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February 7, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 23P22

Certain 2024 Model Year Ranger with Ford Licensed Accessory Bed Cap Added
Load Box Reinforcement Bracket Kit Installation

PROGRAM TERMS

This program will be in effect through July 31, 2025, for vehicles within the new bumper-to-bumper warranty coverage period.

FSA VIN Lists are expected to be available on February 7, 2024.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2024	Michigan	January 4,2024 through July 15,2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Vehicles will be added to this program as they are produced. Monitor OASIS and VIN Lists for added vehicles.

REASON FOR THIS PROGRAM

For customers who have purchased a Ford Licensed Accessory Bed Cap (VR1WZ-99501A42-AA/AB/AC/AD/AE/AF/AG/AJ/W/C) through their Ford dealership, Ford recommends the installation of a load box reinforcement bracket kit to improve the structural performance of the bed when used in extreme off-road conditions. This program covers the installation cost of **ONLY** the load box reinforcement bracket kit, and a \$169 customer refund to offset the cost of the kit itself.

SERVICE ACTION

Before delivering any new in-stock vehicles equipped with a Ford Licensed Accessory Bed Cap (VR1WZ-99501A42-AA/AB/AC/AD/AE/AF/AG/AJ/W/C), or installing the bed cap on sold vehicles involved in this program, where the customer has purchased a Ford Licensed Accessory Bed Cap (VR1WZ-99501A42-AA/AB/AC/AD/AE/AF/AG/AJ/W/C), dealers are to install the load box reinforcement bracket kit and provide the customer with a \$169 refund. **Use the FSA Refund process in the Claims Preparation and Submission section.** This service must be performed on all applicable vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

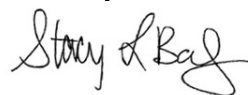
ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Information

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, appearing to read "Stacy L. Balzer". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Stacy L. Balzer

Customer Satisfaction Program 23P22

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 February 7, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 7, 2024. Additional VINs will be added as vehicles are produced.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS and that have purchased the Ford Licensed Accessory Bed Cap, which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory that are equipped with a Ford Licensed Accessory Bed Cap before delivery.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

Refunds of \$169 will only be provided to customers that have purchased a Ford Licensed Accessory Bed Cap (VR1WZ-99501A42-AA/AB/AC/AD/AE/AF/AG/AJ/W/C) and have the load box reinforcement bracket kit installed.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Customer Satisfaction Program 23P22**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence of repair completion for this FSA. For claim reimbursement please submit photos that clearly show the vehicle VIN, load box reinforcement bracket kit installed, and Ford Licensed Accessory Bed Cap installed.

- Photos can be attached using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at:
<https://m.fordtechservice.dealerconnection.com/>.

Note: If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile before accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in EFC08860.

Note: Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:

<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>;

- After completing the report entry form you can upload a maximum of 5 attachments at once.
 - If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, before submitting the report.
 - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

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.

Customer Satisfaction Program 23P22

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: 23P22
 - Customer Concern Code (CCC): B19 - Other body panel troubles
 - Condition Code (CC): 42 – Does not operate properly
 - Causal Part Number: 2600038, 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23P22
 - 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.

Customer Satisfaction Program 23P22

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install load box reinforcement bracket kit	23P22B	1.6 Hours
Time allowed to submit photos.	23P22ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to be ordered to complete this repair. The load box reinforcement bracket kit will come packaged with the Ford Licensed Accessory Bed Cap.

For damage or missing parts issues regarding the Ford Licensed Accessory Bed Cap or load box reinforcement bracket kit, please refer to the contact information listed in the installation instructions included with the kits.

CERTAIN 2024 MODEL YEAR RANGER WITH FORD LICENSED ACCESSORY BED CAP ADDED — LOAD BOX REINFORCEMENT BRACKET KIT INSTALLATION

SERVICE PROCEDURE

1. Install the load box reinforcement brackets following the instructions included in the kit.
2. Submit pictures of the vehicle VIN, load box reinforcement brackets installed, and bed cap installed using the Mobile PTS "Report a Vehicle Concern" :<https://m.fordtechservice.dealerconnection.com/>.

IMPORTANT NOTE: For damage or missing parts issues regarding the Ford Authorized Accessory Bed Cap or load box reinforcement bracket kit, please refer to the contact information listed in the installation instructions included with the kits.

