



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

July 24, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 24N10 – Supplement #1**
Certain 2020-2022 Model Year Explorer Police Interceptor Utility (PIU) Vehicles
Engine Block Breaches

REF: **Customer Satisfaction Program 24N10**
December 12, 2024

NEW! REASON FOR THIS SUPPLEMENT

- **Updated Labor Allowances and Parts Ordering Information** – Labor code added for AWD Non-Hybrid Vehicles and updated parts ordering information

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the engine long-block 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 December 31, 2025.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Date Range
Explorer Police Interceptor Utility	2020-2022	Chicago	November 18, 2018 through September 1, 2022
Explorer Police Interceptor Utility	2021-2022	Chicago SHO Center	September 14, 2020 through September 1, 2022

U.S. population of affected vehicles: 85,100. Affected vehicles are identified in OASIS.

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

In all of the affected vehicles, the engine could fail and release engine oil and/or fuel vapor into the under-hood environment. If this occurs, fuel or vapor may migrate to and/or accumulate near ignition sources increasing the risk of fire.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to inspect for the presence of a connecting rod bearing failure. 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.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs (rentals are authorized – see Rental Vehicles)
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery (towing, alternative transportation,) should be made available for all customers. Refer to the Rental and Claiming sections for further details.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed the week of December 16, 2024. Dealers should repair any affected vehicles that experience engine block breach, whether or not the customer has received a letter.

NEW! ATTACHMENTS

- *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.

Customer Service Division

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OASIS ACTIVATION

OASIS was activated on December 11, 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

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via the CRC Dealer Portal.

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

Customer Satisfaction Program 24N10 – Supplement #1**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 – 10 years or 150,000 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 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 24N10 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: 24N10
 - 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.

Customer Satisfaction Program 24N10 – **Supplement #1****LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspection – PASS – CLOSE FSA - Check all fluids and visual inspection of cooling system; air intake system; exhaust system; and PCV system. - Check the engine for external damage, missing parts, external leaks, modifications, evaluate any abnormal noise using a stethoscope or equivalent, and any unusual exhaust smoke. Drain oil through a clean rag and cut open the oil filter in inspect for contamination.	24N10A	1.0 Hours
Inspection – FAIL - Check all fluids and visual inspection of cooling system; air intake system; exhaust system; and PCV system. - Check the engine for external damage, missing parts, external leaks, modifications, evaluate any abnormal noise using a stethoscope or equivalent, and any unusual exhaust smoke. Drain oil through a clean rag and cut open the oil filter in inspect for contamination.	24N10B	1.0 Hours
Replace 3.3L Hybrid AWD engine. (CAN BE CLAIMED WITH 24N10B)	MT24N10C	Up to 20.3 Hours
Replace 3.3L Hybrid RWD engine. (CAN BE CLAIMED WITH 24N10B)	MT24N10D	Up to 19.3 Hours
Replace 3.3L Non-Hybrid RWD engine. (CAN BE CLAIMED WITH 24N10B)	MT24N10E	Up to 20.1 Hours
Replace 3.3L Non-Hybrid AWD engine. (CAN BE CLAIMED WITH 24N10B)	MT24N10F	Up to 22.1 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. 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.	24N10PP	0.5 Hours
Time allowed to submit photos.	24N10ZZ	0.2 Hours

Labor Allowances and Parts Ordering Information

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PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
<i>W714265-S442</i>	<i>4</i>	<i>1</i>	<i>4</i>	<i>NUT-M10.HF.SPL.8</i>
W701706-S430	12	3	4	NUT.M8.HEX.FLNG.P/T.MTL
W712244-S300	12	1	12	STUD.M8X16+M8X25.HX.PIL.10
7T4Z-6379-AA	8	1	8	BOLT – HEX.HEAD (ICE ONLY)
JR3Z-6379-A	8	8	1	BOLT – HEX.HEAD (FHEV ONLY)
7T4Z-9439-D	1	1	2	GASKET – INTAKE MANIFOLD
9L8Z-9J469-A	1	1	1	GASKET
AA5Z-6714-A	1	1	1	FILTER ASY – OIL
AT4Z-8527-A	1	1	1	SEAL
BR3Z-8527-A	1	1	1	SEAL
JL3Z-9448-A	2	2	1	GASKET
JL3Z-9E464-F	2	2	1	GASKET
L1MZ-6006-D	1	1	1	SERVICE ENGINE ASY
L1MZ-8507-A	1	1	1	GASKET – WATER PUMP
<i>SK4Z-9229-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>KIT – “O” RING</i>
<i>7T4Z-8590-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>SEAL</i>
<i>W716300-S450B</i>	<i>2</i>	<i>1</i>	<i>4</i>	<i>NUT&WSHR.M12.HX.CON.PTM.10</i>
W717521-S440	2	2	1	NUT&WSHR.M16.HC.PTP.CON.10
W719326-S439	2	1	4	BOLT AND WASHER ASY - HEX.HEAD
<i>L1MZ-4382-B</i>	<i>2</i>	<i>2</i>	<i>1</i>	<i>BLT-RR.AX.TOR.ARM.COMPR</i>
L1MZ-4382-D	2	2	1	BLT-RR.AX.TOR.ARM.COMPR
L1MZ-4382-C	2	2	1	BLT-RR.AX.TOR.ARM.COMPR
W520413-S440	2	1	4	NUT.M8.HF.8
<i>DS7Z-19B596-A</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>KIT.A/C.HOS.O/RG.SE</i>
<i>DL3Z-19B596-B</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>KIT.A/C.HOS.O/RG.SE</i>
9W7Z-19B596-A	1	1	1	KIT.A/C.HOS.O.RG.SE
W500214-S442	1	1	4	BOLT.M6X20.HF.PIL.8
W520214-S440	1	1	2	NUT.M12.HF.PTP.10
W715618-S437	4	1	4	NUT.M10X1.HF.CB.PTM.SPL.10
W716375-S900	8	2	5	BOLT.M10X45.TE.FLNG.SPL.AL

Customer Satisfaction Program 24N10 – **Supplement #1****PARTS REQUIREMENTS / ORDERING INFORMATION** continued

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W719431-S439	3	1	4	BOLT.M12X101.HF.PIL.10
W719511-S439	6	2	4	BOLT.M12X1.5X55.HF.ADH.10
W721083-S439	4	1	4	BOLT&WSHR.M12X56.HF.MAT.CNE
BB5Z-4B422-A	2	2	1	BL.FRT.WHL.DRV.I/BD.JT
CN1Z-7H424-B	1	1	1	SE.PTO.GR
L1MZ-00815-A	2	2	1	O/RG-SUSP.AIR.SPG.SOL.CTG
LB5Z-3B477-A	2	2	1	RET.ASY-FRT.AX.WHL.HB
W719608-S439	1	1	4	STUD.M12X51+M12X67.TE.PIL.10
L1MZ-4421-B	1	1	1	BT-U/JT.SLP.YK
L1MZ-3B478-A	1	1	1	CLMP.FRT.AX.SLP.YK.BT
LB5Z-3B498-A	1	1	1	RET-RR/AX.SHFT.&JT
L1MZ-3B498-C	1	1	1	RET-RR.AX.SHFT.&JT
L1MZ-3B498-F	1	1	1	RET-RR/AX.SHFT.&JT
LJ9Z-3B498-D	1	1	1	RET-RR.AX.SHFT.&JT
W712961-S439	1	1	2	BOLT.M8X31.HF.PIL.ADH.10
W717822-S439	2	1	4	BOLT.M10X19.HF.ADH.PTC.8
W715131-S442	2	1	4	BOLT.M8X19.5.HF.PIL.ADH.8 - DRIVELINE
W520517-S440	4	1	4	NUT.M16.HF.10
W714660-S439	4	1	4	BOLT.M14X40.HF.ADH.10
W715932-S439	4	1	4	BOLT.M16X72.HF.PIL.KNRL.SPL
W721084-S439	2	1	4	BOLT&WSHR.M14X90.HF.MAT.CMP
W719413-S439	4	1	4	BOLT&WSHR.M16X97.HF.MAT.PTP
W720855-S439	4	1	4	SCREW&WSHR.MR10X78.HF.CA.FL
W720782-S439	2	1	4	BOLT&WSHR.M16X135.HF.CMP.PTP
W713714-S439	2	1	4	BOLT&WSHR.M16X135.HF.PIL.PTP
W719506-S440	4	1	4	NUT.M14X1.5.HF.CB.PTP.10
W715295-S439	4	1	4	BOLT.M16X75.HF.PIL.10
W715131-S442	2	1	4	BOLT.M8X19.5.HF.PIL.ADH.8 - UNDERBODY

Customer Satisfaction Program 24N10 – **Supplement #1****PARTS REQUIREMENTS / ORDERING INFORMATION** continued

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
VC-13-G	1	1	1	ANTI/FZ
XT-12-QULV	1	1	1	FLU.TRANS.AUTO
XY-75W140-QL	1	0.08	12	OIL.-RR.AX.LUB
XO-5W20-Q1SP	7	7	1	OIL.ENG.LUB

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$600.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the engine long-block.

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 24N10 – **Supplement #1**

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.

CERTAIN 2020-2022 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH 3.3L ENGINE — BEARING FAILURE

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: If you do not have the special service tools referenced in the Workshop Manual to perform the Field Service Action repair, please contact 1-800-ROTUNDA and choose option 3 to place an order.

SERVICE PROCEDURE

1. Inspect for a hole in the engine block/oil pan related to internal component breach.

NOTE: Inspect the vehicle from above and below.

2. Is damage to the engine block or engine oil pan present?

- Yes - Capture a photo of the damage that is present. Proceed to Step 10.
- No - Proceed to Step 3.

3. Using a clean rag as a filter, remove the engine oil drain plug and drain the engine oil through the clean rag.

4. Inspect the rag that was used to filter the engine oil for signs of metal debris.

5. Is there evidence of metal debris on the rag?

- Yes - Capture a photo of the metal debris found on the rag that was used to filter the oil. Proceed to Step 10.
- No - Proceed to Step 6.

6. Remove the engine oil filter.

7. Cut open the engine oil filter.



8. Inspect the engine oil filter material for metal debris. See Figure 1.

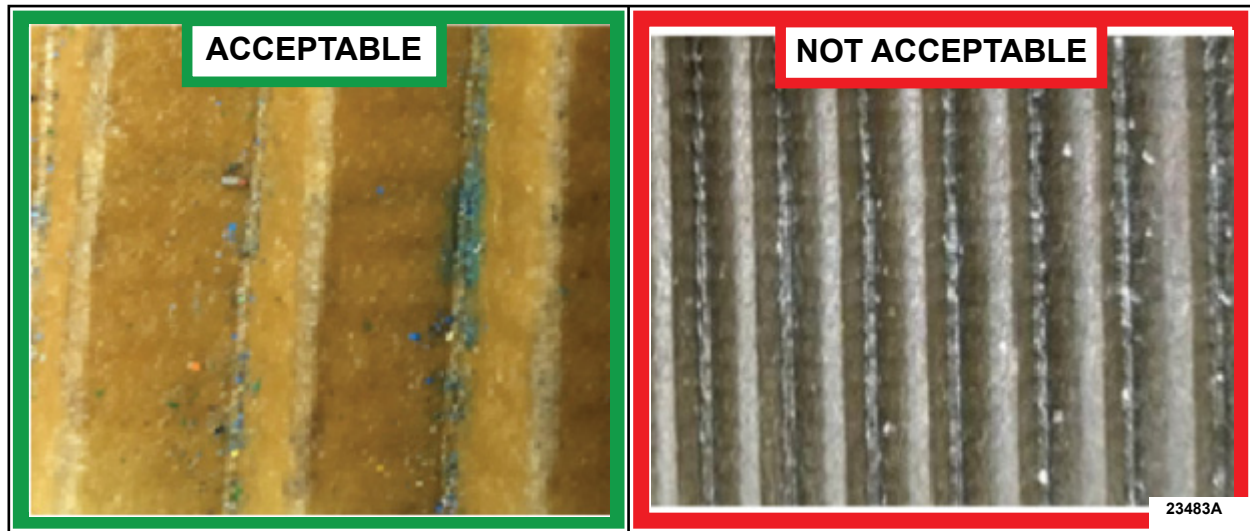


FIGURE 4

9. Is metal debris present on the engine oil filter material?

- Yes - Capture a photo of the metal debris that is found on the oil filter material. Proceed to Step 10.
- No - Install new engine oil filter and fill with clean engine oil. This completes the FSA.

Ford has requested photo evidence prior to performing the repair for the FSA.

10. Contact the SSSC and upload the previously captured photo.

11. There are two ways to submit the requested items to SSSC.

- a. Directly in the SSSC contact request form while submitting your contact on your desktop.
- b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

12. (If SSSC approval code is required) Upon approval, the SSSC will provide an approval code that must be used for claiming.



13. Once approved, replace the engine following Workshop Manual (WSM) procedures in Section 303-01.

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.

