



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

December 6, 2024

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 24S67**

Certain 2023-2024 Model Year Transit Vehicles Equipped with a 9.75 Rear Axle  
Incorrect Bolt Replacement

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice -  
Safety Recall 24S67**

Dated: October 25, 2024

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
Safety Recall 24S05 - *Supplement #3***

Dated: October 18, 2024

**AFFECTED VEHICLES**

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

US population of affected vehicles: 809. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

Incorrect part number and description details were provided with Safety Recall 24S05 Dealer Bulletin Supplement #2, which could have led to the wrong bolts being ordered and installed on vehicles.

This can result in rear wheel lock-up or possible separation of the wheel from the axle shaft, resulting in loss of vehicle control or loss of vehicle motive power. In some cases, the vehicle may roll in Park if the parking brake is not applied. These conditions increase the risk of crash or injury.

**SERVICE ACTION**

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

- Follow the Technical instructions exactly.
- Inspect both left hand (LH) and right hand (RH) rear axle hubs for leaking axle fluid.
- Repair will depend on vehicle variations of single rear wheel (SRW), dual rear wheel (DRW) and inspection results.
- Rear Axle Bolts are to be discarded and new bolts installed for all vehicles in this program.

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 when parts are available, dealers should:

- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs (rentals are authorized as needed – see Rental Vehicles)
  - Re-deliver the owner’s vehicle after repairs have been completed.
- Pick-Up & Delivery, (or towing) should be made available for all customers. Refer to the Claiming sections for further details.

## **ESSENTIAL SPECIAL SERVICE TOOLS**

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3, or visit the Rotunda website from the Professional Technician System (PTS) website, to place an order to purchase.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of December 9, 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
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Recall Reimbursement Plan
- 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.

Customer Service Division

## Safety Recall 24S67

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

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

### **OASIS ACTIVATION**

OASIS will be activated on December 6, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 6, 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 safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

### **STOCK VEHICLES**

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

### **DEALER-OPERATED RENTAL VEHICLES**

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

### **BRANDED / SALVAGED TITLE VEHICLES**

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

**Safety Recall 24S67****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 hub bearing damage or rear axle pinion bearing failure.

**RENTAL VEHICLES**

If needed, Dealers are pre-approved for up to 2 days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental days is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via CX Hub for consideration and approval if appropriate.

- Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via CX Hub.
- If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

**TOWING**

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

**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.



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**CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Provision for Locally Obtained Supplies:** Includes Motorcraft® Long life Grease, Thread Lock, Silicone Gasket Remover, Metal Prep Wipes, Engine Shampoo, and Brake Cleaner, etc. Submit on the same line as the repair.
  - Program Code: **24S67**
  - Misc. Expense: OTHER
  - Restriction: 24S67D / 24S67E (Hub Bearings) **ONLY**
    - Misc. Expense: Claim up to **\$2.00** Total
  - Restriction: 24S67F or 24S67G (Hub and Differential Bearing repairs) **ONLY**
    - Misc. Expense: Claim up to **\$23.00** Total
    - Limited Slip vehicles and Bearing Repair **ONLY**: Add \$18 for XL-3 Friction Modifier.
  - Restriction: 24S67H (Full Axle) **ONLY**
    - Misc. Expense: Claim up to **\$1.00** Total
  
- **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: **24S67**
  - Misc. Expense: **TOW**
  - Misc. Expense: Claim up to **\$250.00**

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**LABOR ALLOWANCES**

| Description  | Labor Operation | Labor Time |
|--|-----------------|------------|
| <b>SRW – PASS</b> - Rear Axle Hub Leak Inspection<br>- Replace Axle Shaft Bolts  | 24S67B          | 0.7 Hours  |
| <b>DRW – PASS</b> - Rear Axle Hub Leak Inspection<br>- Replace Axle Shaft Bolts  | 24S67C          | 0.6 Hours  |
| <b>SRW – FAIL</b> Inspection – LH/RH Hub Leaking Axle Fluid<br>- Replace Hub components on <b>BOTH</b> sides   | 24S67D          | 3.0 Hours  |
| <b>DRW – FAIL</b> Inspection - LH/RH Hub Leaking Axle Fluid<br>- Replace Hub components on <b>BOTH</b> sides   | 24S67E          | 3.1 Hours  |
| <b>SRW - FAIL</b> - Inspection - LH/RH Hub Leaking Axle Fluid<br>- Replace Hub components on <b>BOTH</b> sides<br><b>And FAIL</b> Differential Fluid Plug Inspection.<br>Replace 4 differential bearings, no clearance or lash check needed, set pinion crush washer and torque to turn, fluid fill                                  | 24S67F          | 5.7 Hours  |
| <b>DRW – FAIL</b> Inspection - LH/RH Hub Leaking Axle Fluid<br>- Replace Hub components on <b>BOTH</b> sides<br><b>And FAIL</b> Inspection for Differential Fluid Plug.<br>Replace 4 differential bearings, no clearance or lash check needed, set pinion crush washer and torque to turn, fluid fill                                | 24S67G          | 5.8 Hours  |
| <b>ALL Vehicles - FAIL</b> Inspection - <b>Seized Rear Axle.</b><br>Replace full rear axle assembly, includes brake bleed.<br>New Assemblies are pre-filled with axle fluid.   | 24S67H          | 3.5 Hours  |
| If equipped, Extra Time for Removal and Install of<br><b>Running Boards</b> for access   | 24S67R          | 0.3 Hours  |
| <b>Ford</b> Vehicle Pick-Up & Delivery Allowance:<br><b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b><br><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. | 24S67PP         | 0.5 Hours  |

**Labor Allowances and Parts Ordering Information**

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**PARTS REQUIREMENTS / ORDERING INFORMATION**

| <b>Service Part Number</b>  | <b>Claim Quantity</b> | <b>Package Order Quantity</b> | <b>Number in Package</b> | <b>Description</b>  |
|---|-----------------------|-------------------------------|--------------------------|---|
| <b>*** Axle Shaft Bolt Replacement ONLY (Labor Op B,C) - Quantities/Use Vary ***</b>          |                       |                               |                          |   |
| W716097-S439  | 12 - As Needed        | 3                             | 4                        | DRW / SRW <b>2100kg Front axle</b> (DYEAF)<br>Bolts Rear Axle Shaft M12 X 55MM 6/side |
| W716084-S439  | 10 - As Needed        | 3                             | 4                        | <b>SRW Front GAWR Max</b><br>Bolts - Rear Axle Shaft, M12x70mm 5/side                 |
| <b>*** DRW/SRW Jumbo/2100kg front Axle - Axle Hub Bearing Repairs Only (Labor Op D,E) ***</b> |                       |                               |                          |   |
| BC3Z-1244-A   | 2                     | 2                             | 1                        | Hub Inner Cone (Roller Bearing)   |
| BC3Z-1243-A   | 2                     | 2                             | 1                        | Hub Inner Cup   |
| CK4Z-1240-A   | 2                     | 2                             | 1                        | Hub Outer Cone  |
| CK4Z-1239-A   | 2                     | 2                             | 1                        | Hub Outer Cup   |
| BC3Z-4670-B   | 2                     | 2                             | 1                        | Hub Slinger   |
| 4C3Z-1S177-D  | 2                     | 2                             | 1                        | Hub Shaft Oil Seal (inboard)  |
| BK3Z-4A332-B  | 2                     | 2                             | 1                        | Hub O-ring seal   |
| W716097-S439  | 12                    | 3                             | 4                        | DRW / SRW 2100kg Front axle (DYEAF)<br>Bolts Rear Axle Shaft M12 X 55MM 6/side        |
| <b>*** SRW Front GAWR Max (non-Jumbo) - Axle Hub Bearing Repairs Only (Labor Op D) ***</b>    |                       |                               |                          |   |
| BC3Z-1244-A   | 2                     | 1                             | 1                        | Hub Inner Cone (Roller Bearing)   |
| BC3Z-1243-A   | 2                     | 1                             | 1                        | Hub Inner Cup   |
| CC3Z-1240-A   | 2                     | 1                             | 1                        | Hub Outer Cone  |
| CC3Z-1239-A   | 2                     | 1                             | 1                        | Hub Outer Cup   |
| BC3Z-4670-B   | 2                     | 1                             | 1                        | Hub Slinger   |
| 4C3Z-1S177-D  | 2                     | 1                             | 1                        | Hub Shaft Oil Seal (inboard)  |
| BK3Z-4A332-C  | 2                     | 1                             | 1                        | Hub O-ring seal   |
| W716084-S439  | 10                    | 3                             | 4                        | Bolts - Rear Axle Shaft, M12x70mm 5/side  |
| W716084-S439  | 10                    | 3                             | 4                        | Bolts - Rotor, M12 x 70MM   |

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

| <b>*** Axle Hub Bearing Repairs – Quantities/Use Vary (Labor Op D,E) ***</b> |   |               |   |  |
|--|---|---------------|---|--|
| W714981-S442   | 12 - As Needed  | 3 - As Needed | 4 | Bolt - Rotor; M12X35<br><b>DRW Non-510</b> Series, 6/side                      |
| W714981-S439   | 12 - As Needed  | 3 - As Needed | 4 | Bolt - Rotor, M12X35, <b>SRW 2100kg</b> front axle / Jumbo (DYEF), 6/side      |
| W717197-S439   | 4 - As Needed   | 1 - As Needed | 4 | <b>Non-5-Ton</b> (non 510 Series) Bolts - Brake Anchor Plate, M12X45MM, 2/side |
| W717938-S439   | 4 - As Needed   | 1 - As Needed | 4 | <b>5-Ton</b> (510 Series ONLY) Bolts - Brake Anchor Plate, M14X35MM, 2/side    |
| XG-1-E1  | Claim as Misc. Other<br><b>Up to \$2.00</b> Total<br>Assumes Multiple Vehicle Repairs |               |   | Motorcraft® Premium Long-Life Grease   |
| <b>*** Differential Bearing Repair (Labor Op F,G) ***</b>                    |   |               |   |  |
| XY-75W85-QL  | Up to 3   | -             | - | Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant (1 quart)       |
| ML3Z-4625-A  | 1   | 1             | 1 | Bearing -Pinion (inner), Cone and Cup  |
| ML3Z-4621-A  | 1   | 1             | 1 | Bearing -Pinion (outer) Cone & Roller/Cup                                      |
| BL1Z-4222-A  | 2   | 2             | 1 | Left/Right Hand (LH/RH) Diff. Bering Cups                                      |
| 7L1Z-4221-A  | 2   | 2             | 1 | LH/RH Differential Carrier Bearings  |
| ML3Z-4662-A  | 1   | 1             | 1 | Crush Spacer - Pinion Bearing  |
| BL3Z-4676-A  | 1   | 1             | 1 | Seal - Pinion Bearing  |
| 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   |
| HL3Z-4036-A  | 1   | 1             | 1 | Gasket - Differential Housing Cover  |
| HL3Z-4320-A  | 1   | 1             | 1 | NUT - Locking, Pinion Bearing<br>All vehicles                                  |

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

| Service Part Number   | Claim Quantity  | Package Order Quantity | Number in Package (UOI) | Description   |
|---|---|------------------------|-------------------------|---|
| <b>*** Differential Bearing Repair – Miscellaneous Chemicals (Labor Op F,G) ***</b>               |   |                        |                         |   |
| TA-25-B   | Claim as Misc. Other<br><b>Up to \$21.00</b><br>Total<br><br>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 / Degreaser                                    |
| PM-4-A<br><b>OR</b> PM-4-B  |   |                        |                         | Motorcraft® Metal Brake Parts Cleaner                                     |
| Limited Slip only<br>XL-3   | As Needed,<br>Add \$18 to Misc. Other   |                        |                         | Motorcraft® Additive Friction Modifier (Pack size of 12); 5 oz required   |
| <b>*** Full Rear Axle Replacement – see Technical Instructions (Labor Op H) ***</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 (Labor Op H) ***</b> |   |                        |                         |   |
| W717197-S439  | 4 - As Needed   | 1 - As Needed          | 4                       | Non-5-Ton (non 510 Series) Bolts - Brake Anchor Plate, M12 X 45MM, 2/side |
| W717938-S439  | 4 - As Needed   | 1 - As Needed          | 4                       | 5-Ton (510 Series ONLY) Bolts - Brake Anchor Plate, M14 X 35MM, 2/side    |
| TA-25-B   | Claim as Misc. Other<br><b>Up to \$1.00</b> Total   |                        |                         | Motorcraft® Thread Lock and Sealer (Covers Multiple Repairs)              |

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

**\*Full Rear Axle Replacement** ordering detail is continued on the next page.

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### **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 via DOW Enhanced Order Entry Screen
- Enter as Stock (S) order or an Emergency order
- Put **VIN & 24S67** in the comment / line remarks field
- Dealer creates their own Core #
- Ship mode: **Normal**
- Submit live order
- Parts will be drop shipped within 5 days.
- To track shipment, or special request, submit a COPIS ticket.
- For ordering questions, contact the DOESII Help Desk 800-260-3673

### **DEALER PRICE**

For the latest prices, refer to DOES II.

### **PARTS RETENTION, RETURN, & SCRAPPING**

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

### **EXCESS STOCK RETURN**

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

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

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

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.

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

- 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 — INCORRECT BOLT REPLACEMENT

### SERVICE PROCEDURE

**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.

**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. Are the rear wheels / axle locked up and with possible driveshaft separation due to low axle fluid?

- **No** - Proceed to Step 2.
- **Yes** - Replace the full rear axle assembly. Follow WSM procedures in 205-02A. This completes the FSA.

2. Visually inspect both the right hand (RH) and left hand (LH) axle hubs for signs of leaking rear axle fluid. See Figure 1.

**NOTE:** LH side shown, RH side similar

**NOTE:** Single Rear Wheel (SRW) Jumbo (2100kg front axle) shown, all others similar.

**NOTE:** Components removed for clarity.

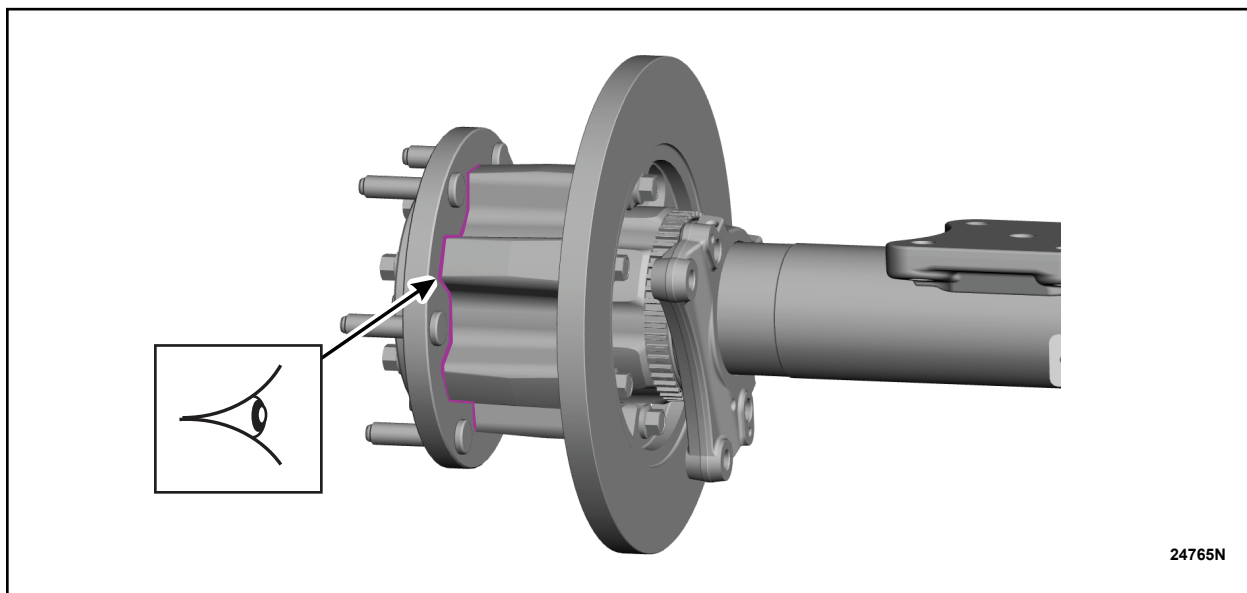


FIGURE 1



3. Are there signs of axle fluid leaks from either the LH or RH hub areas?

- **No** - Proceed to Step 16.
- **Yes** - Hub leak found on the LH or RH side - Proceed to Step 4.

4. Check the rear axle fluid level. Follow WSM procedures in Section 205-02A.

5. Inspect the rear axle fill plug for metal debris.

6. Is there metal debris spilling over or extending above the lip of the plug magnet? See Figure 2.

**No** - Passes FSA Inspection. Proceed to Step 15.

**Yes** - Fails Inspection. Proceed to Step 7.

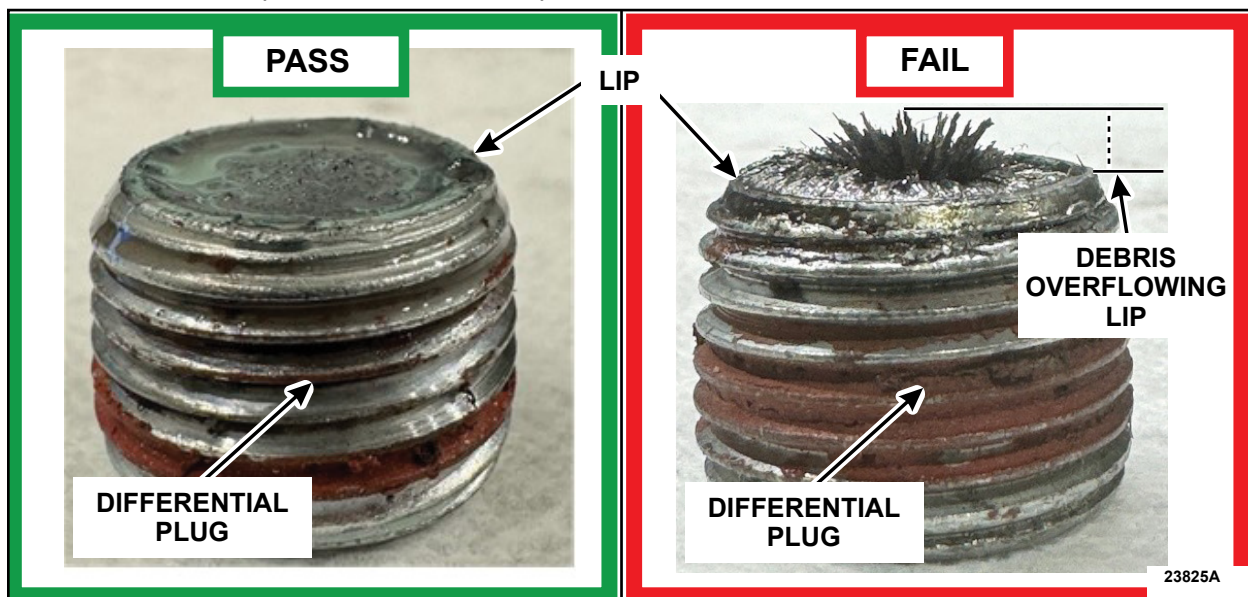


FIGURE 2

7. Remove the differential carrier. Follow the WSM procedures in Section 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. Discard the left and right side differential carrier bearing cups.



9. Remove and discard the differential bearings. See Figure 3.

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



FIGURE 3

10. Install the new differential bearings. See Figure 4.

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

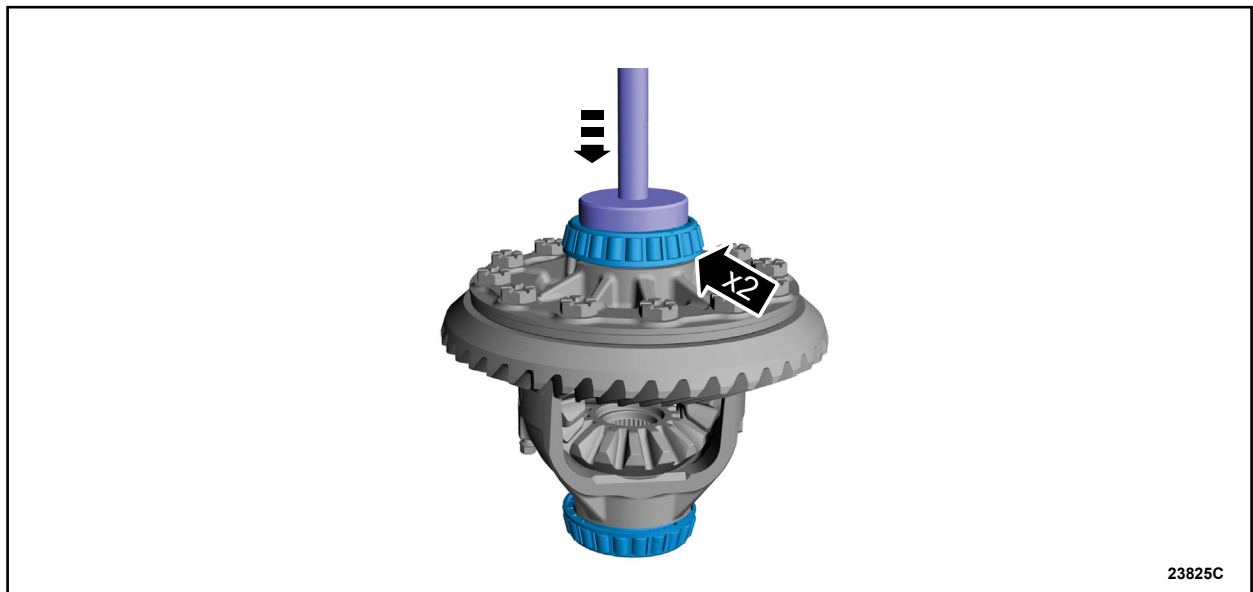


FIGURE 4



11. Remove the drive pinion. Follow WSM procedures in Section 205-02A.
12. 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
13. Install the drive pinion. Follow WSM procedures in Section 205-02A.
14. Install *new* differential carrier bearing cups and the differential carrier to the rear axle. Follow the WSM procedures in Section 205-02A.
15. For a rear axle fluid leak(s) at the hub, replace the following rear axle hub components on both sides of the vehicle following WSM procedures in Section 205-02B. After these components have been replaced, this completes the FSA.
  - Inner Cone (Roller Bearing)
  - Inner Cup
  - Outer Cone (Roller Bearing)
  - Outer Cup
  - Slinger
  - Inboard Shaft Oil Seal



16. Is the vehicle SRW or Dual Rear Wheel (DRW)?

- If SRW - Proceed to Step 17.
- If DRW - Proceed to Step 18.

**NOTE:** It is assumed either the incorrect rear axle bolts were installed or bolts were reused from the 24S05 (Supplement #2) repair and therefore should be replaced.

17. Check the Vehicle Identification Number (VIN) sticker located in the driver door jamb to identify the axle the vehicle is equipped with. See Figure 5.

- For SRW Front Gross Axle Weight Rating (GAWR) Maximum, proceed to Step 19.
- For SRW Front (FRT)Axle Rating 2100kg, proceed to Step 21.

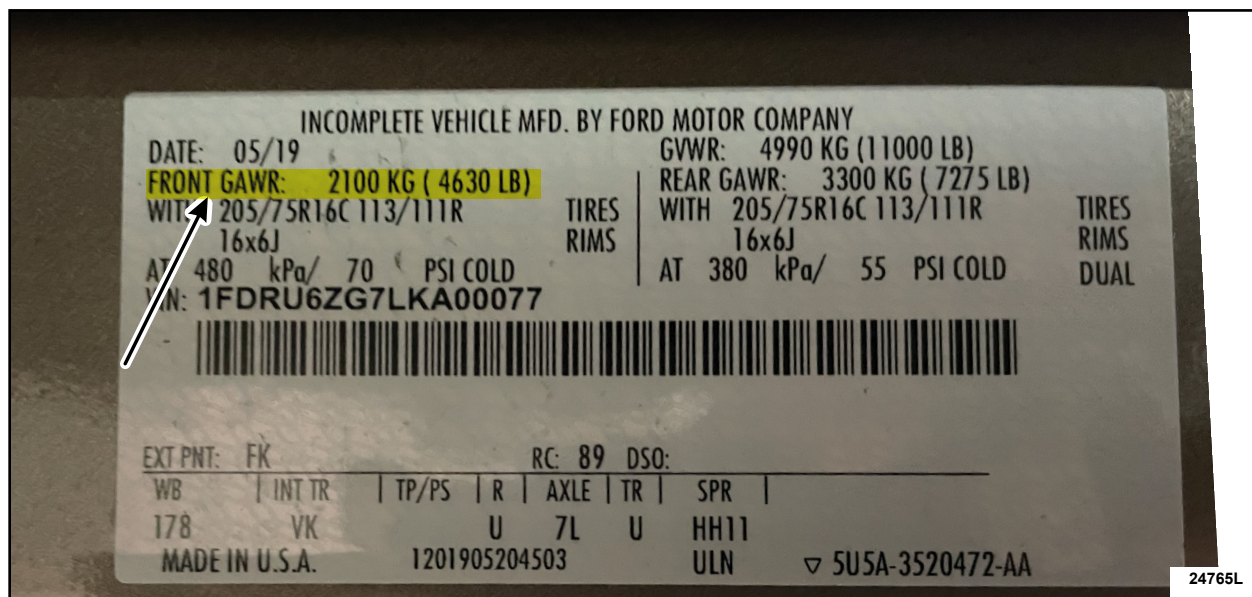


FIGURE 5



18. Confirm the VERSION/SERIES of the DRW vehicle using the Professional Technician System (PTS).  
See Figure 6.

- For Non-510 Series / Non-Drum in Hat Parking Brake, proceed to Step 21.
- For 510 Series / Drum in Hat Parking Brake, proceed to Step 23.

| ^ VEHICLE INFORMATION                                   |   |
|---|---|
| VEHICLE DESCRIPTION: <b>2023 Transit V363</b>           | <b>VERSION/SERIES: 510E SERIES</b>            |
| BODY STYLE: <b>Regular Cargo Van</b>                    | DRIVE TYPE: <b>4 WHL L/H PART TIME DRIVE</b>  |
| ENGINE: <b>3.5L V6 GTDI</b>                             | AXLE RATIO: <b>3.73 Ratio</b>                 |
| ENGINE CALIBRATION: <b>PTTH0TNA</b>                     | AXLE CODE: <b>7L</b>                          |
| TRANSMISSION: <b>10 Speed Auto Transmission (10R80)</b> | WHEEL SIZE: <b>6.0 X 16" Steel Road Wheel</b> |
| FUEL TYPE: <b>Gasoline</b>                              | TIRE: <b>205/75R-16C LI 113/111 BSW</b>       |
| Sold to Fleet: <b>NO</b>                                | Retail sales type:                            |

24765M

FIGURE 6

**SRW - Front GAWR Maximun (non-Jumbo)**

19. On both sides, remove and discard the 5 Axle Shaft Bolts. See Figure 7.

**NOTE:** Driver side shown, passenger side similar.

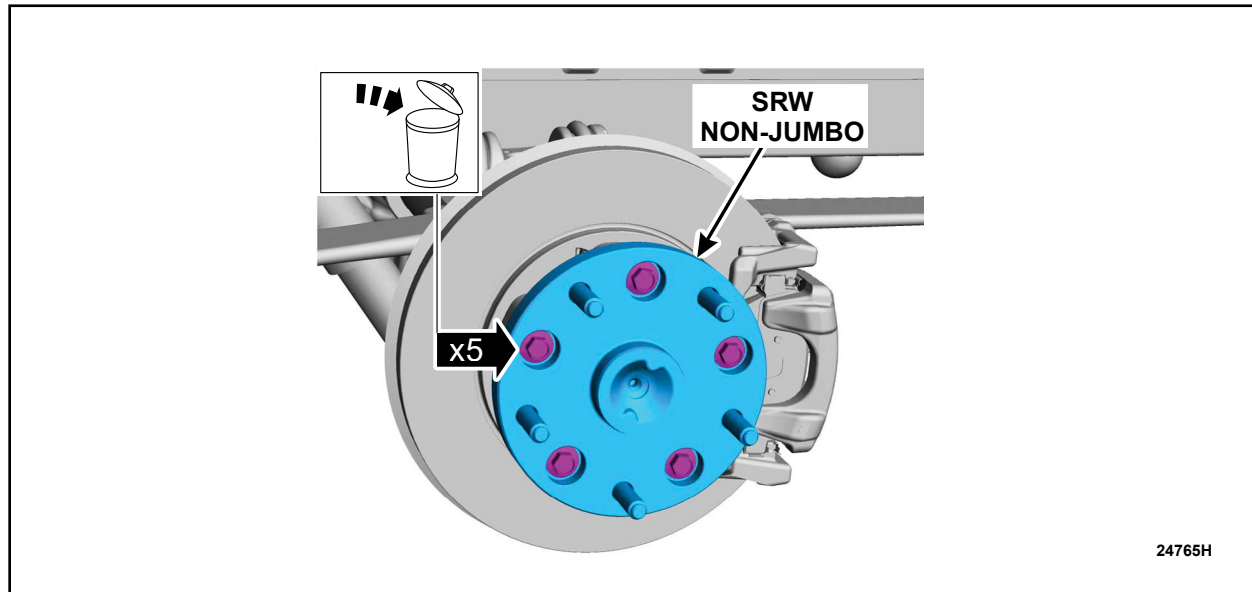


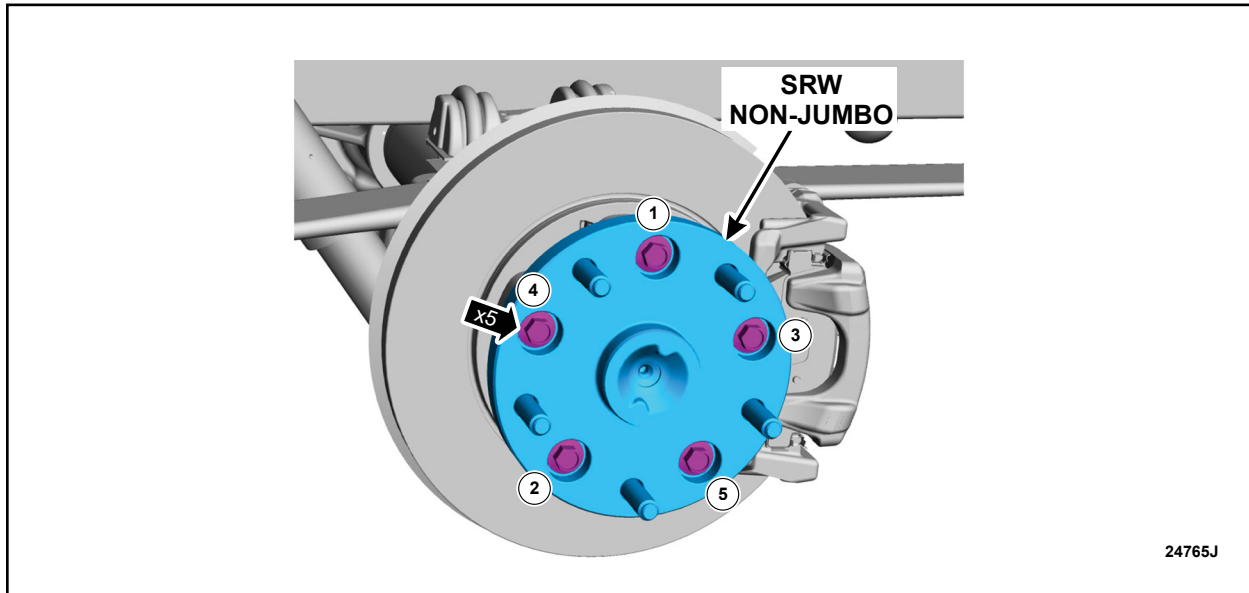
FIGURE 7



20. On both sides, install 5 *new* Axle Shaft Bolts. Tighten all of the bolts in the sequence as shown in Figure 8. This completes the FSA.

- a. Stage 1: 20 lb.ft (27 Nm)
- b. Stage 2: 50 lb.ft (68 Nm)
- c. Stage 3: 90°

**NOTE:** Driver side shown, passenger side similar.



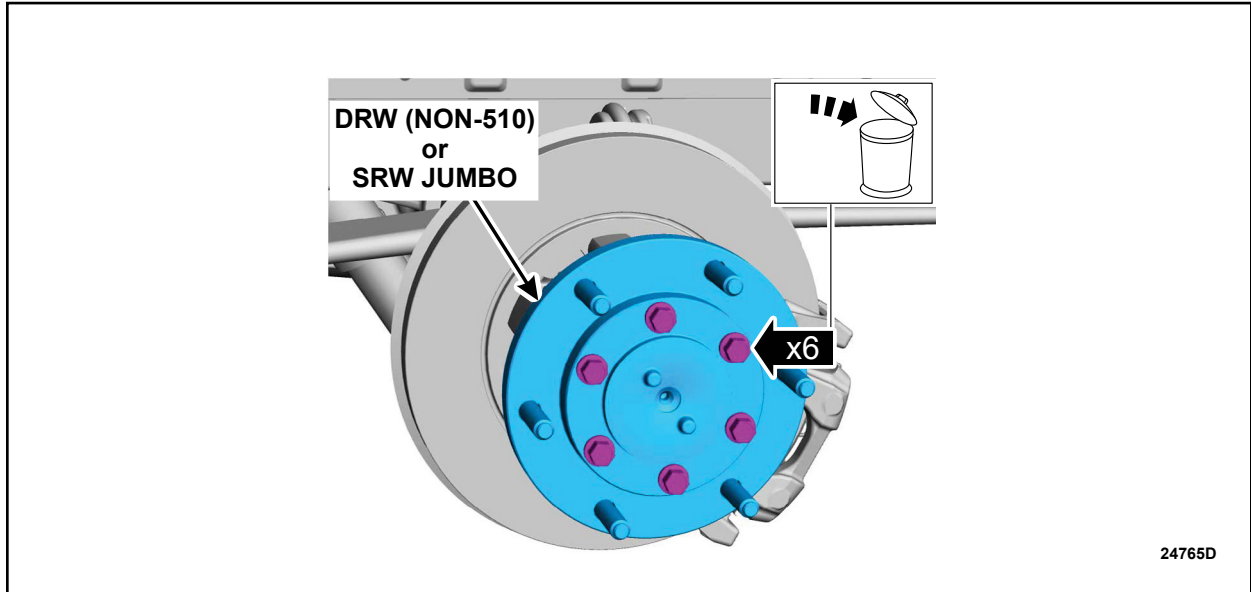
**FIGURE 8**



**DRW (Non-510 Series) or SRW Jumbo (2100kg front axle)**

21. On both sides, remove and discard the 6 Axle Shaft Bolts. See Figure 9.

**NOTE:** Driver side shown, passenger side similar.



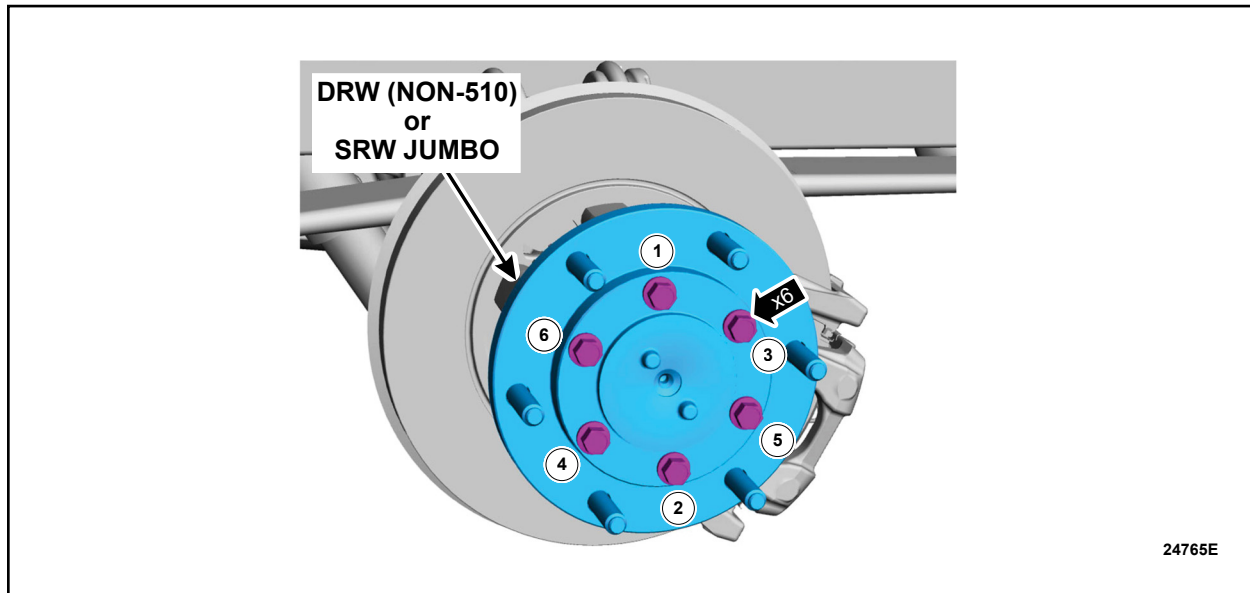
**FIGURE 9**



22. On both sides, install 6 *new* Axle Shaft Bolts. Tighten all of the bolts in the sequence as shown in Figure 10. This completes the FSA.

- a. Stage 1: 20 lb.ft (27 Nm)
- b. Stage 2: 46 lb.ft (63 Nm)
- c. Stage 3: 90°

**NOTE:** Driver side shown, passenger side similar.



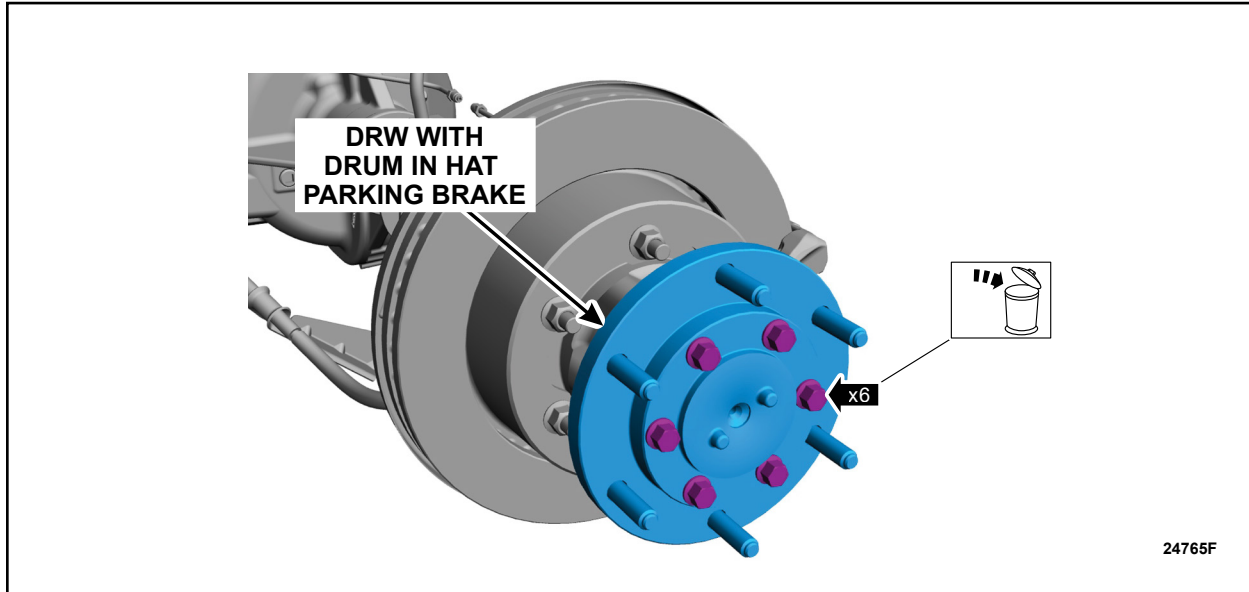
**FIGURE 10**



**DRW 510 Series / Drum In Hat Parking Brake**

23. On both sides, remove and discard the 6 Axle Shaft Bolts. See Figure 11.

**NOTE:** Driver side shown, passenger side similar.



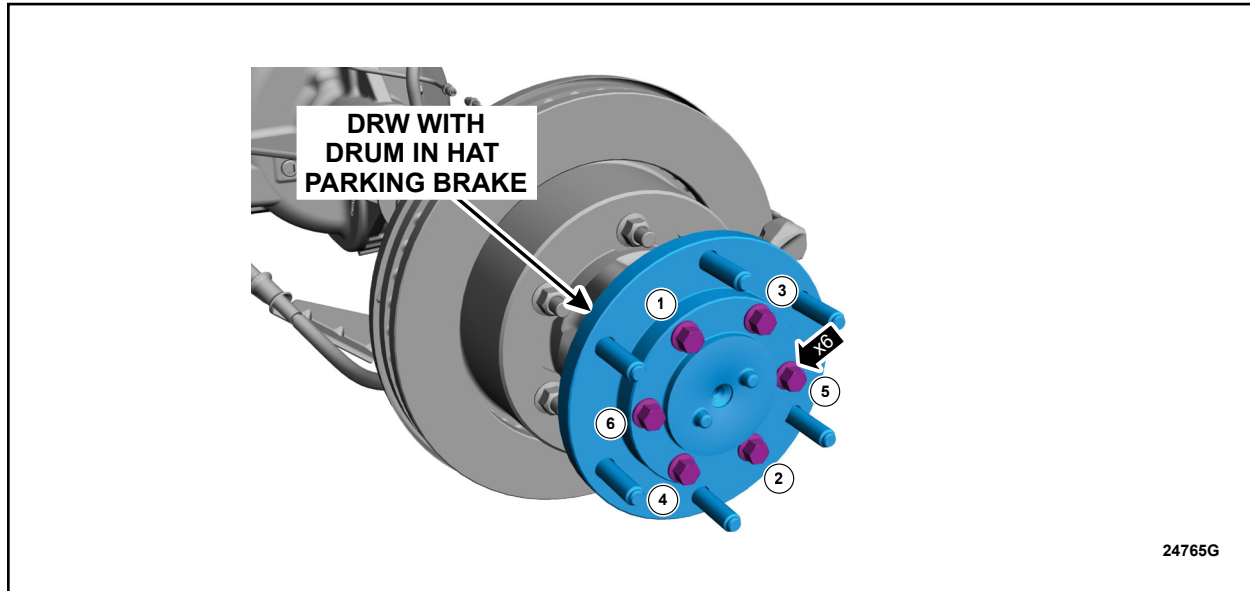
**FIGURE 11**



24. On both sides, install 6 *new* Axle Shaft Bolts. Tighten all of the bolts in the sequence as shown in Figure 12. This completes the FSA.

- a. Stage 1: 20 lb.ft (27 Nm)
- b. Stage 2: 46 lb.ft (63 Nm)
- c. Stage 3: 100°

**NOTE:** Driver side shown, passenger side similar.



**FIGURE 12**

**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.



## Safety Recall 24S67














## 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 (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming (MRA1)
  - 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 (MRA2)
  - 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)

## Safety Recall 24S67

 – Enhanced Mobile Service (MRA3)

- **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 (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
  - Parking Lot Maneuvers to capture parking lines for camera alignment.
  - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

24S67

## Vehicle Pick-Up and Delivery Record

VIN \_\_\_\_\_ received (check one):

Pick-up and/or delivery service

As outlined below for the 24S67 Field Service Action program.

Pick-up      – Date: \_\_\_\_\_

Delivery      – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 24S67**

*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 # 24S67, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before December 31, 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.