

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

September 12, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 24P23

Certain 2024 Model Year Bronco Sport and 2024-2025 Escape, and Corsair Vehicles

with Saddle Fuel Tanks - Fuel Tank Replacement

REF: SSM 52771 - 2024 Bronco Sport/Escape/Corsair - "Fuel Level Low" Warning

Dated: August 2, 2024

PROGRAM TERMS

This program will be in effect through September 30, 2027, or a maximum of 36,000 miles, whichever occurs first. If a vehicle already has accumulated more than 36,000 miles, this coverage will be in effect through December 31, 2024.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco Sport	2024	Hermosillo	May 10, 2024 through June 07, 2024
Corsair	2024 2025	Laviavilla	May 15, 2024 through June 13, 2024
Escape	2024-2025	Louisville	May 7, 2024 through June 6, 2024

NOTE: The 2025 Model Year vehicles include only Ford owned pre-production vehicles.

US population of affected vehicles: 13,781. Affected vehicles are identified in OASIS.

Note: Some vehicles may have been 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 Attachment II for more information.

REASON FOR THIS PROGRAM

On some of the affected vehicles, an intermittent open circuit at an electrical connection integrated into the fuel tank may result in an inaccurate fuel level measurement.

With this condition, customers may experience the following symptoms:

- Malfunction indicator light (MIL) illuminated
- The fuel gauge and Distance To Empty (DTE) will decrease more rapidly than normal.
- "Low Fuel Level" will also be displayed in the instrument panel when DTE incorrectly falls below 50 miles.
- The intermittent nature of the fuel sender connector may cause random occurrences of the issue.
- If the fault remains active during the key-on cycle, the fuel gauge will immediately show empty and DTE will show DTE of zero miles.

SERVICE ACTION

Customer satisfaction P-type programs are to be performed on affected vehicles already undergoing other service work (either mobile repair or in dealership).

- If the fuel tank has been replaced under warranty previously: No repair needed.
 - Check OASIS warranty history to see if a fuel tank replacement has been performed or if SSM 52771 has been performed.
- If the fuel tank has NOT been replaced under warranty previously: Dealers are to replace the
 fuel tank assembly and transfer components, including the fuel pump, following the Technical
 Instructions. 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.

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 will not be mailed for this program.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment

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

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 12, 2024.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable warranty coverage period per the program terms.
- 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

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 1 day for a comparable 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 1 rental day is required from the SSSC via the SSSC Web Contact Site.

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
 - 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 August 31, 2024. FSA repairs will be rejected 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.
 - o When entering claims:
 - Claim type 31: Field Service Action.
 - Sub Code: 24P23
 - Customer Concern Code (CCC): L69 Fuel Gauge Troubles
 - Condition Code (CC): X2 Connection Poor/Not Made
 - Causal Part Number: 9002 Fuel Tank, 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.
- 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.

LABOR ALLOWANCES

Description	Labor Operation	Labor Time			
All Vehicles – Replace Fuel Tank and Transfer Components Includes extra time for <u>heating bolts</u> for all tanks and any tank skid plates due to thread-locker					
Bronco Sport 1.5L	24P23B	3.7 Hours			
Bronco Sport 2.0L with Skid Plates	24P23C	4.0 Hours			
Corsair 2.0L <u>FWD</u>	24P23D	2.4 Hours			
Escape/Corsair 1.5/2.0L AWD	24P23E	3.1 Hours			
Escape 2.5L Hybrid AWD	24P23F	3.5 Hours			
Escape 2.5L Hybrid <u>FWD</u>	24P23G	2.6 Hours			

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Ordering Process (SPOP):

To place an order for the **Bronco Sport fuel tank**, submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program**. More information can be found in EFC 10642.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description	
*** Bronco Sport ONLY ***					
LX6Z-9002-M	1	1	1	Fuel Tank – SPOP restriction	

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description		
	*** Bronco Sport ONLY ***					
W720526-S450B	1.5L - 4 2.0L - 12	3	4	Bolts - Fuel Tank – 1.5/2.0L (4 required) 2.0L Only - Bolts - Shields (8 required)		
4L3Z-9276-AA	1	1	1	Seal - Fuel tank sender to tank		
LX6Z-5A215-D	1	1	1	Clamp (Ring) - Exhaust		
LX6Z-4B496-A	6	2	3	Bolt Sets – Driveshaft (2 bolts with strap per set)		

Labor Allowances and Parts Ordering InformationPage 2 of 4

Customer Satisfaction Program 24P23

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description		
	*** Corsair ONLY ***					
LX6Z-9002-T	1	1	1	Fuel Tank		
W720526-S450B	4	1	4	Bolts - Fuel Tank		
4L3Z-9276-AA	1	1	1	Seal - Fuel tank sender to tank		
CV6Z-9450-E	1	1	1	Gasket - Exhaust		
W714265-S442	2	1	4	Nuts - Exhaust Gasket		
LX6Z-4B496-A	6	2	3	Bolt Sets – Driveshaft (2 bolts with strap per set)		

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description	
*** Non-Hybrid Escape ONLY ***					
LX6Z-9002-S	1	1	1	Fuel Tank-Escape	
W720526-S450B	4	1	4	Bolts - Fuel Tank	
4L3Z-9276-AA	1	1	1	Seal - Fuel tank sender to tank	
CV6Z-9450-E	1	1	1	Gasket - Exhaust	
W714265-S442	2	1	4	Nuts - Exhaust Gasket	
LX6Z-4B496-A	6	2	3	AWD - Bolt Sets – Driveshaft (2 bolts with strap per set)	

NOTE: Parts Ordering Tables are continued on the next page.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description		
	*** Hybrid Escape ONLY					
LX6Z-9002-AD	1	1	1	Fuel Tank		
W720526-S450B	4	1	4	Bolts - Fuel Tank		
LU5Z-9276-A or 4L3Z-9276-AA	1	1	1	Seal - Fuel tank sender to tank		
LX6Z-5A215-D	1	1	1	Clamp (Ring) - Exhaust		
LX6Z-4B496-A	6 As Needed	2	3	AWD ONLY - Bolt Sets – Driveshaft (2 bolts with strap per set)		
VC-13-G Or VC-13DL-G	Up to 0.25 Gallons (1 quart) As Needed			Coolant – Concentrate Coolant – Diluted (50/50 mix)		

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. 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 1^{st,} 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1^{st,} 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 of 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.

REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

- 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^{st,} 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 AND 2024-2025 MODEL YEAR ESCAPE AND CORSAIR VEHICLES — FUEL TANK 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.

NOTICE: <u>Threadlocker</u> may be present on all vehicles for the fuel tank strap bolts and Bronco Sport skid plates. Extra labor time is given to use a flameless heat tool, such as the Rotunda Mini-Ductor II (IDIMD-700), to prevent broken bolts.

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.

NOTE: When installing the fuel pump assembly into the tank, make sure the fuel pump sending unit float will not come in contact with the internal tank wiring or siphon tube.

1. Replace the fuel tank assembly. Follow the Workshop Manual (WSM) procedures in Section 310-01.

NOTE: Transfer components as necessary to the *new* fuel tank. Refer to the WSM for individual component procedures.

2. Using the Ford Diagnostic and Repair System (FDRS), clear all Diagnostic Trouble Codes (DTCs).

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.

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
- Wheel and Tire 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)

- 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