



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

Ford Motor Company  
 PO Box 1904  
 Dearborn, Michigan 48121

April 5, 2024

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

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 24S20 – SUPPLEMENT #1**  
 Certain 2023 Model Year Maverick & Bronco Sport Vehicles  
 Michelin Mis-Built Tires

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 24S20**  
 Certain 2023 Model Year Maverick & Bronco Sport Vehicles  
 Michelin Mis-Built Tires – March 25, 2024

**NEW! REASON FOR THIS SUPPLEMENT**

- **Parts Ordering Information – Update Replacement Tire Part Number**
- **Technical Instructions – Added Supplement Number, STST 10 certification requirements and information regarding the Special Service Support Center (SSSC) contact.**

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2023	Hermosillo	October 5, 2023 through October 10, 2023
Bronco Sport	2023	Hermosillo	October 5, 2023 through October 11, 2023

US population of affected vehicles: 114. 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 all of the affected vehicles, it may be possible that one or more of the tires were mis-built with a hybrid cap made of aramid and nylon instead of an all-nylon composition, resulting in a tire with increased cornering stiffness. Given the random manner in which these tires were fitted to vehicles during manufacturing, there is a possibility of various combinations these tires may present on a single vehicle – ranging from all four tires being affected to just one. A high variation in cornering stiffness amongst a vehicle’s tires can result in a degradation in vehicle handling during evasive traffic maneuvers, resulting in a potential loss of vehicle control which increases the risk of a crash.

## **SERVICE ACTION**

Dealers are to inspect tires and check the tire label serial number. If the serial number matches a suspect tire or the serial number cannot be read, the tire(s) will be replaced free of charge (parts and labor). This service must be performed on all affected vehicles at no charge to the vehicle owner.

Near, but not over the DOT code or mold number, render **all suspect** removed tire(s) unserviceable by cutting one sidewall circumferentially a minimum of 6 inches in length, cutting the bead with bolt cutters or drilling a one-inch diameter hole through the sidewall. The DOT code must be readable after disabling the tire. Refer to the Technical Instructions for further detail regarding Tire Disabling and Tire Return. Submit a photo to the SSSC of the unserviceable tire.

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.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be 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.**

## **NEW! ATTACHMENTS**

- **NEW!** Labor Allowances and Parts Ordering Information
- **NEW!** Technical Instructions

## **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 24S20 – 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 25, 2024.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by March 25, 2024. Owner names and addresses will be available by April 15, 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.

**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 24S20 – 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 tire inspections and tire replacement.

**RENTAL VEHICLES**

Rental vehicles 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.

**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

**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

Safety Recall 24S20 – **Supplement #1****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 24S20 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: 24S20                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                  - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
  - Dealers NOT participating in the Remote Experience Program –
    - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
    - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Provision for Tire Disposal:**
  - Dealers are authorized to claim up to a maximum value of \$5 per tire for tire disposal for completing this program.
    - Program Code: 24S20
    - Misc. Expense: OTHER
    - Misc. Expense: Claim up to \$5 per tire

**Safety Recall 24S20 – Supplement #1**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Remove all four wheels; mark tire orientation to rim; break both beads and check label; inflate tires (do not balance) and install on vehicle – PASS INSPECTION	24S20A	0.5 Hours
Remove all four wheels; mark tire orientation to rim; break both beads and check label; inflate tires (do not balance) and install on vehicle – FAILED INSPECTION - <b>CONTACT SSSC FOR LABOR OPERATION CODES SPECIFIC TO YOUR REPAIR.</b> <b>Note:</b> This assumes if any of the tires fails, they will put the vehicle back together until replacement tires arrive.	24S20AA	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24S20PP	0.5 Hours
Time allowed to submit photos.	24S20ZZ	0.2 Hours

**NEW! PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
<b>9004-72282</b>	<b>AS NEEDED</b>	<b>1</b>	<b>1</b>	<b>TIRE (the part number prefix contains O's not zero's)</b>

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

**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.

Safety Recall 24S20 – **Supplement #1**

**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 [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 MODEL YEAR BRONCO SPORT AND MAVERICK VEHICLES — TIRE SERIAL NUMBER BAR CODE LABEL INSPECTION

### **NEW!** SERVICE PROCEDURE

**⚠ IMPORTANT!** *This procedure was modified from the original Workshop Manual (WSM) procedure. For this Field Service Action (FSA), it is not necessary to remove the tires from the wheels during the inspection procedure and balancing of the wheel and tire will not be required. Follow technical instructions carefully.*

**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.*

1. Remove all four (4) wheels and tires from the vehicle. Follow the Workshop Manual (WSM) procedures in Section 204-04.
2. Mark the orientation of each tire to wheel before continuing to the next step, to avoid having to balance the wheels and tires.
3. Break the inner and outer bead on all four (4) wheels and tires. Do Not remove the tire from the wheel at this time. Follow the WSM procedures in Section 204-04A - Disassembly and Assembly.
4. Inspect for the tire serial number bar code label, on the bead sealing surface, of each tire. Does the label have one of the following bar codes? **AK710533, AK710543, AK710526, AK710536, AK710551, AK710561, or AK710562.** See Figure 1.

**Yes** - *Contact the Special Service Support Center (SSSC) to obtain an approval code to order the new tire(s). Mark the failed tire(s) as DO NOT USE and mount the tire(s) back on the wheels and install the wheels and tires on the vehicle, until the new tire(s) arrive. Follow the WSM procedures in Section 204-04 for tire replacement and installation. Refer to the **Tire Disabling, Tire Return and Photo Submission Requirements** on Page 2.*

**No** - Align the tire and wheel orientation lines, inflate the tires to specifications, and assemble back the tires and install the wheels and tires on the vehicle. Follow the WSM procedures in Section 204-04. Recall complete.



**FIGURE 1**





## TIRE DISABLING, TIRE RETURN AND PHOTO SUBMISSION REQUIREMENT

**NOTE:** The tire disablement must take place near the DOT and mold numbers so it can be captured in the photo evidence. The DOT code and mold number must be readable after disabling the tire.

1. **ALL** suspect tires removed from vehicles must immediately be made unusable by one of the following methods: cutting one sidewall circumferentially at a minimum of six (6) inches (152.4 mm) in length, cutting the bead with bolt cutters or drilling a one (1) inch (25.4 mm) diameter hole through the sidewall. **DO NOT CUT THROUGH OR DRILL THE DOT CODE OR THROUGH THE MOLD NUMBER.**

### Special Tire Handling Information

- Rendering the DOT code and/or mold number unreadable will subject that tire to be charged back to the dealer.
2. Submit clear photo(s) of **ALL** the disabled tire(s) to the Special Service Support Center (SSSC).
    - The photo(s) must clearly demonstrate the disablement near the DOT code and mold numbers in the same photo.
  3. Dispose of tire(s) in compliance with your local laws.

**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.

