



Stacy L. Balzer  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 PO Box 1904  
 Dearborn, Michigan 48121

June 17, 2024

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
 Safety Recall 24S37**

Certain 2014 Model Year F-150 Vehicles Equipped With A 6R80 Transmission  
 6R80 Sudden Transmission Downshift – Powertrain Control Module Programming

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2014	Dearborn	June 17, 2013 through August 25, 2014
		Kansas City	July 26, 2013 through December 23, 2014

US population of affected vehicles: 550,915. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, an intermittent Output Shaft Speed Sensor (OSS) failure may result in an unintended downshift into first gear. Depending on vehicle speed at the time of the downshift, an abrupt wheel speed reduction may occur, which could cause the rear tires to slide or lock up until the vehicle speed slows. This condition could result in a loss of vehicle control, increasing the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to perform the following steps:

Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the powertrain control module (PCM):

- **If DTCs P0720, P0722, P0731 and/or P1500 are NOT present**, check for available powertrain control module (PCM) software update and reprogram the PCM using IDS Release 130.05 or higher, while connected to the internet. Some vehicles may already have the latest software.
- **If DTCs P0720, P0722, P0731 and/or P1500 are present**, review the Labor Allowances and Parts Ordering Information.

Ford Technical Assistance Center and SSSC are receiving multiple reports of PCM programming failures, most due to misc. battery issues. Before performing module reprogramming, ensure that a battery charger is installed on the vehicle and battery state of charge is being maintained between 12.6 and 13.5 volts. If module reprogramming fails, refer to the recovery procedure outlined in the Technical Info portion of this FSA.

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 (check for DTCs and PCM software updates only), or:
- **DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM:** Arrange to pick up the owner's vehicle and drive it to the dealership for repairs **once parts are available.**
  - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, and mobile service as outlined above 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 July 1, 2024. 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.

Sincerely,



Stacy L. Balzer

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### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- 🔧 All vehicles have the following assessment level for the PCM Software Update:
- 🔧 - Mobile Reprogramming
  
- 🔧 **Vehicles with (DTCs) P0720, P0722, P0731 and/or P1500 stored in the PCM,** 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 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.
- Recommended specialty tools: NA

### **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 June 17, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 17, 2024. Owner names and addresses will be available by July 19, 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 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 6R80 molded leadframe replacement, with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM, and present in an IDS log viewer file and/or similar (such as a computer scan from Auto Zone, etc.). Refunds without the proper documentation should not be approved.
- If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 24S37 does not apply and a refund will not be approved; follow standard workshop manual (WSM) diagnostics.

### RENTAL VEHICLES

- **PASS INSPECTION:** DTCs P0720, P0722, P0731 and/or P1500 are **not** present or stored in the PCM: Vehicles that pass inspection are **NOT** affected and are not approved for rental vehicles.
- **FAIL INSPECTION:** DTCs P0720, P0722, P0731 and/or P1500 **are present** or stored in the PCM: Vehicles that fail inspection are affected and are approved for rental vehicles per the following:
  - **Parts are available - All completed the same service appointment:** Dealers are pre-approved for up to one day for a rental vehicle. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC.
  - This one-day pre-approved rental is not available for the PCM software update, it is only available to dealers when DTCs P0720, P0722, P0731 and/or P1500 **are present** or stored in the PCM, parts are available to be ordered, delivered, and installed in the same service appointment.

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- **Parts are NOT available:**
  - ✓ Part is on back-order and part arrival is two days or more.
  - ✓ IDS log file in PDF file format showing DTCs present must be attached to rental request.
  - ✓ Prior approval for more than one rental day is required from the SSSC, submit contact LONG TERM RENTAL Program 24A04 for consideration and approval if appropriate.
- **A ten-digit prior-approval code is required from the SSSC for rental vehicles more than one day**, a new approval code is required from SSSC every 30 days.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts. Prior approval is required from the SSSC.

**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.

**PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

**PICK-UP & DELIVERY- Non-participating Dealers**

Ford Dealers not participating in the 2024 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.

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### REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- If DTCs, DTCs P0720, P0722, P0731 and/or P1500 are stored in the PCM, contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review per the requirements in the Parts Ordering Information section. This can be done in two ways:
  - Directly in the SSSC contact request form while submitting your contact on your desktop.
  - Via PTS Mobile under the Images / Files Upload menu selection
    - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
    - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.

### 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.
- Dealers will be requested to upload IDS session files with existing DTCs and PCM part numbers before SSSC approval is provided for claims for related damage. If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 24S37 does not apply; follow standard workshop manual (WSM) diagnostics.
- Dealers may also be requested to upload IDS session files to the Ford Technical Hotline server before SSSC approval is provided. It is highly recommended that all IDS session files with DTCs present be saved, requests will be denied if they are not available upon request.

### 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 April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 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 (24S37) 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.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **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.
  - Dealers should submit a rental request to the SSSC using contact type LONG TERM RENTAL Program 24A04.
  - If SSSC approval is provided under program number 24A04, eligible rental expenses should be claimed on an RO line that is separate from the repair.
  - Use sub code 24A04 on the claim.
  - The maximum number of days that can be requested on one RO line is 30 days.
  - Rental extensions beyond the initial 30 day request must be submitted to SSSC for approval.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 24S37                      - 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.
- **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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 24S37MM 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**

**BATTERY – PCM PROGRAMMING ISSUES:** Ford Technical Assistance Center and SSSC are receiving multiple reports of PCM programming failures, most due to misc. battery issues. Before performing module reprogramming, ensure that a battery charger is installed on the vehicle and battery state of charge is being maintained between 12.6 and 13.5 volts. If module reprogramming fails, refer to the recovery procedure outlined in the Technical Info portion of this FSA.

Description	Labor Operation	Labor Time
Check for DTCs, No DTCs present, PCM already at latest level, no software update available. (This will close program – no additional repairs available)	24S37A	0.3 Hours
Check for DTCs, No DTCs present, Reprogram the Powertrain Control Module (PCM) using IDS release 130.05 or higher. (This will close program – no additional repairs available)	24S37B	0.3 Hours
Mobile Service: <b><u>Check for DTCs and PCM Software Update only – No molded leadframe replacement using mobile service</u></b>  <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> 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. <b>(can only be claimed with 24S37A, 24S37B, 24S37DD)</b>	24S37MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. <b>(can only be claimed with 24S37A, 24S37B, or 24S3DD)</b>	24S37PP	0.5 Hours

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy, which allows the vehicle’s computer to learn the transmission’s unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.



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**LABOR ALLOWANCES (continued)**

**DTCs P0720, P0722, P0731 and/or P1500 stored in PCM**

<b><u>When Parts are Available:</u></b> All completed the same service appointment	<b>Labor Operation</b>	<b>Labor Time</b>
<ul style="list-style-type: none"> <li>Check DTCs, DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM, contact SSSC, Attach all required information to VIN Specific Part Order Contact.</li> <li>Replace molded leadframe.</li> <li>Reprogram the Powertrain Control Module (PCM) using IDS release 130.05 or higher.</li> </ul> (see requirements under parts ordering information) <b>(can only be claimed with 24S3PP)</b>	24S37C  (This will close program – no additional repairs available)	2.6 Hours

<b><u>When Parts are NOT Available:</u></b> All completed <b>two</b> separate service appointments	<b>Labor Operation</b>	<b>Labor Time</b>
<ul style="list-style-type: none"> <li>Check DTCs, DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM, contact SSSC if a rental is needed, submit contact LONG TERM RENTAL Program 24A04.</li> </ul> (see requirements under parts ordering information) <b>(can only be claimed with 24S37D, and 24S37MM or 24S37PP)</b>	24S37DD  (recall remains open)	0.4 Hours
<b><u>Parts were not available first service appointment:</u></b> Part was on backorder, but is now in dealership, 24S37DD previously claimed. <ul style="list-style-type: none"> <li>Replace molded lead frame</li> <li>Reprogram the Powertrain Control Module (PCM) using IDS release 130.05 or higher.</li> </ul> (Can only be claimed with 24S37DD and 24S37PP)	24S37D  (This will close program – no additional repairs available)	2.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

- Dealers are NOT authorized to repair vehicles with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM at this time.**
- If DTCs P0720, P0722, P0731 and/or P1500 are present and **a rental is needed, submit a LONG TERM RENTAL** contact type for Program 24A04 via the SSSC Web Contact Site.
  - Attach an IDS log viewer file, the attachment must show both the VIN and DTCs P0720, P0722, P0731 and/or P1500.
  - Attach a photo of vehicle mileage.
- If DTCs P0720, P0722, P0731 and/or P1500 are present, a part order will be put in a que, and held until parts are available - **submit a PART ORDER** contact type (part numbers are not needed at this time).
  - Attach an IDS log viewer file, the attachment must show both the VIN and DTCs P0720, P0722, P0731 and/or P1500.
  - Attach a photo of vehicle mileage

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### **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 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 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 1<sup>st</sup>, 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.

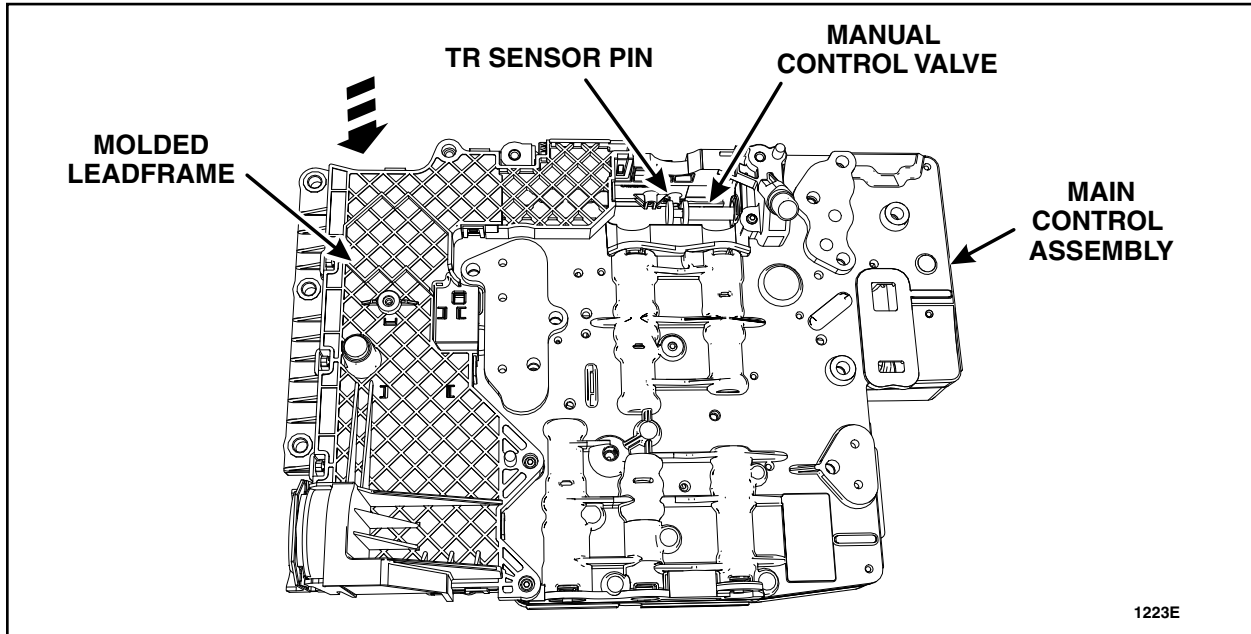
**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. 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.





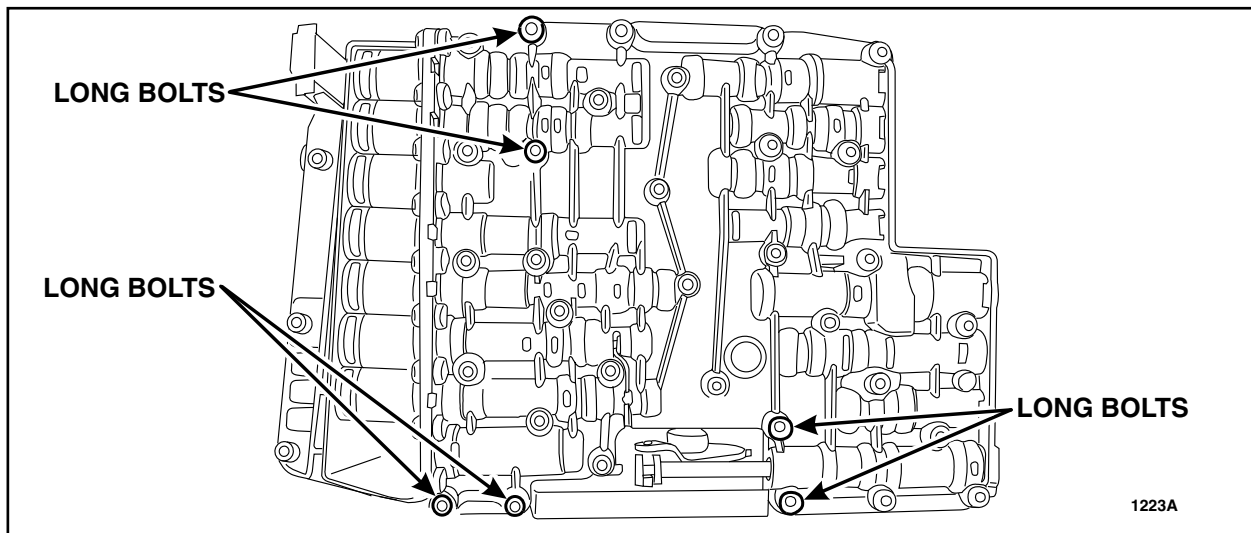
6. Install the *new* molded leadframe on the main control assembly. See Figure 3.

**NOTE:** The transmission range (TR) sensor pin must be aligned with the manual control valve during installation.



**FIGURE 3**

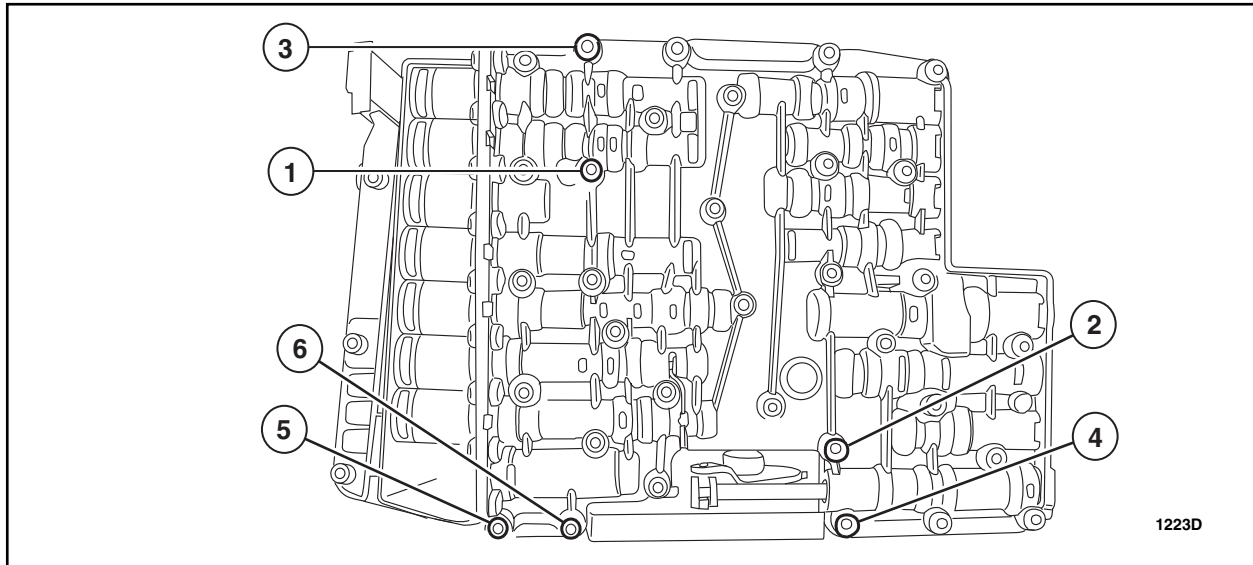
7. Install the six long bolts to the *new* molded leadframe. See Figure 4.



**FIGURE 4**



8. Tighten the long bolts to 53 lb.in (6 Nm) in the sequence shown. See Figure 5.



**FIGURE 5**

9. Install the main control assembly and reassemble the vehicle. Please follow the WSM procedures in Section 307-01, In-Vehicle Repair.

**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.



## Module Reprogramming

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

10. 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:** Make sure the IDS computer does not enter sleep mode during programming.

11. Reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release R130.05 or higher. Make sure you are connected to the Internet prior to reprogramming.

**- Some vehicles may already have the latest software.**

**NOTE:** Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

**NOTE:** Follow the IDS on-screen instructions to complete the reprogramming procedure.

12. Check and clear all DTCs.

13. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

**NOTE:** Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.



## Important Information for Module Programming

**NOTE:** When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key ON Engine OFF (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM II/VCM III from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM III to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM III icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM III connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

**NOTE:** If the original session is not listed in the previous session list, click the **Recycle Bin** icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





## PHOTO REQUEST SUBMISSION (SSSC PHOTO SUBMISSION)

Ford has requested photo evidence prior to performing the repair for the FSA.

The SSSC must provide approval prior to performing the repair.

1. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.
  - Attach an IDS log viewer file, the attachment must show both the VIN and DTCs P0720, P0722, P0731 and/or P1500.
  - Attach a photo of vehicle mileage
2. There are two ways to submit the requested items to SSSC.
  - a. Directly in the SSSC contact request form while submitting your contact on your desktop.
  - b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

**NOTE:** If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

3. (If SSSC approval code is required) Upon approval, the SSSC will provide an approval code that must be used for claiming.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -**

**Safety Recall 24S37**

Certain 2014 Model Year F-150 Vehicles Equipped With A 6R80 Transmission  
6R80 Sudden Transmission Downshift – Powertrain Control Module Programming













**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
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

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

-  – Mobile Reprogramming
  - 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
  - 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)

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   – Enhanced Mobile Service

- ***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

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

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

 – Not a Mobile Service Repair

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

24S37

## Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN \_\_\_\_\_ received (check one):

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

As outlined below for the 24S37 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 24S37**

*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 # 24S37, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before July 19, 2024. 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 noncompliance's 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.