



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 19, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 24N12**
Certain 2021 - 2022 Model Year Various Vehicles
Engine Valve Inspection Test

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 24S55
Certain 2021 - 2022 Model Year Various Vehicles
Engine Valve Inspection Test
Dated: June 10, 2025

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) for an engine long block replacement for vehicles that completed the 24S55 inspection process. This program will be in effect 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, 2026.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Date Range
Aviator	2021- 2022	Chicago Plant	June 7, 2021 through October 31, 2021
Aviator	2021- 2022	Chicago SHO Center	June 14, 2021 through October 13, 2021
Bronco	2021- 2022	Michigan Plant	May 1, 2021 through October 30, 2021
Edge	2021- 2022	Oakville Plant	May 10, 2021 through October 29, 2021
Explorer	2021- 2022	Chicago Plant	June 7 2021 through October 31, 2021
Explorer	2021	Chicago SHO Plant	June 7, 2021 through October 12, 2021
F-150	2021- 2022	Dearborn Plant	May 1, 2021 through October 31, 2021
F-150	2021- 2022	Kansas City Plant	June 15, 2021 through October 31, 2021
Nautilus	2021- 2022	Oakville Plant	May 10, 2021 through October 29, 2021

U.S. population of affected vehicles: 91,100. Affected vehicles are identified in OASIS.

Note: Some vehicles may have been repaired or are in the process of being repaired at the assembly plant. 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

Affected vehicles need to have completed the engine valve inspection test for safety recall 24S55. This program provides coverage for a long block engine replacement should a customer require engine replacement due to a cracked engine intake valve at a subsequent date.

SERVICE ACTION

If an affected vehicle exhibits an engine valve failure concern and has completed 24S55, dealers are to contact the SSSC for specific instructions on how to verify this engine failure is related to FSA 24S55. 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 June 30, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Repair Procedure Improvement & Revised Labor Time
- Dealer Q & A
- 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.

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OASIS ACTIVATION

OASIS will be activated on June 19, 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

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 3 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC 14236. VOR escalation is required in DOW.

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 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.

This program is exempt from the Software Verification Approval Code Requirement.

- **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 24N12 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: 24N12
 - 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 Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
 - **Provision for Locally Obtained Supplies:** Includes broken bolts, fluids, and other miscellaneous one-time use parts per vehicle. Submit on the same line as the repair.
 - Program Code: 24N12
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Aviator AWD - Replace Long Block	MT24N12E	Up To 21.2 Hours
Aviator RWD - Replace Long Block	MT24N12F	Up To 20.5 Hours
Explorer AWD - Replace Long Block	MT24N12G	Up To 21.5 Hours
Explorer RWD - Replace Long Block	MT24N12H	Up To 21.2 Hours
Edge AWD 1 - Replace Long Block	MT24N12J	Up To 17.6 Hours
Nautilus AWD - Replace Long Block	MT24N12K	Up To 17.6 Hours
Nautilus FWD - Replace Long Block	MT24N12L	Up To 16.4 Hours
Bronco 2.7L - Replace Long Block	MT24N12M	Up To 15.1 Hours
Bronco 3.0L - Replace Long Block	MT24N12N	Up To 15.8 Hours
F-150 4x4 - Replace Long Block	MT24N12P	Up To 16.3 Hours
F-150 4x2 - Replace Long Block	MT24N12Q	Up To 15.8 Hours
<p>Lincoln Vehicle Pick-Up & Delivery Allowance: Only vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program.</p> <p>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.</p>	24N12LL	0.5 Hours
<p>Ford Vehicle Pick-Up & Delivery Allowance:</p> <p>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</p> <p>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.</p>	24N12PP	0.5 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RL3Z 6006 A	1	1	1	F-150 Long Block
PB2Z 6006 B	1	1	1	Bronco 2.7L Long Block
N2DZ 6006 B	1	1	1	Bronco 3.0L Long Block
KT4Z 6006 B	1	1	1	Edge ST and Nautilus Long Block
L1MZ 6006 E	1	1	1	Explorer and Aviator Gas Long Block
L1MZ 6006 F	1	1	1	Explorer PHEV and Aviator PHEV Long Block

NOTE: For additional required parts such as gaskets, fasteners, seals, fluids, etc., refer to the Workshop Manual (WSM) procedures.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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 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.