



# Field Service Action 21P14

To: All Ford Dealerships

December 23, 2021

Attention: Ford Dealer Principal  
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers  
Ford Dealer Stock Controllers & Campaign Coordinators

## DEALER NOTIFIED SERVICE PROGRAM

**SUBJECT: RELEASE OF SERVICE PROGRAM 21P14**  
**- RANGER POWER ROLLER SHUTTER – SILICON AEROSOL CAN**

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

### Introduction

Some affected vehicles may experience difficulties when opening or closing the Power Roller Shutter.

Dealers are to hand over a Silicon Aerosol Can along with the Power Roller Shutter Maintenance Card to the vehicle owner and explain how to spray the lubricant using the Silicon Aerosol Can on the Power Roller Shutter Tracks.

During the handover, please advise the vehicle owner to preferably have the Power Roller Shutter Maintenance Card placed along with the Owner's Manual for future reference.

This service must be performed at no charge to the vehicle owner.

### Xtime FSA/ Recall Integration

For Dealers who have registered for and completed FSA/Recall operation code integration setup with Xtime, please firstly create the corresponding operation code in your DMS using your preferred choice of prefix and the new field service action number of 21P14, eg: 99FOFSA21P14. The operation code that you create in your DMS can allow for labour time and/or parts required to complete this FSA. Please contact Xtime support on 03 8585 3000 if you are unsure of the operation code format prior to the creation.

### Vehicles Affected

Certain 2020 to 2021 Model Year Ranger vehicles produced between 18<sup>th</sup> Oct 2019 and 15<sup>th</sup> Dec 2021. A total of 24,725 vehicles are affected in Australia.

**NOTE:** Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service-related purposes. **All** vehicles should be checked on SERVIS2 for Field Service Action eligibility and **any** outstanding Field Service Actions completed **prior** to vehicle departure in accordance with the Warranty & Policy Manual, Section E 3.4 and I 3.

**NOTE:** All Dealers can obtain a copy of the Campaign via the FMC Dealer or PTS websites.

**NOTE:** Dealers can obtain a list of eligible vehicles from the PTS Website [www.proservicetech.com](http://www.proservicetech.com) by selecting Quick Links and then FSA VINS.



# Field Service Action 21P14

## Service Procedure

Refer to the attached procedure.

## Parts Requirement

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
MIWZ-19G208-A	CRC-808 Silicon Aerosol Can	1
	Power Roller Shutter Maintenance Card ( <b>Dealer to Print</b> )	1

## Claim Instructions

Claim Type 41, Causal Part No. 21P14 , Condition Code 79.

<u>Description</u>	<u>PDR No.</u>	<u>Labour Time</u>
Hand over Silicone Lubricant Spray Can and Print Power Roller Shutter Maintenance Card for the Customer	FSA21P141	0.1 Hours

## Displaced Parts

Not Applicable.

## Completion Date

It is estimated that this campaign will be completed by December 31, 2022. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

## TIM NETHERCOTE

Service Engineering Manager

FCSD

(☎ +61 3 8301 2903)

Enquiries to Anna Wu

Email: [awu6@ford.com](mailto:awu6@ford.com)



# Field Service Action 21P14

## RELEASE OF SERVICE PROGRAM 21P14 - RANGER POWER ROLLER SHUTTER – SILICON AEROSOL CAN

### RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

#### OVERVIEW

Some affected vehicles may experience difficulties when opening or closing the Power Roller Shutter.

Dealers are to hand over a Silicon Aerosol Can along with the Power Roller Shutter Maintenance Card to the vehicle owner and explain how to spray the lubricant using the Silicon Aerosol Can on the Power Roller Shutter Tracks.

During the handover, please advise the vehicle owner to preferably have the Power Roller Shutter Maintenance Card placed along with the Owner's Manual for future reference.

#### SERVICE PROCEDURE

1. Print attached Power Roller Shutter Maintenance Card.
2. Hand over a Silicon Aerosol Can along with the printed Power Roller Shutter Maintenance Card to the vehicle owner and explain how to spray the lubricant using the Silicon Aerosol Can on the Power Roller Shutter Tracks.
3. Advise the vehicle owner to preferably have the Power Roller Shutter Maintenance Card placed along with the Owner's Manual for future reference.

[END]

Please print this Power Roller Shutter Maintenance Card and advise Customer to place it along with the Owner's Manual for future reference

## Power Roller Shutter Maintenance

Under certain environmental conditions and extended use the Power Roller Shutter requires basic maintenance.

If under normal operation the Power Roller Shutter slows, becomes noisy or incorrectly bounces back during travel, follow the outlined maintenance recommendations. Regular maintenance will improve the smooth and correct operation of your Power Roller Shutter.

On a regular basis clean the seals, profiles and side rails using a mild soap and water solution.

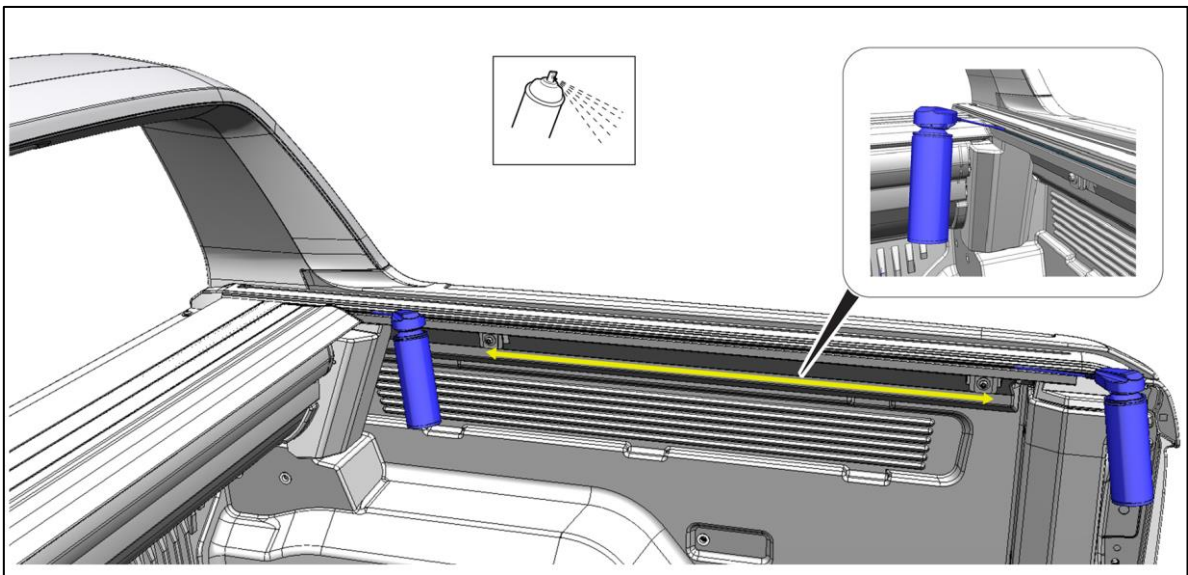
The following are the steps in performing the maintenance of the Power Roller Shutter

- Ensure the roller shutter is clean and dry prior to application of the Silicon Spray lubricant.
- Lubricate the seals and side profiles regularly with Silicone Spray.

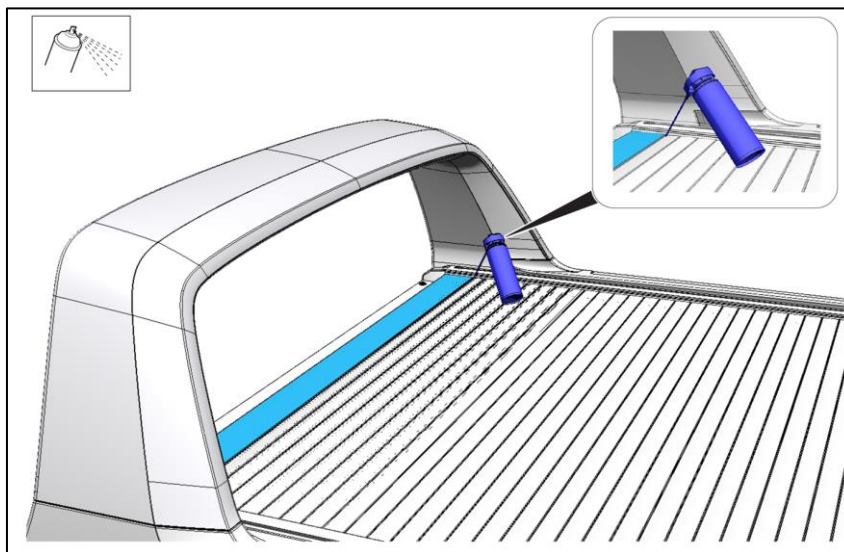
Step 1: Retract / Open the Powered Roller Shutter cover

Step 2: Using Silicon spray apply inside of the Left-hand Sidetrack (4 Seconds per track)

Step 3: Repeat Step 2 for the Right-Hand Sidetrack (4 Seconds per track)



- Lubricate the Power Roller Shutter canister end panels (left-side and right-side) regularly with Silicone Spray (4 seconds each) using angled directed into the corners between the top cover and main curtain profiles.



- Help the lubricant spread throughout the system by cycling the roller shutter open and closed a few times using the Key FOB or by holding the button in the load box (using Ice Breaker Mode as required).

[END]