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April 19, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 24P07
Certain 2024 Model Year Lincoln Nautilus
Rear Shock Absorber Inspection

PROGRAM TERMS

This program will be in effect through April 19, 2025, for vehicles within the new bumper-to-bumper, warranty coverage period.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Nautilus	2024	Hangzhou Plant	September 15, 2023, through December 29, 2023

US population of affected vehicles: 6,686. 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 Attachment II for more information.

REASON FOR THIS PROGRAM

Some of the affected vehicles may exhibit rear suspension chuckle noise while driving over rough roads. This is due to the rear shock absorbers and does not affect vehicle handling or vehicle operation.

SERVICE ACTION

Customer satisfaction P-type programs are to be performed on impacted vehicles already presented for other service work. Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect and replace the rear shock absorbers if needed. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Information

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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized "S" and "B".

Stacy L. Balzer

Customer Satisfaction Program 24P07

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
 - 🚫 - Not a Mobile Service Repair
- Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work.

OASIS ACTIVATION

OASIS will be activated on April 19, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on April 19, 2024. Owner names and addresses will be available by 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 program 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 service action.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Branded/salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

LINCOLN PICK-UP & DELIVERY

Owners of Lincoln vehicles within a 4-year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC14054, 2024 Lincoln Pick-Up & Delivery Updates.

- For Lincoln vehicles outside of a 4-year / 50,000-mile warranty, see the labor claiming table below.

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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 FSA's / 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.
 - Lincoln vehicles – 4 years or 50,000 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.

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:
 - Claim type 31: Field Service Action.
 - Sub Code: 24P07
 - Customer Concern Code (CCC): N54 - Squeak/Rattle Vehicle Exterior – Rear - Suspension
 - Condition Code (CC): 42 - Does Not Operate Properly.
 - Causal Part Number: 18125, Quantity 0
 - 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 the Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Extra time to torque lower shock bolts before the road test	24P07C	0.3 Hours
Road test pass – No rear suspension noise detected	24P07A	0.6 Hours
Road test fail – Rear suspension noise detected/replace both rear shock absorbers and perform road test again	24P07B	2.2 Hours

Note: Contact SSSC if noise still exists after rear shock absorber replacement.

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PZ1Z-18125-M	1	1	1	LH Rear Shock Absorber
PZ1Z-18125-L	1	1	1	RH Rear Shock Absorber
W520215-S440	2	1	4	Lower Shock Absorber Retaining Nut

Order your parts requirements 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.

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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 2024 MODEL YEAR NAUTILUS VEHICLES — REPLACE REAR SHOCK ABSORBERS

SERVICE PROCEDURE

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. With the vehicle in NEUTRAL, position it on a hoist. Follow Workshop Manual (WSM) procedures in Section 100-02.
2. Torque the lower shock bolts to 140 lb.ft (190 Nm).
3. Road test the vehicle with a technician in the rear seat to listen for noise coming from either the right hand (RH) or left hand (LH) rear shock absorber area. Buckle the rear seat belts not in use.
4. During the road test was there noise coming from the RH or LH rear shock absorbers?

Yes - Proceed to Step 5.
No - This completes the Field Service Action (FSA).
5. Remove both rear wheels. Follow the WSM procedures in Section 204-04A.

NOTICE: Suspension fasteners are critical parts that affect the performance of vital components and systems. Failure of these fasteners may result in major service expense. Use the same or equivalent parts if replacement is necessary. Do not use a replacement part of lesser quality or substitute design. Tighten fasteners as specified.

NOTE: Removal steps in this procedure may contain installation details.

NOTE: Make sure that the direction arrow points towards the front of the engine.



6. Remove the fasteners, release the tabs and remove the rear lower arm shield. See Figure 1.

- Torque: 9 lb.in (1 Nm)

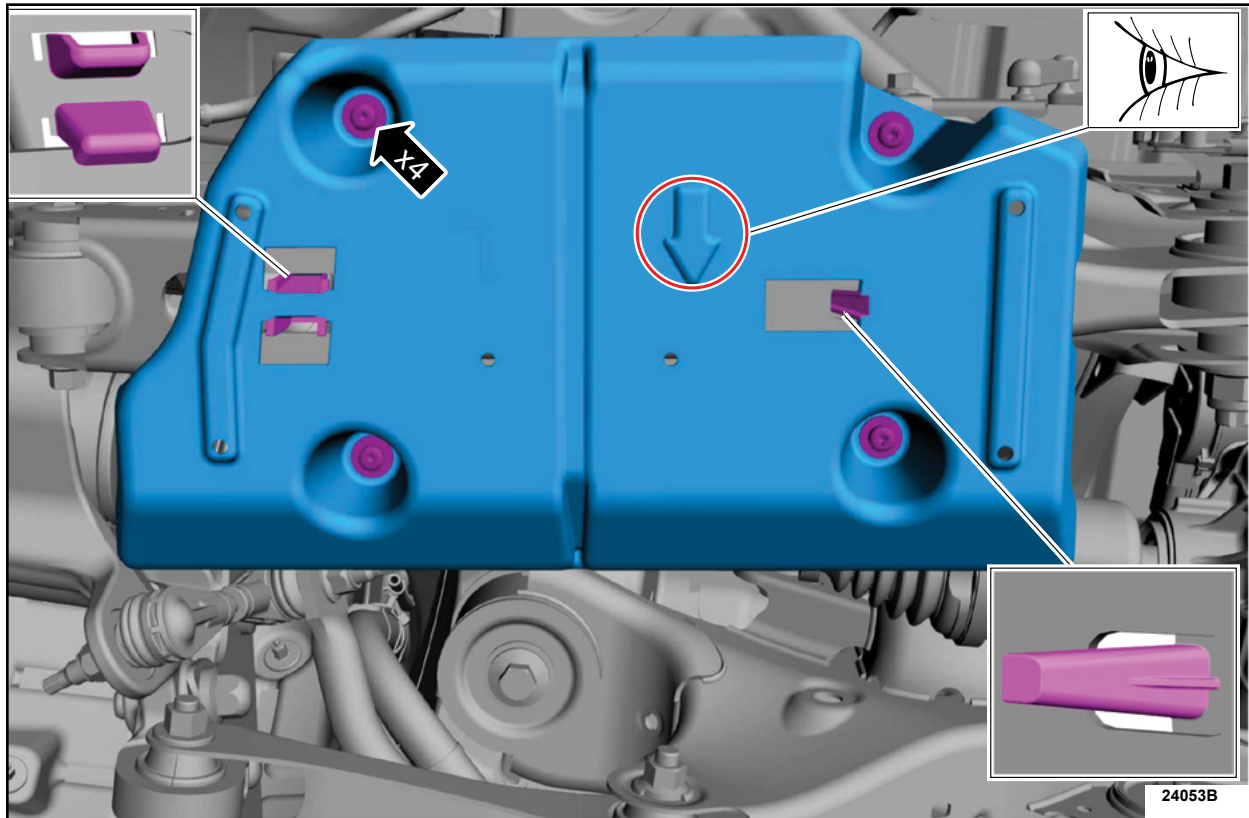


FIGURE 1



7. Detach the wiring harness retainer and disconnect the electrical connector. See Figure 2.

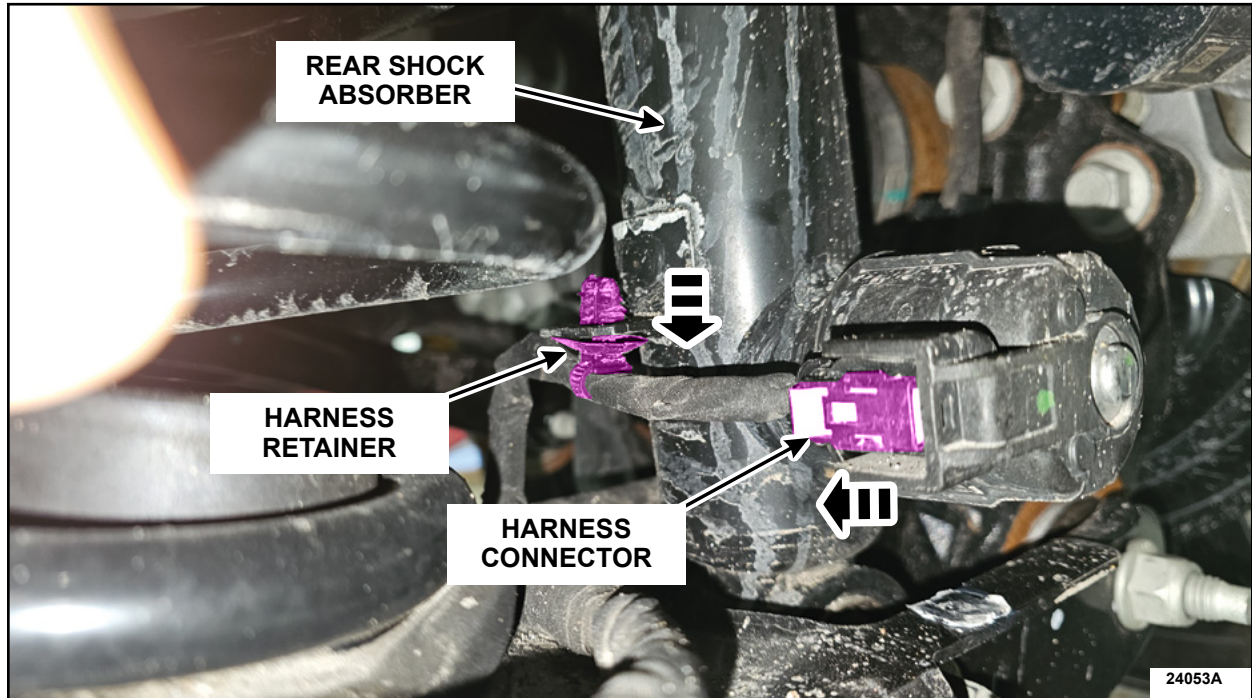


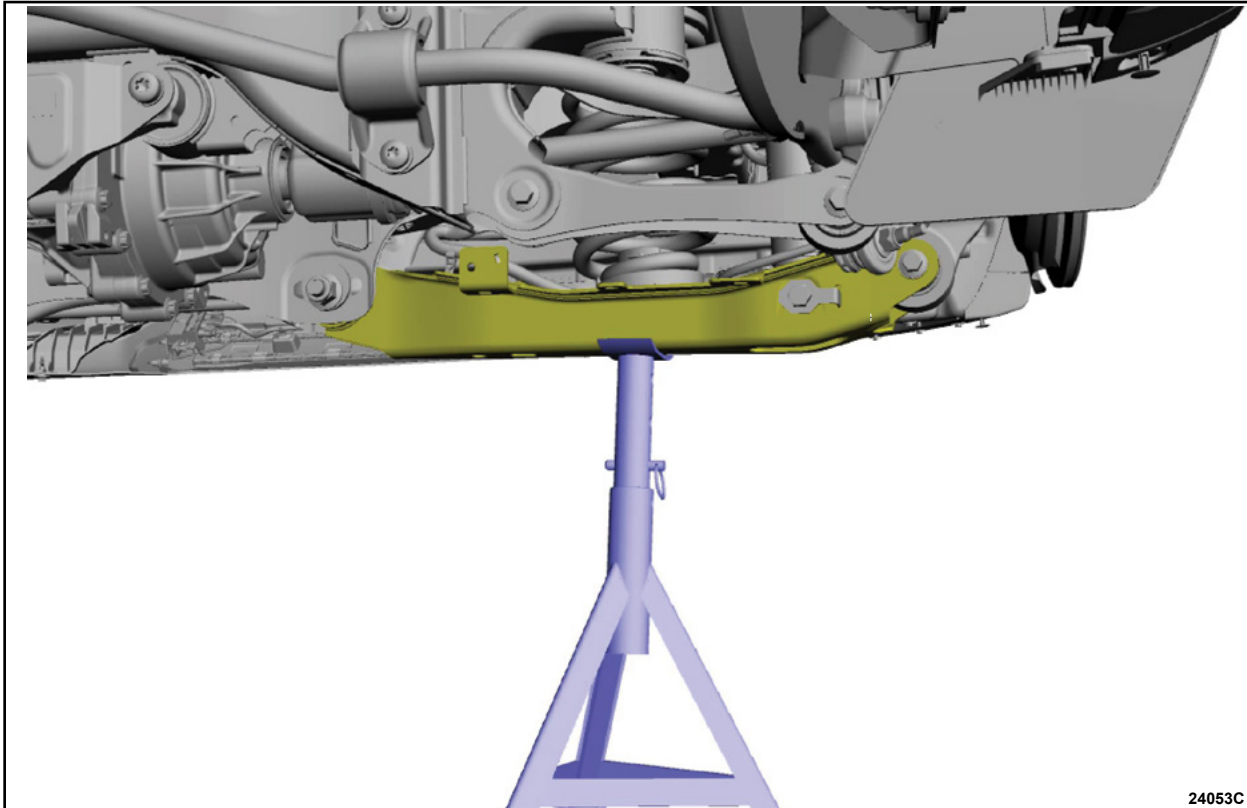
FIGURE 2

NOTICE: Do not attempt jacking on the front control arm or rear control arm on any vehicle. Damage to control arms may occur.

NOTICE: Make sure that the insulator pads are correctly positioned to prevent direct contact with other components.



8. Support the rear suspension using an axle stand. See Figure 3.



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FIGURE 3

NOTICE: Tighten the suspension fasteners with the weight of the vehicle on the wheels and tires or use a suitable jack to raise the suspension to curb height or damage to the bushings may occur.



9. Remove the lower shock absorber bolt and nut. Discard the nut. See Figure 4.

- Torque: 140 lb.ft (190 Nm)

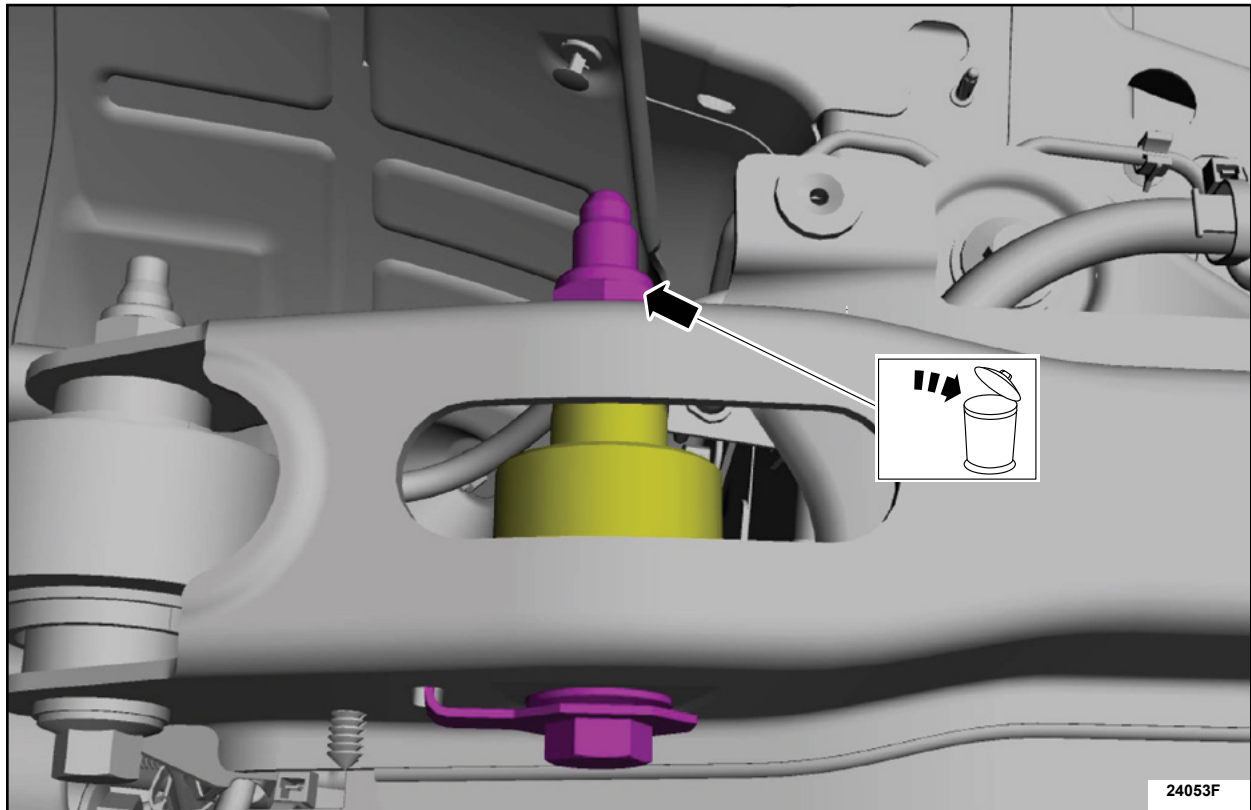


FIGURE 4



10. Remove the rear shock absorber upper bolts. Remove the rear shock absorber.
See Figure 5.

- Torque: 83 lb.ft (113 Nm)

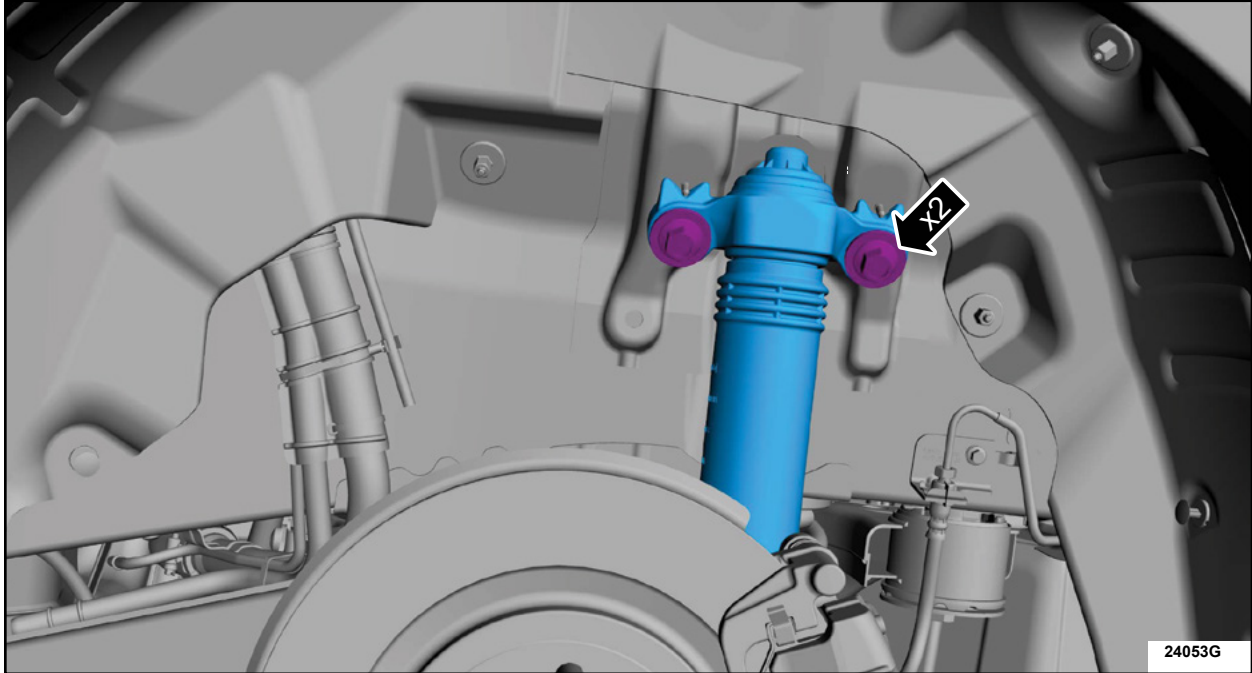


FIGURE 5

NOTICE: Tighten the suspension fasteners with the weight of the vehicle on the wheels and tires or use a suitable jack to raise the suspension to curb height or damage to the bushings may occur.

11. Install *new* shock absorber(s), reverse the removal procedure.
12. Road test the vehicle with a technician in the rear seat, with all seat belts buckled, and listen for noise coming from either the RH or LH rear shock absorber area.
13. During the road test was there noise coming from the RH or LH rear shock absorbers?

Yes - Contact the Special Service Support Center (SSSC).

No - This completes the FSA.

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.

