CERTAIN 2021-2024 MODEL YEAR BRONCO VEHICLES — REAR SHOCK ABSORBER EXTERNAL RESERVOIR CORROSION

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.

1. With the vehicle in NEUTRAL, position it on a hoist. Follow the Workshop Manual (WSM) procedures in Section 100-02.

2. On both sides, inspect the rear shock to reservoir attachment flange. Slightly rotate the rubber stone shield to gain visual access to the flange. See Figure 1. Is the vehicle equipped with the long flanged reservoir? See Figure 2.

   Yes - Continue to the next step.
   No - This FSA does not apply. Lower the vehicle. This completes the FSA.

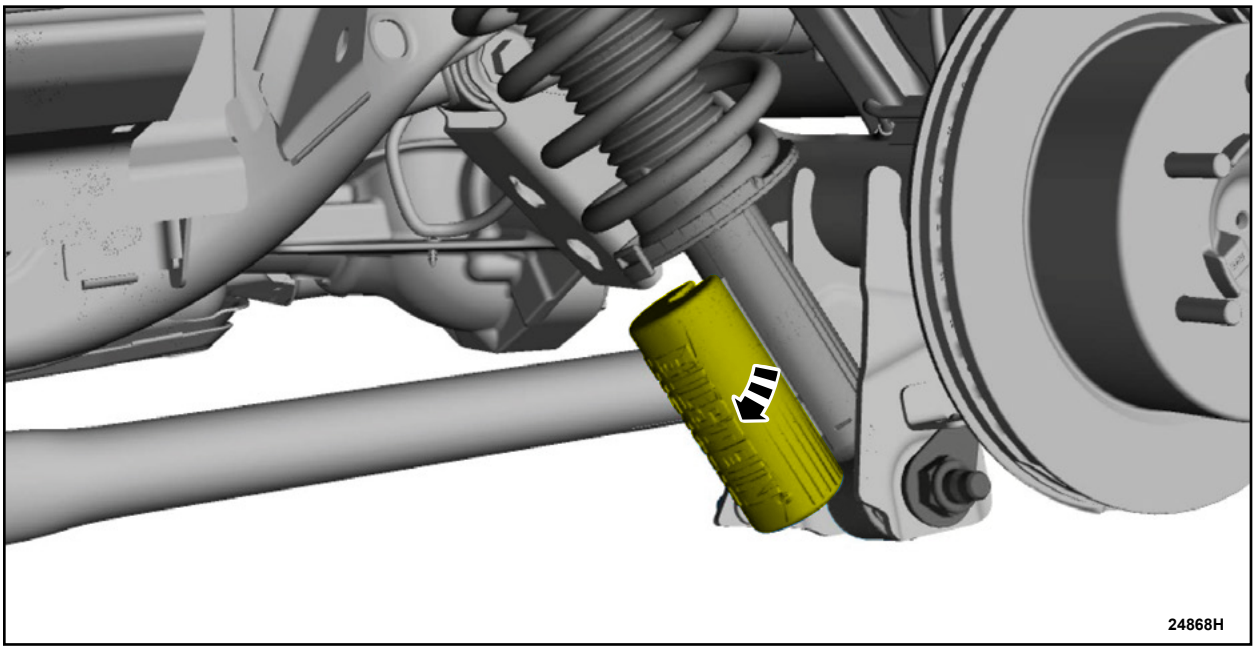

FIGURE 1

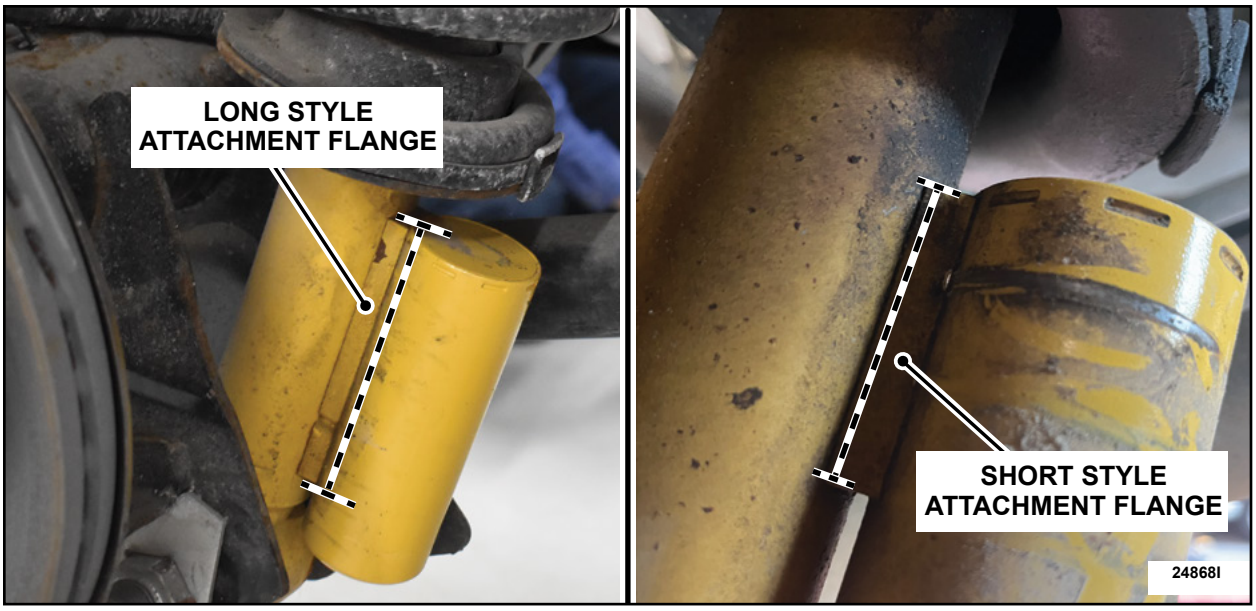

FIGURE 2

3. Remove both rear tires. Follow the WSM procedures in Section 204-04.

4. On both sides, remove and discard the rear shock absorber stone shields. See Figure 3.

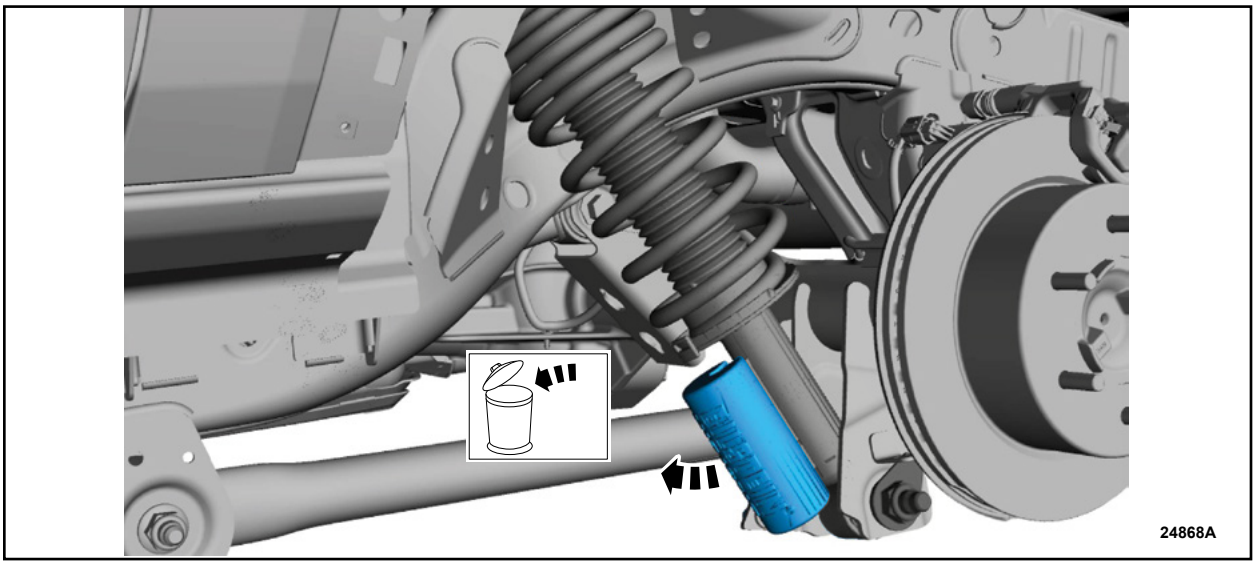

FIGURE 3

5. On both sides, inspect the rear shock and the shock to reservoir attachment flange areas for cracks, broken welds and/or leaks. See Figures 4 and 5.

    • Were any cracks, broken welds and/or leaks found on either shock?

    Yes - Submit photos of the failed rear shock(s) to the Special Service Support Center (SSSC), refer to the Photo Request Submission on Pages 8 and 9. Wait for the SSSC approval to begin any repairs. Then, replace both rear shock absorbers. Follow the WSM procedures in Section 204-04. This completes the FSA.
    No - Proceed to the next step.

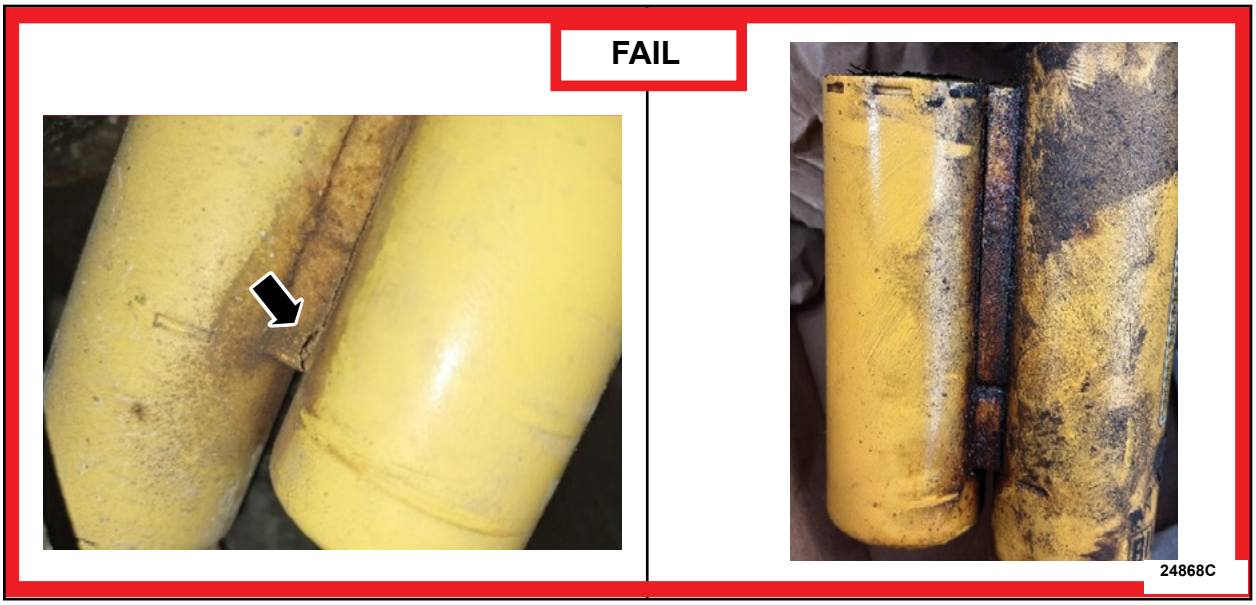

FIGURE 4

FIGURE 5

6. On both sides, use isopropyl or acetone to clean and fully dry the entire flange areas shown in Figure 6.

NOTE: All surfaces must be clean and dry. Use compressed air to remove dust, dirt, and loose particles from the surface. Degrease and wash off any contaminants that could impair adhesion.

NOTE: Suitable solvents include isopropyl alcohol or acetone. The surface should be free of wax, residual dirt, and debris once cleaned. An unclean surface will compromise the adhesion of the sealant to the shock. Do Not grind rust from the shock or flange areas.

NOTE: Rear shock removed for clarity.

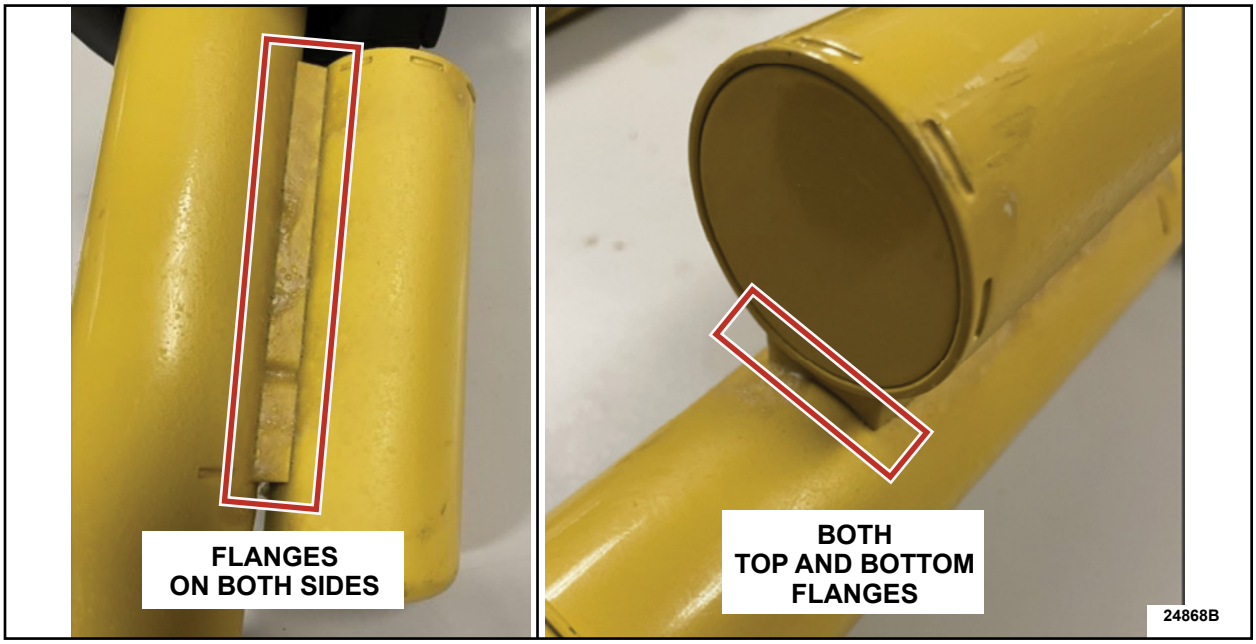

FIGURE 6

7. Using the provided Motorcraft® TA-357 High Performance Engine RTV Silicone, cut the sealant tube at a 45 degree angle for a quarter inch bead. Then, on both sides, apply a bead of sealant to the flange areas of the reservoir to shock body as shown in Figure 7. Continue applying the bead of sealant along both edges of the flange and until all flanges (top, bottom and both sides) around the reservoir are covered.

FIGURE 7

8. On both sides, use a smooth, rounded edged tool, such as a plastic trim tool or popsicle stick to smooth sealant along the edges. Make sure the sealant fully encapsulates the shock to reservoir flanges. See Figure 8.

NOTE: On all sides, make sure the interface between the flange and the reservoir is fully sealed. Make sure the interface between flange and damper main body is fully sealed.

NOTE: Rear shock removed for clarity.

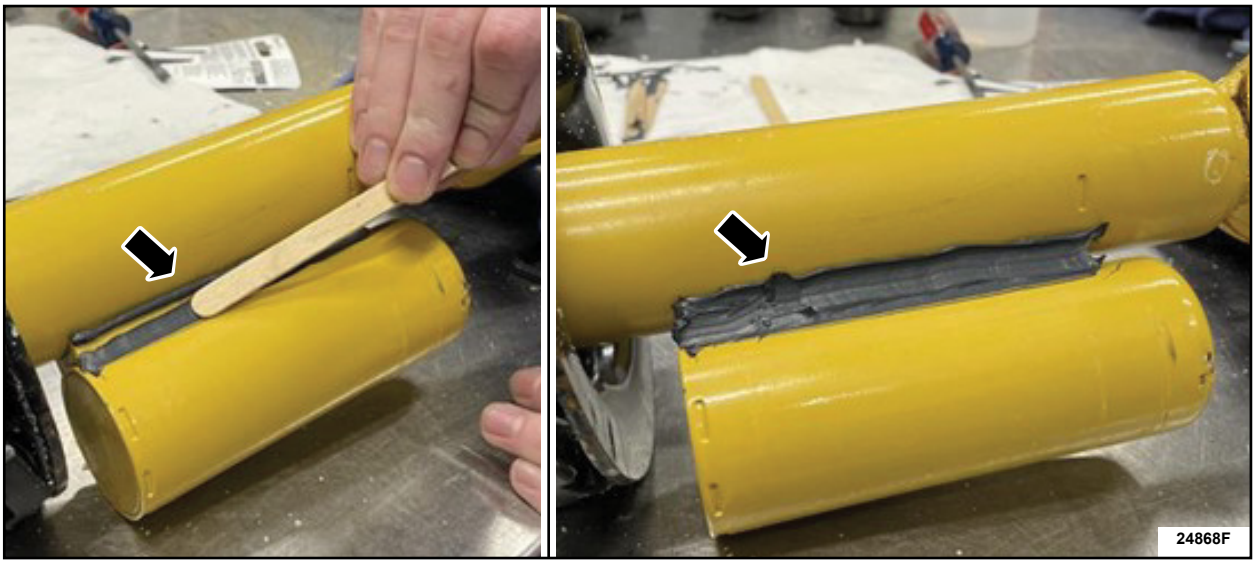

FIGURE 8

9. On both sides, position the *new* shock absorber reservoir retention clamp/shield around the shock and reservoir as shown in Figure 9. Make sure of the correct orientation by using the UP arrow on the shield and the attachment holes are facing the rear of the vehicle.

FIGURE 9

10. On both sides, using the bolts and nuts in the service kit, secure the shock absorber reservoir retention clamp/shield as shown in Figure 10.

    • Torque to: 7 lb.ft (10 Nm).

NOTE: It may be necessary to use a torque wrench adapter when torquing the bolts. Refer to the Torque Wrench Adapter Formulas under Quick Links in the Workshop Manual for your style of adapter.

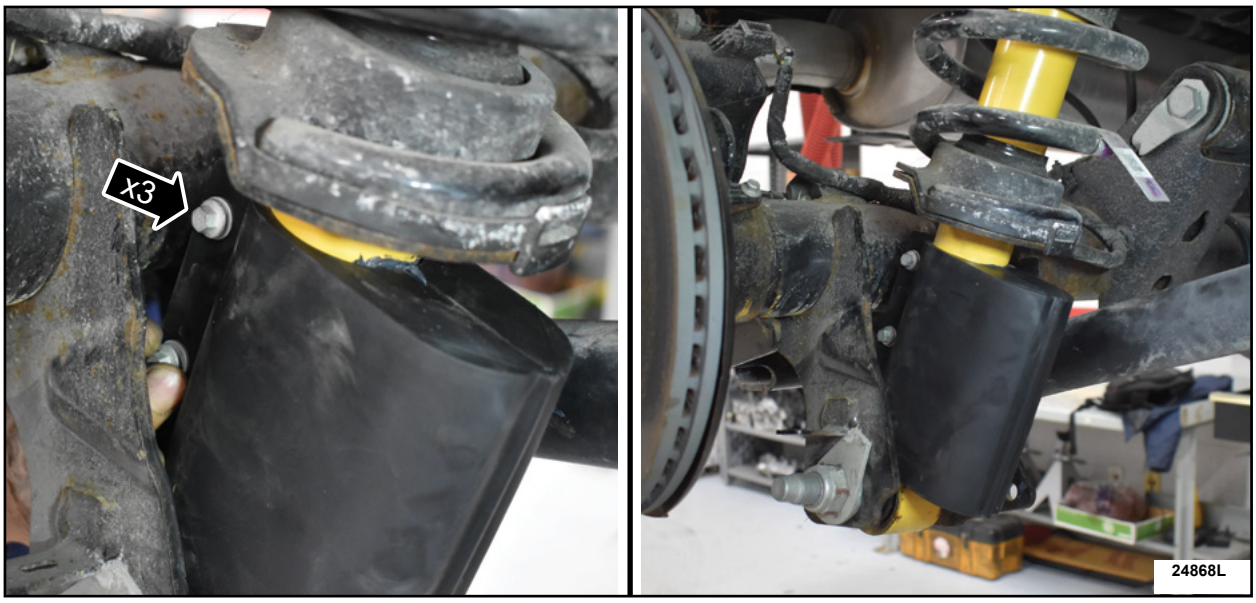

FIGURE 10

11. On both sides, clean off any excess sealant that may be exposed from installing the shock absorber external reservoir retention clamp/shield. See Figure 11.

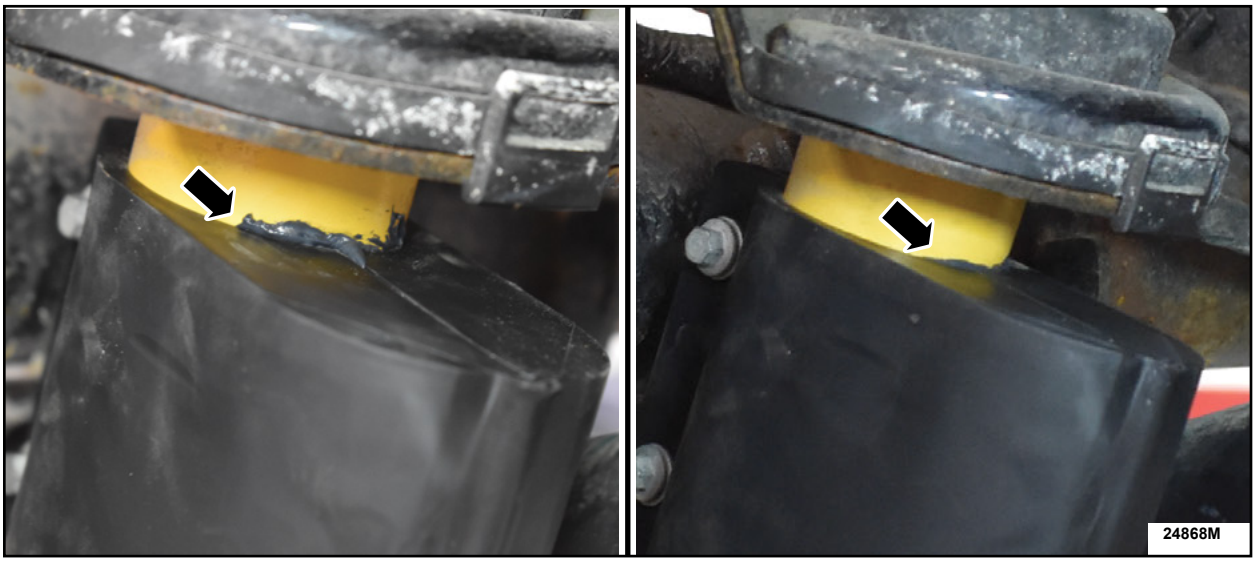

FIGURE 11

12. Install both rear tires. Follow the WSM procedures in Section 204-04. This completes the FSA.

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.

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.

1. Contact the SSSC and upload the necessary photos or copy of documentation(s) as an attachment for review.

    • A photo of the VIN tag.
    • A photo of the Repair Order (RO).
    • A photo of the failed rear shock absorber(s). See Page 9.

2. 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.

3. Upon approval, the SSSC will provide an approval code that must be used for claiming.

Photo Requirement Examples

Acceptable Photos: Clearly shows the area of damage or failure.

FIGURE 12

Unacceptable Photos: Is not clear or does not show the area of damage or failure.

FIGURE 13