



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

January 16, 2026

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
Safety Recall 24S78**

Certain 2020-2022 Model Year Super Duty and 2021-2022 Medium Duty Trucks  
Equipped with a 6.7L Diesel Engine  
Powertrain Control Module and Transmission Control Module Reprogramming

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –  
Safety Recall 24S78**

Certain 2020-2022 Model Year Super Duty and 2021-2022 Medium Truck equipped  
with 6.7L Diesel Engines and RP7 Diesel High Pressure Fuel Pump  
**Powertrain Control Module Software Update – Biodiesel Deposit Accumulation**  
Launched January 2, 2025

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Date Range
Medium Duty Truck	2021	Ohio Assembly Plant	May 14, 2019 through December 22, 2020
Medium Duty Truck	2022	Ohio Assembly Plant	July 22, 2020 through August 23, 2021
Super Duty	2020	Kentucky Truck Plant	February 19, 2019 through October 28, 2020
Super Duty	2021	Kentucky Truck Plant	July 13, 2020 through July 10, 2021
Super Duty	2022	Kentucky Truck Plant	December 2, 2020 through August 23, 2021
Super Duty	2020	Ohio Assembly Plant	April 3, 2019 through November 6, 2020
Super Duty	2021	Ohio Assembly Plant	September 8, 2020 through July 30, 2021
Super Duty	2022	Ohio Assembly Plant	January 25, 2021 through August 23, 2021

U.S. population of affected vehicles: 297,704. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

On some of the affected vehicles, the high-pressure fuel pump may fail, which may result in extended cranking without starting while the vehicle is parked, and/or a loss of motive power while driving. Prior to loss of motive power, customers may experience a Check Engine Light, noise, and reduced engine performance. A loss of motive power increases the risk of a crash.

## **SERVICE ACTION**

Dealers are to perform the following steps:

Check for Diagnostic Trouble Codes (DTCs) P0087 or P008A or P2291 stored in the Powertrain Control Module (PCM):

- If DTCs P0087 or P008A or P2291 are NOT present, check for available PCM and Transmission Control Module (TCM) software updates and reprogram the PCM and TCM to the latest software levels.
- If DTCs P0087 or P008A or P2291 are present, review the Labor Allowances and Parts Ordering Information and contact the SSSC for approval.

This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to Electronic Filed Communication (EFC) EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed, dealers should:

- Pick-Up & Delivery 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 tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of January 19, 2026 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.

Customer Service Division

## Safety Recall 24S78

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

- All vehicles have the following assessment level:  
 - Not a Mobile Service Repair

### **OASIS ACTIVATION**

OASIS will be activated on January 2, 2025.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 2, 2025. Owner names and addresses will be available by January 5, 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.

### **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.

**Safety Recall 24S78****OWNER REFUNDS (Continued)**

- Refunds will only be provided for the cost associated with high-pressure fuel system replacement and low-side fuel system flushing, with DTCs P0087 or P008A or P2291 stored in the PCM, and present in an Integrated Diagnostic System (IDS) or Ford Diagnosis and Repair System (FDRS) log viewer file 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 engine/fuel system-related concerns and DTCs P0087 or P008A or P2291 are **NOT** stored in the PCM, 24S78 does not apply and a refund will not be approved; follow standard workshop manual (WSM) diagnostics.

**RENTAL VEHICLES****RENTALS NOT APPROVED - SPECIFIC DTCS LISTED BELOW ARE NOT PRESENT:**

- If DTCs P0087 or P008A or P2291 are **NOT** present or stored in the PCM, then those vehicles will just be getting the software updates and are not approved for rental vehicles.
  - The four-day pre-approved rental is not available for the PCM and TCM software update. It is only available to dealers when DTCs P0087 or P008A or P2291 **are present** or stored in the PCM, excessive amounts of metal are found in the VCV, and you receive approval from the SSSC.

**RENTALS ARE APPROVED - SPECIFIC DTCS LISTED BELOW ARE PRESENT:****The following steps should be completed before rentals are approved:**

- DTCs P0087 or P008A or P2291 **ARE PRESENT** or stored in the PCM.
- Large amounts of metal debris are found in the Volume Control Valve (VCV).
- The SSSC has approved the repair.
  - Dealers are pre-approved for up to 4 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership receiving the repair. Prior approval for more than 4 rental days is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

The CRC Dealer Portal Job Aid can be referenced at:

[fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts\\_service/cust\\_sat/GCCT/Pages/FSALoanerProgram.pdf](https://fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf)

**FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program:
  - Refer to EFC16913, Announcing the 2025 Remote Experience Program 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.

**Safety Recall 24S78****REPAIR PHOTO SUBMISSION**

If DTCs are present, and large amounts of metal debris are found in the VCV, Ford has requested photo evidence prior to replacing the high-pressure fuel system components for this FSA.

- The SSSC must provide approval prior to replacing the high-pressure fuel system components. Please open a Photo Review Contact Type to get an approval code.
- If DTCs P0087 or P008A or P2291 are stored in the PCM, contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review of the FDRS or IDS log viewer file (attachment must show both the VIN and DTCs P0087 or P008A or P2291), open RO, door tag with VIN, odometer, the results of the fuel quality test, and a picture of the VCV showing large amounts of metal debris. 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 software module replacement:**
  - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Validation Code.
  - Claiming the MT24S78RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **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
  - F-650/F-750 trucks – 2 years, regardless of miles driven
- **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 FDRS or IDS session files with existing DTCs in the PCM before SSSC approval is provided for claims for related damage. If an affected vehicle has engine/fuel system related concerns and DTCs P0087 or P008A or P2291 are not stored in the PCM, 24S78 does not apply; follow standard workshop manual (WSM) diagnostics.



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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Check for DTCs P0087 or P008A or P2291. No DTCs present, reprogram the PCM and TCM to the latest software levels. <b>This will close program</b>	24S78B	0.6 Hours
Additional time to update dependent modules, if necessary. For example, the Nox11, Nox12, Particulate Matter Sensor, and Glow Plug Control Module. <b>Claiming this labor op will NOT close the program</b>	MT24S78E	Up to 0.8 Hours
Time to Obtain a Software Verification Approval Code (IDS); see EFC16335. <b>Claiming this labor op will NOT close the program</b>	SRVIDS2	0.1 Hours
PCM or TCM software failed and/or PCM or TCM module replacement required. SSSC approval is not required unless M-Time is exceeded. <b>Clock times should be consistent with vehicle history on PTS.</b> <b>Claiming this labor op will NOT close the program</b>	MT24S78RR	Up to 4.5 Hours
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2025 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>Claiming this labor op will NOT close the program</b>	24S78PP	0.5 Hours
Time allowed to submit FDRS/IDS log viewer files to the SSSC: <ol style="list-style-type: none"> <li>1. Attach a photo of vehicle mileage.</li> <li>2. Attach a photo of door tag showing VIN.</li> <li>3. Attach photo of the open RO.</li> <li>4. Attach FDRS or IDS viewer File with DTCs present.</li> <li>5. Attach photo evidence showing the results of the fuel quality test.</li> <li>6. Attach a photo of the VCV with large amounts of metal debris visible.</li> </ol> <b>Claiming this labor op will NOT close the program</b>	24S78ZZ	0.2 Hours

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**DTCs P0087 or P008A or P2291 stored in PCM**

Description	Labor Operation	Labor Time
Remove and Inspect the Volume Control Valve (VCV), checking for excessive amounts of metal debris. If metal debris is present, perform a fuel quality check to ensure no water, Diesel Exhaust Fluid (DEF), or gasoline is present. If the fuel quality check passes, contact the SSSC. <b>Claiming this labor op will NOT close the program</b>	MT24S78D	Up to 2.5 Hours
Replace all high-pressure fuel system components, flush low-pressure fuel system, and clean fuel tank (Only complete this step if given approval from the SSSC). <b>Claiming this labor op will NOT close the program – must perform PCM and TCM software update and claim labor op 24S78B to close the FSA</b>	MT24S78C	Up to 17 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Inspection required. DTCs P0087 or P008A or P2291 stored in the PCM and the SSSC has given approval to proceed with repair.

**FOR ALL VEHICLE LINES:**

Service Part Number	Claim Quantity	Package Order Quantity	Description
LC3Z-9B246-B	1	1	<u>Fuel Pump Replacement Kit</u> Comes with the following: High Pressure Fuel Pump RH High Pressure Fuel Rail LH High Pressure Fuel Rail RH Fuel Injector Kit LH Fuel Injector Kit High Pressure Fuel Lines Fuel Injector Return Hose Assembly Low Pressure Fuel Line Assembly
LC3Z-9E936-A	1	1	Throttle Body Gasket
BC3Z-9E464-F	2	1	Exhaust Gas Recirculation (EGR) Cooler Outlet Tube Gaskets
LC3Z-9439-B	2	1	Upper Intake Manifold Gaskets ( <b>Inspect, replace if necessary</b> )
W716324-S300	1	1	Oil Fill Pipe O-Ring Seal

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**PARTS REQUIRMENTS / ORDERING INFORMATINON (Continued)**

BC3Z-8527-A	1	1	Crankcase Vent Oil Separator O-Ring Seal
BC3Z-6A632-A	1	1	Crankcase Vent Oil Separator Gasket
W503275-S437	2	1	Fuel Injection Pump Supply Tube Bolt (HB1)
W500102-S437	1	1	Fuel Injection Pump Supply Tube Bolt (HB2)
BC3Z-8527-N	1	1	Coolant Pipe O-Ring Seal
W716088-S900	1	1	Turbocharger Coolant Return Pipe Bolt
HL3Z-6N652-A	1	1	Turbocharger Collant return O-Ring Seal
FT4Z-6N652-D	1	1	Turbocharger Collant Tube Rubber Gasket
HC3Z-2A572-A	1	1	Vacuum Pump Seal ( <b>Inspect, Replace if necessary</b> )
EC3Z-9C334-E	8	8	Fuel Injector Hold-Downs
BC3Z-6C535-A	8	8	Inspector to Valve Cover Seal
4L3Z-9276-AA	1	1	Fuel Pump Sender Unit O-Ring
PM-4-A	0.1	1	Motorcraft Brake Parts Cleaner (Only used for lubricating various parts)
XL-2	0.1	1	Motorcraft Anti-seize Lubricant (Only used for lubricating various parts)
XO-5W20-DFS	0.1	1	Motorcraft SAE 5W20 Full Synthetic Motor Oil (Only used for lubricating various parts)

**SUPER DUTY VEHICLES ONLY:**

<b>Service Part Number</b>	<b>Claim Quantity</b>	<b>Package Order Quantity</b>	<b>Description</b>
VC-13-G	31.7 Quarts	8	Motorcraft Yellow Coolant
YN-19	27 oz		Motorcraft R134a Refrigerant
YN-12-D	3.7 oz	1	Motorcraft PAG Oil
PC3Z-9N184-C	1	1	Fuel Filter Kit
LC3Z-9N103-B	1	1	Fuel Cooler

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**MEDIUM DUTY VEHICLES ONLY:**

Service Part Number	Claim Quantity	Package Order Quantity	Description
VC-13-G	35.1 Quarts	9	Motorcraft Yellow Coolant
YN-19	26 oz		Motorcraft R134a Refrigerant
YN-12-D	3.3 oz	1	Motorcraft PAG Oil
HC4Z-9N184-B	1	1	Fuel Filter Kit
FC4Z-9N103-A	1	1	Fuel Cooler
W520104-S442	3	1	Nuts for Fuel Tank
W525263-S437	3	1	Cotter Pins for Fuel Tank

**FUEL TANK REMOVAL PARTS**

**40 GALLON FUEL TANK:**

Service Part Number	Claim Quantity	Package Order Quantity	Description
W722371-S439	4	1	40 Gallon Fuel Tank Strap Bolts
W719250-S439	4	1	40 Gallon Fuel Tank Strap U-Nuts

**26.5 GALLON FUEL TANK:**

Service Part Number	Claim Quantity	Package Order Quantity	Description
W718865-S439	2	1	26.5 Gallon Fuel Tank Bolts

**34 GALLON FUEL TANK:**

Service Part Number	Claim Quantity	Package Order Quantity	Description
W718865-S439	1	1	Front Bracket Bolt (Passenger Side)
W718908-S439	1	1	Front Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Front Bracket Bolt (Driver Side)
W720664-S439	1	1	Front Bracket U-Nut (Driver Side)
W718912-S439	1	1	Rear Bracket Bolt (Passenger Side)
W720664-S439	1	1	Rear Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Rear Bracket Bolt (Driver Side)
W718908-S439	1	1	Rear Bracket U-Nut (Driver Side)

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**29 GALLON FUEL TANK:**

Service Part Number	Claim Quantity	Package Order Quantity	Description
W718865-S439	1	1	Front Bracket Bolt (Passenger Side)
W718908-S439	1	1	Front Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Front Bracket Bolt (Driver Side)
W720664-S439	1	1	Front Bracket U-Nut (Driver Side)
W720664-S439	1	1	Rear Bracket Bolt (Passenger Side)
W718912-S439	1	1	Rear Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Rear Bracket Bolt (Driver Side)
W718908-S439	1	1	Rear Bracket U-Nut (Driver Side)

**48 GALLON FUEL TANK:**

Service Part Number	Claim Quantity	Package Order Quantity	Description
W718865-S439	1	1	Front Bracket Bolt (Passenger Side)
W718908-S439	1	1	Front Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Front Bracket Bolt (Driver Side) 1 of 2
W505466-S439	1	1	Front Bracket Bolt (Driver Side) 2 of 2
W720664-S439	1	1	Front Bracket U-Nut (Driver Side) 1 of 2
W717462-S439	1	1	Front Bracket U-Nut (Diver Side) 2 of 2
W718912-S439	1	1	Mid-Bracket Bolt (Passenger Side)
W718908-S439	1	1	Mid-Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Mid-Bracket Bolt (Driver Side)
W720664-S439	1	1	Mid-Bracket U-Nut (Driver Side)
W718912-S439	1	1	Rear Bracket Bolt (Passenger Side)
W720664-S439	1	1	Rear Bracket U-Nut (Passenger Side)
W718865-S439	1	1	Rear Bracket Bolt (Driver Side)
W718908-S439	1	1	Rear Bracket U-Nut (Driver Side)

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

- All commercially available tools are also available through Rotunda Technician Tool Program (RTTP) such as fluid containers, Transmission jacks, Refrigerant testers/recovering machines, and cooling system vacuum testers and re-fillers.

Less than 4% of the affected vehicle population is expected to require the high-pressure fuel system to be repalced and the low-pressure fuel system to be flushed/fuel tank cleaned.

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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.

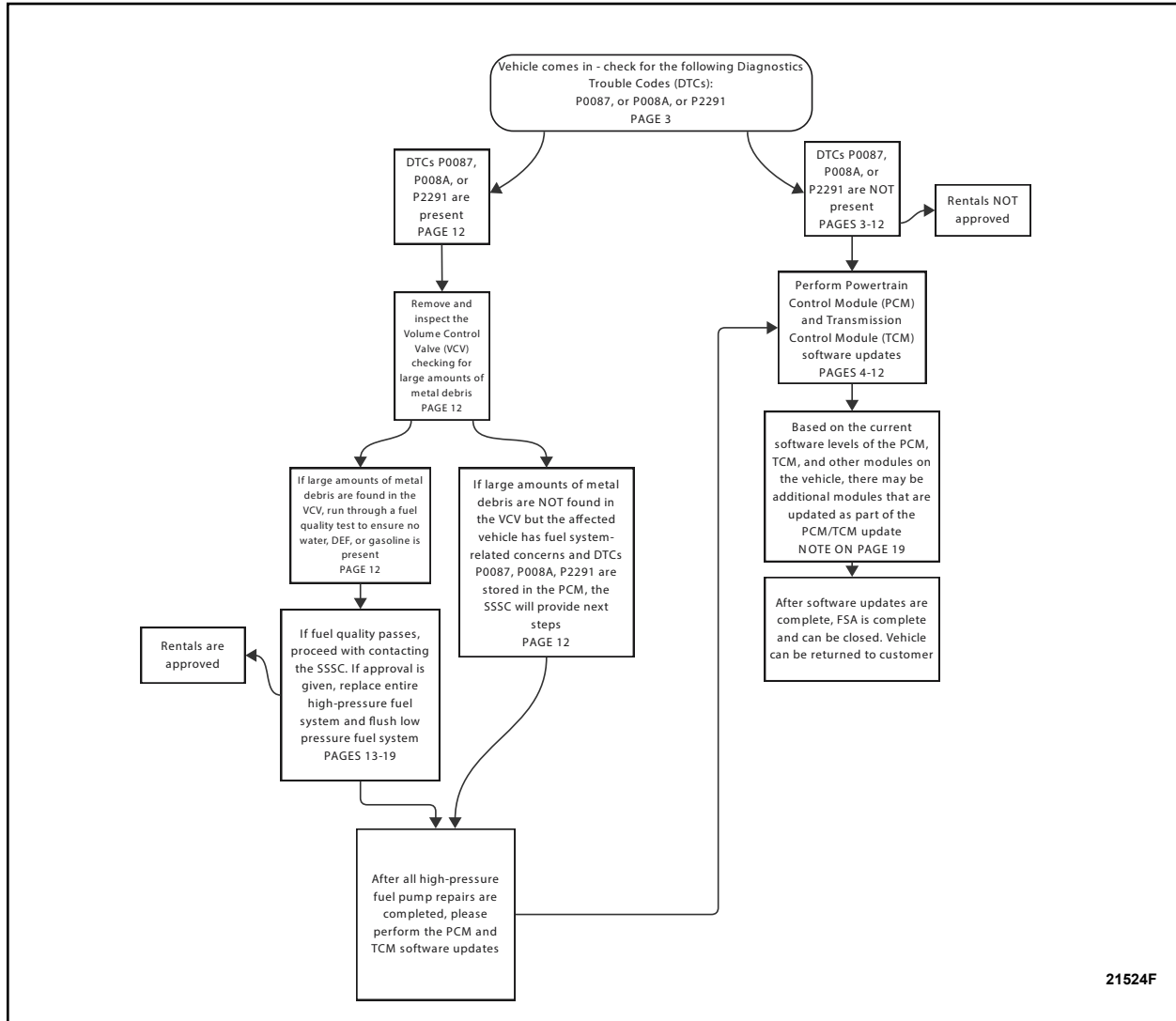
**CERTAIN 2020-2022 MODEL YEAR SUPER DUTY AND 2021-2022 MEDIUM DUTY TRUCKS EQUIPPED WITH 6.7L DIESEL ENGINES — POWERTRAIN CONTROL MODULE AND TRANSMISSION CONTROL MODULE REPROGRAMMING**

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**PROCEDURE FLOW CHART**



21524F

**FIGURE 1**



## **SERVICE PROCEDURES**

**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.

### **DTCs P0087, P008A, or P2291 are NOT PRESENT — SOFTWARE UPDATES**

1. Does the vehicle have any of the following Diagnostic Trouble Codes (DTCs) setting in the Powertrain Control Module (PCM) - P0087, P008A, or P2291?

**NOTE:** Make sure you save all scan tool sessions showing DTCs present. Proof of DTCs will be required to receive approval from the Special Service Support Center (SSSC).

**NOTE:** If DTCs P0087, P008A, or P2291 are present, **DO NOT** perform any module software updates until WSM diagnostics have been performed and the high-pressure fuel system has been repaired (if needed).

**Yes** – Proceed to Page 12.

**No** – Proceed to your vehicle below and perform the Powertrain Control Module and Transmission Control Module (TCM) Reprogramming.

- For Medium Duty trucks, proceed to Page 4, IDS Module Reprogramming.
- For Super Duty trucks, proceed to Page 9, FDRS Module Reprogramming.



## **IDS Module Reprogramming and Software Verification**

1. Connect a battery charger to the 12-volt 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 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** Make sure the Integrated Diagnostic Software (IDS) computer does not enter sleep mode during programming.

2. Reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 132.02 or higher. Make sure you are connected to the Internet prior to reprogramming.

**NOTE:** Follow the IDS on-screen instructions to complete the PCM reprogramming procedure. Then, proceed to the next step/module.

3. Reprogram the Transmission Control Module (TCM) using Integrated Diagnostic Software (IDS) release 132.02 or higher.

**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.

4. Check and clear all DTCs.

5. 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.



6. 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.

7. Select **Toolbox (1)** tab.

8. Select **All**. See Figure 2.

9. Select **Read Vehicle Data (2)** and then **Run (3)**.

**NOTE:** Steps 5-8 (Read VIN from Vehicle) and Step 9 (Read Vehicle Data) MUST be completed prior to performing Steps 10-14. Failure to complete Steps 5-9 will result in a "Not Complete" or "An Error Occurred" from the Software Update Status Screen.

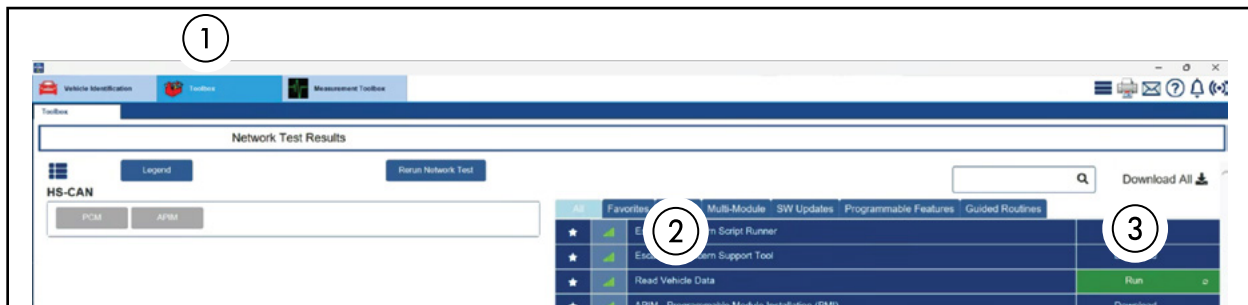


FIGURE 2

10. Select the **Toolbox** tab. See Figure 3.

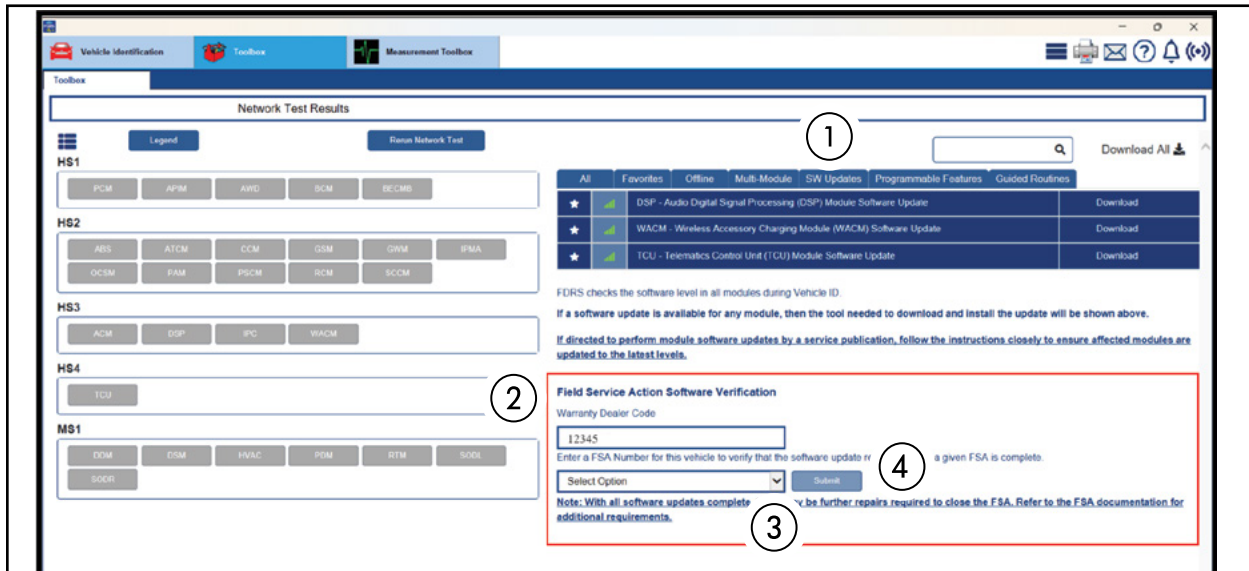
11. Select the **SW Updates (1)** tab. See Figure 3.

12. **Warranty Dealer Code (2)** - Change the displayed PA code as necessary. See Figure 3.

13. Select the **FSA (3)** from the drop-down menu. See Figure 3.



14. Select **Submit** (4). See Figure 3.



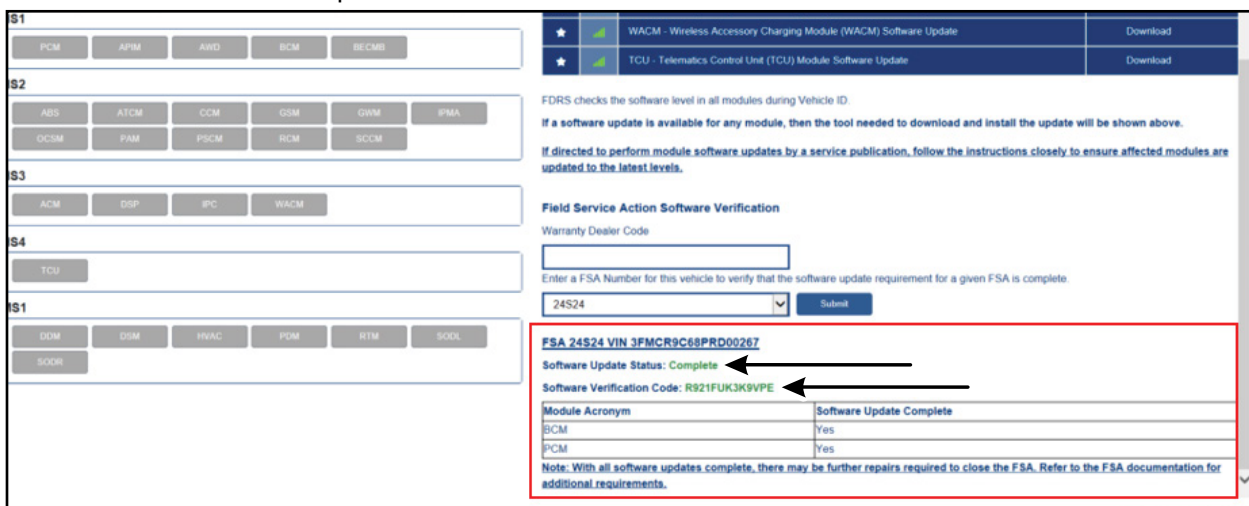
**FIGURE 3**

15. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?  
 See Figure 4.

**Yes** - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification approval code. Proceed to Step 16.

**NOTE:** The vehicle may be returned to the customer when the Software Verification Form provides a Complete status for ALL modules listed.

**No** - Proceed to Step 18.



**FIGURE 4**

16. Disconnect FDRS. Software Verification and Approval process complete.

17. Disconnect the battery charger from the 12-volt battery. This FSA is complete.



18. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status?  
 See Figure 5.

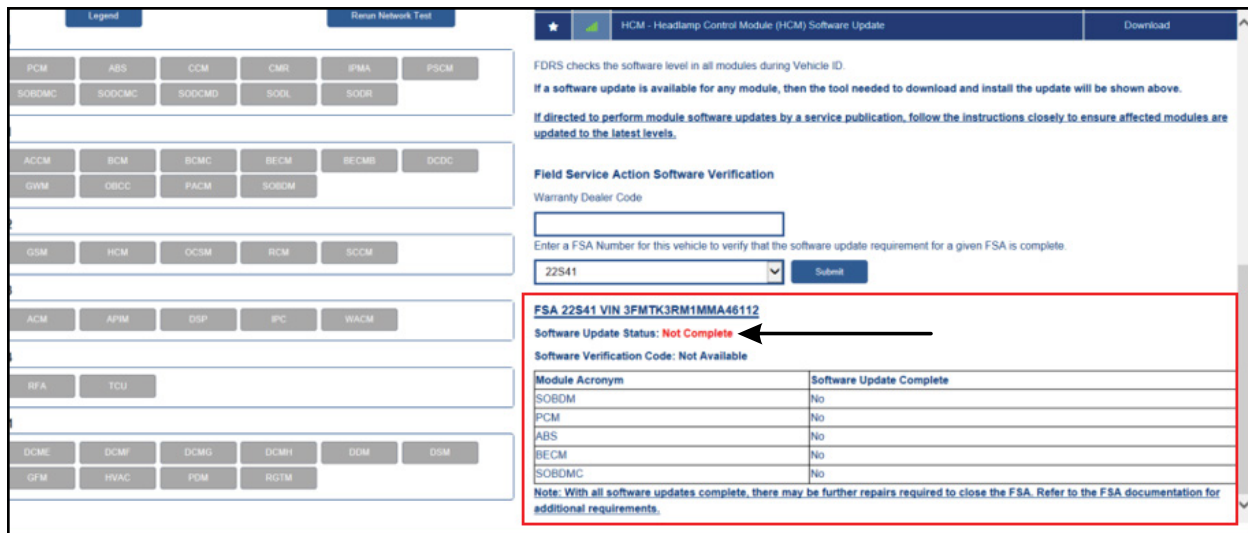
**Yes** - Proceed to the next step.

**No** - Proceed to Step 20.

19. Have you reattempted the module software update in Steps 2-15?

**Yes** - Proceed to Step 20.

**No** - Repeat Steps 2-15.



**FIGURE 5**

20. At this time, an error has occurred and the FSA information could not be retrieved. From PTS, contact the Ford Technical Support Team by submitting a **Technical Support Request (TSR)** by selecting the **FSA Assistance Group**.

**NOTE:** When submitting a **Technical Support Request (TSR)**, select **FSA Assistance Group** from the drop-down menu on the form. To expedite your Technical Service Request, please provide the FSA Assistance Group with the following information when submitting the TSR:

- What FSA is being attempted.
- Specific error message(s) received when programming is attempted.
- Battery State of Charge when programming was attempted.
- Scan tool software level.
- Any known aftermarket devices installed on the vehicle.
- List in detail what diagnostic steps were already performed to try and diagnose why the module will not update to the correct level.

21. Disconnect the battery charger from the 12-volt battery.



## Important Information for IDS 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 3 (VCM3) 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/VCM3 from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM3 to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM3 icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM3 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.
- 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.



## **FDRS Module Reprogramming and Software Verification**

**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.

1. Connect a battery charger to the 12-volt 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 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

2. 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.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **PCM**.

6. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

7. Click **RUN**. Follow all on-screen instructions carefully. Then, proceed to the next step.

8. From the list on the LH side of the screen, select the **TCM**.

9. From the list on the RH side of the screen, select **TCM - Transmission Control Module (TCM) Software Update**.

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

11. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

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

13. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules. Then, proceed to the next step.



14. This FSA requires a Software Verification Approval Code after performing the software update. Please follow the instructions below 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. For more information, see EFC 16335.

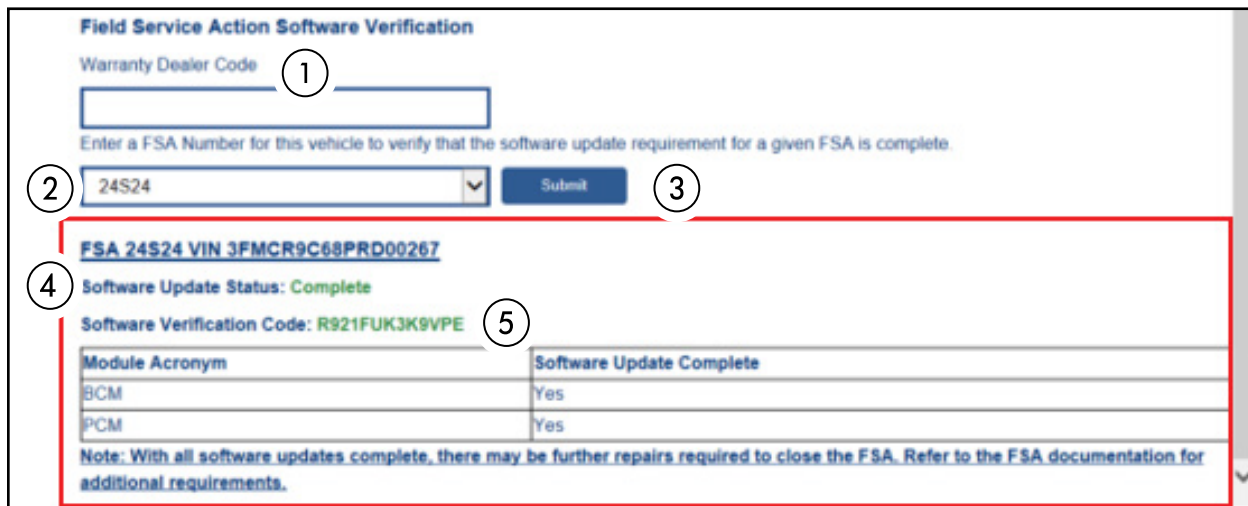
15. From the **Toolbox** tab in FDRS, select the **SW Updates** tab.

16. Confirm that the Warranty Dealer Code (1) is correct, select FSA **24S78** from the drop-down menu (2), and select **Submit** (3). See Figure 6.

17. Did the Software update status show complete (4)? See Figure 6.

**Yes** - The required software has been successfully installed on the vehicle. Record the Software Verification Code (5) for the warranty claim. Disconnect the battery charger from the 12-volt battery.

**No** - Repeat programming steps to update the software.



Field Service Action Software Verification

Warranty Dealer Code (1)

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.

(2) 24S24 (3) Submit

**FSA 24S24 VIN 3FMCR9C68PRD00267**

(4) Software Update Status: Complete

Software Verification Code: R921FUK3K9VPE (5)

Module Acronym	Software Update Complete
BCM	Yes
PCM	Yes

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FIGURE 6



## Important Information for FDRS Module Programming

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

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) 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 FDRS/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

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

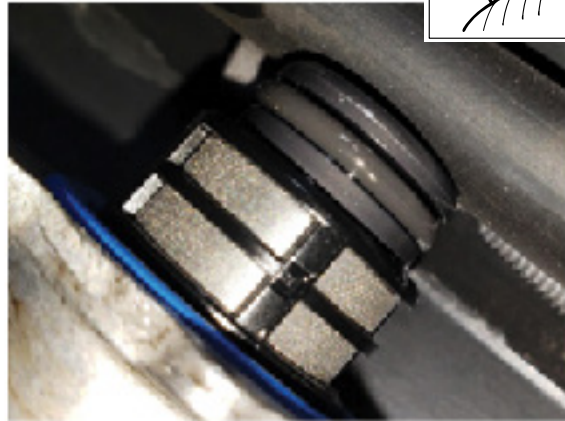
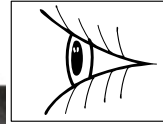


**DTCs P0087, P008A, or P2291 ARE PRESENT**

1. Remove the Volume Control Valve (VCV) following the WSM instructions in section 303-14C > Removal and Installation, and inspect the VCV for large amounts of metal debris. See Figures 7 through 10. When there is a high pressure fuel injection pump drive-train failure, large amounts of metal debris will be visible when removing the VCV. If large amounts of metal debris are visible on the VCV, proceed to Step 2. If large amounts of metal debris are NOT found in the VCV, reach out to the Special Service Support Center (SSSC) and they will provide next steps.
2. Perform a fuel quality test to ensure there is no water, gasoline, or Diesel Exhaust Fluid (DEF) present. Reference the WSM 310-00C > General Procedures > Fuel Quality Check. If the fuel quality check passes, proceed to Step 3.
3. Contact the SSSC - Attach an IDS/FDRS log viewer file showing DTCs present or stored and pictures showing the VCV with large amounts of metal being present. We also ask that you attach photos showing the results of the fuel quality test, the open repair open, the vehicle mileage, and the door tag showing the vehicle's VIN. Refer to Photo Request Submission on Page 16. If approval from the SSSC is given, proceed to Page 15. If the SSSC does NOT approve, they will provide additional information on next steps.



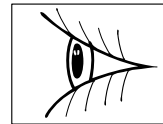
PASS



21524C

FIGURE 7

PASS

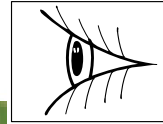


21524D

FIGURE 8



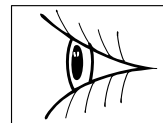
FAIL



21524A

FIGURE 9

FAIL



21524B

FIGURE 10



**P0087, P008A or P2291 Present and Photos Submitted of the VCV with Large Amounts of Metal Debris Present**

**NOTICE: Do not work on the fuel system until the pressure has been released and the engine has cooled. Fuel in the high-pressure fuel system is hot and under very high pressure. High-pressure fuel may cause cuts and contact with hot fuel may cause burns. Failure to follow these instructions may result in serious personal injury.**

**NOTICE: Fuel injection equipment is manufactured to very precise tolerances and fine clearances. To prevent fuel system damage, it is essential that absolute cleanliness is observed when working with these components.**

1. Flush the fuel tank and the low pressure diesel fuel system for contamination. Follow the Workshop Manual (WSM) procedures in Section 310-00C.
2. Replace the high pressure fuel injection pump. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
3. Replace the fuel injection pump supply tube assembly. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
4. Replace the fuel rail supply tube. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
5. Replace the fuel injector fuel return line. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
6. Replace the RH and LH fuel injectors and fuel rails. Follow the Workshop Manual (WSM) procedures in Section 303-04C.
7. Replace the fuel cooler. Follow the Workshop Manual (WSM) procedures in Section 310-01C.
8. Replace the fuel pressure and temperature sensor. Follow the Workshop Manual (WSM) procedures in Section 303-14C.
9. Replace both primary and secondary fuel filters. Follow the Workshop Manual (WSM) procedures in Section 310-01C.
10. Check and clear all DTCs. Then, proceed to the next Step.
11. Proceed to your vehicle below and perform the Powertrain Control Module and Transmission Control Module Reprogramming.
  - For Medium Duty trucks, proceed to Page 4, IDS Module Reprogramming.
  - For Super Duty trucks, proceed to Page 9, FDRS Module Reprogramming.



## **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, open a photo review contact type and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.

- Attach an IDS/FDRS log viewer file with DTCs present.
- Attach a photo of the VCV showing large amounts of metal debris present.
- Attach photos of the results of the fuel quality test.
- Attach a photo of the door tag with VIN.
- Attach a photo of vehicle mileage.
- Attach a photo of the repair order.

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. Upon approval, the SSSC will provide an approval code that must be used for claiming. Then, proceed to Page 15.



## **GENERAL NOTES**

**NOTE:** If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

**NOTE:** Debris found in fuel filters is not cause to pull the VCV. Small amounts of metal debris is not cause to replace high pressure fuel system.

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after reprogramming, follow normal diagnostic service procedures.

**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.

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

**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.

**NOTE:** Prior to submitting a Technical Support Request (TSR), ensure the related module(s) for the FSA were updated properly. Reattempt the module update by repeating Steps 2 through 16. Perform any module programming diagnostics as needed.

**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.

**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).

**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.

(continued on next page)



**GENERAL NOTES** (continued)

**NOTE:** When submitting a **Technical Support Request (TSR)**, select **FSA Assistance Group** from the drop-down menu on the form. See Figure 10. To expedite your Technical Service Request, please provide the FSA Assistance Group with the following information when submitting the TSR:

- What FSA is being attempted.
- Specific error message(s) received when programming is attempted.
- Battery State of Charge when programming was attempted.
- Scan tool software level.
- Any known aftermarket devices installed on the vehicle.
- List in detail what diagnostic steps were already performed to try and diagnose why the module will not update to the correct level.

**NOTE:** Depending on the software levels of each module on the vehicle, this PCM and TCM software update may also require the Nitrogen Oxides (NO<sub>x</sub>) sensor 11, NO<sub>x</sub> sensor 12, Glow Plug Control Module (GPCM), and the Particulate Matter Sensor (PMS) to be updated.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 24S78**

Certain 2020-2022 Model Year Super Duty and 2021-2022 Medium Duty Trucks Equipped with a 6.7L Diesel Engine

Powertrain Control Module and Transmission Control Module Reprogramming








**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****Safety Recall 24S78**

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Powertrain Control Module and Transmission Control Module Reprogramming

   – 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.**

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**

**Safety Recall 24S78**

Certain 2020-2022 Model Year Super Duty and 2021-2022 Medium Duty Trucks Equipped with  
a 6.7L Diesel Engine

Powertrain Control Module and Transmission Control Module Reprogramming

**Safety Recall 24S78**

**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 25SXX 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 24S78**

*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 # 24S78, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before February 9, 2026. 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 2025. 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 non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 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.