



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.

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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.

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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.

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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

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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

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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)

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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.

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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.