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Ford Customer Service Division

Ford Motor Company
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March 27, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Emission Recall 24E02**
Certain 2021 Model Year F150 Vehicles with 3.0L Diesel Engines
Fuel Injector Quantity Adjustments (IQA) Value Incorrect

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F150	2021	Dearborn Truck	December 21, 2020 through November 9, 2021

US population of affected vehicles: 2,218. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS EMISSION RECALL

In the affected vehicles, it may be possible that the fuel Injector Quantity Adjustments (IQA) values programmed into the vehicle's Powertrain Control Module (PCM) are incorrect. This may result in the engine generating more soot than intended, which may cause the vehicle to trigger DPF regenerations more frequently than intended, leading to potential failure of the DPF.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this recall, dealers are to update the IQA values by downloading the corrected IQA values into the PCM. This service must be performed at no charge to the vehicle owner.

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.

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
    - 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.

OWNER NOTIFICATION MAILING SCHEDULE

Pending Agency approval, owner letters are expected to be mailed the week of July 1, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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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
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters

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,



Stacy L. Balzer

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
  - Mobile Reprogramming

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 ADDITIONAL INFORMATION

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.

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 March 27, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com by March 27, 2024. Owner names and addresses will be available by July 1, 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.

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.

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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

Rental vehicles are not approved for this program.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC12071 2023 Remote Experience Program.
- Lincoln Retailers - refer to EFC12074 2023 Lincoln Mobile Service Experience Program.

Dealers NOT participating in the 2023 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.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2023 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- 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.

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    - 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

- **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 24E02 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.
- **Pick-Up & Delivery:**
    - Dealers participating in the Remote Experience Program –
        - Refer to EFC12071, 2023 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.

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- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Ford Dealers - refer to EFC12071 2023 Remote Experience Program.
    - Lincoln Retailers - refer to EFC12074 2023 Lincoln Mobile Service 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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 24E02MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Program TCM/PCM; record injector correction factors and apply label	24E02B	0.7 Hours
No programming available for TCM/PCM - Run PCM Configuration App; record injector correction factors and apply label	24E02C	0.3 Hours
Mobile Service: **This allowance is only for non-eligible 2023 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	24E02MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: **This allowance is only for non-eligible 2023 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.	24E02PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
FPS-8262	Label (25 labels/package) – 1 needed per repair	1	1

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.

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