



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 7, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Update Prior to Sale 24U12
Certain 2024 Model Year Ranger Vehicles
Inspect/Replace Restraint Connectors

PROGRAM TERMS

This program will be in effect through March 31, 2026 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 Date Range
Ranger	2024	Michigan Assembly	April 2, 2024 through July 16, 2024

U.S. population of affected vehicles: 3,489. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On some of the affected vehicles, customers may have an airbag warning light that is illuminated on the instrument panel cluster due to an out-of-specification connector. The airbags will still deploy during a crash event if that event meets the deployment threshold.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect the connector mold number on the knee airbag and side curtain airbag connectors (4). If the number is part of a suspect group, then the dealer will replace the affected connectors. 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.

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.

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OASIS ACTIVATION

OASIS will be activated on March 7, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 7, 2025

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
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

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CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market 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 EFC15936 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: 24U12
 - Customer Concern Code (CCC): A79
 - Condition Code (CC): X2
 - Causal Part Number: 14S411, 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.
- **Provision for Locally Obtained Supplies:** Includes miscellaneous fasteners, tie straps, etc. Submit on the same line as the repair.
 - Program Code: 24U12
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$25.00

Labor Allowances and Parts Ordering Information

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect four air bag connectors, includes lowering the headliner – Pass	24U12B	2.1 Hours
Inspect four air bag connectors, includes lowering the headliner – 1-4 connectors - Fail (can be claimed with one of the following: D-G)	24U12C	2.1 Hours
Extra time to replace one connector (can be claimed with C)	24U12D	0.3 Hours
Extra time to replace two connectors (can be claimed with C)	24U12E	0.5 Hours
Extra time to replace three connectors (can be claimed with C)	24U12F	0.7 Hours
Extra time to replace four connectors (can be claimed with C)	24U12G	0.9 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Note: Vehicles that pass the inspection do not require any parts.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
BU2Z-14S411-BHA	Up to 4	1	1	Pigtail connector service 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.

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.

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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's 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.

CERTAIN 2024 MODEL YEAR RANGER VEHICLES — AIRBAG ELECTRICAL CONNECTOR INSPECTION

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)15936 for more details.

1. Depower the Supplemental Restraint System (SRS) system. Follow Workshop Manual (WSM) procedures in Section 501-20B.
2. Disconnect the driver knee airbag and passenger knee airbag electrical connector. See Figure 1.

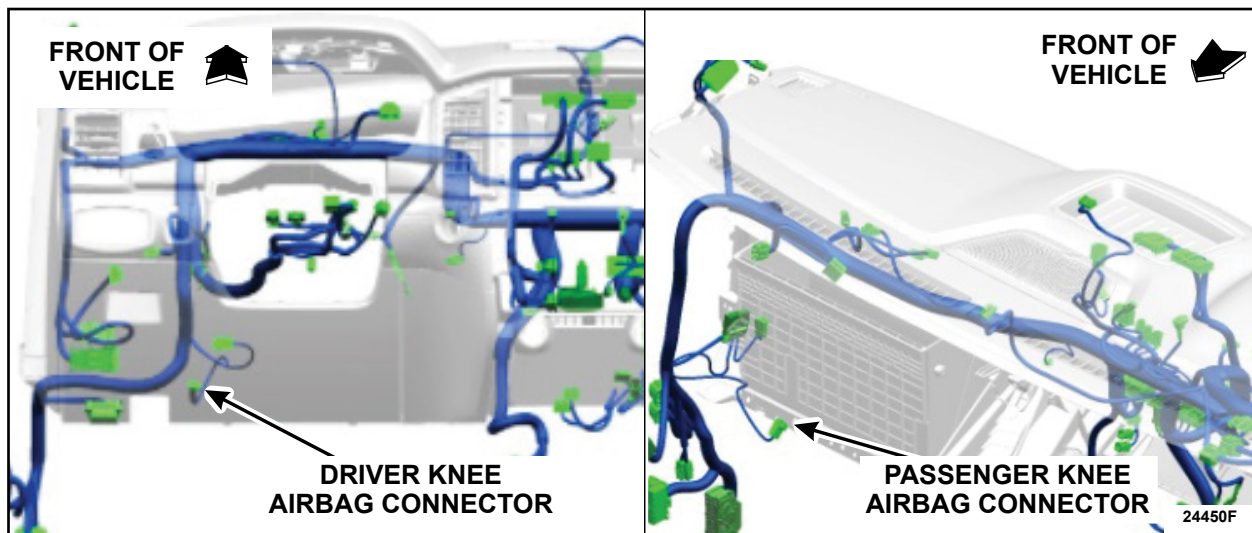


FIGURE 1

3. Lower the headliner. Follow WSM procedures in Section 501-05.
4. Disconnect the side curtain airbag electrical connector on both sides of the vehicle.



5. On the driver knee airbag connector, passenger knee airbag connector and both side curtain airbag electrical connectors carefully mark the Connection Position Assurance (CPA) lever with a black permanent marker. See in Figure 2.

NOTE: Using a permanent marker will make reading the number on the CPA lever easier. Do not use a grease pen or paint marker.

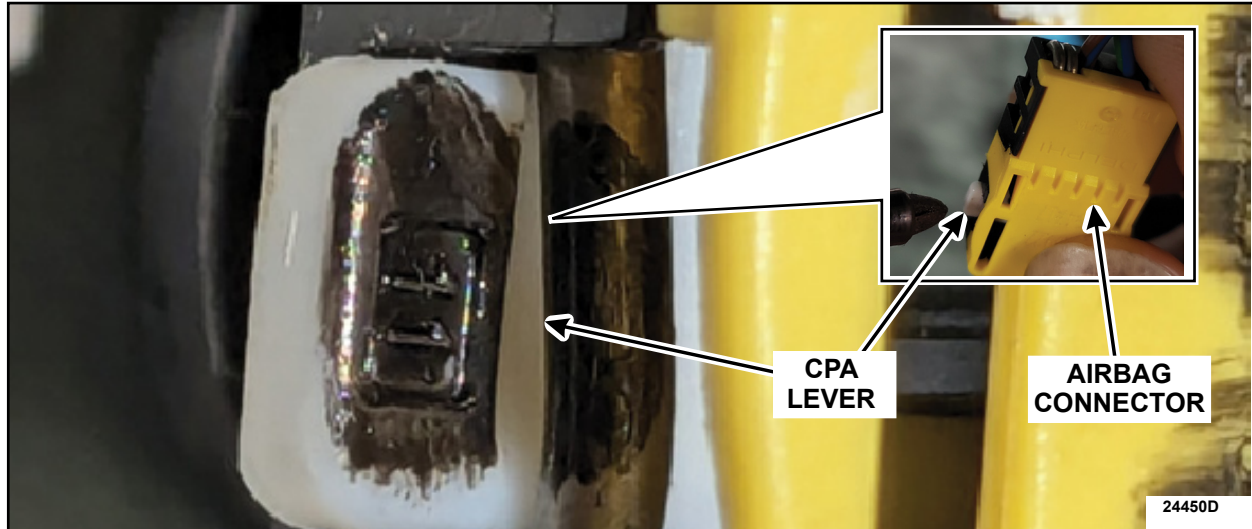


FIGURE 2



6. Using a magnifying glass or quality camera with a zoom feature, inspect the previously marked airbag electrical connector CPA levers in the area shown in Figure 3 for the following numbers:

- 02
- 03
- 09
- 11
- 14

NOTE: The number 11 is shown on the CPA lever in Figure 3. All others similar.

NOTE: The numbers on the CPA lever have been highlighted for clarity.

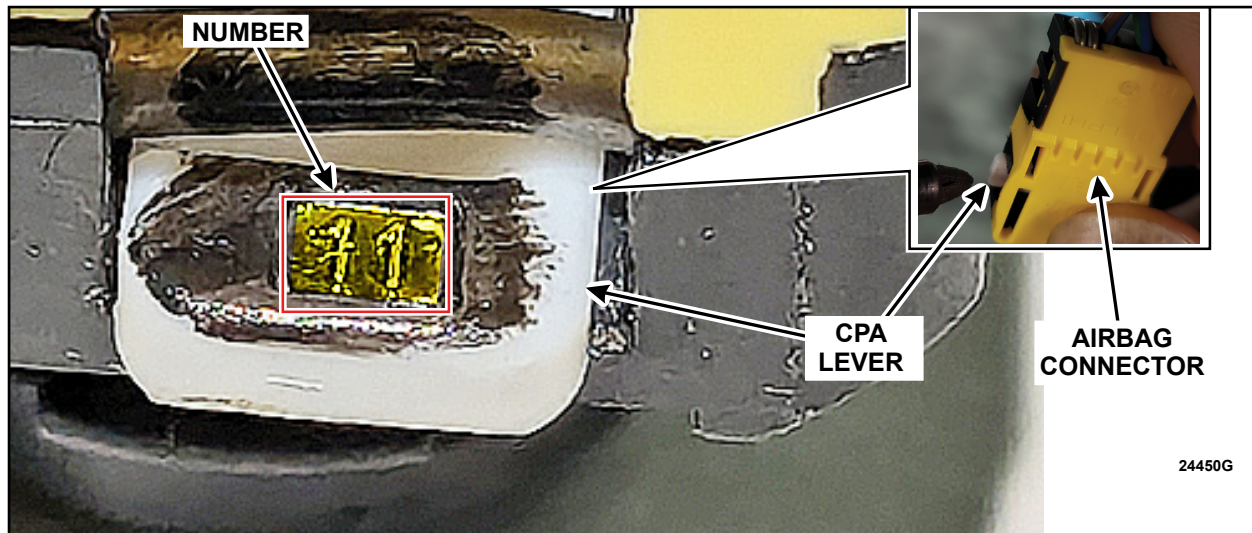


FIGURE 3



7. If any of the CPA levers have number(s) called out in Step 6, replace that electrical connector pigtail. Follow the repair procedures in Cell 005 of the Wiring Diagrams on Professional Technician System (PTS), using the soldering, butt connectors and shrink tube method.

NOTE: The service airbag electrical connector may differ from the original. See Figure 4 for an example of the service pigtail.

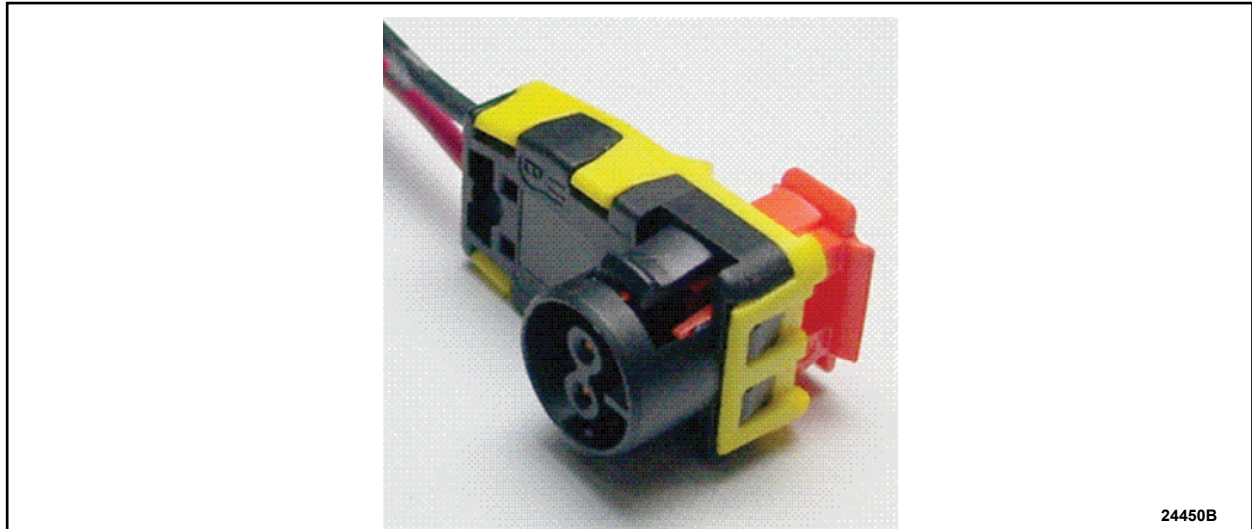


FIGURE 4

8. After the affected electrical connectors have been replaced, reverse the removal steps for reassembly of the vehicle.

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.

