



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

August 25, 2025

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

**SUBJECT:** **Customer Satisfaction Program 24N12 - Supplement #1**  
Certain 2021 - 2022 Model Year Various Vehicles  
Engine Valve Inspection Test

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 24S55 – Supplement #1**  
Dated: August 15, 2025

**Customer Satisfaction Program 24N12**  
Dated June 19, 2025

**New! REASON FOR THIS SUPPLEMENT**

- **Rental Vehicles:** Added specification that long block replacement must be approved by SSSC for rental coverage to apply.
- **Labor Allowances:** Added labor operation for photo submission on all vehicles and labor operation for borescope inspection.
- **SSSC Approval:** Borescope photo submission required for long block approval.
- **Parts Handling Allowance:** Added additional allowance claiming information for engine replacement.
- **Attachments:** Technical Instructions have been added to the program.

**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**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Date Range</b>
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: 91,127. 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 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 will be mailed the week of August 25, 2025. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **New! 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 24N12 - Supplement #1**

**OASIS ACTIVATION**

OASIS has been activated since 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.

**New! RENTAL VEHICLES**

Dealers are pre-approved for up to 3 days for a comparable rental vehicle *if SSSC approval is received for long block replacement*. 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. Vehicle Off Road (VOR) escalation is required in DOW.

**Customer Satisfaction Program 24N12 - Supplement #1****New! REPAIR PHOTO SUBMISSION**

*Ford has requested photo evidence prior to performing the engine long block replacement repair for this FSA.*

- *The SSSC must provide approval prior to performing the engine long block replacement repair.*
- *Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Submit borescope photos. 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.*

**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.

Customer Satisfaction Program 24N12 - *Supplement #1***New!** 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.
  - **Parts Handling Allowance:** *A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the replacement engine. To claim the allowance, enter \$600 as HANDLG in the Misc. Expense area of the claim form.*
  - **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

Customer Satisfaction Program 24N12 - *Supplement #1*

**New!** 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 - 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
<i>All Vehicles- Borescope the engine to inspect for broken valve damage. This labor operation can only be claimed with SSSC approved long block replacement</i>	<i>MT24N12R</i>	<i>Up to 2.0 Hours</i>
<i>Time allowed to submit SSSC contact with borescope images showing evidence of cylinder damage from a broken valve.</i>	<i>24N12ZZ</i>	<i>0.2 Hours</i>
<b>Lincoln</b> Vehicle Pick-Up & Delivery Allowance: <u>Only</u> vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of <b>4 years/50,000 miles for dealers NOT participating in the 2025 Remote Experience Program.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24N12LL	0.5 Hours
<b>Ford</b> Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24N12PP	0.5 Hours

Customer Satisfaction Program 24N12 - *Supplement #1*

**New!** PARTS REQUIREMENTS / ORDERING INFORMATION

**NOTE:** *Parts should only be ordered after SSSC approval is received for long block replacement under this program.*

Order the parts below through normal order processing channels:

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

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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

**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 24N12 - **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.



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

August 2025

Customer Satisfaction Program 24N12

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 engine is likely functioning properly, we are pleased to let you know, for your peace of mind, Ford Motor Company is providing a one-time replacement if your engine failure is a result of a cracked engine valve detailed in Field Service Action (FSA) 24S55.

**What is the effect?**

This one-time replacement is available for a total of 10 years or 150,000 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 June 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 engine requires replacement due to a faulty valve and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the engine 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 approximately 2-3 days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

- What should you do?** You do not need to return to your dealer for this repair unless you have an engine valve concern. Please keep this letter as a reminder of the one-time repair offer for your engine long block. If the engine requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment for Customer Satisfaction Program 24N12. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions.
- Do you need a rental vehicle?** If your dealer determines that an engine long block replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
- 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 Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC 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](http://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](http://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

Agosto 2025

Programa de satisfacción del cliente 24N12

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 es probable que el motor de su vehículo esté funcionando correctamente, nos es muy grato informarle que Ford Motor Company, para su tranquilidad, ofrece un reemplazo único si la falla de su motor es el resultado de una válvula de motor agrietada como se detalla en la Acción de servicio en campo (FSA) 24S55.

**¿Cuál es el efecto?**

Este reemplazo único está disponible por un total de 10 años o 150 000 millas a partir de la fecha de inicio de la garantía, lo que se cumpla primero. 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 junio 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 es necesario reemplazar el motor de su vehículo debido a una válvula defectuosa y su vehículo se encuentra dentro de los límites de tiempo o millaje indicados, Ford Motor Company ha autorizado a su concesionario a reemplazar el motor sin cargo. Este es un programa de reparación única.

**¿Cuánto tiempo tomará?**

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación es aproximadamente 2 a 3 días. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más.

**¿Qué debe hacer?**

No debe acudir al concesionario para que realice esta reparación a menos que tenga algún problema con las válvulas del motor. Conserve esta carta como recordatorio de esta oferta de reparación única del bloque largo del motor. Si es necesario reemplazar el motor y su vehículo está 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 24N12. Su distribuidor reemplazará las piezas sin costo alguno.

Si aún no tiene un concesionario de 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.

**¿Necesita un vehículo de alquiler?**

Si su concesionario determina que es necesario reemplazar un bloque largo del motor y su vehículo debe permanecer durante la noche, su concesionario está autorizado a proporcionarle un vehículo de alquiler para su transporte personal sin costo alguno (excepto combustible, seguro e impuestos), mientras su vehículo esté en el concesionario para realizar las reparaciones. Comuníquese con su concesionario para conocer las pautas y limitaciones.

**¿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 asistencia de campañas (RAC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC 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 RAC 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](http://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](http://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



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

Customer Satisfaction Program 24N12

August 2025

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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 engine is likely functioning properly, we are pleased to let you know, for your peace of mind, Lincoln is providing a one-time replacement if your engine failure is a result of a cracked engine valve detailed in Field Service Action (FSA) 24S55

**What is the effect?** This one-time replacement is available for a total of 10 years or 150,000 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 June 30, 2026. Coverage is automatically transferred to subsequent owners.

**What will Lincoln and your retailer do?** **Parts are now available to repair your vehicle.** If your vehicle's engine requires replacement due to a faulty valve and your vehicle is within the indicated time/mileage limitations, Lincoln has authorized your retailer to replace the engine 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 approximately 2-3 days. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

**What should you do?** You do not need to return to your retailer for this repair unless you have an engine valve concern. Please keep this letter as a reminder of the one-time repair offer for your engine long block. If the engine requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your retailer to schedule a service appointment for Customer Satisfaction Program 24N12. Your retailer will replace the part at no charge. If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://www.lincoln.com/support) for retailer addresses, maps, and driving instructions.

**Do you need a rental vehicle?**

If your retailer determines that an engine long block replacement is required and needs your vehicle overnight, your retailer is authorized to provide a rental vehicle for your transportation at no charge (except for fuel, insurance, and tolls) while your vehicle is at the retailer for repairs. Please see your retailer for guidelines and limitations.

**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 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 retailer's Service Manager for assistance.

If you have questions or concerns, please contact our **Lincoln Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is [lincoln.com/support](http://lincoln.com/support).

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

Lincoln



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

Programa de satisfacción del cliente 24N12

Agosto 2025

Sr. Juan Pérez  
Calle Principal 123  
Ciudad, EE. UU. 12345

Su número de identificación del vehículo (VIN): 12345678901234567

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**¿Por qué recibe este aviso?**

Aunque es probable que el motor de su vehículo esté funcionando correctamente, nos es muy grato informarle que Lincoln, para su tranquilidad, ofrece un reemplazo único si la falla de su motor es el resultado de una válvula de motor agrietada como se detalla en la Acción de servicio en campo (FSA) 24S55.

**¿Cuál es el efecto?**

Este reemplazo único está disponible por un total de 10 años o 150 000 millas a partir de la fecha de inicio de la garantía, lo que se cumpla primero. 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 junio de 2026. La cobertura se transfiere automáticamente a los siguientes propietarios.

**¿Qué harán Lincoln y su minorista?**

**Las piezas para reparar su vehículo ya se encuentran disponibles.** Si es necesario reemplazar el motor de su vehículo debido a una válvula defectuosa y su vehículo se encuentra dentro de los límites de tiempo o millaje indicados, Lincoln ha autorizado a su minorista a reemplazar el motor sin cargo. Este es un programa de reparación única.

**¿Cuánto tiempo tomará?**

Si se debe reemplazar el componente mencionado anteriormente, el tiempo necesario para esta reparación es aproximadamente 2 a 3 días. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su minorista tarde un poco más.

**¿Qué debe hacer?**

No debe acudir al minorista para que realice esta reparación a menos que tenga algún problema con las válvulas del motor. Conserve esta carta como recordatorio de esta oferta de reparación única del bloque largo del motor. Si es necesario reemplazar el motor y su vehículo está dentro de los límites de tiempo/millaje indicados, comuníquese con su minorista para programar una cita de servicio para llevar a cabo el Programa de satisfacción del cliente 24N12. Su minorista reemplazará las piezas sin costo alguno. Si aún no tiene un minorista para realizar el servicio, puede acceder a [Lincoln.com/support](http://Lincoln.com/support) para conocer las direcciones de los minoristas, ver mapas y obtener las instrucciones para llegar.

**¿Necesita un vehículo de alquiler?**

Si su minorista determina que es necesario reemplazar un bloque largo del motor y el vehículo debe permanecer en las instalaciones durante la noche, el minorista está autorizado a ofrecerle un vehículo de alquiler para su transporte personal sin costo (excepto combustible, seguro y peajes) mientras su vehículo se encuentre en reparación. Comuníquese con su minorista para conocer las pautas y limitaciones.

**¿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 usted es el propietario actual.

**¿Podemos hacer algo más por usted?**

Si tiene problemas para reparar de inmediato su vehículo y sin costo alguno, comuníquese con el Gerente de Servicio de su minorista para solicitar ayuda.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia de campañas (RAC) Lincoln al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC 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 RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea ponerse en contacto con nosotros a través de Internet, nuestra dirección es [lincoln.com/support](http://lincoln.com/support).

Como parte de la comunidad Lincoln, agradecemos su atención a este importante asunto y su lealtad continua.

Lincoln

## CERTAIN 2021-2022 MODEL YEAR VARIOUS VEHICLES — ENGINE VALVE INSPECTION TEST

### **NEW !** 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.



**IMPORTANT:** A borescope will be needed for these instructions. If your dealership does not already have a borescope and/or one was not already funded through FSA 23S06 or other similar programs, you may contact the Special Service Support Center (SSSC) for approval to purchase one. SSSC prior approval is required for borescope reimbursement. Post approval for bore scope purchases will NOT be given. Only one borescope reimbursement per repairing dealer.

**NOTE:** Borescope cameras are sensitive to extreme heat.

1. Was FSA 24S55 completed?

Yes - Proceed to Step 2.  
No - This FSA does not apply.

2. Is engine damage, specifically related to a cracked or broken engine valve, suspected?

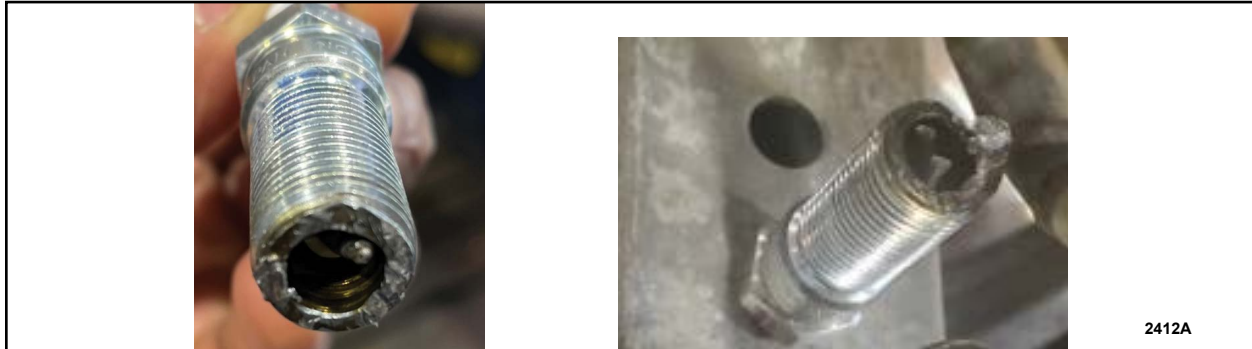
Yes - Proceed to Step 3.  
No - This FSA does not apply.

3. Remove the spark plugs. Follow Workshop Manual (WSM) procedures in Section 303-07.

4. Using a borescope, inspect each engine cylinder for damage related to a cracked or broken engine valve.



**NOTE:** Damage from a broken engine valve may be visible on multiple components including spark plugs, pistons and cylinder heads. See Figure 1 for an example of spark plug damage. Figure 2 shows an example of piston damage. Figure 3 shows an example of cylinder head damage.



**FIGURE 1**



**FIGURE 2**



**FIGURE 3**



5. Is damage from a cracked or broken engine valve visible through the borescope?

Yes - Take borescope photos and proceed to Step 6.

No - Reinstall the spark plugs. Follow the WSM procedures in Section 303-07. This FSA does not apply. Follow normal diagnostic procedures to determine the root cause.

### **PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)**

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

*The SSSC must provide approval prior to performing the repair.*

*6. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.*

*7. 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.*

*8. Upon approval, the SSSC will provide an approval code that must be used for claiming. IF SSSC approval is provided, follow WSM procedures in Section 303-01 for engine replacement.*

**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.

