



Dan Wilyard
Chief Engineer Recall and CIDR
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 3, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD
Customer Satisfaction Program 24B22**

Certain 2024 Model Year Maverick XLT Vehicles with 4K Trailer Tow and FX4 Packages
Full Size Spare Wheel and Tire Assembly and TREAD Label Installation

PROGRAM TERMS

This program will be in effect through May 31, 2025. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Maverick	2024	Hermosillo	October 26, 2023 through January 26, 2024

US population of affected vehicles: 200. 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 PROGRAM

In the affected vehicles, there was a codification error during assembly, which directed a mini-spare wheel and tire assembly to be installed instead of a full-size spare wheel and tire assembly. The mini-spare wheel and tire assembly will not impact safe vehicle operation; however, the mini-spare wheel and tire assembly has a lower maximum speed rating (55mph vs 70mph) indicated on the sidewall of the tire.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to replace the mini-spare wheel and tire assembly with a full-size wheel and tire assembly. Additionally, dealers will affix a new VIN specific TREAD label to the vehicle, which will contain corrected loading information, spare tire size and spare tire inflation pressure. 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.

NOTE: Corrected VIN specific TREAD labels can be ordered by submitting a VIN specific part request contact to the Special Service Support Center (SSSC). Ensure to order the new TREAD label before the customer's scheduled appointment time to prevent delaying the repair or multiple visits in case of a mobile repair.

SERVICE ACTION (continued)

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- 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 and mobile service 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 May 13, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the 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,



Dan Wilyard

Customer Satisfaction Program 24B22

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

  - Light Mobile Service

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on May 3, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 3, 2024. Owner names and addresses will be available by May 31, 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

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

Customer Satisfaction Program 24B22

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

Affected 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.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 Remote Experience Program:

- For questions and assistance, contact the SSSC via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

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.

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.

Customer Satisfaction Program 24B22

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (continued)

- 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.

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: 24B22
 - Customer Concern Code (CCC): TB4 – Spare Tire Troubles
 - Condition Code (CC): 38 – Wrong Part
 - Causal Part Number: 1015, 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 Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **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.

Customer Satisfaction Program 24B22

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
 - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
 - Dealers NOT participating in the Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 24B22MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Labor Allowances and Parts Ordering Information

Page 1 of 2

Customer Satisfaction Program 24B22

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace mini-spare with full-size spare and install new TREAD label. Includes time to dismantle and properly dispose of the tire.	24B22B	0.5 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	24B22MM	0.5 Hours
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.	24B22PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

The full-size spare tire can be ordered through the ATW tire program. Questions regarding tires should be directed to the Tire Program Headquarters at 1-888-353-3251.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
9O12-148630	1	1	1	Tire (Toyo) 215/60R17 (Load/Speed 100H)

Special Program Part Ordering:

To place an order for the VIN-specific TREAD label, submit a Part Order contact via the SSSC Web Contact Site.

Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NZ6Z-1015-A	1	1	1	Full Size Steel Spare Wheel (7"x17")
F42Z-1700-A	1	1	4	Valve Stem

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, refer to DOES II.

Customer Satisfaction Program 24B22

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 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's fixed operations management team or an employee 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.



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

May 2024

Customer Satisfaction Program 24B22

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? Your vehicle may contain a mini-spare wheel and tire assembly instead of a full-size spare wheel and tire assembly.

What is the effect? The mini-spare wheel and tire assembly will not impact safe vehicle operation; however, the mini-spare wheel and tire assembly has a lower maximum speed rating (55mph vs 70mph) indicated on the sidewall of the tire.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the mini-spare with a full-size wheel and tire assembly. Additionally, your dealer will affix a new VIN specific TREAD label to your vehicle, which will contain corrected loading information, spare tire size and spare tire inflation pressure. These repairs will be free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until May 31, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 24B22. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

**What should you do?
(continued)**

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE - You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Mobile Service

Ford Mobile Service is offered by participating dealers. Contact your dealer for details.

Pick-Up and Delivery

Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

CERTAIN 2024 MODEL YEAR MAVERICK XLT VEHICLES WITH 4K TRAILER TOW AND FX4 — FULL SIZE SPARE WHEEL AND TIRE ASSEMBLY AND TREAD LABEL INSTALLATION

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.

NOTE: Ensure to coordinate the ordering and assembly of the new full size spare wheel and tire with the TREAD label ordering. Make sure to have the new TREAD label and the new spare tire assembled before contacting the customer and/or performing a Mobile Repair.

1. Contact Special Service Support Center (SSSC) to order the TREAD label.

NOTE: The label is serialized to the VIN and it is important to confirm the label ordered matches the vehicle it is being applied to.

2. Using the vehicle spare tire rod, lower and remove the mini-spare tire from the vehicle.

3. Disassemble the spare tire. Please follow the Workshop Manual (WSM) procedures in Section 204-04A.

4. Dispose of tire in compliance with your local laws.

5. Assemble new full size spare. Please follow the WSM procedures in Section 204-04A.

6. Install and raise the full spare tire and replace the spare tire rod inside the vehicle.



7. Note the location and orientation of the TREAD label on the drivers side B-Pillar. See Figure 1.

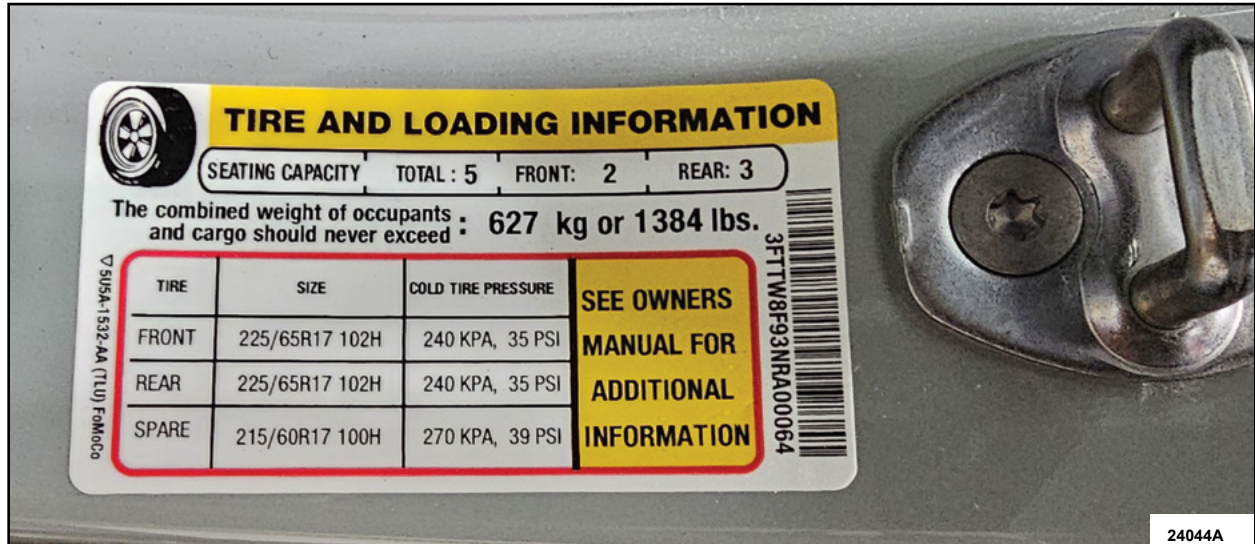


FIGURE 1

8. Using a clean cloth and isopropyl alcohol, remove any residue from on and around the original label on the B-Pillar.

9. Install the new label over the original TREAD label, in the same location and orientation. See Figure 2.



FIGURE 2

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.



Customer Satisfaction Program 24B22

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for Customer Satisfaction Program 24B22.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

NEW VEHICLE RECOMMENDED DELIVERY HOLD

Customer Satisfaction Program 24B22

Certain 2024 Model Year Maverick XLT Vehicles with 4K Trailer Tow and FX4 Full Size Spare Wheel and Tire Assembly and TREAD Label Installation













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
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

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


-  – Mobile Reprogramming
 - 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
 - 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)

NEW VEHICLE RECOMMENDED DELIVERY HOLD





Customer Satisfaction Program 24B22

Certain 2024 Model Year Maverick XLT Vehicles with 4K Trailer Tow and FX4 Full Size Spare Wheel and Tire Assembly and TREAD Label Installation

   – Enhanced Mobile Service

- ***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

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

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

 – Not a Mobile Service Repair

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