



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

December 12, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 24N16**
Certain 2024 Model Year Bronco Vehicles
Key Function Check

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

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to reprogram the keys for four (4) years of service from the warranty start date of the vehicle, regardless of mileage.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

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

US population of affected vehicles: 9,627 Affected vehicles are identified in OASIS.

Note: Some vehicles may be in the process of being repaired at the plant or under FSA 24U11.

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 PROVIDING A NO-COST, ONE-TIME REPAIR

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.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to separate and function check both keys by starting the vehicle using the push button ignition switch on the vehicle's dash. 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.

SERVICE ACTION (continued)

To assist vehicle owners with an inoperative key, dealers should:

- Arrange for a mobile repair at the owner's location.
- Mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 13, 2025 or sooner. Dealers should repair any affected vehicles that experience an inoperative key, 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 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 24N16**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

All repairs in this program have the following assessment level.

  - Light Mobile Service

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: FDRS, VCM(II/III/M)

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on December 12, 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

Rental vehicles are not approved for this program.

Customer Satisfaction Program 24N16

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience 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
- 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 24N16 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: 24N16
 - 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.

Customer Satisfaction Program 24N16

CLAIMS PREPARATION AND SUBMISSION (continued)

IMPORTANT: Click the Related Damage Indicator radio button.

- **Mobile Repair:**

- Dealers participating in the Remote Experience Program –
 - Refer to Electronic Field Communication - EFC14125, 2024 Remote Experience Program.
- Dealers NOT participating in the Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Attachment IV), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 24N16 along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).

Customer Satisfaction Program 24N16

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Function check both keys - PASS	24N16A	0.2 Hour
Function check both keys, one inoperative, erase and reprogram all keys using FDRS.	24N16B	0.3 Hour
Mobile Service: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	24N16MM	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

Customer Satisfaction Program 24N16

Mobile Repair Record

VIN _____ received:

Mobile Repair

As outlined below for the 24N16 Field Service Action program.

Mobile Repair – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date



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

January 2025

Customer Satisfaction Program 24N16

Mr. John Sample
123 Main Street
Anywhere, USA 12345

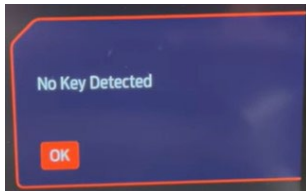
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At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program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

Why are you receiving this notice?

Although your vehicle's keys are likely functioning fine, we are pleased to let you know that Ford Motor Company is providing a one-time repair to reprogram your keys, should you find one is not correctly programmed to start your vehicle with the push button start ignition switch on the dash.

What is the effect?



No Key Detected

This one-time repair to correct an unprogrammed key is available for a total of 4 years from the warranty start date, regardless of mileage. NOTE: Your vehicle will not start with an unprogrammed key. A No Key Detected message will display in your vehicle's instrument panel cluster (IPC).

If your vehicle has already exceeded the time limit listed above, this one-time repair offer will last through December 31, 2025. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

To help you determine if you need to have your vehicle repaired, you can easily perform a simple key function check by performing the following steps:

1. Place both key fobs at least 5 meters (16 ft) away outside the vehicle.
2. With one key fob in your hand, approach and enter the vehicle.
3. Start the vehicle using the push button ignition switch on the dash.
4. Repeat (1) through (3) with any additional keys.

If all your keys start your vehicle without issue, key reprogramming is not required. If any of your keys fail to start your vehicle, accompanied by a No Key Detected message in your IPC, key reprogramming is required. Ford Motor Company has authorized your dealer to reprogram your keys free of charge if your vehicle is within the indicated time limitations. This is a one-time repair program.

- How long will it take?** If your keys require reprogramming, the time needed for this repair is less than one-half 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 a key that will not start your vehicle. Please keep this letter as a reminder of the one-time repair offer for your keys. If key reprogramming is required, and your vehicle is within the indicated time limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 24N16. Your dealer will reprogram your keys 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.
- Mobile Service** Ford Mobile Service is offered by participating dealers, contact your dealer for details.
- 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

Enero 2025

Programa de satisfacción del cliente 24N16

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

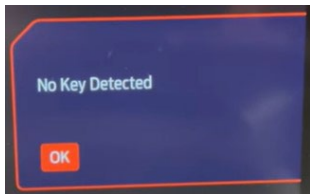
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El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente sin costo alguno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

¿Por qué recibe este aviso?

Si bien es probable que las llaves de su vehículo funcionen bien, nos complace informarle que Ford Motor Company ofrece una reparación única para reprogramar sus llaves, en caso de que encuentre que una no está programada correctamente para arrancar su vehículo con el interruptor de encendido con botón en el tablero.

¿Cuál es el efecto?



Llave no detectada

Esta reparación única para corregir una llave no programada está disponible por un total de 4 años a partir de la fecha de inicio de la garantía, independientemente del millaje. NOTA: Su vehículo no arrancará con una llave no programada. En el tablero de instrumentos (IPC) de su vehículo aparecerá el mensaje "Llave no detectada".

Si su vehículo ya ha excedido el límite de tiempo indicado anteriormente, esta oferta de reparación única durará hasta el 31 de diciembre de 2025. La cobertura se transfiere automáticamente a los siguientes propietarios.

¿Qué medidas adoptarán Ford y su concesionario?

Para ayudarle a determinar si necesita reparar su vehículo, puede realizar fácilmente una simple verificación del funcionamiento de la llave mediante los siguientes pasos:

1. Coloque ambos controles remotos de acceso a una distancia de, al menos, 5 metros (16 pies) en el exterior del vehículo.
2. Con un control remoto de acceso en la mano, acérquese y entre al vehículo.
3. Arranque el vehículo mediante el botón de encendido ubicado en el tablero.
4. Repita los pasos (1) a (3) con cualquier llave adicional.

Si todas las llaves arrancan el vehículo sin problemas, no es necesaria la reprogramación de las llaves. Si alguna de sus llaves no logra arrancar su vehículo y junto con esto aparece el mensaje "Llave no detectada" en el IPC, es necesario reprogramar la llave. Ford Motor Company ha autorizado a su concesionario a reprogramar sus llaves sin costo alguno si su vehículo se encuentra dentro de las limitaciones de tiempo indicadas. Este es un programa de reparación única.

¿Cuánto tiempo tomará?

Si sus llaves requieren reprogramación, el tiempo necesario para esta reparación es de menos de medio 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 al concesionario para realizar esta reparación, a menos que tenga una llave que no arrancará el vehículo. Conserve esta carta como recordatorio de esta oferta de reparación única de sus llaves. Si es necesario reprogramar la llave y su vehículo se encuentra dentro de los límites de tiempo indicados, comuníquese con su concesionario para programar una cita de servicio para el Programa de satisfacción del cliente 24N16. Su concesionario reprogramará sus llaves 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 móvil

El Servicio móvil de Ford se ofrece a través de los concesionarios que participan, comuníquese con su concesionario para obtener detalles.

¿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 2024 MODEL YEAR BRONCO VEHICLES — 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.

- 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 ignition switch on the vehicle's dash.
- d. Repeat (a) through (c) with any additional keys.

- Did either of the key fobs fail to start the vehicle?

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.

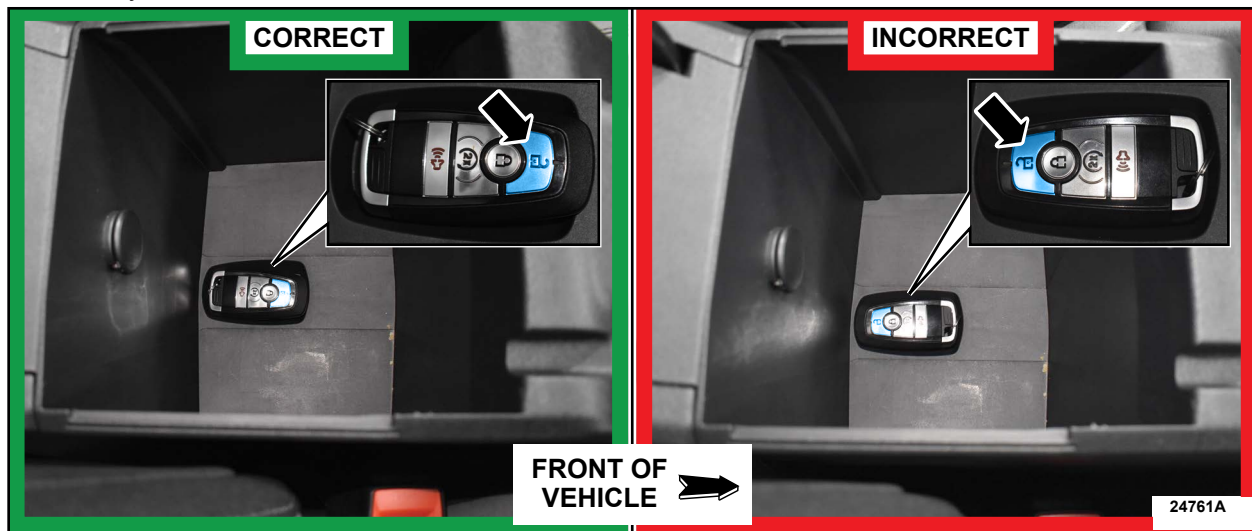


FIGURE 2

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.
 - 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 ignition switch on the vehicle's dash.
 - d. Repeat (a) through (c) with any additional keys.

- Did either of the key fobs fail to start the vehicle?

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.

