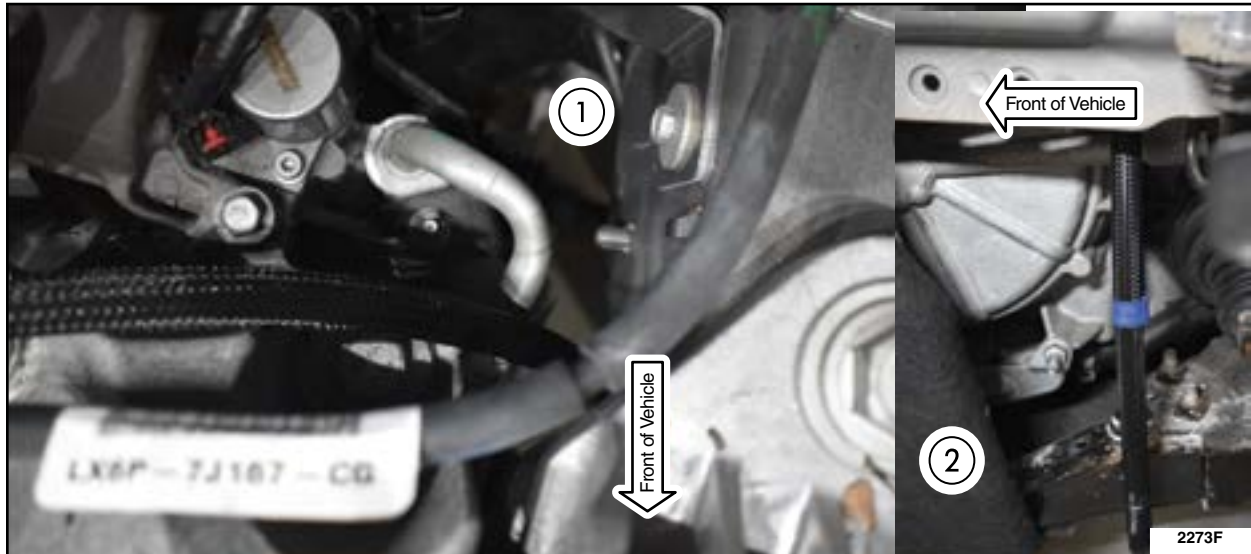


FIGURE 7

22. Attach hose to subframe. Position fir tree fastener and push in as far as possible. If needed you can use groove joint pliers to secure fir tree fastener fully into the hole in the subframe. See Figure 8.
Continue to Step 27.

NOTE: Wheel removed for clarity.

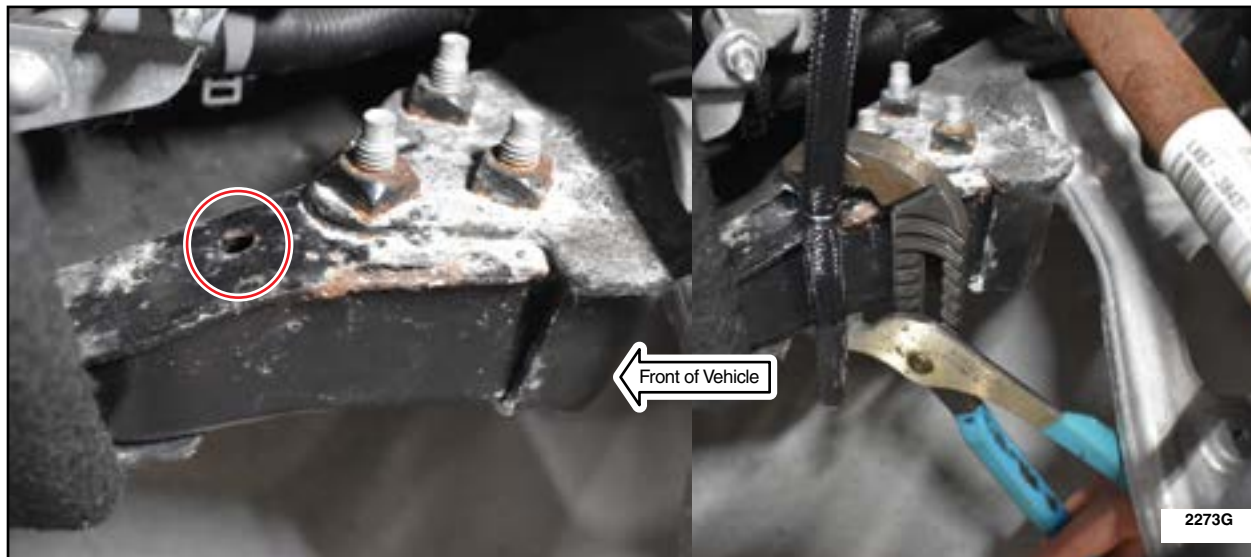


FIGURE 8



23. Cut the tip from fir tree fastener at the end of the tube. Trim the sides of the top 2 barbs at a 45-degree angle on the fir tree fastener to more easily allow fitment through the subframe hole. See Figure 9.

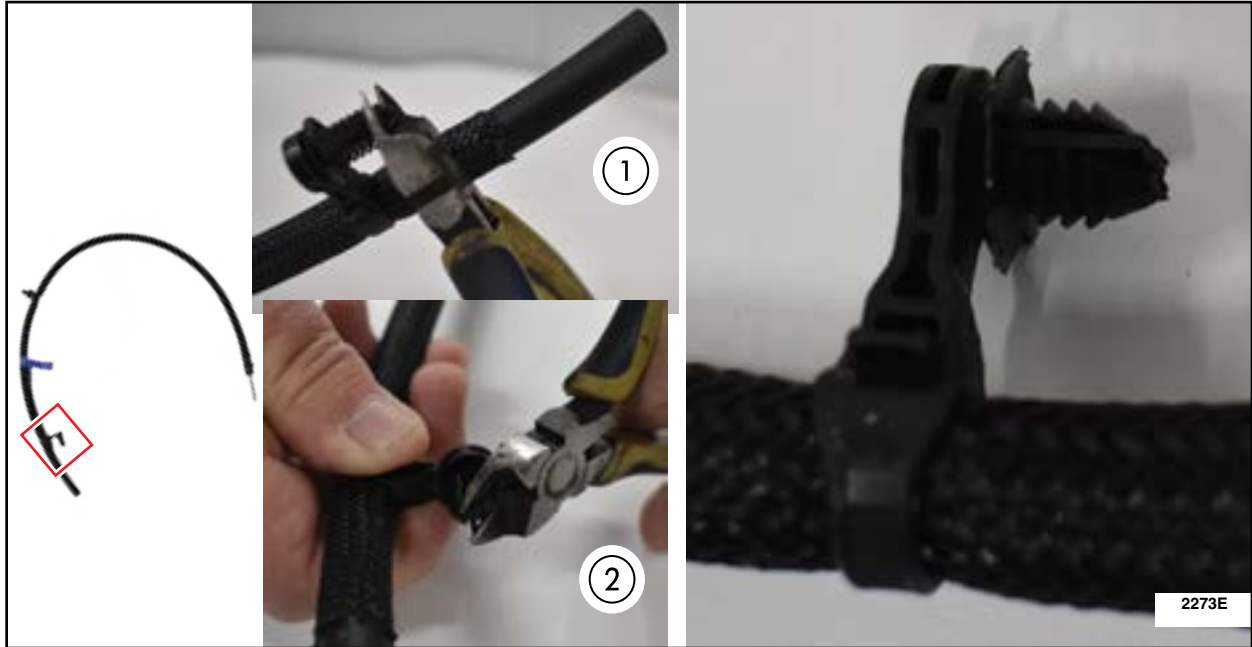


FIGURE 9

24. Feed the rubber hose end through the engine compartment and down into the wheel well. See Figure 10.

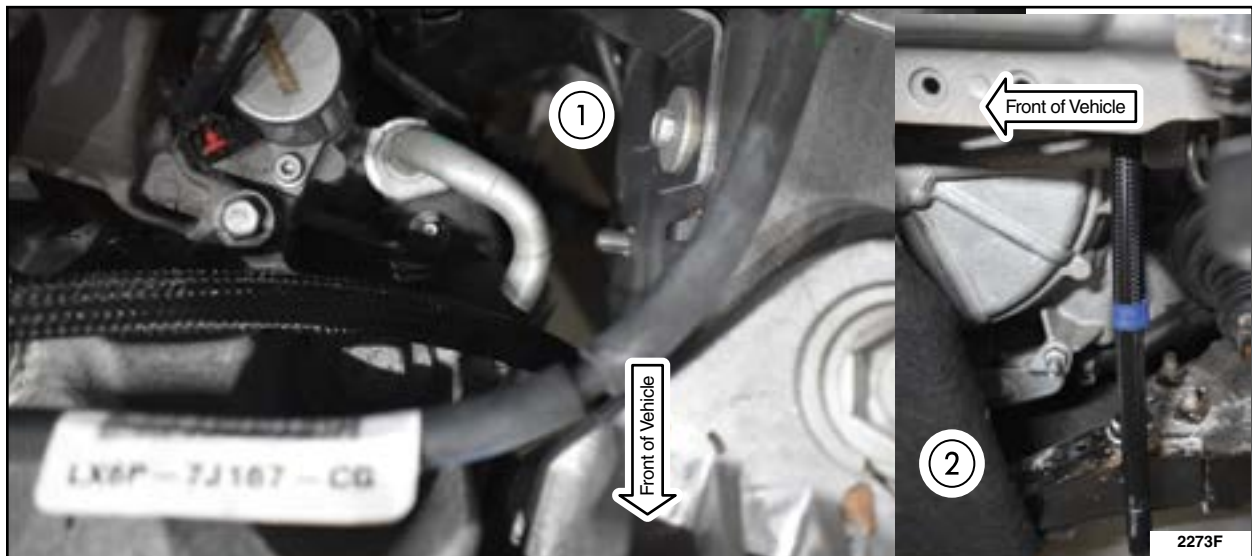


FIGURE 10



25. Attach hose to subframe. Position fir tree fastener and push in as far as possible. If needed you can use groove joint pliers to secure fir tree fastener fully into the hole in the subframe. See Figure 11.

NOTE: Wheel removed for clarity.

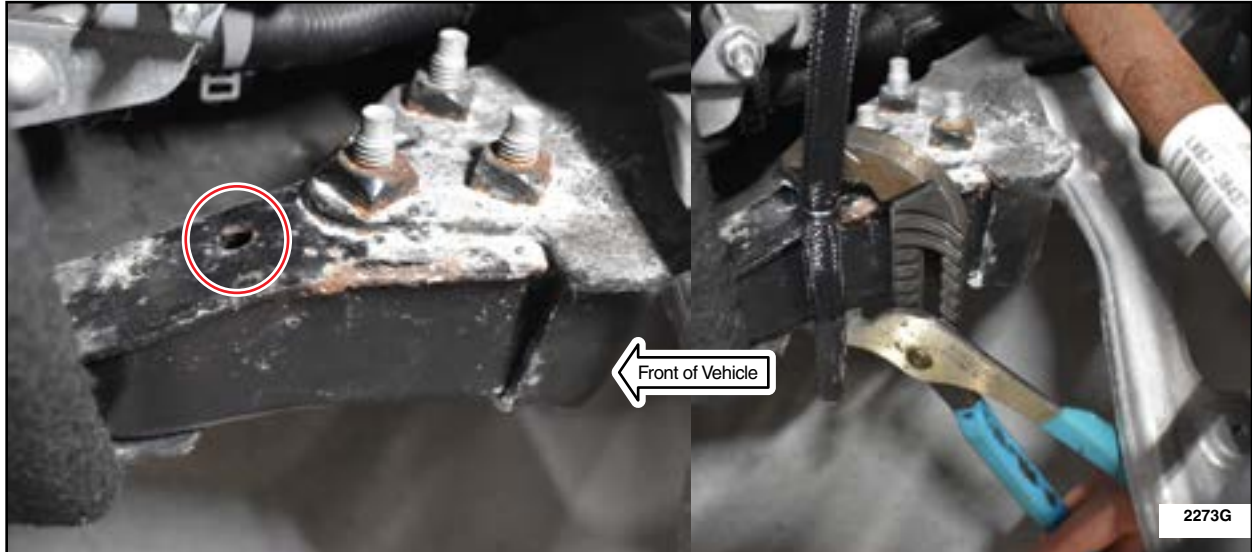


FIGURE 11

26. With the steering wheel turned to the left install the christmas tree connector as shown in the figure below. See Figure 12.

NOTE: Wheel removed for clarity.

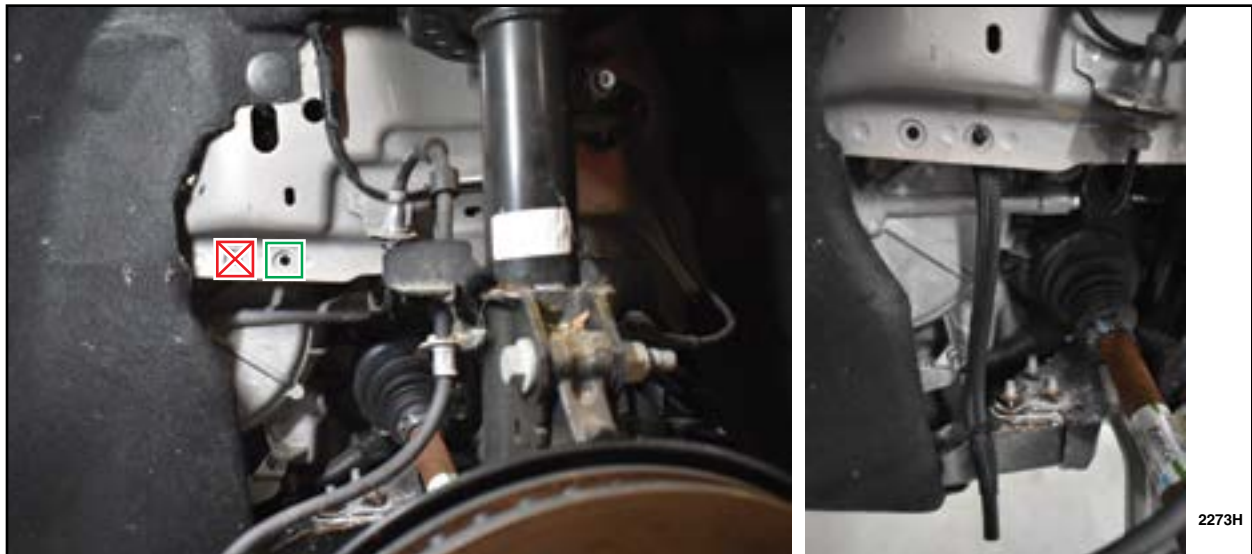


FIGURE 12



27. Apply Loctite® (SF) 7649™ Primer to the metal tube, as shown in the blue highlighted area. Allow one minute for primer to cure. See Figure 13.



FIGURE 13

28. Apply Loctite® 638™ to the metal tube, in the area shown in Figure 14.

NOTE: When applying the Loctite® 638™, ensure that a full bead of the Loctite® 638™ is applied to the circumference of the metal tube in the area shown in Figure 14.

NOTE: To minimize poor adhesion risk, ensure tube is inserted into the head within 15 minutes of applying Loctite® 638™ to tube.

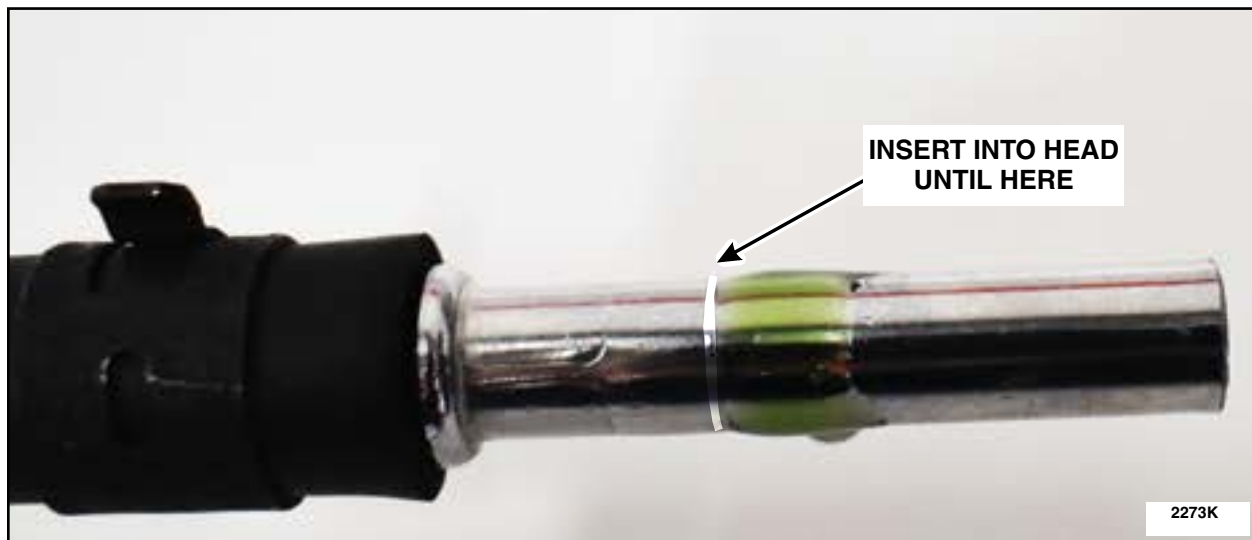


FIGURE 14



29. Route hose as shown in Figure 15.

NOTE: Route the metal end of the hose between the two battery positive leads and make sure the hose does not interfere with the transmission shift cable(s), and that it runs under the engine hoses.



FIGURE 15

30. Insert tube into the cylinder head drain hole until fully seated against the larger diameter flange section, as shown. See Figure 16.

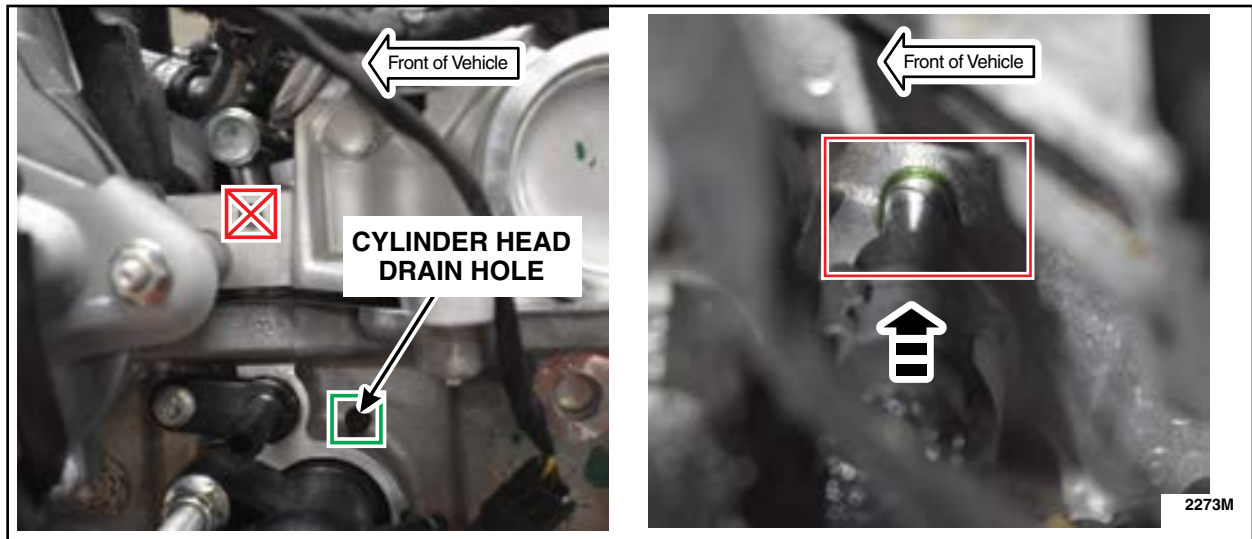


FIGURE 16



31. Remove shop towel and reinstall air cleaner outlet pipe.

Torque: 42 lb.in (4.8 Nm)

32. Reinstall Battery Tray, Battery, and Air Cleaner. Please follow WSM procedures in Section 414-01.

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.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 24S16 – Supplement #1

Certain 2022-2023 Model Year Bronco Sport and 2022 Model Year Escape Vehicles with a 3-cylinder 1.5L Engine

PCM Programming and Drain Tube Installation













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)

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

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3-cylinder 1.5L Engine
PCM Programming and Drain Tube Installation

   – 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

24S16 – **Supplement #1**

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 24S16 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 24S16

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 # 24S16, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 30, 2024. 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.