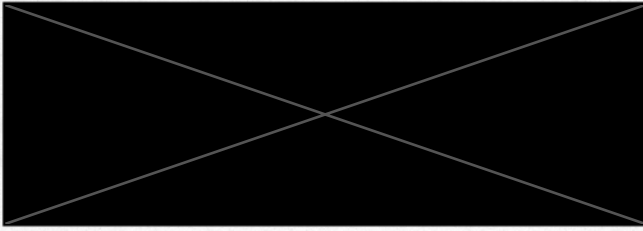




Ford Motor Company of Canada, Limited
La Compagnie Ford du Canada Limitée

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

February 28, 2025



2023 Ford F-150 Truck

24N04

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Your vehicle may be releasing air pollutants that exceed applicable emission standards.

Why are you receiving this notice?

Although your vehicle's Exhaust Gas Heat Recovery (EGHR) system is likely functioning fine today, it is possible that the EGHR may develop a leak at the coolant inlet port, or the EGHR actuator's printed circuit board may fail later in life. We are pleased to let you know that, for your peace of mind, Ford is offering a one-time replacement of the EGHR system, if required, and if your vehicle is within certain time and vehicle distance limitations.

What is the effect?

If the EGHR system fails for either of the concerns described above, then the malfunction indicator light on the dashboard will illuminate, and/or engine coolant might leak out.

What will Ford and your dealer do?

Parts are now available if your vehicle requires a repair. Under the terms of the program, a one-time replacement of the EGHR actuator assembly, if necessary, will be available for a total of 15 years or 240,000 kilometres from the warranty start date, whichever occurs first, free of charge (parts and labour). If your vehicle has already exceeded either the time or distance limits, then this repair offer will be available through March 31, 2026.

How long will it take?

If the components noted above require replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

Please keep this letter as a reminder of this customer satisfaction program. If the EGHR actuator assembly requires replacement, and your vehicle is within the indicated time/distance limitations of this offer, you may provide the dealer with the VIN of your vehicle if you schedule a service.

If you do not already have a servicing dealer, you can access ford.ca for dealer addresses, maps, and driving instructions.

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.