



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

September 10, 2024

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Customer Satisfaction Program 24B26**  
Certain 2024 Model Year Escape Hybrid Vehicles  
Transmission Replacement

**PROGRAM TERMS**

This program will be in effect through September 10, 2025. There is no mileage limit for this program. FSA VIN Lists are expected to be available on September 10, 2024.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2024	Louisville	December 15, 2023 through December 18, 2023

US population of affected vehicles: 3. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In all of the affected vehicles, the transmission sun gear bearing was incorrectly installed and may cause premature failure of the transmission.

**SERVICE ACTION**

Dealers are to replace transmission assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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 (rentals are authorized – see Rental Vehicles).
  - 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.

**ESSENTIAL SPECIAL SERVICE TOOLS**

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed by September 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

## **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.

Customer Service Division

## Customer Satisfaction Program 24B26

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

- All repairs in this program have the following assessment level.  
Ⓢ - Not a Mobile Service Repair

### **OASIS ACTIVATION**

OASIS will be activated on September 10, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 10, 2024. Owner names and addresses will be available by September 10, 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.

### **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**

Dealers are pre-approved for up to 3 days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

### **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.

**Customer Satisfaction Program 24B26****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.
  - 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 August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 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: 24B26
    - Customer Concern Code (CCC): N16 - AT Unusual Transmission Noise - Auto Trans Related
    - Condition Code (CC): 42 – Does not operate properly
    - Causal Part Number: 7000, 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.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.

**Customer Satisfaction Program 24B26**

- **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.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly. To claim the allowance, enter \$330.00 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Supplies:** Includes top-off coolant and A/C refrigerant may be submitted on the same repair.
  - Program Code: 24B26
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$100 total for Misc. Expense: Other

## Labor Allowances and Parts Ordering Information

### Customer Satisfaction Program 24B26

#### **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace transmission assembly	MT24B26B	Up to 12.3 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.	24B26PP	0.5 Hours

#### **PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LX6Z-7000-BA	1	1	1	transmission assembly
W500721-S439	2	1	6	front cross-member bolt
W500727-S439	6	2	4	rear cross-member bolt
W713199-S442	4	1	4	subframe bracket bolt
W718843-S439	1	1	4	steering shaft bolt
W719192-S439	2	1	4	forward subframe bolts
W719924-S439	2	1	4	lower steering knuckle bolt
W720388-S439	2	1	4	rearward subframe bolts
W710080-S300	8	4	2	high-voltage terminal bolts
LX6Z-5A215-A	1	1	1	exhaust clamp
FL910S	1	1	1	oil filter
LX6Z-9E464-B	1	1	1	EGR cooler inlet gasket
LX6Z-9E464-F	1	1	1	EGR cooler outlet gasket
LX6Z-9448-A	1	1	1	exhaust manifold gasket
W520515-S442	2	1	4	lower steering knuckle nut
W520203-S440	2	2	1	outer tie-rod nut
W708176-S437	7	2	4	exhaust manifold nut
CCPZ-3B477-G	2	2	1	front axle nut
JX6Z-3B498-B	1	1	1	LH inner axle shaft C-clip

Customer Satisfaction Program 24B26

**PARTS REQUIREMENTS / ORDERING INFORMATION (CONTINUED)**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JX6Z-3D677-C	1	1	1	steering shaft boot seal
LX6Z-7B343-A	1	1	1	ISC gasket ( <b>inspect and replace if needed</b> )
LX6Z-10A687-B	1	1	1	ISC side cover and gasket ( <b>inspect and replace if needed</b> )
XO-0W20-QFS	6	6	1	engine oil
YS4Z-3N324-AA	1	1	1	half shaft retaining strap
W520102-S442	2	1	4	half shaft retaining strap nut
W500566-S439	1	1	4	roll restrictor bolt
XT-12-QULV	5	5	1	transmission fluid
W520214-S440	3	2	2	engine Mount Nuts

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.

**HANDLING ALLOWANCE**

An allowance of \$330 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

**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 24B26**

**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'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 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  
Customer Service Division  
PO Box 1904  
Dearborn, Michigan 48121

September 2024

Customer Satisfaction Program 24B26

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 with the VIN shown above.

**Why are you receiving this notice?** On your vehicle, the transmission sun gear bearing was incorrectly installed.

**What is the effect?** This may result in premature failure of the transmission.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the transmission assembly free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until September 10, 2025, regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is more than one 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 24B26.  
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.  
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.

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

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.

**Do you need a rental vehicle?**

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

**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](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).

Thank you for your attention to this important matter.

Customer Service Division

## CERTAIN 2024 MODEL YEAR ESCAPE HYBRID VEHICLES — TRANSMISSION REPLACEMENT

### SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15332 for more details.

**IMPORTANT!** This Field Service Action (FSA), must be performed by a certified BEV technician.

**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 the transmission. Follow the WSM procedures in Section 307-01B.

**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 24B26**

Certain 2024 Model Year Escape Hybrid  
Transmission 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 24B26

Certain 2024 Model Year Escape Hybrid  
Transmission 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 24B26

**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 24B26 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date