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 Ford Customer Service Division

Ford Motor Company  
 PO Box 1904  
 Dearborn, Michigan 48121

July 11, 2024

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 24N03**

Certain 2021-2022 Model Year Econoline Vehicles Equipped with Dual Rear Wheels Hydroboost or Hydromax® Power Steering Pressure and Jumper Line Replacement

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

**Safety Recall 22S08**

Certain 2021-2022 Model Year Econoline Vehicles Equipped with Dual Rear Wheels Hydroboost or Hydromax® Power Steering Pressure Line Inspection

Dated: February 17, 2022

**PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the power steering pressure and jumper lines for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through January 31, 2025.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Econoline	2021	Ohio	August 6, 2019 through December 23, 2020
	2022		September 21, 2020 through June 17, 2021

US population of affected vehicles: 23,381. Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR**

Affected vehicles were inspected and passed inspection for inadequate connection of the Hydroboost power steering pressure and jumper lines in safety recall 22S08, before January 29, 2023. This program provides coverage to the Hydroboost power steering pressure and jumper lines should they require replacement due to inadequate connection to the brake Hydroboost unit.

**SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace the Hydroboost power steering pressure and jumper lines. This service must be performed 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 are expected to be mailed the week of July 15, 2024. Dealers should repair any affected vehicles that experience leaks or sudden loss of power steering fluid at the power steering pressure and/or jumper lines, 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 Letters

## **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

## Customer Satisfaction Program 24N03

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

🚫 - Not a Mobile Service Repair

### **OASIS ACTIVATION**

OASIS will be activated on July 11, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

### **SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

### **STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

### **BRANDED / SALVAGED TITLE VEHICLES**

Vehicles with canceled warranties are not eligible for this service action.

### **OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires December 31, 2024.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with leaking power steering pressure and Hydroboost jumper lines.

### **RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

### **TOWING**

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

### **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.

## Customer Satisfaction Program 24N03

### **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 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.

### **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.
- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 24N03 if the vehicle is still within time and mileage limits.
- **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: 24N03
    - Customer Concern Code (CCC): L68 Power Steering Fluid Leak
    - Condition Code (CC): 12 Improper Assembly
    - Causal Part Number: 3A717, 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.

## Customer Satisfaction Program 24N03

**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 24N03
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **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.
- **Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.
  - Program Code: 24N03
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$250.00

Customer Satisfaction Program 24N03

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace power steering and Hydroboost jumper lines.	24N03B	0.8 Hours
Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24N03PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LC2Z-3A717-D	1	1	1	Power Steering Pressure Line (Stripped chassis)
LC2Z-3A717-C			1	Power Steering Pressure Line (Cutaway chassis)
4C2Z-3A719-B	1	1	1	Power Steering Jumper Line (Stripped and Cutaway)
XT-10-QLVC	Up to 1 quart		12	Transmission Fluid (Up to 1 quart required for top off)

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.

**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 24N03

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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 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 1<sup>st</sup>, 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

July 2024

Customer Satisfaction Program 24N03

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

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.

**Why are you receiving this notice?**

Your vehicle with the VIN above is included in this customer satisfaction program because it passed inspection for inadequate connection of the Hydroboost power steering pressure and jumper lines before January 29, 2023. Although your vehicle's Hydroboost power steering pressure and jumper lines are likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is providing a one-time repair on the Hydroboost power steering pressure and jumper lines.

**What is the effect?**

This one-time repair of the Hydroboost power steering pressure and jumper lines is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through December 31, 2025. Coverage is automatically transferred to subsequent owners.

**What will Ford and your dealer do?**

If your vehicle's Hydroboost power steering pressure line and jumper line require replacement due to inadequate connection of the Hydroboost power steering pressure and jumper lines and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the Hydroboost power steering pressure and jumper lines free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the components mentioned above require replacement, 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. Additional time may be required to allow the engine to cool before performing this repair.

**What should you do?**

You do not need to return to your dealer for this repair unless you have a power steering line leak. Please keep this letter as a reminder of the one-time repair offer for your power steering pressure line and Hydroboost jumper line. If the power steering pressure line and Hydroboost jumper line should require replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 24N03. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

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.

- 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.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before December 31, 2024. To avoid delays, do not send receipts to Ford Motor Company.
- 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 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](https://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](https://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).  
**MOTORHOME OWNERS:** If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-866-906-9811**. Representatives are available 24 hours a day.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

## **CERTAIN 2021-2022 MODEL YEAR ECONOLINE VEHICLES EQUIPPED WITH DUAL REAR WHEELS — HYDROBOOST OR HYDROMAX® POWER STEERING PRESSURE AND JUMPER LINE 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.

**NOTICE:** While repairing the power steering system, care should be taken to prevent the entry of foreign material or failure of the power steering components may result.

**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. Remove the hydraulic booster jumper line bracket nuts and bracket. Follow the WSM procedures in Section 211-02 Power Steering > Removal and Installation > Power Steering Pump to Hydromax® Pressure Line, Exploded View for illustration.
2. Remove the hydraulic booster jumper line from the hydraulic booster. Follow the WSM procedures in Section 211-02.
3. Replace the power steering pump to Hydromax® pressure line and hydraulic booster jumper line. Follow the WSM procedures in Section 211-02.
4. Reinstall the hydraulic booster jumper line bracket and nuts. Follow the WSM procedures in Section 211-02.

**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 24N03**

Certain 2021-2022 Model Year Econoline Vehicles Equipped with Dual Rear Wheels Hydroboost or Hydromax® Power Steering Pressure and Jumper Line 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)

**Customer Satisfaction Program 24N03**

Certain 2021-2022 Model Year Econoline Vehicles Equipped with Dual Rear Wheels Hydroboost or Hydromax® Power Steering Pressure and Jumper Line 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

Customer Satisfaction Program 24N03

**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 24N03 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date