

CERTAIN 2023 MODEL YEAR TRANSIT, EXPEDITION, NAVIGATOR, AND F-150 VEHICLES EQUIPPED WITH A 10R80 TRANSMISSION — TRANSMISSION REPLACEMENT

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.

NOTE: If you do not have the special service tools referenced in the Workshop Manual to perform the Field Service Action repair, please contact 1-800-ROTUNDA and choose option 3 to place an order.

SERVICE PROCEDURE

1. Select a location where it is safe to drive the vehicle in Reverse.
2. Drive the vehicle in Reverse while listening for a grinding type noise from the transmission.
3. Is a grinding type noise heard from the transmission while driving in Reverse?
 - Yes - Proceed to Step 4.
 - No - This FSA does not apply.
4. Remove the transmission. Follow Workshop Manual (WSM) procedures in Section 307-01.
5. Carryout the transmission fluid cooler backflushing and cleaning. Follow WSM procedures in Section 307-02.
6. Install the *new* transmission. Follow WSM procedures in Section 307-01.

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.





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

November 2024

Customer Satisfaction Program 24N09

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

Ford Motor Company is committed to building high-quality, dependable products, and also to building a community of happy, satisfied customers. To demonstrate that commitment, we are offering a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

Ford Motor Company is providing a one-time repair on the transmission in your vehicle if it is exhibiting increased transmission gear noise.

What is the effect?

This one-time repair of the transmission is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. Coverage is automatically transferred to subsequent owners.

NOTE: Your vehicle may initially experience increased transmission gear noise, which could progress to illumination of the check engine light and/or transmission wrench light. Over time, this could progress to a loss of transmission torque resulting in vehicle speed limitation and inability to shift to reverse.

What will Ford and your dealer do?

Parts are available to repair your vehicle. *Please confirm parts availability with your dealer when scheduling an appointment.* If your vehicle's transmission requires replacement due to excessive gear noise and/or partial loss of function and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the transmission free of charge. This is a one-time repair program.

How long will it take?

The time needed for this repair is approximately one 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 unusual transmission gear noise. Please keep this letter as a reminder of the one-time repair offer for your transmission. If the transmission requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 24N09. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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.

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 replacing the transmission due to excess gear noise. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **November 30, 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.

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).

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

Customer Service Division



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Noviembre de 2024

Programa de Satisfacción del Cliente 24N09

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

12345678901234567

Ford Motor Company se compromete a fabricar productos confiables y de alta calidad, y también a crear una comunidad de clientes felices y satisfechos. Para demostrar ese compromiso, ofrecemos un Programa de satisfacción del cliente gratuito para su vehículo.

¿Por qué recibe este aviso?

Ford Motor Company proporcionará una reparación por única vez de la transmisión del vehículo si esta presenta un aumento de ruido en el engrane de la transmisión.

¿Cuál es el efecto?

Esta reparación por única vez de la transmisión está disponible por un total de 10 años o 150,000 millas a partir de la fecha de inicio de la garantía, lo que se cumpla primero. La cobertura se transfiere automáticamente a los siguientes propietarios.

NOTA: Es posible que, al principio, el vehículo experimente un aumento de ruido en el engrane de la transmisión, el cual podría continuar hasta que se encienda la luz de revisión del motor y/o la luz de llave de transmisión. Con el tiempo, esto podría convertirse en una pérdida de torsión de la transmisión que limite la velocidad del vehículo y le impida cambiar a R.

¿Qué harán Ford y su concesionario?

Hay piezas disponibles para reparar su vehículo. *Confirme la disponibilidad de piezas con el concesionario al programar una cita.* Si la transmisión del vehículo requiere reemplazo debido al ruido excesivo del engrane o a la pérdida parcial de la función, y se encuentra dentro de los límites que se indicaron de tiempo/millaje, Ford Motor Company autorizó a su concesionario a reemplazar la transmisión sin costo alguno. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación es de aproximadamente un día. Sin embargo, debido a los requisitos de programación del

servicio, es posible que su concesionario necesite el vehículo durante un período de tiempo más largo. Es posible que se necesite más tiempo para permitir que el motor se enfríe antes de realizar esta reparación.

¿Qué debe hacer?

No debe acudir al concesionario para que realice esta reparación a menos que exista ruido inusual del engrane de la transmisión. Conserve esta carta como recordatorio de la oferta de reparación por única vez de la transmisión. Si es necesario reemplazar la transmisión y el vehículo se encuentra dentro de los límites de tiempo/millaje que se indicaron, comuníquese con su concesionario para programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 24N09. El concesionario reemplazará las piezas sin costo alguno.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Servicio de retiro y entrega

El servicio gratuito de recogida y entrega de vehículos también puede estar disponible a pedido a través de los concesionarios participantes. Su concesionario recogerá su vehículo y lo devolverá con la reparación realizada.

¿Necesita un vehículo de alquiler?

El concesionario está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto el combustible, el seguro y los impuestos) mientras el vehículo se encuentre en reparación. Comuníquese con su concesionario para conocer las pautas y limitaciones.

¿Pagó anteriormente por esta reparación?

Si pagó por este servicio antes de la fecha de esta carta, es posible que cumpla con los requisitos para solicitar un reembolso. Solo se otorgarán reembolsos por servicios relacionados con el reemplazo de la transmisión debido al exceso de ruido del engrane. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su concesionario antes del **30 de noviembre de 2024**. Para evitar demoras, no envíe recibos a Ford Motor Company.

¿Qué pasa si ya no es el propietario del vehículo?

Si ya no es propietario de este vehículo y tiene la dirección del propietario actual, reenvíe esta carta al nuevo propietario. Recibió este aviso porque nuestros registros indican que es el propietario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes (CRC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El CRC está abierto de lunes a viernes de 8:00 a. m. a 11:00 p. m. y los sábados de 8:00 a. m. a 8:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el CRC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

PROPIETARIOS DE FLOTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de contacto de Ford Pro al 1-800-34-FLEET**, elija la opción n.º 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es fleet.ford.com.

Los representantes atienden de lunes a viernes de 7:00 a.m. a 11:00 p.m. y sábado de 7:00 a.m. a 5:00 p.m. (hora del este).

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 24N09

November 2024

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

Lincoln is committed to building high-quality, dependable products, and also to building a community of happy, satisfied customers. To demonstrate that commitment, we are offering a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice? Lincoln is providing a one-time repair on the transmission in your vehicle if it is exhibiting increased transmission gear noise.

What is the effect? This one-time repair of the transmission is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. Coverage is automatically transferred to subsequent owners.
NOTE: Your vehicle may initially experience increased transmission gear noise, which could progress to illumination of the check engine light, and/or transmission wrench light. Over time, this could progress to a loss of transmission torque resulting in vehicle speed limitation and inability to shift to reverse.

What will Lincoln and your retailer do? **Parts are available to repair your vehicle.** *Please confirm parts availability with your dealer when scheduling an appointment.* If your vehicle's transmission requires replacement due to excessive gear noise and/or partial loss of function and your vehicle is within the indicated time/mileage limitations, Lincoln has authorized your dealer to replace the transmission free of charge. This is a one-time repair program.

How long will it take? The time needed for this repair is approximately one 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 retailer for this repair unless you have unusual transmission gear noise. Please keep this letter as a reminder of the one-time repair offer for your transmission. If the transmission requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your retailer to schedule a service appointment for Customer Satisfaction Program 24N09. Your retailer will replace the part at no charge.
- If you do not already have a servicing dealer, you can access lincoln.com/support for dealer addresses, maps, and driving instructions.
- 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.
- Do you need a rental vehicle?** Your retailer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tolls) while your vehicle is at the retailer for repairs. Please see your retailer for guidelines and limitations.
- 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 replacing the transmission due to excess gear noise. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer **before November 30, 2024**. To avoid delays, do not send receipts to Lincoln.
- 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 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.

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

Lincoln



Lincoln
PO Box 1904
Dearborn, Michigan 48121

Programa de satisfacción del cliente 24N09

Noviembre de 2024

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

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- ¿Por qué recibe este aviso?** Lincoln proporcionará una reparación por única vez de la transmisión del vehículo si esta presenta un aumento de ruido en el engrane de la transmisión.
- ¿Cuál es el efecto?** Esta reparación por única vez de la transmisión está disponible por un total de 10 años o 150,000 millas a partir de la fecha de inicio de la garantía, lo que se cumpla primero. La cobertura se transfiere automáticamente a los siguientes propietarios.
NOTA: Es posible que, al principio, el vehículo experimente un aumento de ruido en el engrane de la transmisión, el cual podría continuar hasta que se encienda la luz de revisión del motor y/o la luz de llave de transmisión. Con el tiempo, esto podría convertirse en una pérdida de torsión de la transmisión que limite la velocidad del vehículo y le impida cambiar a R.
- ¿Qué harán Lincoln y su minorista?** Hay piezas disponibles para reparar su vehículo. *Confirme la disponibilidad de piezas con el concesionario al programar una cita.* Si la transmisión del vehículo requiere reemplazo debido al ruido excesivo del engrane o a la pérdida parcial de la función, y se encuentra dentro de los límites que se indicaron de tiempo/millaje, Lincoln autorizó a su concesionario a reemplazar la transmisión sin costo alguno. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación es de aproximadamente un día. Sin embargo, debido a los requisitos de programación del servicio, es posible que su concesionario necesite el vehículo durante un período de tiempo más largo. Es posible que se necesite más tiempo para permitir que el motor se enfríe antes de realizar esta reparación.

¿Qué debe hacer?

No debe acudir al minorista para que realice esta reparación a menos que exista ruido inusual del engrane de la transmisión. Conserve esta carta como recordatorio de la oferta de reparación por única vez de la transmisión. Si es necesario reemplazar la transmisión y el vehículo se encuentra dentro de los límites de tiempo/millaje que se indicaron, comuníquese con su minorista para programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 24N09. Su minorista reemplazará las piezas sin costo alguno.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a lincoln.com/support para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también puede estar disponible previa solicitud a su minorista. El minorista retirará su vehículo y lo devolverá con la reparación completa.

¿Necesita un vehículo de alquiler?

Su minorista está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto combustible, seguro y peajes) mientras su vehículo se encuentre en reparación. Comuníquese con su minorista para conocer las pautas y limitaciones.

¿Pagó anteriormente por esta reparación?

Si pagó por este servicio antes de la fecha de esta carta, es posible que cumpla con los requisitos para solicitar un reembolso. Solo se otorgarán reembolsos por servicios relacionados con el reemplazo de la transmisión debido al exceso de ruido del engrane. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su concesionario antes del **30 de octubre de 2024**. Para evitar demoras, no envíe recibos a Lincoln.

¿Qué pasa si ya no es el propietario del vehículo?

Si ya no es propietario de este vehículo y tiene la dirección del propietario actual, reenvíe esta carta al nuevo propietario. Recibió este aviso porque nuestros registros indican que es el propietario actual.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes (CRC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El CRC está abierto de lunes a viernes de 8:00 a. m. a 11:00 p. m. y los sábados de 8:00 a. m. a 8:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el CRC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

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Como parte de la comunidad Lincoln, agradecemos su atención a este importante asunto y su lealtad continua.

Lincoln

Customer Satisfaction Program 24N09
Certain Model Year 2023 Transit, 2023 Expedition/Navigator, 2023 F150
with 10R80 transmissions
Transmission Gear Non-Conforming Material














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 (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - 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 (MRA2)
 - 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 24N09

Certain Model Year 2023 Transit, 2023 Expedition/Navigator, 2023 F150
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   – Enhanced Mobile Service (MRA3)

- **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 (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

Customer Satisfaction Program 24N09
Certain Model Year 2023 Transit, 2023 Expedition/Navigator, 2023 F150
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Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the **24N09** Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

November 13, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 24N09
Certain Model Year 2023 Transit, 2023 Expedition/Navigator, 2023 F150
with 10R80 transmissions
Transmission Gear Non-Conforming Material

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the vehicle's 10R80 transmission 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 November 30, 2025.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Approximate Volume	Assembly Plant	Build Dates
F-150	2023	6	Kansas City	May 9, 2023 through May 10, 2023
Transit	2023	683	Kansas City	May 8, 2023 through May 12, 2023
Expedition	2023	151	Kentucky	May 8, 2023 through May 11, 2023
Navigator	2023	25	Kentucky	May 8, 2023 through May 10, 2023

US population of affected vehicles: 726. Affected vehicles are identified in OASIS.

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

In some of the affected vehicles, customers may initially experience a gear grinding noise from the transmission in reverse, which could progress to illumination of the check engine light and/or transmission wrench light. If the customer continues to operate the vehicle, this could progress to a loss of transmission torque resulting in vehicle speed limitation and inability to shift to reverse.

SERVICE ACTION

If an affected vehicle exhibits a grinding noise in reverse within the program terms, dealers are to replace the transmission assembly. 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.

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, (towing, alternative transportation,) 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 the week of November 18, 2024 or sooner. Dealers should repair any affected vehicles that experience a grinding noise in reverse within the transmission whether or not the customer has received a letter.

ATTACHMENTS

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

Customer Service Division

Customer Satisfaction Program 24N09

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

-  - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on November 13, 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

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for two 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 two rental days is required from the SSSC via the SSSC Web Contact Site.

TOWING

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

FORD 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.

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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 or Lincoln vehicles that are 2016 model year or older, see labor claiming table below.

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount more than the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

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.

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CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market will only 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.
- **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 24N09 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: 24N09
 - Customer Concern Code (CCC): N18
 - Condition Code (CC): 87
 - 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 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.
- **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 or Lincoln vehicles that are 2016 model year or older, see labor claiming table below.

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- **FORD 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 as HANDLG in the Misc. Expense area of the claim form.
- **Provision for Locally Obtained Supplies:** Submit on the same line as the repair.
 - Program Code: 24N09
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$50.
- **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: 24N09
 - Misc. Expense: TOW
 - Misc. Expense: Claim up to \$250.00.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspection: Confirm transmission has excess gear noise and/or transmission malfunction through a drive or other means.	24N09A	0.3 Hours
Replace transmission (F150, 2.7L 4x2 or 4x4) includes cooler flush	MT24N09B	M Time up to 8.1 Hours
Replace transmission (F150, 3.3L 4x2 or 4x4) includes cooler flush	MT24N09C	M Time up to 8.0 Hours
Replace transmission (Expedition 4x2 or 4x4) includes cooler flush	MT24N09D	M Time up to 8.2 Hours
Replace transmission (Navigator, 4x2 or 4x4) includes cooler flush	MT24N09E	M Time up to 8.3 Hours
Replace transmission (Transit 4x2) includes cooler flush	MT24N09F	M Time up to 7.1 Hours
Replace transmission (Transit 4x4) includes cooler flush	MT24N09G	M Time up to 9.7 Hours
Transit Only - extra time to set front toe	24N09H	1.0 Hours
Transit Only - with lane departure warning: extra time to set front toe	24N09J	1.4 Hours
Transit Only - extra time if equipped with running boards	24N09K	0.3 Hours
Lincoln Vehicle Pick-Up & Delivery Allowance: Only vehicles outside of Lincoln PDL contract coverage of 4 years/50,000 miles, or Lincoln vehicles 2016 model year or older. NOTE: This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24N09LL	0.5 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24N09PP	0.5 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for the transmission assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
Base part 7000	1	1	1	Transmission

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

All other one-time use parts: Order the parts below through normal order processing channels as follows:

All fasteners, fluids, mastics, heat shields and other miscellaneous parts requiring replacement, use the shopping cart icon in PTS for a parts list in each section.



Go to PTS->Enter the VIN, then go to Workshop->3. Powertrain->7. Automatic Transmission
->307-01 Automatic Transmission->Removal and Installation->Transmission

7000A: Automatic Transmission Assembly - Remove and Install or Replace (10R80,2.7L GTDI)

Quantity	Description	Base Part Number
4	Bolt	N800594
4	Bolt	N800594
2	Bolt - Driveshaft center support bearing, 10 X 46	W715579
2	M10	W520514
2	M10	W520514
4	M12 X 1.75MM	W520114
4	M12 x 130M	W714418
2	Nut	W709771
4	Nut - Torque converter to flexplate	W715618
4	Screw	W711140

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DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$330 per transmission 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.

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.

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 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.