



Stacy L. Balzer
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 20, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 24B23**
Certain 2024 Model Year Nautilus Full Hybrid Electric Vehicles
High Pressure Fuel Injector Replacement

REF: **NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD - Advance Notice - Customer Satisfaction Program 24B23**
Dated May 1, 2024

PROGRAM TERMS

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

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of May 31, 2025 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN List names and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may require a more extensive repair. FSA VIN Lists are expected to be available on May 16, 2024.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Nautilus	2024	Hangzhou	07-Oct-2023 through 29-Feb-2024

US population of affected vehicles: 6,574. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, a high-pressure fuel injector tip may crack or become dislodged from the injector. A cracked or dislodged injector tip may allow excessive fuel into the engine leading to poor combustion in that injector's cylinder, which may result in engine vibration and illumination of the Malfunction Indicator Lamp (MIL). Continued use of the vehicle could lead to an engine hydro-lock condition, resulting in a "Stop Safely Now" message displaying in the instrument cluster and the vehicle transitioning to electric drive mode. Continued driving in electric drive mode will deplete the high voltage battery, which may result in a loss of motive power.

SERVICE ACTION

Ford recommends before Demonstrating or Delivering any new in-stock vehicles involved in this program, dealers are to replace the high-pressure fuel injectors. 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.
 - 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 May 27, 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 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,



Stacy L. Balzer

Customer Satisfaction Program 24B23

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

-  - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on May 20, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on May 20, 2024. Owner names and addresses will be available by June 14, 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.

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.

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 4 years / 50,000-mile warranty, see labor claiming table below.

Customer Satisfaction Program 24B23

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.
 - 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: 24B23
 - Customer Concern Code (CCC): D50
 - Condition Code (CC): 42
 - Causal Part Number: 9F593, 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.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC14054, 2024 Lincoln Pick-Up & Delivery Updates for details.
 - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

Labor Allowances and Parts Ordering Information

Page 1 of 2

Customer Satisfaction Program 24B23

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace all four high-pressure fuel injectors.	24B23B	2.5 Hours
Lincoln vehicle PDL Allowance: Only vehicles outside of Lincoln PDL contract coverage of 4 years/50,000 miles . NOTE: This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24B23LL	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Seed Stock Parts: To ensure an equitable distribution of service parts, the part numbers below will be seed stocked until approximately the end of May 2024.

Open Order Parts: Starting on June 3, 2024, order your parts through normal order processing channels.

Service Part Number	Claim Quantity	Order Quantity	Number in Package	Description
P2GZ-9J323-A	1	1	1	High Pressure Fuel Pipe
W719113-S450	4	1	4	High Pressure Fuel Rail Bolts
P2GZ-9P847-A	4	4	1	Fuel Injector Clip
P2GZ-9F593-C	4	4	1	High Pressure Fuel Injector

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.

Customer Satisfaction Program 24B23

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.



Lincoln
PO Box 1904
Dearborn, Michigan 48121

May 2024

Customer Satisfaction Program 24B23

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Lincoln, 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.

Why are you receiving this notice?

On your vehicle, it may be possible for a high-pressure fuel injector tip to crack or become dislodged from the injector.

What is the effect?

A cracked or dislodged injector tip may allow excessive fuel into the engine leading to poor combustion in that injector's cylinder, which may result in engine vibration and illumination of the Malfunction Indicator Lamp (MIL). Continued use of the vehicle could lead to an engine hydro-lock condition, resulting in a "Stop Safely Now" message displaying in the instrument cluster and the vehicle transitioning to electric drive mode. Continued driving in electric drive mode will deplete the high voltage battery, which may result in a loss of motive power.

What will Lincoln and your retailer do?

In the interest of customer satisfaction, Lincoln has authorized your retailer to replace the high-pressure fuel injectors 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.

Lincoln strongly recommends having this repair performed as soon as possible to prevent the occurrence of an injector failure.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.

- What should you do?** Please call your retailer without delay to schedule a service appointment for Customer Satisfaction Program 24B23.
If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer addresses, maps, and driving instructions.
Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request from your retailer. Your retailer 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 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 lincoln.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.

Lincoln

CERTAIN 2024 MODEL YEAR NAUTILUS FULL HYBRID ELECTRIC VEHICLES — HIGH PRESSURE FUEL INJECTOR REPLACEMENT

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.

IMPORTANT! This procedure was modified from the original Workshop Manual (WSM) procedure. It is not necessary to remove the fuel rail wiring harness from the rail when replacing the fuel injectors. Follow technical instructions carefully.

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.


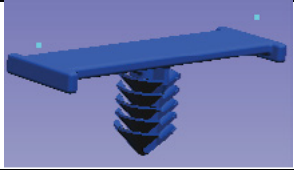
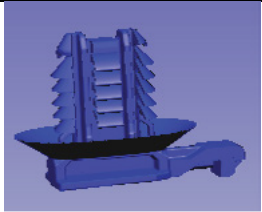
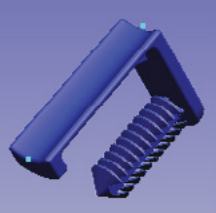
1. Replace all four (4) direct injection fuel injectors. Follow the WSM procedures in Section 303-04A.

NOTE: It is not necessary to remove the fuel rail wiring harness from the rail when replacing the fuel injectors.

NOTE: If a plastic retaining clip is damaged during service or can no longer maintain retention when reinserted, it must be replaced. Reference the charts in Figures 1 and 2, on Page 2, for harness clip part numbers.



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.



PART NUMBER	PART NAME	IMAGE
FU5Z-14A163-J	ENGINE HARNESS CLIP ZIPTIE ATTACHED	
8U5Z-00817-ZA	ENGINE HARNESS CLIP	
BU5Z-14A594-C	ENGINE HARNESS CONNECTOR CLIP	
9L3Z-14A163-E	ENGINE HARNESS STAND-OFF	

24210A

FIGURE 1

PART NUMBER	PART NAME	IMAGE
BU5Z-14A163-G	FUEL LINE CLIP	
8U5Z-14A163-E	COOLANT LINE CLIP ZIPTIE ATTACHED	

24210B

FIGURE 2



Customer Satisfaction Program 24B23

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

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

As outlined below for the 24B23 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 24B23

Certain 2024 Model Year Nautilus Full Hybrid Electric Vehicles
High Pressure Fuel Injector Replacement













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 DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program 24B23

Certain 2024 Model Year Nautilus Full Hybrid Electric Vehicles
High Pressure Fuel Injector Replacement

   – 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



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

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 1, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD -
Advance Notice - Customer Satisfaction Program 24B23**
Certain 2024 Model Year Nautilus Full Hybrid Electric Vehicles
High Pressure Fuel Injector Replacement

AFFECTED VEHICLES

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REASON FOR THIS PROGRAM

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SERVICE ACTION

Ford recommends that dealers DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this customer satisfaction program. A complete Dealer Bulletin will be provided to dealers mid-May, 2024, when it is anticipated that parts ordering information and repair instructions will be available to support this customer satisfaction program. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a program.

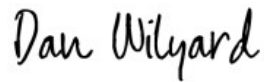
CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 "Dan Wilyard". The signature is written in a cursive, slightly slanted style.

Dan Wilyard