



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

December 10, 2024

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 24N17**  
Certain 2024 Model Year Bronco Vehicles  
Soft Top Canopy Replacement

### **PROGRAM TERMS**

This program provides a no-cost, one-time repair to the soft top canopy for 5 years of service or 60,000 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 December 31, 2025.

Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Bronco	2024	Michigan	February 26, 2024 through May 15, 2024

US population of affected vehicles: 1,688. Affected vehicles are identified in OASIS.

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

On some of the affected vehicles, the Noise, Vibration and Harshness (NVH) fabric pad attached to the interior of the soft top may separate from the soft top material over time.

### **SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace the soft top canopy. 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.

### **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 NVH fabric pad separation whether or not the customer has received a letter.

### **ATTACHMENTS**

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


**QUESTIONS & ASSISTANCE**

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

Customer Service Division

## Customer Satisfaction Program 24N17

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Not a Mobile Service Repair

### **OASIS ACTIVATION**

OASIS will be activated on December 10, 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.

### **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.

## Customer Satisfaction Program 24N17

**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 24N17 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: 24N17
    - Customer Concern Code (CCC): B73
    - Condition Code (CC): 63
    - Causal Part Number: 7852700, 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**

**Customer Satisfaction Program 24N17**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect the soft top for NVH pad separation and replace the soft top canopy	24N17B	3.4 Hours
Extra time to drill out and replace the front cables (if required)	24N17C	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
M2DZ-7852700-BE	1	1	1	Soft Top Canopy
W790580-S900	21	6	4	Rivet
M2DZ-7821702-C	2	2	1	Protective Tape

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations.

**EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

Customer Satisfaction Program 24N17

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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 1<sup>st</sup>, 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.

**Customer Satisfaction Program 24N17**  
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 Soft Top Canopy Replacement














**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 24N17**  
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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.**



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

December 2024

## Customer Satisfaction Program 24N17

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?**

Although your vehicle's soft top is likely functioning fine, it is possible that the Noise, Vibration and Harshness (NVH) fabric pad, attached to the interior of the soft top on your vehicle, may separate from the soft top material over time.

**What is the effect?**

The (NVH) fabric pad, attached to the interior of the soft top on your vehicle, may separate from the soft top material over time.

**What will Ford and your dealer do?**

We are pleased to let you know that for your peace of mind, Ford Motor Company is offering a no-cost (parts and labor), one time repair of the soft top canopy, if required, for a total of 5 years or 60,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this one-time repair offer will last through December 31, 2025. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

If the soft top canopy requires replacement, 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. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

**What should you do?**

Please keep this letter as a reminder of the one-time repair offer for your soft top canopy. If the soft top canopy requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 24N17. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

**What should you do?  
(continued)**

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.

**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](https://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](https://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 24N17

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?**

Aunque el techo blando del vehículo puede funcionar bien, es posible que la almohadilla de tela de ruidos, vibraciones y asperezas (NVH), que está fija al interior del techo blando del vehículo, se separe del material del techo blando con el paso del tiempo.

**¿Cuál es el efecto?**

La almohadilla de tela (NVH), que está fija al interior del techo blando del vehículo, puede separarse del material del techo blando con el paso del tiempo.

**¿Qué medidas adoptarán Ford y su concesionario?**

Nos complace informarle que, para su tranquilidad, Ford Motor Company ofrece una reparación única y sin costo (piezas y mano de obra) de la capota blanda, si es necesario, por un total de 5 años o 60,000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero. Si el vehículo ya excedió los límites de tiempo o millaje que se mencionaron anteriormente, esta oferta de reparación única durará hasta el 31 de diciembre de 2025. La cobertura se transfiere automáticamente a los propietarios posteriores.

**¿Cuánto tiempo tomará?**

Si es necesario reemplazar la capota blanda, 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. Además, se realizará una inspección del vehículo para determinar si se deben solicitar piezas.

**¿Qué debe hacer?**

Conserve esta carta como recordatorio de la oferta de reparación única para la capota blanda. Si es necesario reemplazar la capota blanda 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 24N17.

**¿Qué debe hacer?  
(continuación)**

El concesionario reemplazará las piezas sin costo. Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](https://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.

**¿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](https://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](https://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

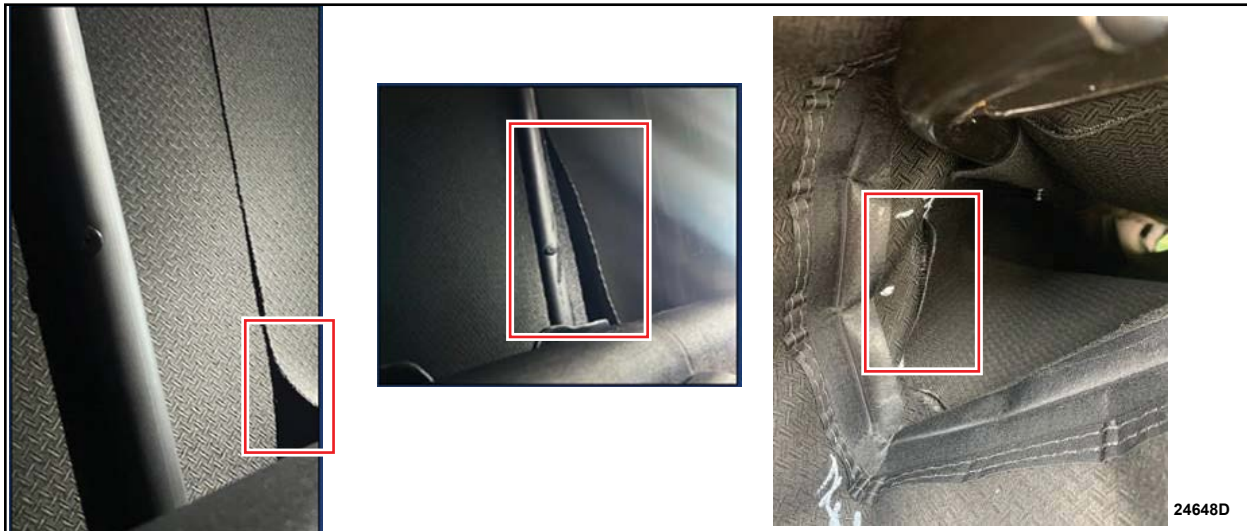
## CERTAIN 2024 MODEL YEAR BRONCO VEHICLES – SOFT-TOP CANOPY REPLACEMENT

**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.

### SERVICE PROCEDURE

1. Inspect the soft-top for evidence of delamination. See Figures 1 and 2.

**NOTE:** It may be necessary to open the soft-top.



**FIGURE 1**





**FIGURE 2**

2. Are there signs of delamination on the vehicle's soft-top?

Yes - Replace the Soft Top Material. Follow the Workshop Manual (WSM) procedures in Section 501-18A.

No - This Field Service Action (FSA) does not apply.

**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.

