



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 30, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Customer Satisfaction Program 24N12 - Supplement #2**
Certain 2021 - 2022 Model Year Various Vehicles
Engine Valve Inspection Test

REF: **Customer Satisfaction Program 24N12 - Supplement #1**
Dated: August 25, 2025

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 24S55 - Supplement #2**
Certain 2021 - 2022 Model Year Various Vehicles
Engine Valve Inspection Test

New! REASON FOR THIS SUPPLEMENT

- *Reason For Providing A No-Cost, One-Time Repair: Updated wording and description.*
- *Technical Instructions: Updated wording and description with additional photo.*

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 be in effect through June 30, 2026.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 91,093):

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

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.

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

Dealers must complete the engine valve inspection test for safety recall 24S55 on affected vehicles. This program provides coverage for a long block engine replacement should a customer require it after 24S55 has been completed. Engine replacement is covered if part of the engine valve has broken off and dropped into the cylinder causing engine failure, as described in 24S55.

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.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	No	See Owner Refunds section below, if applicable.
Photo Submission	Yes	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were 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.

ATTACHMENTS

- *Technical Instructions*
- Owner Notification Letters

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

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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Customer Satisfaction Program 24N12 – Supplement #2**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

⊘ - Not a Mobile Service Repair

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.

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.

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.

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- 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.

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 1
 - 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.

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- **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

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Aviator AWD - Replace Long Block This labor operation code closes the FSA.	MT24N12E	Up To 21.2
Aviator RWD - Replace Long Block This labor operation code closes the FSA.	MT24N12F	Up To 20.5
Explorer AWD - Replace Long Block This labor operation code closes the FSA.	MT24N12G	Up To 21.5
Explorer RWD - Replace Long Block This labor operation code closes the FSA.	MT24N12H	Up To 21.2
Edge AWD - Replace Long Block This labor operation code closes the FSA.	MT24N12J	Up To 17.6
Nautilus AWD - Replace Long Block This labor operation code closes the FSA.	MT24N12K	Up To 17.6
Nautilus FWD - Replace Long Block This labor operation code closes the FSA.	MT24N12L	Up To 16.4
Bronco 2.7L - Replace Long Block This labor operation code closes the FSA.	MT24N12M	Up To 15.1
Bronco 3.0L - Replace Long Block This labor operation code closes the FSA.	MT24N12N	Up To 15.8
F-150 4x4 - Replace Long Block This labor operation code closes the FSA.	MT24N12P	Up To 16.3
F-150 4x2 - Replace Long Block This labor operation code closes the FSA.	MT24N12Q	Up To 15.8

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SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
All Vehicles- Borescope the engine to inspect for broken valve damage. This labor operation can only be claimed with SSSC approved long block replacement.	MT24N12R	Up to 2.0
Time allowed to submit SSSC contact with borescope images showing evidence of cylinder damage from a broken valve.	24N12ZZ	0.2
Lincoln Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers AND vehicles <u>outside</u> of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles. 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.	24N12LL	0.5
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 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.	24N12PP	0.5

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.

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PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all quSestions on parts.

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 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 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 4 shows an example of the exact failure. Only this type of valve failure is covered by this FSA.*

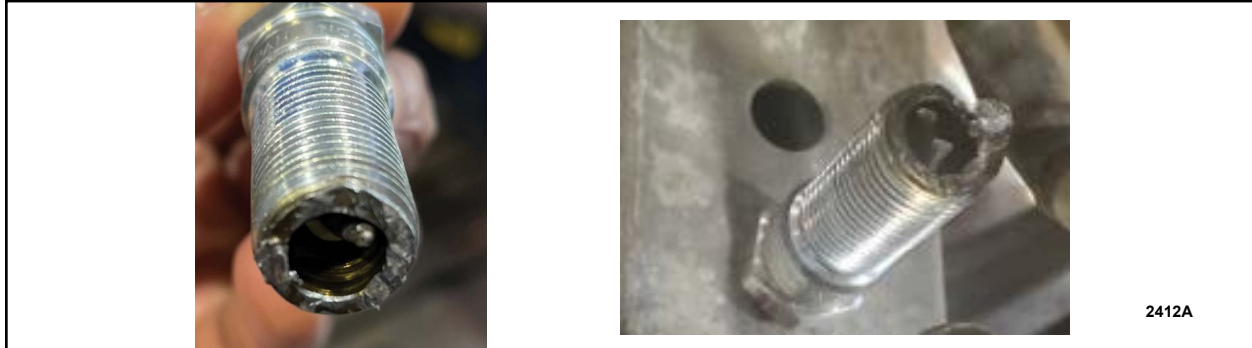


FIGURE 1



FIGURE 2





FIGURE 3



FIGURE 4

5. Is damage from a 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.

