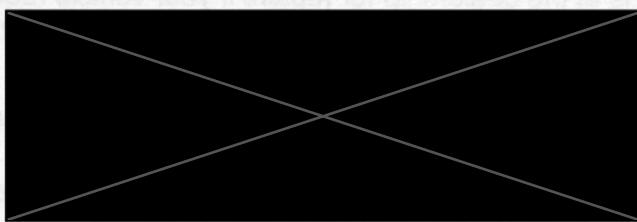




Ford Motor Company of Canada, Limited  
La Compagnie Ford du Canada Limitée

P.O. Box 2000  
Oakville, Ontario  
L6K 0C8



November 4, 2024



2023 Ford F-150 Truck

24E04

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. 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 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 labour).

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.

#### **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 has not issued instructions to stop driving your vehicle under this emission recall.

If you do not already have a servicing dealer, you can access [ford.ca](http://ford.ca) for dealer addresses, maps, and driving instructions.

Ford 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.