



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

November 19, 2024

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: NEW VEHICLE DELIVERY HOLD - Compliance Recall 24C33
Certain 2024 Model Year Maverick Vehicles – 2nd Row Seat Top Tether Anchor Bolt Repair
REF: NEW VEHICLE DELIVERY HOLD - Advance Notice - Compliance Recall 24C33
Dated October 21, 2024

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2024	Hermosillo	August 28, 2024

US population of affected vehicles: 6. 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 COMPLIANCE RECALL

In affected vehicles, the 2nd row child seat top tether anchors may have incomplete thread engagement and as a result may not meet the strength requirements for child restraint anchorage systems set forth in the FMVSS 225 Laboratory Test Procedure. A tether anchorage component that is out-of-specification may cause non-compliance with the strength requirements for child restraint anchorage systems set forth in FMVSS 225, increasing the risk of injury in the event of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to repair the affected top tether anchorage points by installing a thread repair insert. Each top tether anchorage point(s) to be repaired is specified in the VIN list included in **Attachment III – Technical Instructions**. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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

- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs.
 - 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 are expected to be mailed the week of December 2, 2024 or sooner. 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
- Owner Notification Letters


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.

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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 October 21, 2024

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 19, 2024. Owner names and addresses will be available by December 20, 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 compliance recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

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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.

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.

Compliance Recall 24C33**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 August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 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 (24C33) 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.
- **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.
- **Provision for Locally Obtained Supplies:** Includes Rotunda Part Number CTA35089 or equivalent M8x1.25 thread insert kit, Rotunda Part Number HAN73321 21/64" (8.3mm) drill bit or equivalent. Submit on the same line as the repair.
 - Program Code: 24C33
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$75

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Repair one (1) seat top tether anchorage point by installing a thread insert. This anchorage point is located on the driver side.	24C33B	0.4 hours
Repair two (2) seat top tether anchorage points by installing a thread insert. These anchorage points are located on the passenger side and center anchorage points.	24C33C	0.6 Hours
Ford 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.	24C33PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

The materials required to complete this repair are to be procured through Rotunda (www.onerotunda.com) or by calling **1-800-ROTUNDA** (800-768-8632) or by procuring them locally.

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.

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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 2024 MODEL YEAR MAVERICK VEHICLES – 2ND ROW SEAT TOP TETHER ANCHOR BOLT REPAIR

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15332 for more details.

SERVICE PROCEDURE

1. Review the VIN list below and Figure 1 to determine the top tether point location(s) that will need to be repaired.

VIN	Passenger's Side	Center	Driver's Side
3FTTW8M36RRB44244			X
3FTTW8B92RRB40618			X
3FTTW8J90RRB63039			X
3FTTW8J90RRB39842			X
3FTTW8M3XRRB44361			X
3FTTW8M39RRB47140	X	X	

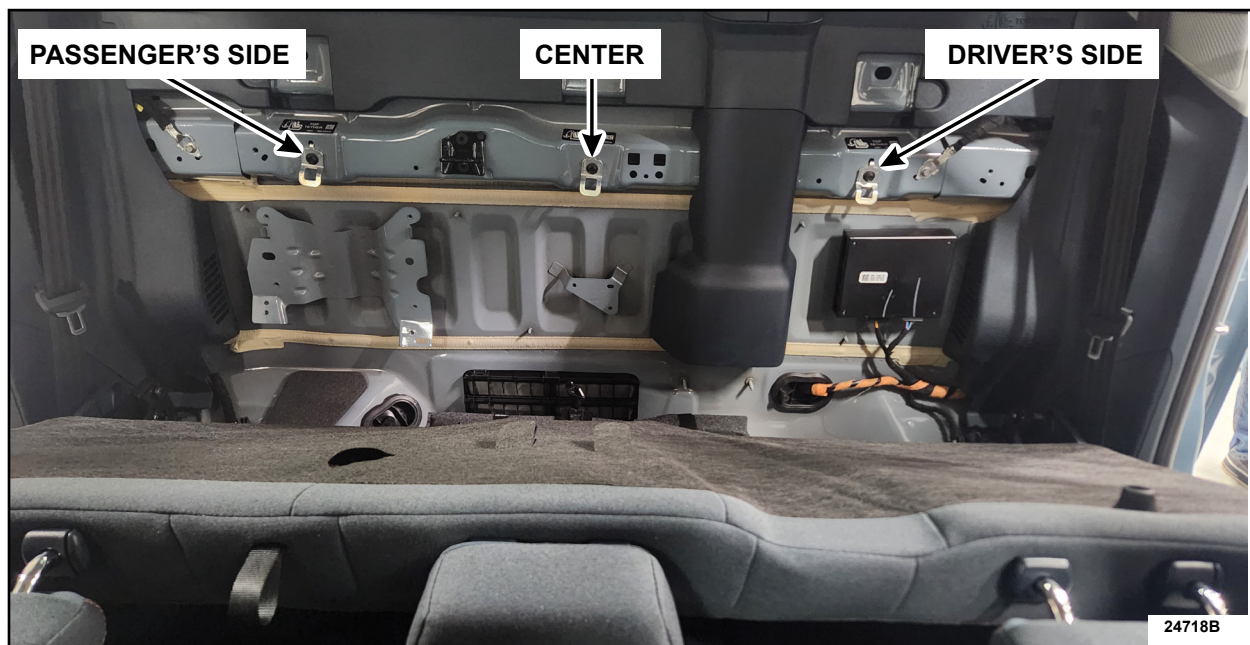


FIGURE 1



2. Release the rear seat backrest latch, then position the rear seat backrest in the fold flat position.
See Figure 2.



FIGURE 2

3. Place a cover over the rear seats and the area(s) below the top tether point(s) being repaired.
See Figure 3.



FIGURE 3



4. Remove the bolt(s) and the top tether anchor(s) from the location(s) that need repair. See Figure 4.

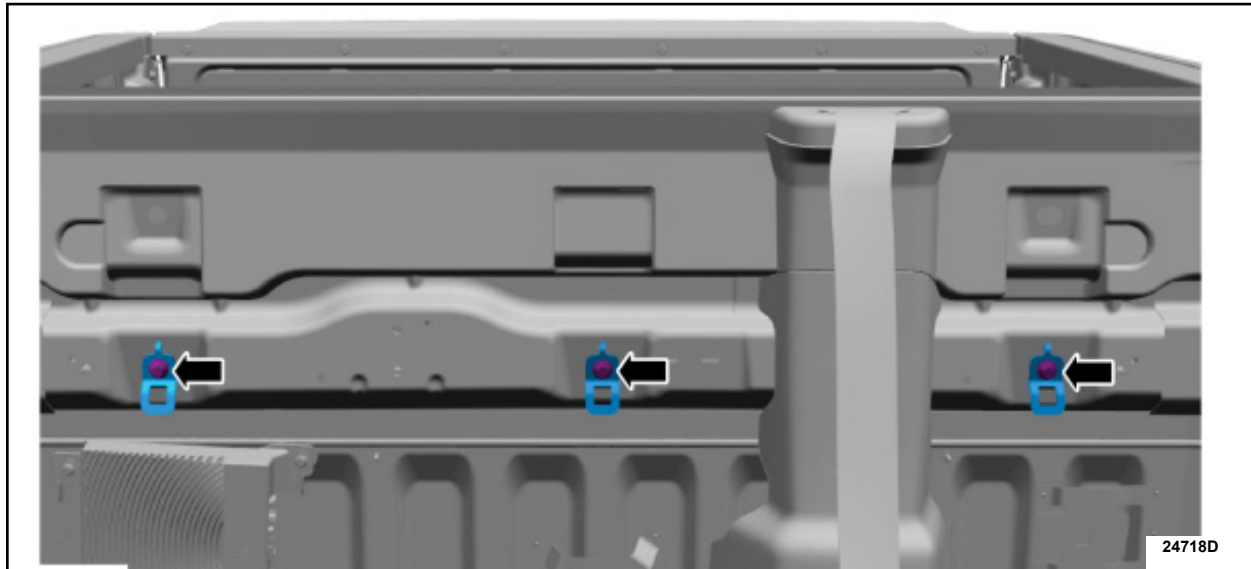


FIGURE 4

5. Place the tap and Helicoil insert on a flat surface and align the top edge of the helicoil with the first full size thread on the tap. See Figure 5.

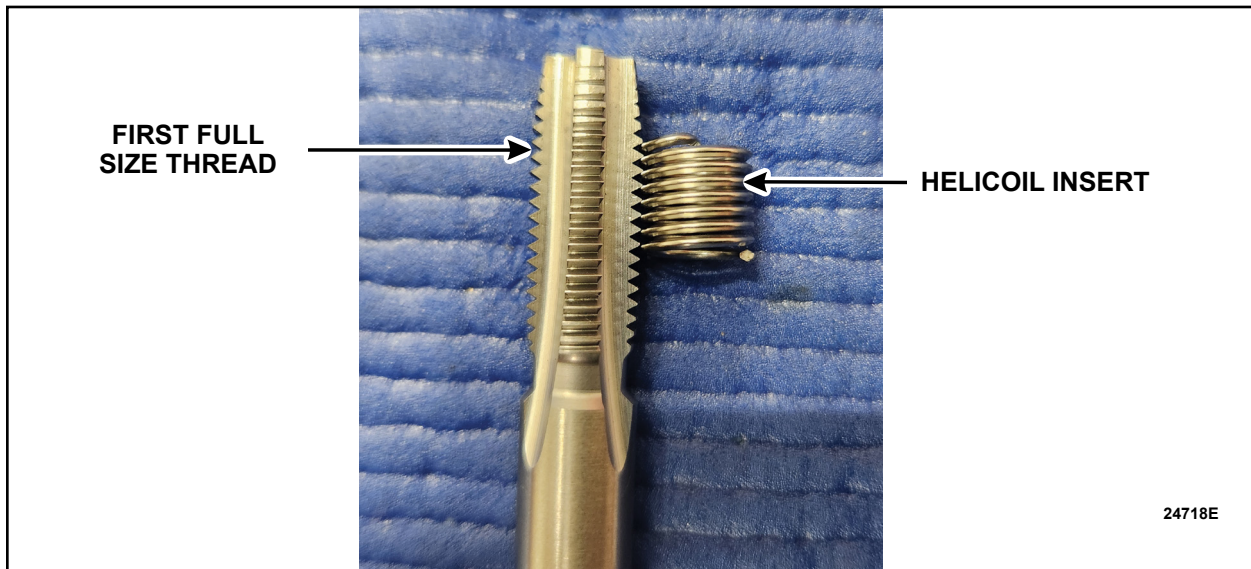


FIGURE 5



6. Wrap tape around the tap with the top edge of the tape aligned with the bottom edge of the Helicoil insert. See Figure 6.



FIGURE 6

7. Using a 21/64 in. drill bit, drill a clean hole through the repair location(s).
8. Blow air through the newly drilled hole(s) to remove any metal shavings.
9. Apply grease spray/lubricant to the tap to prevent damage to the tap and the vehicle.
10. By hand, begin tapping the hole(s) until the edge of the tape is flush with the surface. See Figure 7.



FIGURE 7



11. Blow air through the newly tapped hole(s) to remove any metal shavings.
12. Install the Helicoil insert(s) into the tapped hole(s).
13. Remove the cover from the vehicle and vacuum any remaining debris.
14. Reinstall the top tether anchor(s) and bolt(s) by hand until tight, then torque the bolt(s).
 - Torque: 18 lb.ft (25 Nm)
15. Reposition the rear seat backrest into the upright position.

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.

