

CERTAIN 2024 MODEL YEAR BRONCO VEHICLES WITH PASSIVE ENTRY PASSIVE START (PEPS) — KEY FUNCTION CHECK

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.

NOTE: A total of 2 key fobs must be present to perform this procedure. If there are more than 2 keys but not present, those additional keys will no longer work with this vehicle should reprogramming be required.

1. Check the function of the key fobs. Did either of the key fobs fail to passively unlock the door or start the vehicle?
 - a. Place both key fobs at least 5 meters (16 ft) away outside the vehicle.
 - b. With one key fob in your hand, lock the vehicle using the key fob remote function. Approach the vehicle and grasp the door handle to confirm the vehicle unlocks, then open the driver door.
 - c. Enter the vehicle and start the vehicle using the push button.
 - d. Repeat (a) through (c) with any additional keys.

YES - Proceed to Step 2.

NO - This completes the FSA.

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

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

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

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

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

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

4. Select **Toolbox** tab.



5. From the list on the LH side of the screen, select the **PCM**.
6. From the list on the RH side of the screen, select **Passive Anti-Theft System (PATS) Programming**.
7. Click **RUN**. Follow all on-screen instructions carefully.
8. When prompted to "Select the desired function", select **Erase Keys**. Follow all on-screen instructions carefully.
9. When prompted to "Select the desired function", select **Program Keys**.
10. When prompted, place the key fob that is to be programmed with the unlock button towards the front of the vehicle onto the backup transceiver located in the center console under the rubber mat then select **OK**. See Figure 2.

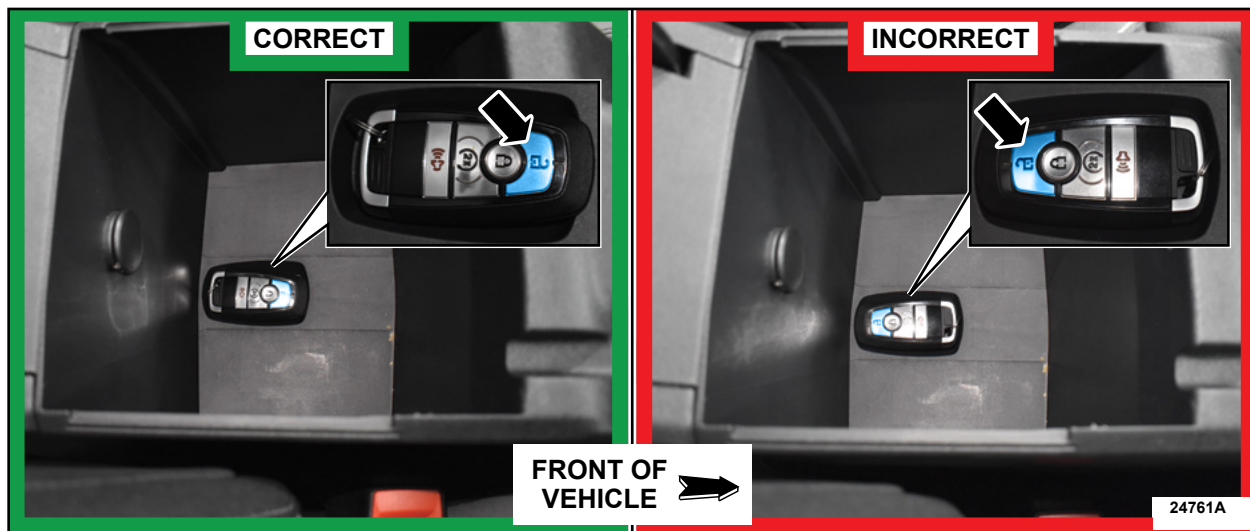


FIGURE 2

11. After programming the first key and selecting **OK**, repeat Steps 9 and 10 to program any additional key fobs.
12. When prompted to "Select the desired function", select **Exit**.
13. Disconnect the FDRS scan tool.
14. Check the function of the key fobs. Did either of the key fobs fail to passively unlock the door or start the vehicle?
 - a. Place both key fobs at least 5 meters (16 ft) away outside the vehicle.
 - b. With one key fob in your hand, lock the vehicle using the key fob remote function approach the vehicle and grasp the door handle to confirm the vehicle unlocks, then open the driver door.
 - c. Enter the vehicle and start the vehicle using the push button.
 - d. Repeat (a) through (c) with any additional keys.

YES - Contact the Special Service Support Center (SSSC)

NO - This completes the FSA.



Important Information for Module Programming

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

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

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

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

Recovering a module when programming has resulted in a blank module

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





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

November 15, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD

Update Prior To Sale 24U11

Certain 2024 Model Year Bronco Vehicles with Passive Entry Passive Start (PEPS)

Key Function Check

PROGRAM TERMS

This program will be in effect through November 30, 2025, for unsold vehicles, or up to 60 days post the warranty start date (to allow for sales reporting and claim processing).

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2024	Michigan	November 27, 2023 through September 1, 2024

US population of affected vehicles: 6,691. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR THIS PROGRAM

One of the two keys provided with the vehicle may not have been successfully programmed during production. A key that was not successfully programmed will not unlock the doors using PEPS or start the vehicle. A No Key Detected message will display in the instrument panel cluster when attempting to start the vehicle with an unprogrammed key. The physical buttons on the affected key fob will lock and unlock the doors, and the vehicle can be started if the key fob is placed in the backup slot, located in the center console storage compartment.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to separate and function check both keys by locking/unlocking the doors using PEPS and start the vehicle using the push to start button. For vehicles with one inoperative key, dealers will use FDRS to erase and reprogram all keys and verify function. 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.

NOTE: The new vehicle PDI includes a key/fob function check.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions

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

Update Prior To Sale 24U11

OASIS ACTIVATION

OASIS will be activated on November 15, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on November 15, 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

This program applies to unsold vehicles only. All sold vehicles should be addressed following standard warranty processes.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles

Update Prior To Sale 24U11

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: 24U11
 - Customer Concern Code (CCC): L20
 - Condition Code (CC): 42
 - Causal Part Number: 15K601, 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.

Labor Allowances and Parts Ordering Information

Page 1 of 1

Update Prior To Sale 24U11

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Function check both keys - PASS	24U11A	0.2 Hour
Function check both keys, one inoperative, erase and reprogram all keys using FDRS.	24U11B	0.3 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2024 MODEL YEAR BRONCO VEHICLES — KEY FUNCTION CHECK

NEW ! 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.

NOTE: A total of 2 key fobs must be present to perform this procedure. If there are more than 2 keys but not present, those additional keys will no longer work with this vehicle should reprogramming be required.

1. Check the function of the key fobs. Did either of the key fobs fail to start the vehicle?

- a. Place both key fobs at least 5 meters (16 ft) away outside the vehicle.
- b. With one key fob in your hand, approach and enter the vehicle.*
- c. Start the vehicle using the push button.*
- d. Repeat (a) through (c) with any additional keys.

YES - Proceed to Step 2.

NO - This completes the FSA.

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

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

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

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

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

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

4. Select **Toolbox** tab.



5. From the list on the LH side of the screen, select the **PCM**.
6. From the list on the RH side of the screen, select **Passive Anti-Theft System (PATS) Programming**.
7. Click **RUN**. Follow all on-screen instructions carefully.
8. When prompted to "Select the desired function", select **Erase Keys**. Follow all on-screen instructions carefully.
9. When prompted to "Select the desired function", select **Program Keys**.
10. When prompted, place the key fob that is to be programmed with the unlock button towards the front of the vehicle onto the backup transceiver located in the center console under the rubber mat then select **OK**. See Figure 2.

NOTE: Key fob with remote start shown, others similar.

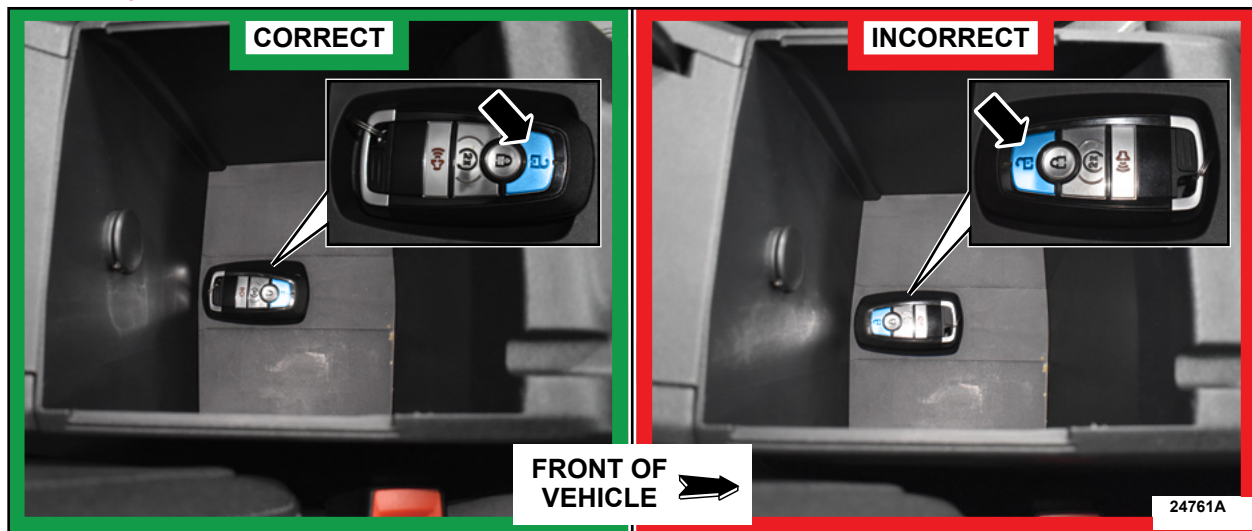


FIGURE 2

11. After programming the first key and selecting **OK**, repeat Steps 9 and 10 to program any additional key fobs.
12. When prompted to "Select the desired function", select **Exit**.
13. Disconnect the FDRS scan tool.
14. *Check the function of the key fobs. Did either of the key fobs fail to start the vehicle?*
 - a. Place both key fobs at least 5 meters (16 ft) away outside the vehicle.
 - b. *With one key fob in your hand, approach and enter the vehicle.*
 - c. *Start the vehicle using the push button.*
 - d. Repeat (a) through (c) with any additional keys.

YES - Contact the Special Service Support Center (SSSC)

NO - This completes the FSA.



Important Information for Module Programming

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

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

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

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

Recovering a module when programming has resulted in a blank module

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- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

November 21, 2024

TO: All U.S. Ford and Lincoln Dealers

New! **SUBJECT:** **NEW VEHICLE RECOMMENDED DELIVERY HOLD Update Prior To Sale 24U11 – Supplement #1**
Certain 2024 Model Year Bronco Vehicles
Key Function Check

REF: **NEW VEHICLE RECOMMENDED DELIVERY HOLD Update Prior To Sale 24U11**
Certain 2024 Model Year Bronco Vehicles with Passive Entry Passive Start (PEPS)
Key Function Check

New! **REASON FOR THIS SUPPLEMENT**

- **Title:** The title has been revised. Vehicles without PEPS are also included.
- **Technical Instructions:** The procedure has been revised by removing the door unlock check, as some vehicles in this program do not have passive entry.
- **Reason For This Program:** Reference to PEPS removed.
- **Service Action:** Reference to door unlock steps for PEPS vehicles removed.

PROGRAM TERMS

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AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2024	Michigan	November 27, 2023 through September 1, 2024

US population of affected vehicles: 6,691. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit, if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

New! **REASON FOR THIS PROGRAM**

One of the two keys provided with the vehicle may not have been successfully programmed during production. A key that was not successfully programmed will not start the vehicle. A No Key Detected message will display in the instrument panel cluster when attempting to start the vehicle with an unprogrammed key. The physical buttons on the affected key fob will lock and unlock the doors, and the vehicle can be started if the key fob is placed in the backup slot, located in the center console storage compartment.

New! SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to separate and function check both keys start the vehicle using the push to start button. For vehicles with one inoperative key, dealers will use FDRS to erase and reprogram all keys and verify function. 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.

NOTE: The new vehicle PDI includes a key/fob function check.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

New! ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- *Technical Instructions*

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

Update Prior To Sale 24U11 – Supplement #1

OASIS ACTIVATION

OASIS was activated on November 15, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on November 15, 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

This program applies to unsold vehicles only. All sold vehicles should be addressed following standard warranty processes.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
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BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles

Update Prior To Sale 24U11 – **Supplement #1**

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: 24U11
 - Customer Concern Code (CCC): L20
 - Condition Code (CC): 42
 - Causal Part Number: 15K601, 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.

Update Prior To Sale 24U11 – *Supplement #1*

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Function check both keys - PASS	24U11A	0.2 Hour
Function check both keys, one inoperative, erase and reprogram all keys using FDRS.	24U11B	0.3 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.