



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

December 11, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 24N10
Certain 2020-2022 Model Year Explorer Police Interceptor Utility (PIU) Vehicles
Engine Block Breaches

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the engine long-block 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 June 30, 2025.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer Police Interceptor Utility	2020-2022	Chicago	November 18, 2018 through September 1, 2022
Explorer Police Interceptor Utility	2021-2022	Chicago SHO Center	September 14, 2020 through September 1, 2022

US population of affected vehicles: 85,101. Affected vehicles are identified in OASIS.

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

In all of the affected vehicles, the engine could fail and release engine oil and/or fuel vapor into the under-hood environment. If this occurs, fuel or vapor may migrate to and/or accumulate near ignition sources increasing the risk of fire.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to inspect for the presence of a connecting rod bearing failure. 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 December 16, 2024 or sooner. Dealers should repair any affected vehicles that experience engine block breach, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters


QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

Customer Satisfaction Program 24N10
Certain 2020-2022 Model Year Explorer Police Interceptor Utility (PIU) Vehicles
Engine Block Breaches

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 December 11, 2024.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

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

STOCK VEHICLES

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

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via CX Hub.

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.

Customer Satisfaction Program 24N10

Certain 2020-2022 Model Year Explorer Police Interceptor Utility (PIU) Vehicles
Engine Block Breaches

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

Customer Satisfaction Program 24N10

Certain 2020-2022 Model Year Explorer Police Interceptor Utility (PIU) Vehicles
Engine Block Breaches

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 – 10 years or 150,000 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.
- **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 24N10 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: 24N10
 - Customer Concern Code (CCC): D50
 - Condition Code (CC): 42
 - Causal Part Number: 6006, 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.

Customer Satisfaction Program 24N10

Certain 2020-2022 Model Year Explorer Police Interceptor Utility (PIU) Vehicles
Engine Block Breaches

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.

Customer Satisfaction Program 24N10

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspection – PASS – CLOSE FSA <ul style="list-style-type: none"> • Check all fluids and visual inspection of cooling system; air intake system; exhaust system; and PCV system. • Check the engine for external damage, missing parts, external leaks, modifications, evaluate any abnormal noise using a stethoscope or equivalent, and any unusual exhaust smoke. • Drain oil through a clean rag and cut open the oil filter in inspect for contamination. 	24N10A	1.0 Hours
Inspection – FAIL <ul style="list-style-type: none"> • Check all fluids and visual inspection of cooling system; air intake system; exhaust system; and PCV system. • Check the engine for external damage, missing parts, external leaks, modifications, evaluate any abnormal noise using a stethoscope or equivalent, and any unusual exhaust smoke. • Drain oil through a clean rag and cut open the oil filter in inspect for contamination. 	24N10B	1.0 Hours
Replace 3.3L Hybrid AWD engine. (CAN BE CLAIMED WITH 24N10B)	MT24N10C	Up to 20.3 Hours
Replace 3.3L Hybrid RWD engine. (CAN BE CLAIMED WITH 24N10B)	MT24N10D	Up to 19.3 Hours
Replace 3.3L RWD engine. (CAN BE CLAIMED WITH 24N10B)	MT24N10E	Up to 20.1 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.	24N10PP	0.5 Hours
Time allowed to submit photos.	24N10ZZ	0.2 Hours

Customer Satisfaction Program 24N10

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W500214-S442	1	1	4	BOLT-HEX HEAD
W520123-S442	4	4	1	NUT AND WASHER ASY – HEX
W520214-S440	1	1	2	NUT
W520517-S440	4	1	4	NUT – HEX.
W701706-S430	12	3	4	NUT – HEX – FLANGED
W712244-S300	12	1	12	STUD
W714660-S439	4	1	4	BOLT – HEX HEAD
W715479-S439	1	1	4	BOLT
W715618-S437	4	1	4	NUT
W715932-S439	4	1	4	BOLT
W716300-450B	2	1	4	NUT
W716375-S900	8	2	5	BOLT
W716979-S439	2	1	4	BOLT
W717521-S440	2	2	1	NUT – HEX
W719326-S439	2	1	4	BOLT AND WASHER ASY – HEX HEAD
W719413-S439	4	1	4	BOLT AND WASHER ASY – HEX HEAD
W719431-S439	3	1	4	BOLT
W719506-S440	4	1	4	NUT - BLIND ANCHOR
W719511-S439	6	2	4	BOLT
W721083-S439	1	1	4	BOLT AND WASHER ASY – HEX HEAD
W520413-S440	2	1	4	NUT
7T4Z-6379-AA	8	1	8	BOLT – HEX HEAD
7T4Z-9439-D	1	1	2	GASKET – INTAKE MANIFOLD
9L8Z-9J469-A	1	1	1	GASKET
AA5Z-6714-A	1	1	1	FILTER ASY – OIL
AT4Z-8527-A	1	1	1	SEAL
BB5Z-4B422-A	2	2	1	CIRCLIP – INNER

Customer Satisfaction Program 24N10

PARTS REQUIREMENTS / ORDERING INFORMATION continued

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
BR3Z-8527-A	1	1	1	SEAL
CN1Z-7H424-B	1	1	1	SEAL
JL3Z-9448-A	2	2	1	GASKET
JL3Z-9E464-F	2	2	1	GASKET
L1MZ-00815-A	2	2	1	“O” RING
L1MZ-4382-C	2	2	1	BOLT
L1MZ-4382-D	2	2	1	BOLT
L1MZ-6006-D	1	1	1	SERVICE ENGINE ASY
L1MZ-8507-A	1	1	1	GASKET – WATER PUMP
LB5Z-3B477-A	2	2	1	RETAINER – NUT
VC-13-G	1	1	1	ANTI-FREEZE
XT-12-QULV	1	1	1	OIL – AUTOMATIC TRANSMISSION
XY-75W140-QL	1	.08	12	OIL – REAR AXLE
XO-5W20-Q1SP	6	6	1	MOTORCRAFT SAE 5W-20 API GF-6A
JR3Z-6379-A	8	8	1	BOLT-HEX HEAD (HEV ONLY)
9W7Z-19B596-A	1	1	1	KIT

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 \$600.00 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 engine long-block.

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.

Customer Satisfaction Program 24N10

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.



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

December 2024

Customer Satisfaction Program 24N10

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

Why are you receiving this notice?

On your vehicle, the engine could fail prematurely. In the event of an engine failure, significant quantities of engine oil and/or fuel vapor may be released into the under-hood environment and may migrate to and/or accumulate near ignition sources resulting in potential under hood fire, localized melting of components, or smoke.

What is the effect?

This one-time repair of engine long-block replacement is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. NOTE: Engine oil and/or fuel vapor that accumulates near a combustible source may ignite, increasing the risk of a fire. If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through June 2025. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. If your vehicle's engine long-block requires replacement due to engine rod bearing failure and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the engine long-block free of charge. This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, 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?

You do not need to return to your dealer for this repair unless you have an onset of noise that is audible to the vehicle's occupants. Please keep this letter as a reminder of the one-time repair offer for your engine long-block. If engine long-block requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service

appointment for Customer Satisfaction Program 24N10. 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.

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?

If your dealer determines that engine long-block replacement is required and needs your vehicle overnight, 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 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

Diciembre 2024

Programa de satisfacción del cliente 24N10

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

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno para su vehículo.

¿Por qué recibe este aviso?

En su vehículo, el motor podría fallar prematuramente. En caso de falla del motor, se pueden liberar cantidades significativas de aceite de motor y/o vapor de combustible al entorno debajo del cofre, las cuales podrían migrar o acumularse cerca de fuentes de encendido, lo que puede provocar un posible incendio bajo el cofre, fusión localizada de componentes o humo.

¿Cuál es el efecto?

Esta reparación única del reemplazo del bloque largo del motor 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. NOTA: El aceite del motor o el vapor de combustible que se acumula cerca de una fuente de combustible podría encenderse, lo cual aumenta el riesgo de incendio. Si su vehículo ya superó los límites de tiempo o de millaje anteriormente indicados, esta oferta de reparación única estará vigente hasta junio de 2025. La cobertura se transfiere automáticamente a los siguientes propietarios.

¿Qué medidas adoptarán Ford y su concesionario?

Las piezas para reparar su vehículo ya se encuentran disponibles. Si el bloque largo del motor de su vehículo requiere reemplazo debido a una falla en el cojinete de biela del motor y su vehículo se encuentra dentro de las limitaciones de tiempo/millaje indicadas, Ford Motor Company ha autorizado a su concesionario a reemplazar el bloque largo del motor sin costo alguno. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación es de más de un día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

¿Qué debe hacer?

No es necesario que regrese a su concesionario para esta reparación a menos que note algún ruido que sea audible para los ocupantes del vehículo. Conserve esta carta como recordatorio de esta oferta de reparación única del bloque largo del motor. Si es necesario reemplazar el bloque largo del motor y su vehículo se encuentra dentro de los límites de tiempo o millaje indicados, comuníquese con su concesionario para programar una cita de servicio para realizar el Programa de satisfacción del cliente 24N10. Su distribuidor 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.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Necesita un vehículo de alquiler?

Si su concesionario determina que es necesario reemplazar el bloque largo del motor y su vehículo debe permanecer durante la noche, su concesionario está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin costo alguno (excepto combustible, seguro e impuestos), mientras su vehículo esté en el concesionario para realizar las reparaciones. Comuníquese con su concesionario para conocer las pautas y limitaciones.

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

Si usted ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta. 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

CERTAIN 2020-2022 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH 3.3L ENGINE — BEARING FAILURE

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. Inspect for a hole in the engine block/oil pan related to internal component breach.

NOTE: Inspect the vehicle from above and below.

2. Is damage to the engine block or engine oil pan present?

- Yes - Capture a photo of the damage that is present. Proceed to Step 10.
- No - Proceed to Step 3.

3. Using a clean rag as a filter, remove the engine oil drain plug and drain the engine oil through the clean rag.

4. Inspect the rag that was used to filter the engine oil for signs of metal debris.

5. Is there evidence of metal debris on the rag?

- Yes - Capture a photo of the metal debris found on the rag that was used to filter the oil. Proceed to Step 10.
- No - Proceed to Step 6.

6. Remove the engine oil filter.

7. Cut open the engine oil filter.



8. Inspect the engine oil filter material for metal debris. See Figure 1.

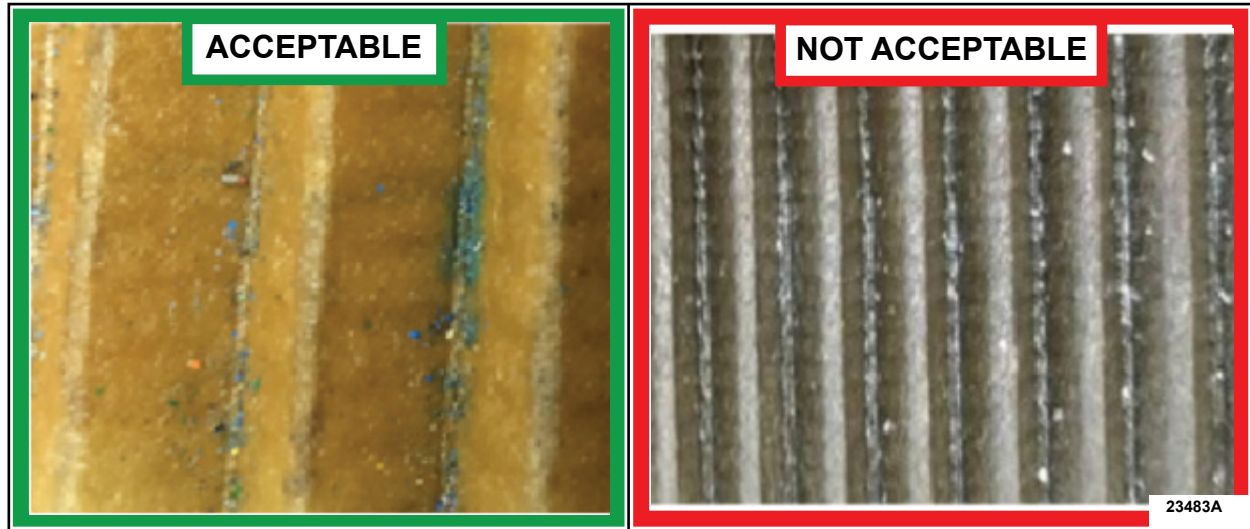


FIGURE 4

9. Is metal debris present on the engine oil filter material?

- Yes - Capture a photo of the metal debris that is found on the oil filter material. Proceed to Step 10.
- No - Install new engine oil filter and fill with clean engine oil. This completes the FSA.

Ford has requested photo evidence prior to performing the repair for the FSA.

10. Contact the SSSC and upload the previously captured photo.

11. There are two ways to submit the requested items to SSSC.

- a. Directly in the SSSC contact request form while submitting your contact on your desktop.
- b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

12. (If SSSC approval code is required) Upon approval, the SSSC will provide an approval code that must be used for claiming.



13. Once approved, replace the engine following Workshop Manual (WSM) procedures in Section 303-01.

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.



Customer Satisfaction Program 24N10

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 24N10 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Customer Satisfaction Program 24N10

Certain 2020-2022 Model Year Explorer Police Interceptor Utility (PIU) Vehicles
 Engine Block Breaches








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 24N10

Certain 2020-2022 Model Year Explorer Police Interceptor Utility (PIU) Vehicles
Engine Block Breaches

 – 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.**