



Stacy L. Balzer
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 17, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 24N05**
Certain 2021-2023 Model Year Mach-E Vehicles
Paint Sealant Issues - Door Hems Inspection - Repair

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the door bottom hem and vertical door hem surfaces for 10 years of service or 100,000 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 November 30, 2024.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021-2023	Cuautitlan	May 27, 2020 through June 10, 2023

US population of affected vehicles: 46,543. Affected vehicles are identified in OASIS.

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

Some of the affected vehicles may exhibit paint sealant issues on the bottom door hem and vertical door hem surfaces which could lead to corrosion. This issue affects the appearance of the vehicle door hems and does not affect its structural integrity.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to clean all door bottom hems and potential vertical hem surfaces and take pictures of all four doors. Then Dealers will inspect, and repair complete door bottom hems and potential vertical hem surfaces of all four doors as needed. 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 Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 20, 2024. Dealers should repair any affected vehicles that experience paint sealant issues on the door bottom hem and vertical door hem surfaces, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- 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.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

Customer Satisfaction Program 24N05

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on May 17, 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

- 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 **November 30, 2024**.
- 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 paint sealant issues on the door bottom hem and vertical door hem surfaces.

RENTAL VEHICLES

Dealers are pre-approved for up to one day for a comparable rental vehicle. Follow Extended Service Plan (ESP) 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 one rental day(s) is required from the SSSC via the SSSC Web Contact Site.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

Customer Satisfaction Program 24N05**REPAIR PHOTO SUBMISSION**

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

- The SSSC must provide verbal approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review.

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 – 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.

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 April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details. For Sublet Repairs use Tech ID **SUBLETFSA**
- **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 24N05 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: 24N05
 - Customer Concern Code (CCC): F11 – Body Rust/Corrosion
 - Condition Code (CC): D7 - Corrosion
 - Causal Part Number: 7020124, Quantity 0
 - For Sublet Repairs use Tech ID **SUBLETFSA**
 - 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.

Customer Satisfaction Program 24N05

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 24N05 - 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.
- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Provision for Locally Obtained Supplies:** Includes paint and paint supplies similar to what is listed below. Submit on the same line as the repair.
 - Painters tape and paper to cover doors
 - Degreaser/cleaner
 - Sandpaper
 - Bonderite wipes
 - Epoxy primer – stop rust
 - Seam sealer
 - Paint
 - Clear coat
 - Program Code: 24N05
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00
- **Sublet Repairs:** This program may be sublet to a body/paint shop if required. Sublet documentation must be retained. Submit on the same line as the repair.
 - **This sublet allowance may only be claimed by the dealership's which do NOT have an in house body shop.**
 - Program Code: 24N05
 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$500.00

Customer Satisfaction Program 24N05

LABOR ALLOWANCES

Description – For Sublet Repairs use Tech ID <u>SUBLETFS</u> A	Labor Operation	Labor Time
Pass Inspection, no paint sealant issues found: <ul style="list-style-type: none"> • includes time to clean all doors • take photos of all doors and submit to SSSC • interim labor operation and will not close recall • cannot be claimed with 24N05A, 24N05B, 24N05C, 24N05D, 24N05E, 24N05F 	24N05AA	0.4 Hours
Fails Inspection, paint sealant issues found: <ul style="list-style-type: none"> • includes time to clean all doors • take photos of all doors and submit to SSSC • cannot be claimed with 24N05AA • can only be claimed with 24N05B, 24N05PP and up to two of the following codes: (24N05C, 24N05D, 24N05E, 24N05F) 	24N05A	0.4 Hours
Repair bottom door seam on all four doors <ul style="list-style-type: none"> • not necessary to remove doors • cannot be claimed with 24N05AA • can only be claimed with 24N05A, 24N05PP and up to two of the following codes (24N05C, 24N05D, 24N05E, 24N05F) 	24N05B	2.9 Hours
✓ Additional time to repair both vertical surfaces, <ul style="list-style-type: none"> • one front door • (Includes time to remove/install door and adjust) 	24N05C	1.6 Hours
✓ Additional time to repair both vertical surfaces, <ul style="list-style-type: none"> • two front doors • (Includes time to remove/install door and adjust) 	24N05D	3.1 Hours
✓ Additional time to repair both vertical surfaces, <ul style="list-style-type: none"> • one rear door • (Includes time to remove/install door and adjust) 	24N05E	1.8 Hours
✓ Additional time to repair both vertical surfaces, <ul style="list-style-type: none"> • two rear doors • (Includes time to remove/install door and adjust) 	24N05F	3.6 Hours
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.	24N05PP	0.5 Hours

Customer Satisfaction Program 24N05

PARTS REQUIREMENTS / ORDERING INFORMATION

Obtain the parts below locally:

Paint and Paint Supplies for Automotive Body Shop Repairs:	Quantity Needed
Tape – Painters/Body Shop Tape	As Required - Claim as Misc. Other
Degreaser/cleaner suitable for automotive	As Required - Claim as Misc. Other
Sandpaper	As Required - Claim as Misc. Other
Bonderite Wipes M-NT 1455-W	As Required - Claim as Misc. Other
Epoxy Primer to stop rust	As Required - Claim as Misc. Other
Seam Sealer	As Required - Claim as Misc. Other
Paint – Ford OEM Paint to match	As Required - Claim as Misc. Other
Clear Coat	As Required - Claim as Misc. Other

Customer Satisfaction Program 24N05

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.

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.