



The Service Awareness Newsletter is an informal communication that contains information that may not be presently available in a TSB, SSM, GSB, or other electronic communication. This article includes information on warranty, technical service tips and other service information.

Tire Balance/Tire Road Force Balance Warranty

Ford warranty has experienced several tire balance or tire road force balance claims for vehicles that connected vehicle data has shown were not moved for over 15 days, while in dealership inventory. It is critical to move vehicles several feet every 15 days so that a different portion of the tread contacts the ground, while in storage to reduce tire flat spotting as outlined in the Storage Of New Vehicles guidelines in Section 2.9.01 of the Warranty & Policy Manual. Additional vehicle storage guidelines can be referenced in EFC13033 Storage Guidelines for New Vehicles at the following link:

<https://www.fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/edc/2023/EFC13033.pdf>

2018-2021 Expedition/Navigator Gap Hider Damage And TSB 21-2419

Some 2018-2021 Expedition/Navigator vehicles built on or before 02-Aug-2021 may exhibit a condition where the gap hidens (small panels attached to the load floor compartment designed to cover the gap in the floor) of the load floor compartment become detached and/or are damaged. Below is a photo of a detached gap hider. Ford warranty has experienced several cargo management systems replaced in warranty that could have been repaired using TSB 21-2419.



Power Running Board (PRB) Deployment Concerns - Grinding Noise, Auto Reversal And/Or Stopping In Mid-Travel, Diagnostic Trouble Codes

Some vehicles equipped with power running boards may exhibit a grinding noise, auto reversal and/or stopping, and/or diagnostic trouble codes. Before diagnosing any power running board concern, make sure they are clean using the General Procedure outlined in the Workshop Manual, Section 501-08. Many returned parts are contaminated and once cleaned, operate normally. Also, proper care and cleaning instructions for the power running boards are in the Owner's Manual.

0-3 MIS Photos Required For Early Quality Feedback

An expansion to the Early Quality Feedback Photo program was released in July 2023. This program provides valuable warranty information to Ford Engineering to make faster quality corrections. Dealers are required to submit warranty concern photos for several repair categories on all vehicles within 0-3 month in service (MIS), including unsold vehicles. Photos can be submitted using a mobile device via the PTS Mobile website. Refer to EFC13164 on FMCDealer for more details.

<https://www.fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/edc/2023/EFC13164.pdf>

Information Only TSBs

While most TSBs are for a directed repair, there are some that are information only. These can be identified by the warranty status that says "information only" and the causal part is IN (which cannot be claimed under warranty). Information only TSBs will not contain any labor operations and the TSB itself cannot be claimed under warranty. The procedures in the TSB may still be claimed with existing labor operations under warranty, just not the TSB itself. An example of this is TSB 23-2250, where repair information is provided but dealers are to use existing labor operations or M-time for a warranty claim.

An information only TSB may give clarity to something that is characteristic with video or pictures, such as TSB 23-2052 and 20-2023. In such cases, the warranty statement may say "information only – not warrantable" since the condition is characteristic and there is nothing to cover under warranty.

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