



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 18, 2025

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
Safety Recall 24S21**

Certain 2023-2024 Model Year Transit equipped with the Trail Package
Tire and Fender Splash Shield Replacement

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –

Supplement #1
Safety Recall 24S21
Dated March 6, 2025

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|------------|----------------|--------------------------------------|
| Transit | 2023-2024 | Kansas City | March 15, 2022 through March 6, 2024 |

US population of affected vehicles: 1,902. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, when the vehicle is loaded at or near the Front Gross Axle Weight Rating (FGAWR), the front tire may contact the wheel arch liner during a braking event while turning. Repeated contact of a front tire with the wheel arch liner and body flange may lead to rapid air loss and tread-belt separation, which can result in a loss of vehicle control and increase the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the tires, both front wheelarch liners, the Safety Certification and TREAD Act labels, and update the Antilock Brake System (ABS) module software. Dealers are also to inspect the wheel arch liner pinch weld and modify if required. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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
 - 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

Owner letters are expected to be mailed the week of March 24, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. 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
- Recall Reimbursement Plan

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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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- 🛞 – Wheel and Tire Mobile Service (MRA6)

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 – Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer 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 18, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 18, 2025. Owner names and addresses will be available by April 4, 2025.

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 safety 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

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

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

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with tire and/or wheel arch liner replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

MOBILE SERVICE CLAIMING QUESTIONS

- Dealers participating in the 2025 Remote Experience Program:
 - Ford and Lincoln Dealers - refer to EFC16075, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 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.

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FORD PICK-UP & DELIVERY

- Dealers participating in the 2025 Remote Experience Program –
 - Refer to EFC16075, 2025 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- Dealers NOT participating in the 2025 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.

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 a Technical Support Request (TSR)** before replacing the Body Control Module (BCM) and request a Repair Validation Code (RVC) – only needed for module replacement.
 - Claiming the MT24S21RR labor operation code does **not** require an RVC code, however clock times should be consistent with vehicle history on PTS.
 - **It is not necessary to contact the SSSC** for additional approvals (this includes additional labor hours, module replacement, or related damage).

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 EFC15936 for more details.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC16247 for more details.

Safety Recall 24S21**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **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 24S21 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 24S21 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the 2025 Remote Experience Program –
 - Refer to EFC16075, 2025 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the 2025 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 2025 Remote Experience Program:
 - Ford and Lincoln - Refer to EFC16075, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 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 24S21MM 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

BCM – Technical Support Request (TSR) - Dealer Software Support Hotline (DSSH)

- If you experience BCM software programming errors, multiple programming failures, or BCM module replacement, and require assistance - submit a Technical Support Request (TSR) and request the following:
- BCM programming assistance or BCM replacement from DSSH
 - A Repair Validation Code (RVC) is only required for BCM Module Replacement.
 - RVC Codes are not required for additional labor hours.
 - Use labor operation code MT24S21RR for additional labor hours required for programming failures.
 - Clock times should be consistent with vehicle history on PTS and may be requested for review.
- For this program **it is NOT necessary to contact the SSSC for additional approvals, this includes the following:**
 - additional labor hours
 - module replacement
 - related damage

| Description | Labor Operation | Labor Time |
|--|-----------------|------------|
| <ul style="list-style-type: none"> • Inspect weld flanges – PASS • Replace all 4 tires and valve stems • Replace both front wheelarch liners • Update the ABS module software • Run the Transit Trail Tire Size Configuration App • Run the AWD Module Relearn Vehicle Data App • Replace Safety Certification label and TREAD Act label | 24S21B | 2.0 Hours |
| <ul style="list-style-type: none"> • Inspect weld flanges – 1 SIDE FAILS <ul style="list-style-type: none"> ○ Modify ONE pinch weld • Replace all 4 tires and valve stems • Replace both front wheelarch liners • Update the ABS module software • Run the Transit Trail Tire Size Configuration App • Run the AWD Module Relearn Vehicle Data App • Replace Safety Certification label and TREAD Act label | 24S21C | 2.0 Hours |

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LABOR ALLOWANCES (continued)

| Description | Labor Operation | Labor Time |
|---|-----------------|-------------------|
| <ul style="list-style-type: none"> • Inspect weld flanges – BOTH SIDES FAIL <ul style="list-style-type: none"> ○ Modify BOTH pinch welds • Replace all 4 tires and valve stems • Replace both front wheelarch liners • Update the ABS module software • Run the Transit Trail Tire Size Configuration App • Run the AWD Module Relearn Vehicle Data App • Replace Safety Certification label and TREAD Act label | 24S21D | 2.1 Hours |
| <p>Extra time to remove running boards (if equipped)</p> | 24S21E | 0.3 Hours |
| <p>BCM software failed and/or BCM module replacement required:</p> <ul style="list-style-type: none"> ○ <u>TSR/DSSH contact required.</u> ○ RVC provided for BCM module replacement only. <p>SSSC approval is not required unless M-Time is exceeded.</p> | MT24S21RR | Up to 5.0 Hour(s) |
| <p>Mobile Service: This allowance is only for <u>non-eligible</u> 2025 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.</p> | 24S21MM | 0.5 Hours |
| <p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 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.</p> | 24S21PP | 0.5 Hours |

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PARTS REQUIREMENTS / ORDERING INFORMATION

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
|---|----------------|------------------------|-------------------|--|
| 9001-4811958-55 | 4 | 4 | 1 | 235/65R16C E Goodyear Wrangler Workhorse AT C-Type |
| LK4Z-16F099-A | 1 | 1 | 2 | Wheelarch Liner Kit |
| PM-13-B | 1 | 1 | 1 | Anti-Corrosion Coating |
| F2GZ-1700-C | 4 | 4 | 1 | Valve Stem Kit |
| NOTE: DO NOT order both the valve stem kit and the valve stems. Only order the valve stems and bolts if the Valve Stem Kit is unavailable. | | | | |
| F2GZ-1700-E | 4 | 4 | 1 | Valve Stem |
| W714266-S300 | 4 | 1 | 4 | Valve Stem Bolt |

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

Less than 3% of the affected vehicle population is expected to require weld flange repair and require the use of anti-corrosion coating.

TIRE ORDERING INFORMATION:

The approved replacement tire is available through special order by contacting Tire Program Headquarters at 1-888-353-3251 or tirehelp@automed5.com. Please be sure to have the customer VIN number available to complete your order submission. Tires will be shipped prepaid to the dealership from the closest Goodyear warehouse.

Special Program Part Ordering: (Order PRIOR to scheduling a service appointment)

To place an order for the VIN-specific TREAD Act and Safety Certification labels, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

NOTE: Labels for unsold units were mailed to dealers on March 12, 2025. If you did not receive labels for your unsold units, please contact the SSSC.

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
|---------------------|----------------|------------------------|-------------------|----------------------------|
| - | 0 | 1 | 1 | TREAD Act Label |
| - | 0 | 1 | 1 | Safety Certification Label |

DEALER PRICE

- For the latest prices, refer to DOES II.
- To view current tire pricing refer to the Tire Sales Tool accessible from the Tires Home Page (FMCDealer.com/Parts & Service/Parts Product Line Information/Tires/Tire Sales Tool).

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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 of 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.
- 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 2023-2024 MODEL YEAR TRANSIT VEHICLES — TIRE AND FENDER SPLASH SHIELD REPLACEMENT

OVERVIEW

The vehicles involved in this program will require replacement of the tires and valve stems and the front fender splash shields. The vehicles also require an inspection of the weld flange behind the splash shield to see if any material needs to be removed for proper fitment of the new splash shields. Dealers will use the original splash shields as a template to modify the new splash shields. Less than 3% of the vehicles involved in this program are expected to require flange repair.

When running the Transit Trail Tire Size Configuration App and/or the AWD Relearn Vehicle Data App, a Procedure unsuccessful window may appear. This is due to a delay in the data transfer to and from FDRS. During this data transfer a self-test can be run to verify that the transfer has completed. When the data transfer has completed, the self-test will complete with no OTA event progress windows. Once the self-test completes successfully, the configuration app that was running will now complete when attempted. The data transfer process can vary and may take up to 15 minutes to complete.

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)15936 for more details.

1. Dealers are to order a new set of labels per Vehicle Identification Number (VIN), from the Special Service Support Center (SSSC) **BEFORE** scheduling a vehicle for service.

NOTE: It may take several days for labels to arrive. **Do NOT** schedule vehicle repair until labels arrive and VIN is verified.

NOTE: Labels are VIN specific.

- All vehicles are to have Tire and Loading Information (TREAD), and Safety Certification labels replaced.



2. Confirm that the VIN on the respective *new* labels match the VIN on the vehicle. See Figure 1.

- If the VIN does not match, contact the SSSC before proceeding with this program.

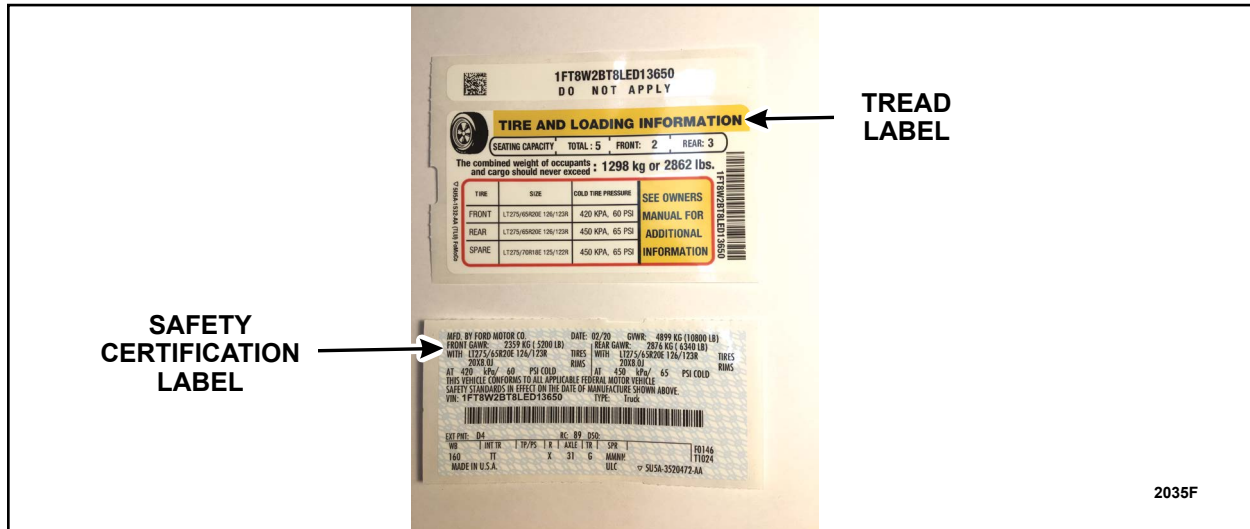


FIGURE 1

NOTE: Federal Motor Vehicle Safety Standard (FMVSS) No. 567.4 requires the label be permanently affixed in such a manner that it cannot be removed without destroying or defacing it. Placing one label over another without removing the first would violate this FMVSS standard.

NOTE: Laws may vary by state and region. Concealing or misrepresenting the identity of motor vehicle could be a violation of code resulting in a misdemeanor or felony punishable by imprisonment and/or fines.

3. Remove all four tires from the vehicle. Follow the Workshop Manual (WSM) procedures in Section 204-04A.
4. Remove both front fender splash shields and mud flaps. Follow the WSM procedures in Section 501-02.



5. Print the template located at the end of Technical Instructions using actual size settings. See Figure 2.

 **IMPORTANT:** Make sure to print template to **Actual Size**, or the measurements will be incorrect.

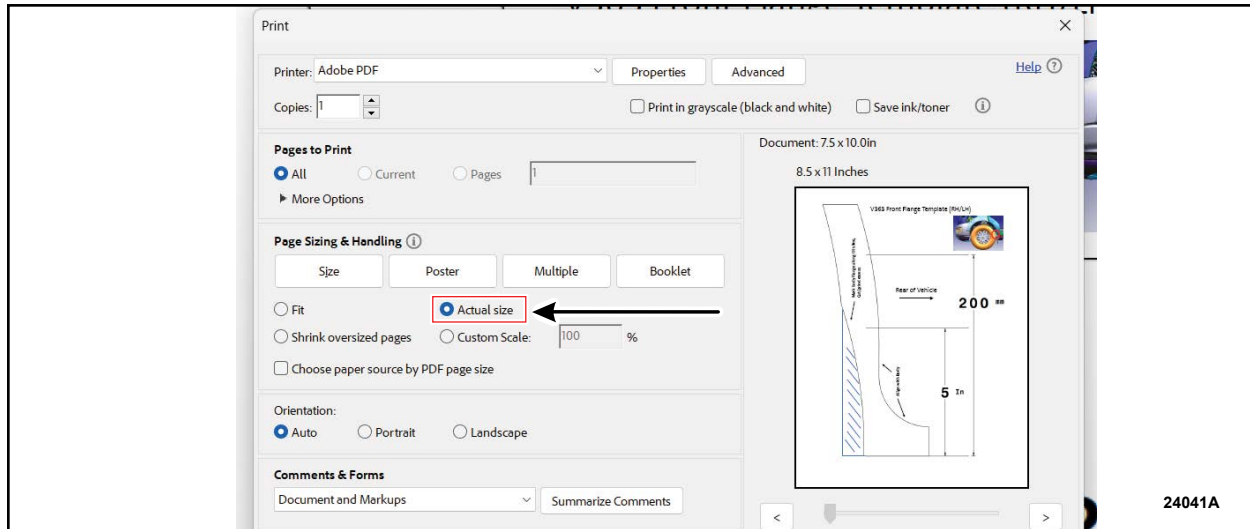


FIGURE 2

6. Using a ruler and the measurements provided on the template, verify that the template is the correct size.

NOTE: The measurements provided on the template are ONLY used to verify that the template printed correctly.

7. Once the template is verified as the correct size, cut out the template.



8. Using the template, position it behind the weld flange and line it up as shown. See Figure 3.

9. Inspect the weld flange area. Is the template visible past the weld flange area? See Figure 3.

No (Does Not Pass) - Continue to Step 10.

Yes (Pass) - Continue to Step 12.

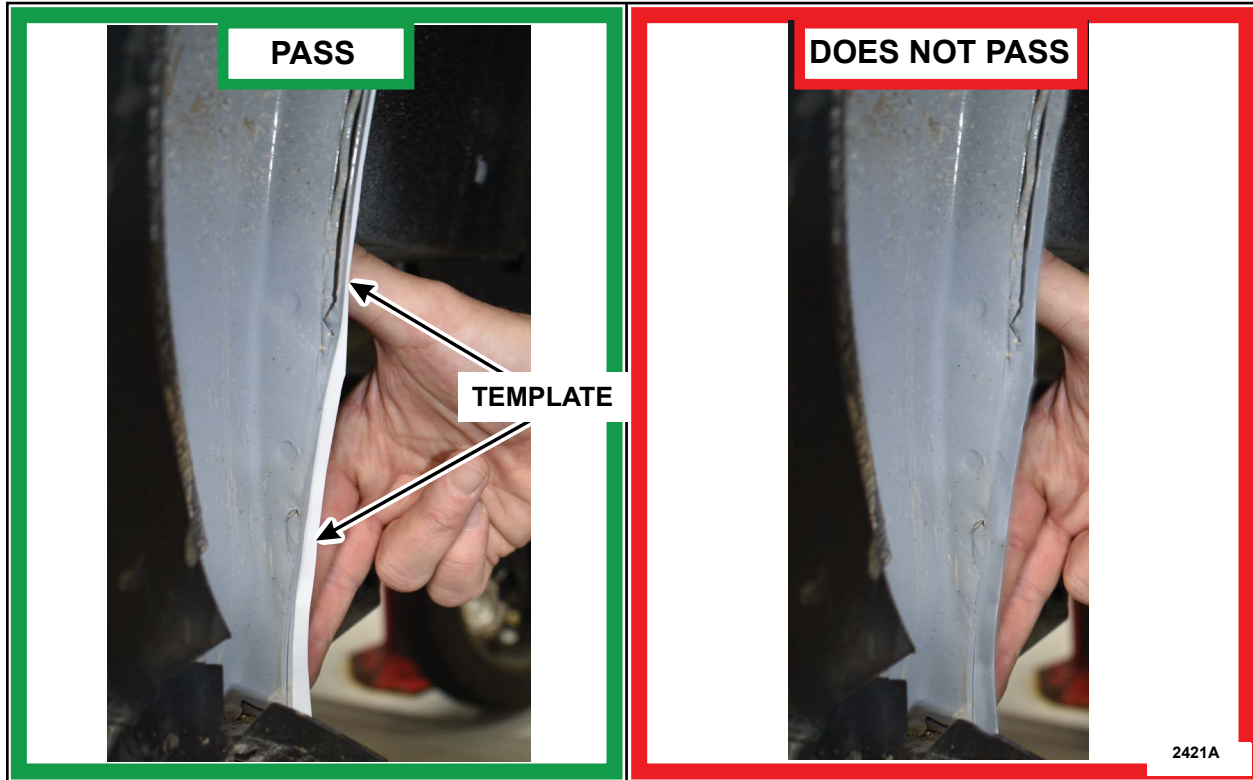


FIGURE 3



10. Using the template as a guide, mark the welding flange for cutting.
Cut/grind weld flange as appropriate until the template is visible beyond the weld flange.
11. Apply PM-13-B corrosion protection to the cut areas.
12. Mark new front fender splash shields for cutting. Measure 2 inches from the end and mark. See Figure 4.

NOTE: Left-hand (LH) side shown. Right hand side similar.



FIGURE 4

13. On the opposite end, use the original splash shield as a template to mark the holes for the fasteners. See Figure 5.
Drill holes in new front fender splash shields.

NOTE: Original splash shield is shown on top of new splash shield to allow for marking. Make sure to align both shields to properly mark holes needed.

NOTE: LH side shown, right side similar.

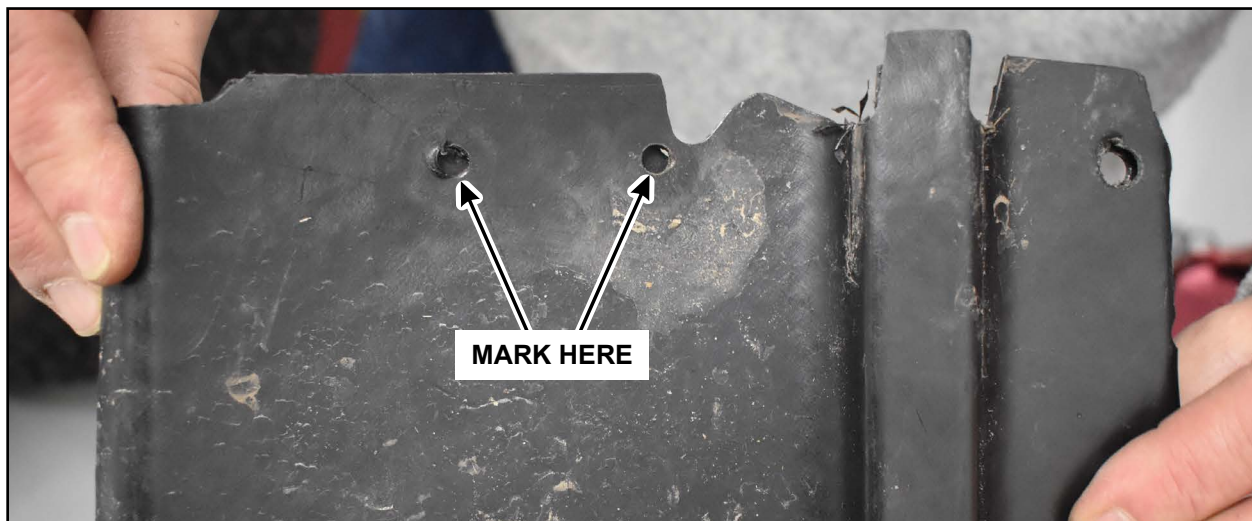


FIGURE 5



14. Install *new* front fender splash shields. Follow the WSM procedures in Section 501-02.
15. Install *new* tires and valve stems. Follow the WSM procedures in Section 204-04A.
16. If *new* Tire Pressure Monitoring System (TPMS) Sensor(s) are installed, calibrate the new sensor(s). Follow the WSM procedures in Section 204-04B.

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

17. 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).

18. 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.

19. 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.



20. Select **Toolbox** tab.
21. From the list on the RH side of the screen, select **ABS - Anti-Lock Brake System (ABS) Module Software Update**.
22. Click **RUN**. Follow all on-screen instructions carefully.
23. Select **Toolbox** tab.
24. From the list on the RH side of the screen, select **Transit Trail Tire Size Configuration**.
25. Click **RUN**. Follow all on-screen instructions carefully.
26. Was a procedure unsuccessful screen shown? See Figure 6.

Yes - From the list on the RH side of the screen, select **Self-Test** and click **RUN**, Then proceed to Step 20.

No - Continue to Step 27.

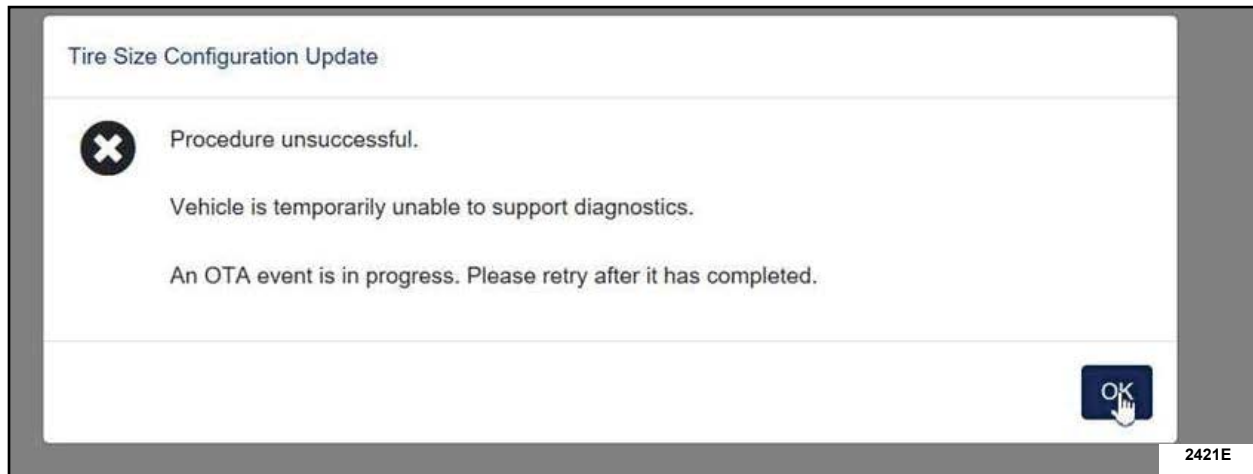


FIGURE 6



27. Select **Toolbox** tab.

28. From the list on the RH side of the screen, select **AWD - Relearn Vehicle Data**.

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

30. Was a procedure unsuccessful screen shown? See Figure 7.

Yes - Wait 5 minutes, then from the list on the RH side of the screen, select **Self-Test** and click **RUN**, Then proceed to Step 27.

No - Continue to Step 31.

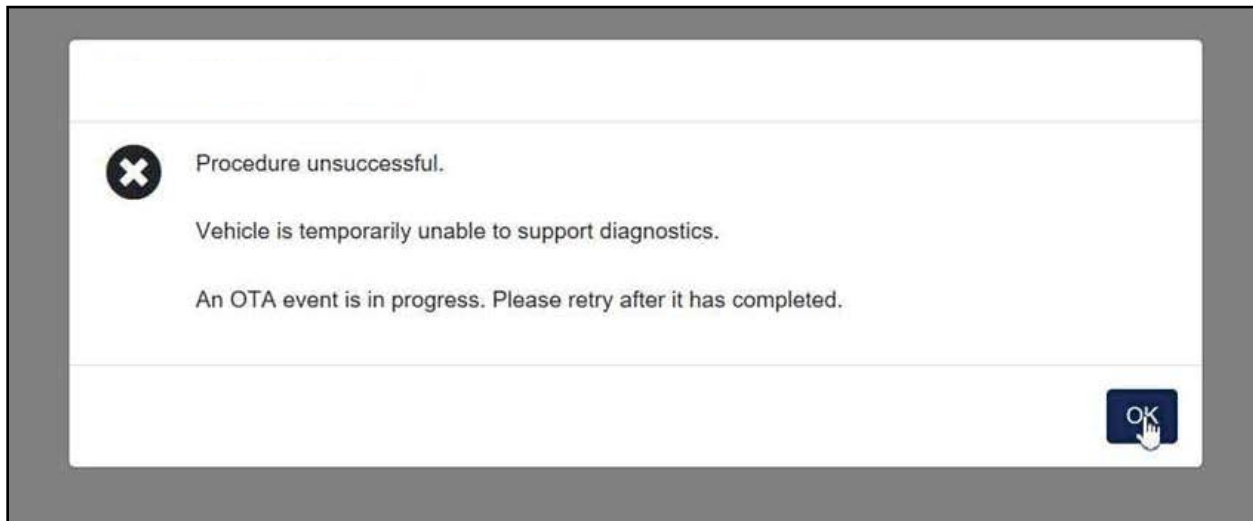


FIGURE 7

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

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

33. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions in EFC 16335 to obtain the approval code. The claim will not be paid and the FSA will remain open if a Software Verification Approval Code is not provided.

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



35. Note orientation of the labels. Refer to Figure 1.

36. Remove with a suitable plastic razor blade scraper that will not damage the paint or clear coat of the vehicle. See Figure 8.

NOTICE: Do NOT use a metal scraper tool, this could cause paint damage.

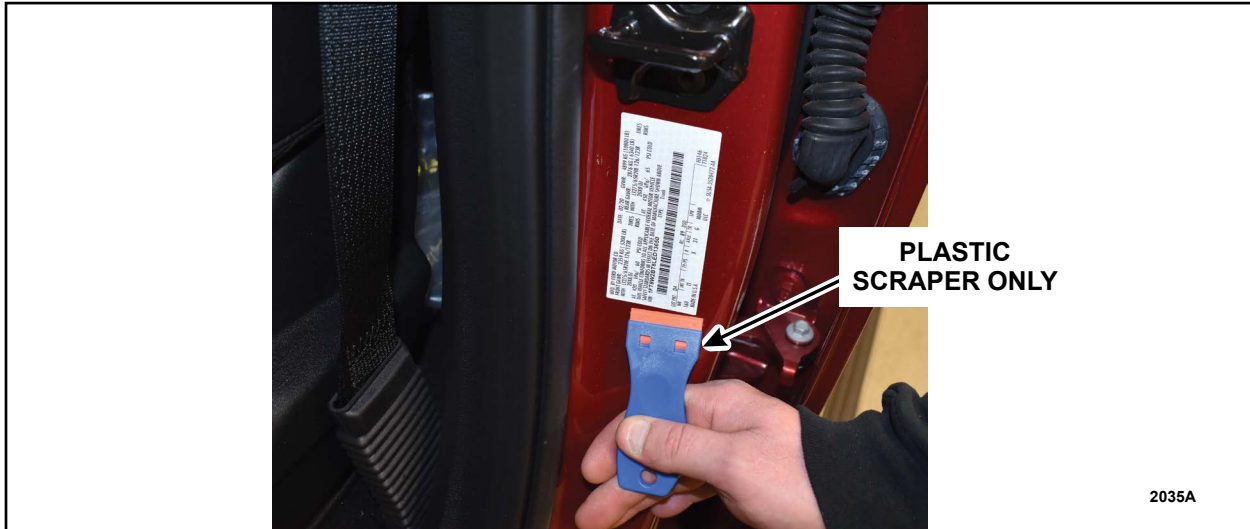


FIGURE 8

37. Using mineral spirits and a suitable clean cloth rag remove excess residue from the labels. See Figure 9.

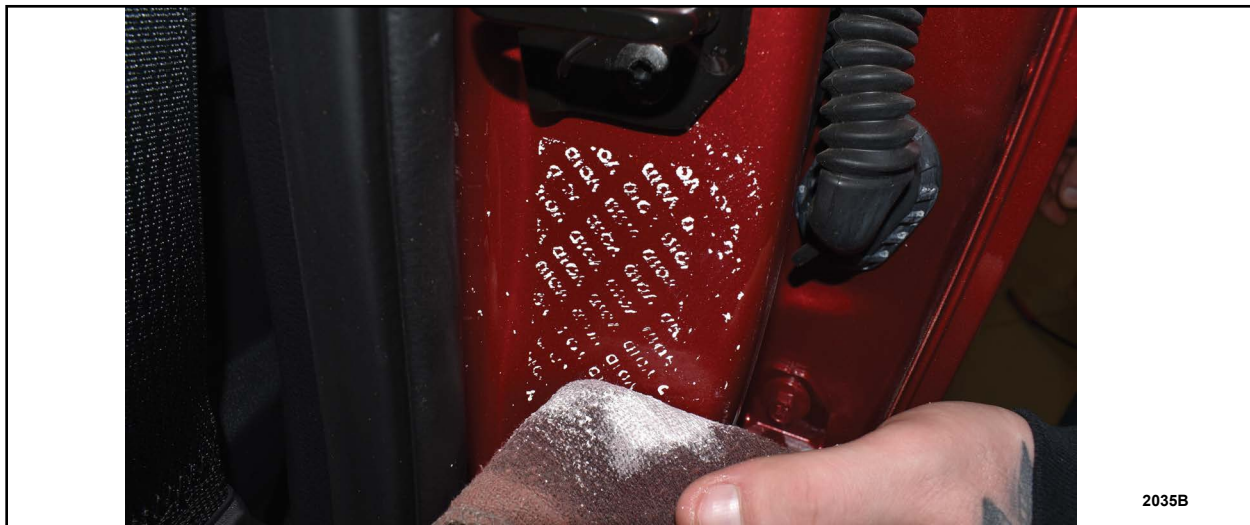


FIGURE 9



38. Using a clean cloth and isopropyl alcohol remove any remaining residue left from the mineral spirits.
39. Install both *new* labels in the same location and orientation in which they were removed on the B-Pillar. See Figures 10 and 11.



FIGURE 10

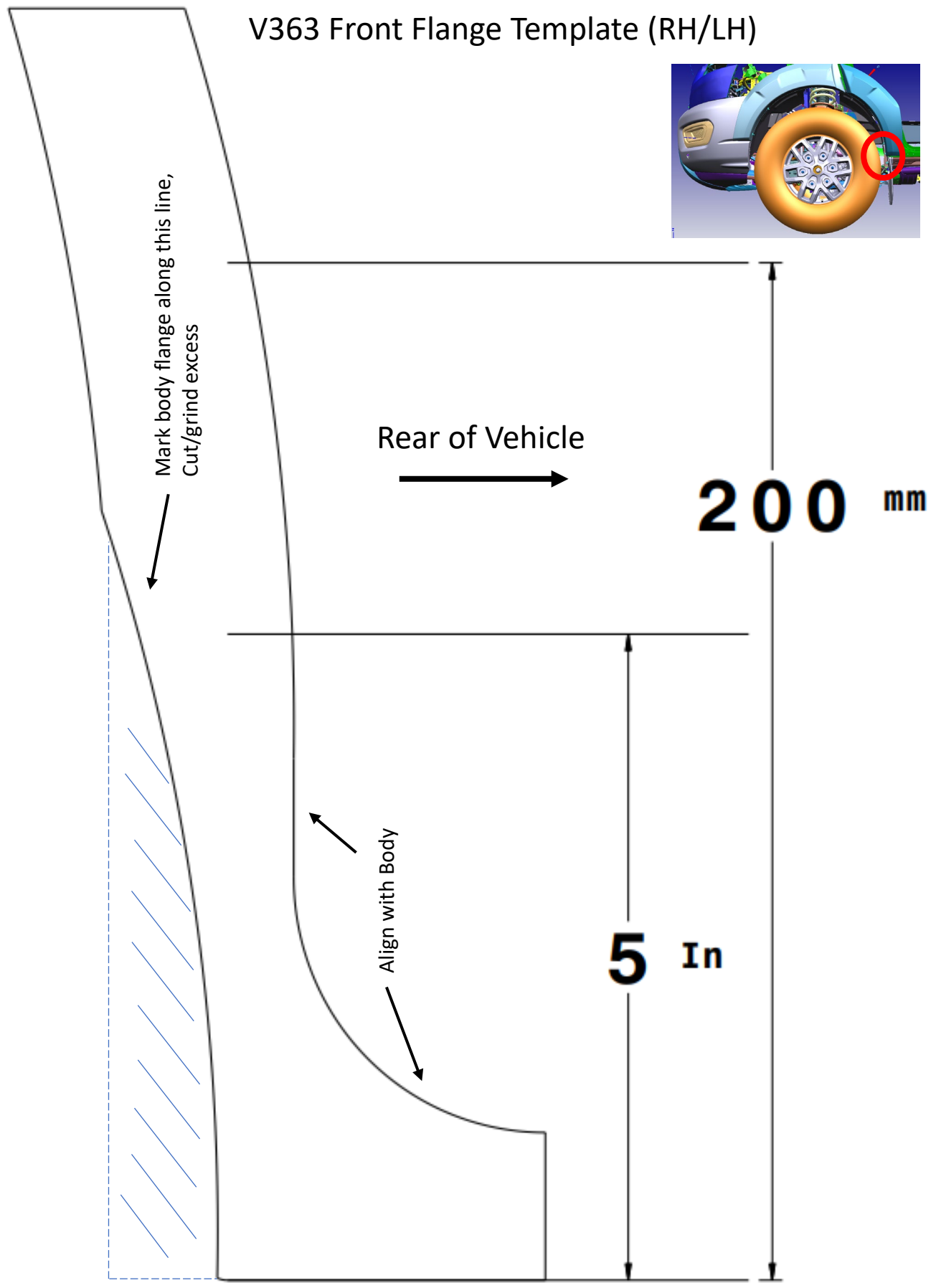
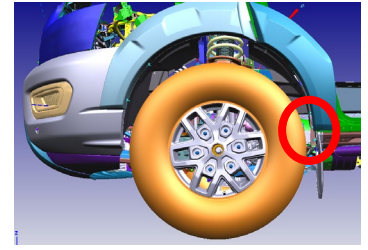


FIGURE 11

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.



V363 Front Flange Template (RH/LH)



Mark body flange along this line,
Cut/grind excess

Rear of Vehicle

200 mm

Align with Body

5 In

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -

Safety Recall 24S21

Certain 2023-2024 Model Year Transit equipped with the Trail Package
Tire and Fender Splash Shield Replacement














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 (MRA1)
-   - Light Mobile Service (MRA2)
-    - Enhanced Mobile Service (MRA3)
-     - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

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

-  – Mobile Reprogramming (MRA1)
 - 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 (MRA2)
 - 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)

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
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Tire and Fender Splash Shield Replacement

 – Enhanced Mobile Service (MRA3)

- **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 (MRA4)

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

 – Not a Mobile Service Repair (MRA5)

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

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

Safety Recall 24S21

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received:

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

As outlined below for the 24S21 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Ford Motor Company
Recall Reimbursement Plan for 24S21

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.

Regarding the specific reimbursement plan for Recall # 24S21, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 4, 2025. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 5, 2021 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.