



Ford Motor Company  
División de Servicio al Cliente  
PO Box 1904  
Dearborn, Michigan 48121

Abril 2025

Programa de satisfacción del cliente 24N08

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?**

Si bien la hebilla del asiento del lado del conductor de su vehículo probablemente funcione bien, nos complace informarle que Ford Motor Company está ofreciendo una reparación única de la hebilla del asiento del lado del conductor. Esta reparación única de la hebilla del asiento del lado del conductor está disponible por un total de 15 años o 250,000 millas a partir de la fecha de inicio de la garantía, lo que ocurra primero.

**¿Cuál es el efecto?**

Es posible que sea necesario reemplazar la hebilla del asiento del lado del conductor de su vehículo debido a un cable del sensor de la hebilla roto. En caso de que se presente este problema, es posible que en su vehículo se encienda la luz de alerta de la bolsa de aire con un código de diagnóstico de falla (DTC) B0050:13 (Sensor del cinturón de seguridad del asiento del conductor: Circuito abierto) almacenado en la memoria del módulo de control del sistema de protección (RCM). También recibirá un mensaje de error del monitor del cinturón de seguridad y el estado del cinturón de seguridad del conductor tendrá una indicación de "signo de interrogación" en el tablero de instrumentos del vehículo. Todavía podrá abrocharse el cinturón de seguridad, y el funcionamiento del pretensor del cinturón de seguridad y de la bolsa de aire no se verá afectado.

Si su vehículo ya superó los límites de tiempo o de millaje anteriormente indicados, esta oferta de reparación única estará vigente hasta el 30 de abril de 2026. 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 la hebilla del asiento del lado del conductor de su vehículo requiere reemplazo y este se encuentra dentro de los límites indicados de tiempo/millaje, Ford Motor Company ha autorizado a su concesionario a reemplazar la hebilla del cinturón de seguridad del asiento del lado del conductor sin costo alguno. Este es un programa de reparación única.



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

April 2025

Customer Satisfaction Program 24N08

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 driver's side seat buckle is likely functioning fine, we are pleased to let you know that Ford Motor Company is providing a one-time repair on the driver's side seat buckle. This one-time repair of the driver's side seat buckle is available for a total of 15 years or 250,000 miles from the warranty start date, whichever occurs first.

**What is the effect?**

Your vehicle's driver side seat buckle may require replacement due to a broken buckle sensor wire. In the event this condition occurs, your vehicle may illuminate the Airbag Warning Light with diagnostic trouble code (DTC) B0050:13 (Driver Seat Belt Sensor: Circuit Open) stored in the restraint control module (RCM) memory. You will also receive a seat belt monitor fault message and the driver seat belt status will indicate a "question mark" in your vehicle's instrument cluster. You will still be able to buckle your seat belt, and seatbelt pretensioner and airbag function will not be affected.

If your vehicle has already exceeded either the time or mileage limits listed above, this one-time repair offer will last through April 30, 2026. 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 driver side seat buckle requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the driver's side seat belt buckle 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 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 driver's side seat buckle if the Airbag Warning Light is illuminated and DTC B0050:13 is stored in memory and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 24N08. 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.
- 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.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before September 2025. To avoid delays, do not send receipts to Ford Motor Company.
- 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 8:30 AM – 7:00 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



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

April 22, 2025

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

**SUBJECT:** **Customer Satisfaction Program 24N08 - Supplement #1**  
Certain 2021-2024 Bronco Sport, Escape, Mach-E, and 2022-2024 Maverick Vehicles  
Driver's Side Seat Buckle Replacement

**REF :** **Customer Satisfaction Program 24N08**  
Certain 2021-2024 Bronco Sport, Escape, and 2022-2024 Maverick Vehicles  
Driver's Side Seat Buckle Replacement  
Dated March 10, 2025

**New! REASON FOR THIS SUPPLEMENT**

- **Vehicles Covered by This Program:** 2021-2024 Mach-E has been added to the vehicles affected by this program
- **Owner Notification Schedule:** Mach-E mailing schedule added to the program.
- **Parts List Update:** Mach-E Seat Bolts have been added to the parts list.

**PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the Driver's side seat buckle for 15 years of service or 250,000 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 time or mileage limits, this no-cost, one-time repair will last through April 30, 2026.

Coverage is automatically transferred to subsequent owners.

**New! VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Date Range
Bronco Sport	2021-2024	Hermosillo	June 1, 2021, through December 15, 2023
Escape	2021-2024	Louisville	July 19, 2021, through January 26, 2024
Maverick	2022-2024	Hermosillo	August 2, 2021, through December 15, 2023
<i>Mach-E</i>	<i>2021- 2024</i>	<i>Cuautitlan</i>	<i>May 3, 2021, through December 15, 2023</i>

U.S. population of affected vehicles: 985,742. Affected vehicles are identified in OASIS.

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

On some of the affected vehicles, the Airbag Warning Light will illuminate with diagnostic trouble code (DTC) B0050:13 (Driver Seat Belt Sensor: Circuit Open) stored in the restraint control module (RCM) memory as a result of a broken buckle sensor wire. Customers will also receive a seat belt monitor fault message, and the driver seat belt status will indicate a “question mark” in the vehicle’s instrument cluster. Customers will still be able to buckle their seat belt, and the seatbelt pretensioner and airbag function will not be affected.

## **SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace the driver-side seat buckle. 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.

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

*Mach-E Owner Letters are expected to be mailed the week of April 22, 2025.* Dealers should repair any affected vehicles that experience airbag warning light illumination with DTC B0050:13, whether or not the customer has received a letter.

## **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- 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 24N08 - Supplement #1**

**OASIS ACTIVATION**

OASIS will be activated on April 22, 2025.

**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**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires September 30, 2025.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the driver's side seat belt buckle.

**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 FSAs / 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 24N08 - Supplement #1****CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 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 24N08 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:
  - When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 24N08
    - Customer Concern Code (CCC): S26 - Seat belt buckle latching troubles
    - Condition Code (CC): 28 - Open Circuit
    - Causal Part Number: 7861203, 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 24N08
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line, and the invoice details for each repair should be detailed in the comments section of the claim.

## Labor Allowances and Parts Ordering Information

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### Customer Satisfaction Program 24N08 - *Supplement #1*

#### LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check for RCM DTCs and code B0050:13 set in memory. Replace the driver's side seat belt buckle and clear codes.	24N08B	0.6 Hours

#### **New!** PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LJ6Z-7861203-BC	1	1	1	Driver-Seat Buckle Assembly
<i>W504903-S451</i>	<i>2</i>	<i>1</i>	<i>4</i>	<i>Bolt – Seat Front Hold Down – Mach -E</i>
<i>W720780-S451</i>	<i>2</i>	<i>1</i>	<i>4</i>	<i>Bolt – Seat Rear Hold Down – Mach-E</i>
W719675-S451	4	1	4	Bolt – Seat Hold Down – All other models

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 24N08 - *Supplement #1*

**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.

**¿Cuánto tiempo tomará?**

Si se debe reemplazar el componente mencionado anteriormente, 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 distribuidor tarde un poco más. Adicionalmente, su vehículo requerirá una inspección para determinar si se deben pedir piezas.

**¿Qué debe hacer?**

Conserve esta carta como recordatorio de la oferta de reparación única para la hebilla del asiento del lado del conductor, en caso de que se encienda la luz de alerta de bolsa de aire y se almacene el DTC B0050:13 en la memoria y su vehículo esté dentro de los límites de tiempo/millaje indicados, comuníquese con su concesionario para programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 24N08. Su distribuidor reemplazará las piezas sin costo alguno.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](http://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.

**¿Pagó anteriormente por esta reparación?**

Si pagó por este servicio antes de la fecha de esta carta, es posible que cumpla con los requisitos para solicitar un reembolso. Solo se otorgarán reembolsos por servicios relacionados con la reparación que se describe. Para comprobar si cumple con los requisitos y agilizar el reembolso, entregue el recibo de pago original a su concesionario antes de septiembre de 2025. Para evitar demoras, no envíe recibos a Ford Motor Company.

**¿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 8:30 a. m. a 7:00 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 2021-2024 BRONCO SPORT, ESCAPE, MACH-E, AND 2022-2024 MAVERICK VEHICLES — DRIVER'S SIDE SEAT BUCKLE REPLACEMENT

### 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. Using FDRS check for Diagnostic Trouble Codes (DTC). Is DTC B0050:13 present?

**YES** - Proceed to Step 2.

**NO** - This FSA does not apply.

2. Replace the driver side seatbelt buckle. Follow the Workshop Manual (WSM) procedures in Section 501-20A.

**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.

