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May 3, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Update Before Sale 24U06
Certain 2024 Model Year Bronco Sport, Escape, and Explorer
Keyless Entry Remote Control Replacement

PROGRAM TERMS

This program will be in effect through May 3, 2025, for unsold vehicles, or up to 60 days post the warranty start date to allow for sales reporting and claim processing.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2024	Hermosillo	March 23, 2024 through April 5, 2024
Escape	2024	Louisville	April 2, 2024 through April 11, 2024
Explorer	2024	Chicago	April 4, 2024 through April 11, 2024

US population of affected vehicles: 981. 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.

REASON FOR THIS PROGRAM

In all of the affected vehicles, customers may experience a loss of remote keyless entry functionality on one or both keyless entry (RKE) remote control(s) and the diagnostic trouble code DTC B10AB-00 will be set in memory.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect, replace, and reprogram defective RKE remote controls. 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.

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,

Dan Wilyard

Dan Wilyard

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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.

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.

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.

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.
 - 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

- **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: 24U06
 - Customer Concern Code (CCC): L20 - Remote/keyless (key fob/PEPS door handles)
 - Condition Code (CC): 42 - Does Not Operate Properly
 - Causal Part Number: PATSKEY, 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.

Labor Allowances and Parts Ordering Information

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Serial Number on both RKE remote controls - Pass	24U06A	0.2 Hours
Inspect Serial Number on both RKE remote controls - Fail Replace and program both RKE remote controls	24U06B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
Bronco Sport Rotunda Part # 164-R8295				Remote Control* OWS will apply the appropriate markup.
Bronco Sport Rotunda Part # 164-R8297				Remote Control with Remote Start* OWS will apply the appropriate markup.
Escape/Explorer Rotunda Part # 164-R8198				Remote Control with Remote Start* OWS will apply the appropriate markup.
Escape/Explorer Rotunda Part # 164-R8197				Remote Control* OWS will apply the appropriate markup.

Order your parts requirements through normal order processing channels.

* Order the remote control through Rotunda:

<https://rotunda.service-solutions.com/en-US/Pages/Home.aspx>.

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.

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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'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.

CERTAIN 2024 MODEL YEAR BRONCO SPORT, ESCAPE AND EXPLORER VEHICLES — REMOTE CONTROL AND KEY INSPECTION

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.

Inspection Procedure

1. Locate the serial number on the sticker of both remote control keys. See Figure 1.

- Are the last two digits in the serial number higher than 73 OR 73 and lower?

73 or lower - Passes inspection - Recall complete.

74 or higher - Does not pass inspection. Replace the remote control. Verify the *new* remote control serial number is 73 or lower, then proceed to step 2.



FIGURE 1



Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communications Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the VIN.

NOTE: Available modules are shown on the LH side of the screen and available procedures are listed on the RH side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **BCM**.

6. From the list on the RH side of the screen, select **Passive Anti-Theft System (PATS) Programming**.

7. Click **RUN**. Follow all on-screen instructions carefully.

8. When prompted to "Select the desired function", select **Erase Keys**. Follow all on-screen instructions carefully.

9. When prompted to "Select the desired function", select **Program Keys**.



10. When prompted, place the key remote control that is to be programmed onto the backup transceiver location then click OK. See Figure 2 for Bronco Sport and Escape, or Figure 3 for Explorer.

- The door locks and hazard flashers cycle to indicate when a key is successfully programmed.

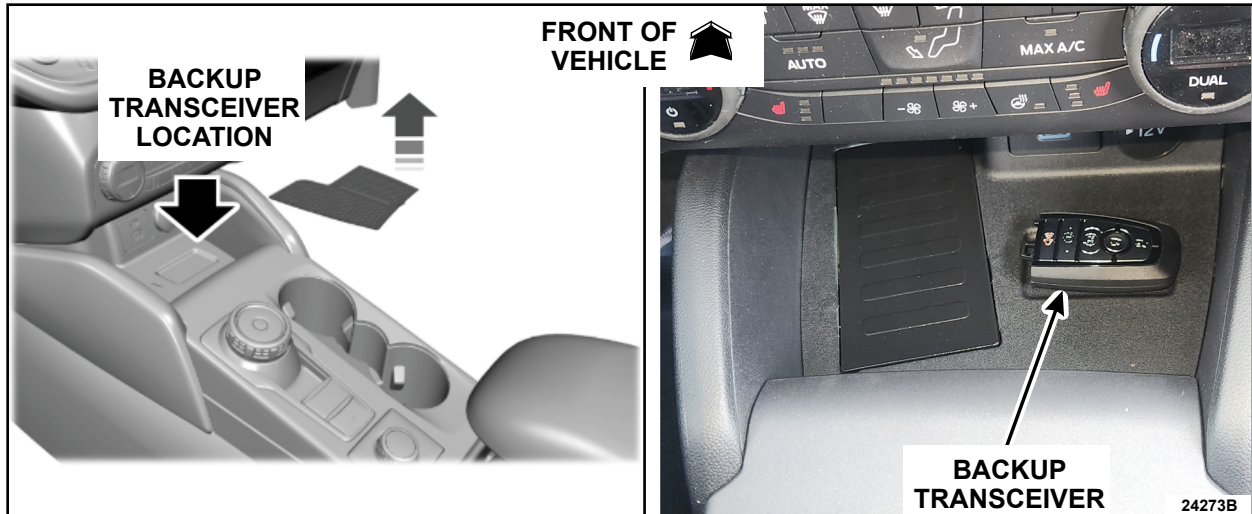


FIGURE 2

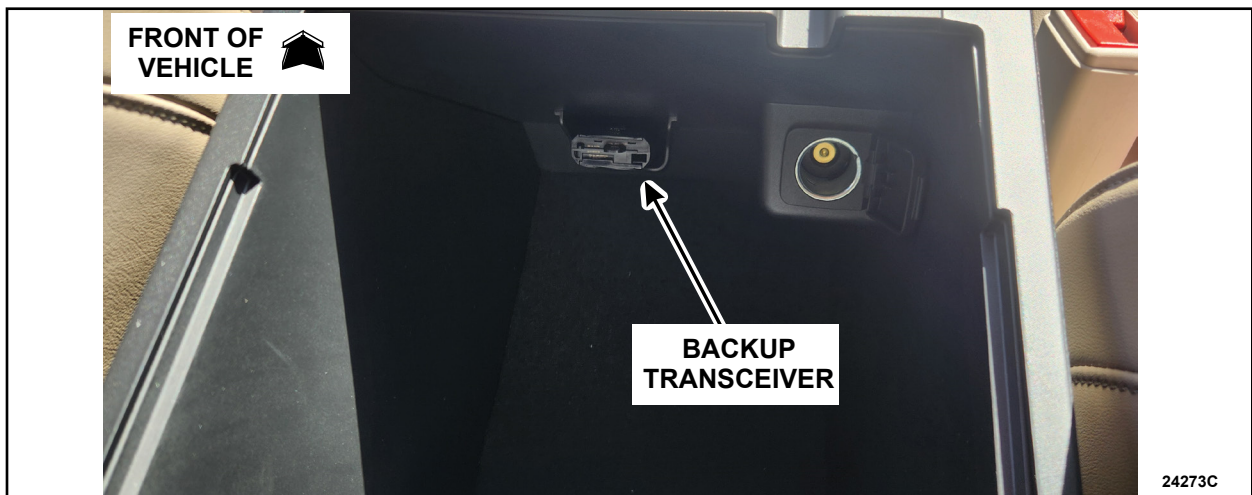


FIGURE 3

11. After programming the first key and selecting **OK**, repeat steps 9 and 10 to program the second key.

12. When prompted to "Select the desired function", select **Exit**.

13. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

14. Click the **Run Selected Tests** button in the lower right.

15. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

16. Disconnect the FDRS scan tool.

17. Test the *new* programmed keys remote control functions.



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

1. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
2. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
3. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
4. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
5. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

