



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

October 2024

Emission Recall 24E04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be equipped with an improperly functioning emissions-related on-board diagnostics (OBD) system.

- What is the issue?

On your vehicle, the OBD monitoring system for the catalytic converter may not be operating as intended.
- What is the effect?

The Malfunction Indicator Light (MIL) may illuminate on the instrument panel even though a catalytic converter repair may not be necessary.
- What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module (PCM) and, if required at the time the PCM is reprogrammed for this recall, to replace one or both catalytic converters free of charge (parts and labor).

You are eligible for this free service even if you previously used non-Ford parts to service your vehicle or had your vehicle serviced at a non-Ford dealer.

Note: Your dealer may need to drive your vehicle to complete this repair.
- How long will it take?

The time needed to reprogram the PCM and determine if one or both of the catalytic converters need to be replaced is less than one-half day. If your dealer determines that one or both catalytic converters need to be replaced, parts may need to be ordered and the time needed to complete the repair then becomes one-full day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

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VEHICLE SALE NOTIFICATION FOR 24E04

If you no longer own this vehicle and do not know the current owner, no further action is required.

☐ I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567

TEST OWNER NAME

12345 TEST STREET

TEST CITY, XX 12345



What should you do?	Please call your dealer without delay to request a service appointment for Emission Recall 24E04. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter. Ford <u>has not</u> issued instructions to stop driving your vehicle under this emission recall. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
Mobile Service	Ford Mobile Service is offered by participating dealers, contact your dealer for details. Note: Please let your dealer know if you currently have or recently had the MIL illuminated as it may impact the feasibility of the Mobile Service.
Pick-Up and Delivery	Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
Do you need a rental vehicle?	Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs if your vehicle requires one or both catalytic converters to be replaced. Please see your dealer for guidelines and limitations.
What if you no longer own this vehicle?	Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle. You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.
What happens if you do not have this service performed?	It is possible that: • Your vehicle may not pass emission or smog tests that may be required in your area. • Your State Department of Motor Vehicles may not renew your vehicle registration. • Your emissions warranty may be reduced.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

California and Massachusetts Registration Requirements

The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emission recall repair, you will receive a Vehicle Emission Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.

To ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as a lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 24, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DELIVERY HOLD - Emission Recall 24E04

Certain 2022-2023 Model Year F-150 Hybrid Electric Vehicles (HEV) Equipped with a 3.5L PowerBoost Engine
Powertrain Control Module (PCM) Reprogramming and Catalytic Converter Replacement if Required

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 HEV	2022-2023	Dearborn	September 15, 2021 through November 16, 2023

US population of affected vehicles: 90,892. Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: The following Technical Service Bulletin (TSB) includes the same PCM reprogramming as contained in this FSA:

- TSB 24-2124

Therefore, vehicles that were repaired and had the PCM reprogrammed with the latest software under the TSB listed above, will have 24E04 closed automatically.

REASON FOR THIS EMISSION RECALL

The affected vehicles have an on-board diagnostics (OBD) system that may falsely set the catalytic converter Diagnostic Trouble Codes (DTC) P0420 – Catalyst System Efficiency Below Threshold (Bank 1) and/or P0430 – Catalyst System Efficiency Below Threshold (Bank 2), causing the Malfunction Indicator Light (MIL) to illuminate even though a repair may be unnecessary.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this recall, dealers are to reprogram the PCM and, if required, replace one or both catalytic converters if the efficiency of the catalytic converter is below the catalyst converter efficiency thresholds of the new OBD calibration. 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.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

SERVICE ACTION (CONTINUED)

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs (rentals may be authorized – see Rental Vehicles).
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tool needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase. This tool is also commercially available.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed by October 25, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Labor Operation Flow Chart Job Aid
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

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.

Customer Service Division

Emission Recall 24E04**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Vehicles that do not have a current Malfunction Indicator Light (MIL) or have not recently had a MIL have the following assessment level:
 - Mobile Reprogramming
- Vehicles that have a current Malfunction Indicator Light (MIL) or recently had a MIL have the following assessment level:
 - Not a Mobile Service Repair

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR RECOMMENDATIONS

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: N/A

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on September 24, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by September 24, 2024. Owner names and addresses will be available by November 8, 2024.

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 recall 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 recall.

Emission Recall 24E04

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this emission recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a rental vehicle if one or both catalytic converters need to be replaced. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

FORD 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.

Emission Recall 24E04

FORD PICK-UP & DELIVERY (CONTINUED)

- 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.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

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 FSAs / 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 August 31, 2024. FSA repairs will reject, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (24E04) is the subcode.
 - 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.

- **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.

Emission Recall 24E04

CLAIMS PREPARATION AND SUBMISSION (CONTINUED)

- **Ford 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.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
 - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
 - Dealers NOT participating in the Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 24E04MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Provision for Locally Obtained Supplies:** Includes Motorcraft® Penetrating and Lock Lubricant or equivalent and Motorcraft® High Temperature Nickel Anti-Seize Lubricant or equivalent. Submit on the same line as the repair.
 - Program Code: 24E04
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$5

Labor Allowances and Parts Ordering Information

Page 1 of 4

Emission Recall 24E04

LABOR ALLOWANCES

NOTE: The “Labor Operation Flow Chart Job Aid” Attachment can be used to help ensure proper labor operation(s) are selected when claiming.

Description	Labor Operation	Labor Time
DTC's P0420 and/or P0430 <u>Not Present</u> , PCM <u>Up to Date</u> , No Further Action Required NOTE: Cannot be claimed with MT24E04C, MT24E04D, MT24E04E, 24E04F, 24E04G or 24E04H	24E04B	0.3 Hours
DTC's P0420 and/or P0430 <u>Not Present</u> , PCM <u>Not Up to Date</u> , Reprogram the PCM NOTE: Cannot be claimed with 24E04B, MT24E04D, MT24E04E, 24E04F, 24E04G or 24E04H	MT24E04C	Up to 0.6 Hours
DTC's P0420 and/or P0430 <u>Present</u> , PCM <u>Up to Date</u> , Perform Drive Cycle and Verify Mode 6 Data NOTE: Cannot be claimed with 24E04B, MT24E04C or MT24E04E	MT24E04D	Up to 2.5 Hours
DTC's P0420 and/or P0430 <u>Present</u> , PCM <u>Not Up to Date</u> , Reprogram the PCM, Perform Drive Cycle and Verify Mode 6 Data NOTE: Cannot be claimed with 24E04B, MT24E04C or MT24E04D	MT24E04E	Up to 3.1 Hours
Replace Left Hand Catalytic Converter NOTE: Cannot be claimed with 24E04B or MT24E04C, 24E04G or 24E04H	24E04F	0.8 Hours
Replace Right Hand Catalytic Converter NOTE: Cannot be claimed with 24E04B, MT24E04C, 24E04F or 24E04H	24E04G	3.0 Hours
Replace Both Catalytic Converters NOTE: Cannot be claimed with 24E04B, MT24E04C, 24E04F or 24E04G	24E04H	3.2 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	24E04MM	0.5 Hours

Labor Allowances and Parts Ordering Information

Page 2 of 4

Emission Recall 24E04

LABOR ALLOWANCES (CONTINUED)

Ford 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.	24E04PP	0.5 Hours
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PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NL3Z-5E212-G	Up to 1	If Needed	1	Left Catalytic Converter
NL3Z-5E212-H	Up to 1	If Needed	1	Right Catalytic Converter
W705443-S900	Up to 4	If Needed	4	Catalytic Converter Nuts
PL3Z-5C226-A	Up to 2	If Needed	1	Exhaust Gasket
W520114-S442	Up to 4	If Needed	4	Transmission Support Crossmember Nuts
W714418-S439	Up to 4	If Needed	4	Transmission Support Crossmember Bolts
W709771-S440	Up to 2	If Needed	1	Transmission Mount Nuts
W500120-S439	Up to 4	If Needed	4	Transmission Support Insulator Bolts (RWD Vehicles Only)
W718926-S900	Up to 4	If Needed	4	Transmission Support Insulator Bolts (4WD Vehicles Only)
W714717-S439	Up to 2	If Needed	4	Muffler Inlet Pipe Bolts
ML3Z-6775-K	Up to 1	If Needed	1	Self-Adhesive Heat Shield Material
VC-13-G		As Needed		Motorcraft® Yellow Concentrated Antifreeze/Coolant (All Markets Except Canada)
CVC-13-G		As Needed		Motorcraft® Yellow Concentrated Antifreeze/Coolant (Canada Only)

Emission Recall 24E04

PARTS REQUIREMENTS / ORDERING INFORMATION (CONTINUED)

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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.

Emission Recall 24E04

REPLACED FSA PARTS INSPECTION AND SIGN OFF (CONTINUED)

- 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.

CERTAIN 2022-2023 MODEL YEAR F-150 HYBRID ELECTRIC VEHICLES (HEV) EQUIPPED WITH A 3.5L POWERBOOST ENGINE — POWERTRAIN CONTROL MODULE (PCM) REPROGRAMMING AND CATALYTIC CONVERTER REPLACEMENT IF REQUIRED

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)15332 for more details.

NOTE: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order. This tool is also commercially available.

NOTE: Prior to dispatching the mobile service repair vehicle, verify with the customer if the vehicle currently has or recently had the Malfunction Indicator Light (MIL) illuminated as it impacts the recommended mobile service repair assessment level.

1. Using Ford Diagnostic and Repair System (FDRS), check for the presence of DTC(s) P0420 and/or P0430.

NOTE: If other DTC(s) are present, diagnosis outside of this FSA.

2. Verify if the vehicle's Powertrain Control Module (PCM) software is already up to date using the chart on Page 2.

NOTE: Vehicles that have the latest software level will have one of the following Software Part Numbers (F188) or **higher**.



2022 Model Year Vehicles	2023 Model Year Vehicles
NL3A-14C204-BPK	PL3A-14C204-AAJ
NL3A-14C204-BRK	PL3A-14C204-ABJ
NL3A-14C204-BSK	PL3A-14C204-ACJ
NL3A-14C204-BTK	PL3A-14C204-ADJ
NL3A-14C204-CBK	PL3A-14C204-AEJ
NL3A-14C204-CCK	PL3A-14C204-ATJ
NL3A-14C204-CDK	PL3A-14C204-AUJ
NL3A-14C204-CEK	PL3A-14C204-AYJ
NL3A-14C204-CGK	PL3A-14C204-BBJ
NL3A-14C204-CLK	PL3A-14C204-BJJ
NL3A-14C204-CMK	PL3A-14C204-BKJ
NL3A-14C204-CNK	PL3A-14C204-PJ
NL3A-14C204-CPK	PL3A-14C204-RJ
NL3A-14C204-CRK	PL3A-14C204-UJ
NL3A-14C204-CSK	PL3A-14C204-VJ
NL3A-14C204-CXK	PL3A-14C204-XJ
NL3A-14C204-CYK	
NL3A-14C204-CZK	
NL3A-14C204-DAK	
NL3A-14C204-DBK	
NL3A-14C204-DCK	
NL3A-14C204-DDK	

NOTE: For Mobile repair, if either scenario (c) or (d) below applies, transport the vehicle to the dealership for repair.

3. Which one of the following scenarios applies?

- Specified DTC(s) not present and PCM is up to date - **Mobile Repair** and **Dealer** - Recall Complete.
- Specified DTC(s) not present, PCM not up to date - **Mobile Repair** and **Dealer** - Proceed to Module Programming on Page 4.
- Specified DTC(s) present, PCM up to date - **Dealer ONLY** - Proceed to Step 12.
- Specified DTC(s) present, PCM not up to date - **Dealer ONLY** - Proceed to Step 4.

4. Connect a battery charger to the 12 Volt (V) battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

5. From the list on the LH side of the screen, select the **PCM**.



6. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

NOTE: After the programming of the PCM, the FDRS will automatically prompt you to update the necessary modules based on the vehicles options and calibration levels. Follow the on-screen instructions to complete the update. You may be prompted to update one or more of the following modules.

- Anti-lock Brake System (ABS) Module
- Battery Energy Control Module (BECM)
- Secondary On-Board Diagnostic Control Module C (SOBDMC)

7. Click **RUN**. Follow all on-screen instructions carefully.

NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

8. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

9. Click the **Run Selected Tests** button in the lower right.

10. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

11. Disconnect the battery charger from the 12V battery once the programming has completed.

12. Perform the following sulfur removal cycle.

- a. Warm up the engine to its normal operating temperature.
- b. Identify an appropriate route to allow speeds around 70 mph (113 km/h).
- c. From 30 mph (48 km/h) or slower, accelerate at wide open throttle (WOT) until the vehicle reaches 65 mph (105 km/h).
- d. Place the transmission into manual (M).
- e. Select 4th gear.
- f. For at least 45 minutes, perform periodic, repeated medium (25%-50% throttle) acceleration / closed pedal (foot off throttle) deceleration events driving alternately between 60 mph and 70 mph (97 km/h and 113 km/h).

13. Take the transmission out of manual mode (M). Drive the vehicle normally at 55-65 mph (88-105 km/h) for 15 minutes.

14. Retrieve onboard diagnostics (OBD) mode 6 data from the FDRS and locate the oxygen storage values. Are the oxygen storage values **BELOW** 0.4 in both banks?

YES - This completes this FSA.

NO - Replace the affected catalytic converter(s) that have a value greater than 0.4. Follow the WSM procedures Section 309-00D. This completes this 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.

Module Programming

1. Connect a battery charger to the 12 Volt (V) battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **PCM**.

6. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

NOTE: After the programming of the PCM, the FDRS will automatically prompt you to update the necessary modules based on the vehicles options and calibration levels. Follow the on-screen instructions to complete the update. You may be prompted to update one or more of the following modules.

- Anti-lock Brake System (ABS) Module
- Battery Energy Control Module (BECM)
- Secondary On-Board Diagnostic Control Module C (SOBDMC)

7. Click **RUN**. Follow all on-screen instructions carefully.



8. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
9. Click the **Run Selected Tests** button in the lower right.
10. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
11. Disconnect the battery charger from the 12V battery once the programming has completed. This completes the FSA.

NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

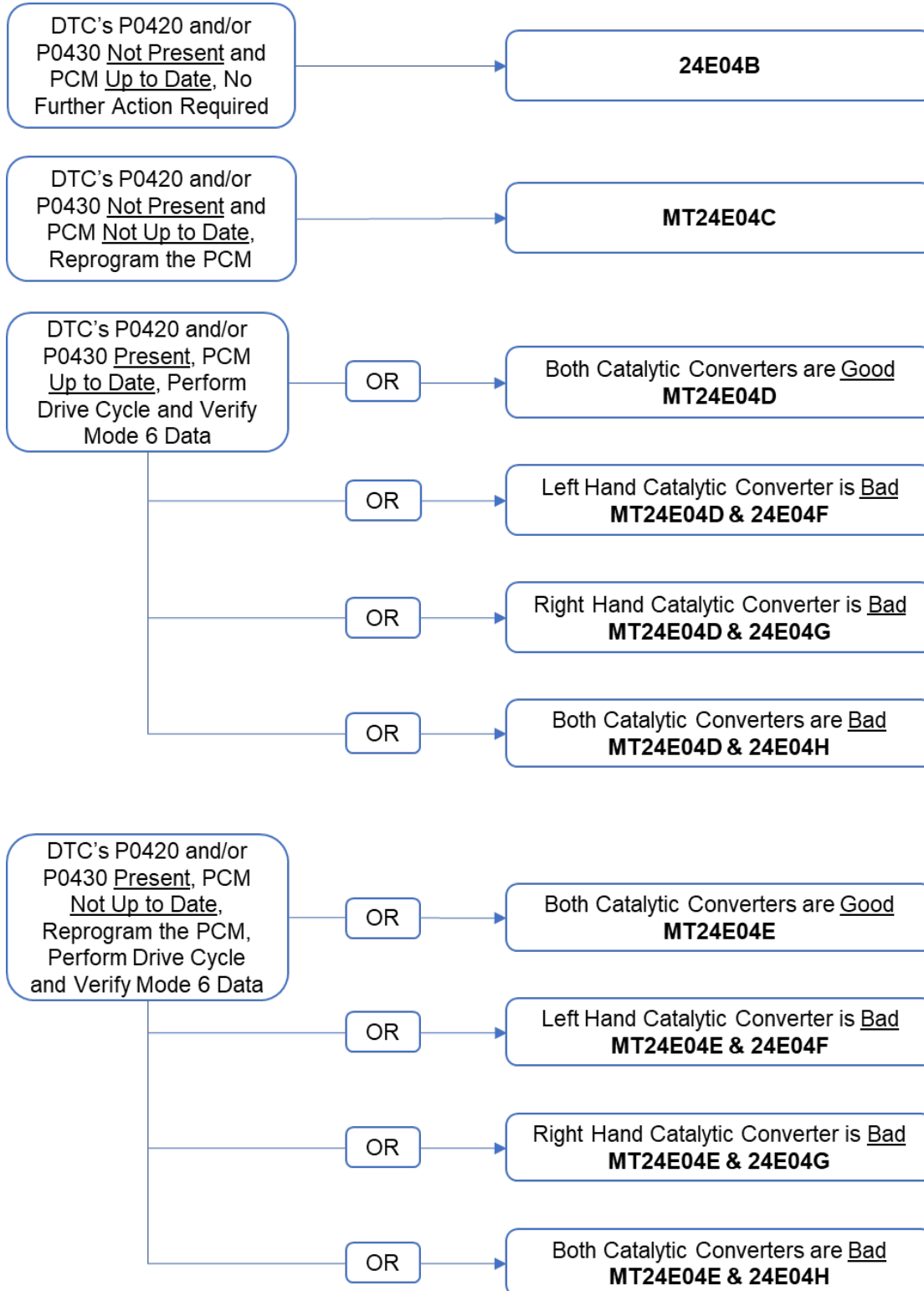
- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



Emission Recall 24E04



Emissions Recall 24E04

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- ☐ Mobile Repair
☐ Pick-up and/or delivery service

As outlined below for the 24E04 Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Emission Recall 24E04

Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

Dealer Bulletin

Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-  - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Emission Recall 24E04

 – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

 – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs



– Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.



– Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle