



CUSTOMER SATISFACTION PROGRAM

Ford Motor Company of Canada, Limited

The Canadian Road
Oakville, Ontario L6K 0C8

ACTION REQUIRED

September 17, 2024

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal Service Manager Sales Manager
Parts Manager Warranty Administrator

SUBJECT: Customer Satisfaction Program 24P23:

Certain 2024 Model Year Bronco Sport and 2024-2025 Escape, and Corsair
Vehicles with Saddle Fuel Tanks - Fuel Tank Replacement

REF: **SSM 52771** - 2024 Bronco Sport/Escape/Corsair - "Fuel Level Low" Warning
Dated: August 2, 2024

OASIS : Yes

VIN LISTING: No

PARTS ORDERING: Yes

PROGRAM TERMS

This program will be in effect through September 30, 2027, or a maximum of 60,000 kilometres, whichever occurs first. If a vehicle already has accumulated more than 60,000 kilometres, this coverage will be in effect through December 31, 2024.

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|--------------|------------|----------------|------------------------------------|
| Bronco Sport | 2024 | Hermosillo | May 10, 2024 through June 07, 2024 |
| Corsair | 2024-2025 | Louisville | May 15, 2024 through June 13, 2024 |
| Escape | | | May 7, 2024 through June 6, 2024 |

NOTE: The 2025 Model Year vehicles include only Ford owned pre-production vehicles.

Canada population of affected vehicles: 2,738. Affected vehicles are identified in OASIS.

Note: Some vehicles may have been repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair.

REASON FOR THIS PROGRAM

On some of the affected vehicles, an intermittent open circuit at an electrical connection integrated into the fuel tank may result in an inaccurate fuel level measurement.

With this condition, customers may experience the following symptoms:

- Malfunction indicator light (MIL) illuminated
- The fuel gauge and Distance To Empty (DTE) will decrease more rapidly than normal.
- "Low Fuel Level" will also be displayed in the instrument panel when DTE incorrectly falls below 80 kilometres.
- The intermittent nature of the fuel sender connector may cause random occurrences of the issue.
- If the fault remains active during the key-on cycle, the fuel gauge will immediately show empty and DTE will show DTE of zero kilometres.

SERVICE ACTION

Customer satisfaction P-type programs are to be performed on affected vehicles already undergoing other service work.

- If the fuel tank has been replaced under warranty previously: No repair needed.
 - Check OASIS warranty history to see if a fuel tank replacement has been performed or if SSM 52771 has been performed.
- If the fuel tank has **NOT** been replaced under warranty previously: Dealers are to replace the fuel tank assembly and transfer components, including the fuel pump, following the Technical Instructions. This service must be performed on all affected vehicles at no charge to the vehicle owner.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact ROTUNDA to place an order to purchase.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

- Administrative Information
- Labour Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Centre (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.

Dealer Warranty Support E-Mail.....FOCWTY@ford.com (For Dealer claiming questions)
Customer Relationship Centre.....1-800-565-3673 (For 24P23 Owner concerns)

Yours very truly,



Shannon White
National Service Operations Manager
FORD MOTOR COMPANY OF CANADA, Limited

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OASIS

OASIS will be activated on September 17, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable warranty coverage period per the program terms.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Please refer to Warranty Bulletin WTY- 2022-7N dated March 1, 2022, for rental dollar amount guidelines. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement.

ADDITIONAL LABOUR 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 7 – Related Mechanical Failure and Access Time.
- For vehicles within basic 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 60,000 kilometres
 - Lincoln vehicles – 4 years or 80,000 kilometres
- For vehicles outside the vehicle basic warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- Additional related damage parts are subject to selection for return to the Ford Warranty Parts Evaluation Centre (WPEC).

CLAIMS PREPARATION AND SUBMISSION

- **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: **24P23**
 - Customer Concern Code (CCC): **L69** – Fuel Gauge Troubles
 - Condition Code (CC): **X2** – Connection Poor/Not Made
 - Causal Part Number: **9002** – Fuel Tank, Quantity **0**

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CLAIMS PREPARATION AND SUBMISSION (continued)

- 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 labour 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, refer to Warranty Bulletin WTY- 2022-7N dated March 1, 2022, for rental dollar amount guidelines. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.