



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

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

September 11, 2023

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

**SUBJECT: Customer Satisfaction Program 23N01**  
Certain 2015-2019 Model Year Transit Vehicles with 3.2L Diesel Engine  
Crankcase Ventilation Hose Assembly Replacement and Powertrain  
Control Module Software Update

**PROGRAM TERMS**

This program provides a one-time repair (if needed) free of charge (parts and labor) to the Crankcase Ventilation (CCV) Hose Assembly for 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, then this repair offer will last until March 18, 2024.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2019	Kansas City	January 17, 2014 through October 24, 2019

US population of affected vehicles: 27,976. Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR**

In the affected vehicles, the Malfunction Indicator Light (MIL) may illuminate and store one or more of the following diagnostic trouble codes (DTCs) P04DB, P04E2 and P04E3. This could be due to a faulty CCV monitor sensor, which may illuminate the MIL when the CCV hose assembly is still properly connected.

**SERVICE ACTION**

If an affected vehicle exhibits this condition and if the vehicle is still within the time and mileage limits, then dealers are to replace the existing CCV hose assembly with a new design that incorporates tamper proof connections without a CCV monitor sensor. The unused wiring branch of the CCV monitor sensor will be capped and stowed and a new calibration will be installed to accommodate the removed sensor. This service must be performed at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of September 18, 2023. Dealers should complete the repair if required and if the vehicle is eligible, whether or not the customer has received a letter.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Mobile Service Repair Assessment
- Owner Notification Letters

**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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

**Customer Satisfaction Program 23N01**

Certain 2015-2019 Model Year Transit Vehicles with 3.2L Diesel Engine  
Crankcase Ventilation Hose Assembly Replacement and Powertrain Control Module Software Update

**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 tools and cleaning supplies:
  - Standard Hand Tools.

**MOBILE REPAIR QUESTIONS AND ASSISTANCE**

Dealers participating in the Remote Experience Program:

- Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.

**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level.  
 - Light Mobile Service

**OASIS ACTIVATION**

OASIS will be activated on September 11, 2023.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 18, 2023. Owner names and addresses will be available by September 11, 2023.

**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**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Do not perform this program unless the affected vehicle exhibits the covered condition.

**TITLE BRANDED / SALVAGED VEHICLES**

Vehicles with canceled warranties are not eligible for this service action.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**PICK-UP AND DELIVERY**

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers) in lieu of a rental vehicle. Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

**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 FSA's / 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

**CLAIMS PREPARATION AND SUBMISSION**

- **Note:** All repairs for this program should be claimed using the claim entry direction below, regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 23N01 if the vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 23N01
    - Customer Concern Code (CCC): E29
    - Condition Code (CC): 42.
    - Causal Part Number: 6A664, Quantity 0
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

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- **Provision for Locally Obtained Supplies:** Includes Electrical Tape, Motorcraft Uninsulated Butt Connectors (22-16 AWG), Motorcraft Dual Wall and Adhesive-Lined Heat Shrinkable Tubing (22-18 AWG) Submit on the same line as the repair.
  - Program Code: 23N01
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$10.00

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Crankcase Ventilation Hose, cut and secure Crankcase Ventilation wiring and program the PCM using IDS release 129.03 or higher	23N01B	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-6A664-B	Crankcase Ventilation Hose (2015-2017MY)	1	1
JK4Z-6A664-C	Crankcase Ventilation Hose (2018-2019MY)	1	1
3U2Z-14A088-AB	Splice Kit (18-22 gauge wire) (Kit can complete 2 vehicles, return unused contents to part department)	1	.5

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

**Obtain the parts below locally:**

Part Number	Description	Quantity Needed
Obtain Locally	Wire Harness Tape	4 Vehicles per roll - Claim as Misc. Other

**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.

**EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

**Customer Satisfaction Program 23N01**

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**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 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.).
- 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.



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

Customer Satisfaction Program 23N01

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

September 2023

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

Although your vehicle's Crankcase Ventilation (CCV) hose system is likely functioning fine, a sensor in your vehicle may incorrectly report that a hose in the CCV system is disconnected. We are pleased to let you know that Ford Motor Company is offering a one-time repair for this issue if the hose assembly (which includes the sensor) requires replacement within certain time and vehicle mile limitations.

**What is the effect?**

On your vehicle, the CCV monitor sensor may detect a disconnected hose and the Malfunction Indicator Light (MIL) on your dashboard may illuminate even though the CCV hose is still properly connected.

If required, this one-time repair of your vehicle's CCV hose assembly is available for a total of 11 years or 120,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits, this one-time repair offer will last until March 2024. This program is automatically transferred to subsequent owners.

**What will Ford and your dealer do?**

If your vehicle requires repair to the CCV hose assembly and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the existing CCV hose assembly free of charge (parts and labor) with a new design that incorporates tamper-proof connectors without a CCV monitor sensor. In addition, the unused sensor wiring branch will be capped and stowed, and a new calibration will be installed to accommodate the removed sensor. This is a one-time repair program.

**How long will it take?**

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling

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**VEHICLE SALE NOTIFICATION FOR 23N01**

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567  
TEST OWNER NAME  
12345 TEST STREET  
TEST CITY, XX 12345



requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool before performing this repair.

- What should you do?** Please keep this letter as a reminder of the one-time repair offer for your CCV hose assembly. If the CCV hose assembly requires replacement, and your vehicle is within the indicated time/mileage limitations of this offer, you may provide the dealer with the VIN of your vehicle if you schedule a service appointment for Customer Satisfaction Program 23N01. The VIN is printed near your name at the beginning of this letter.
- If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.
- NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- What if you no longer own this vehicle?** Please complete and detach the Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle.
- You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is [ford.com/support](https://ford.com/support).
- For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time).
- FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is [fleet.ford.com](https://fleet.ford.com).
- Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

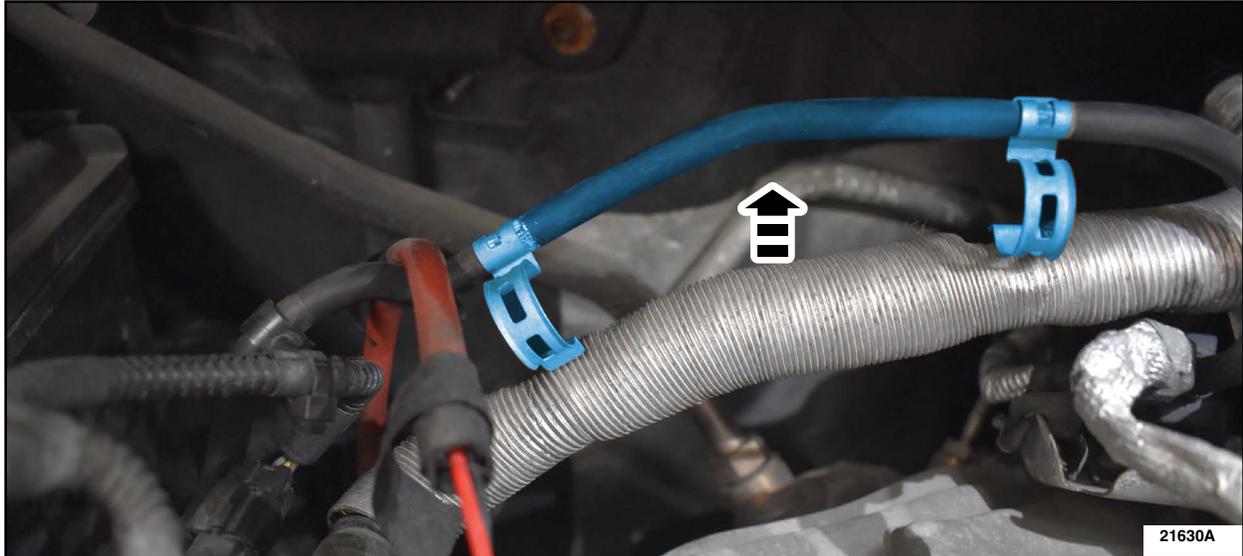
Ford Customer Service Division

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## CERTAIN 2015-2019 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH A 3.2L ENGINE — CCV HOSE REPLACE AND PCM SOFTWARE UPDATE

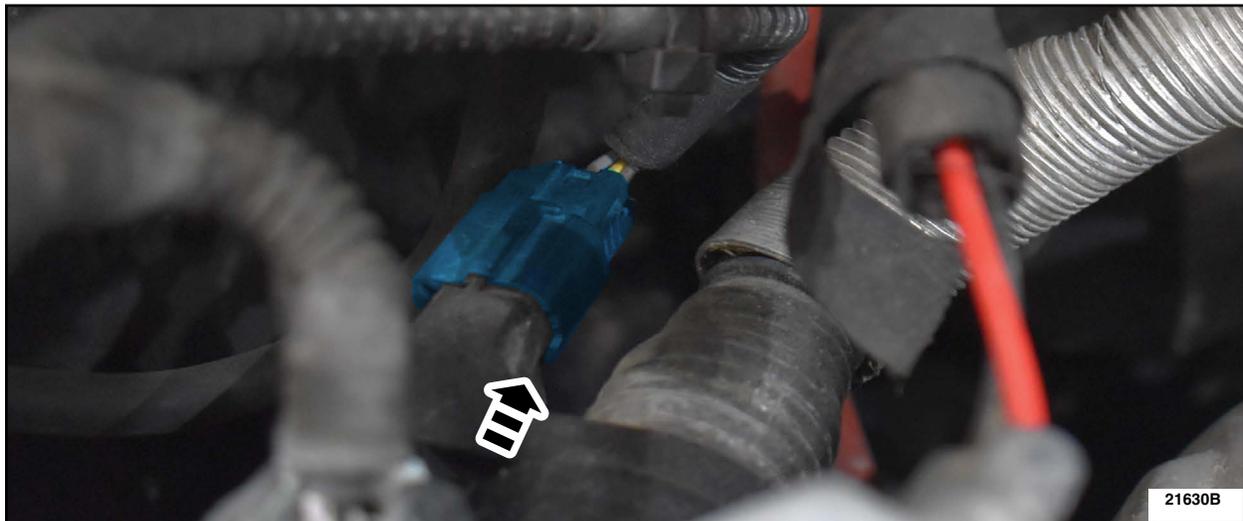
### SERVICE PROCEDURE

1. Disconnect vacuum hose and clamps from Crankcase Ventilation (CCV) Hose. See Figure 1.



**FIGURE 1**

2. Disconnect electrical connector from CCV Hose sensor. See Figure 2.



**FIGURE 2**

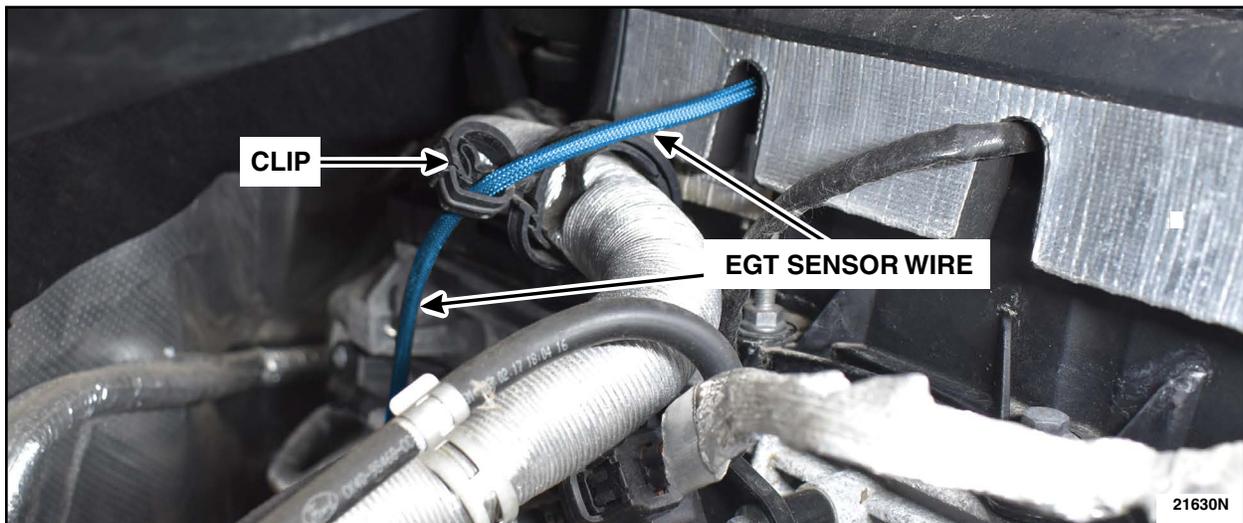


3. Disconnect harness from CCV heater. See Figure 3.



**FIGURE 3**

4. If equipped, remove wire for the Exhaust Gas Temperature (EGT) Sensor through clip on CCV tube. See Figure 4.



**FIGURE 4**

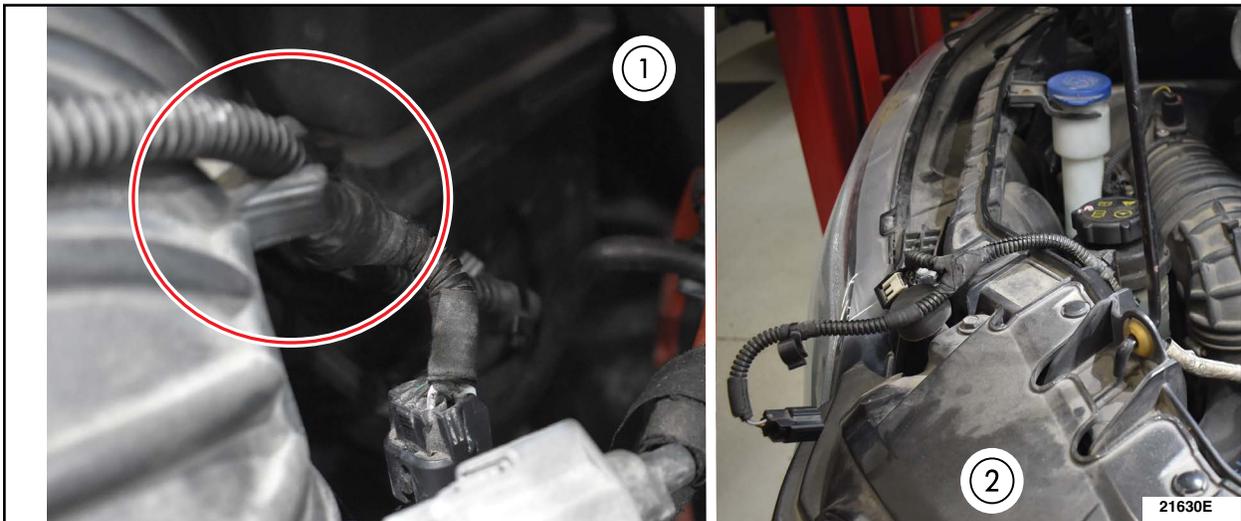


5. Remove CCV hose from the vehicle. See Figure 5.



**FIGURE 5**

6. Detach harness from air intake tube and position so that the connector and wires will be easy to work with. See Figure 6.



**FIGURE 6**



7. Remove retainer from wire harness and cut off connector end. See Figure 7.

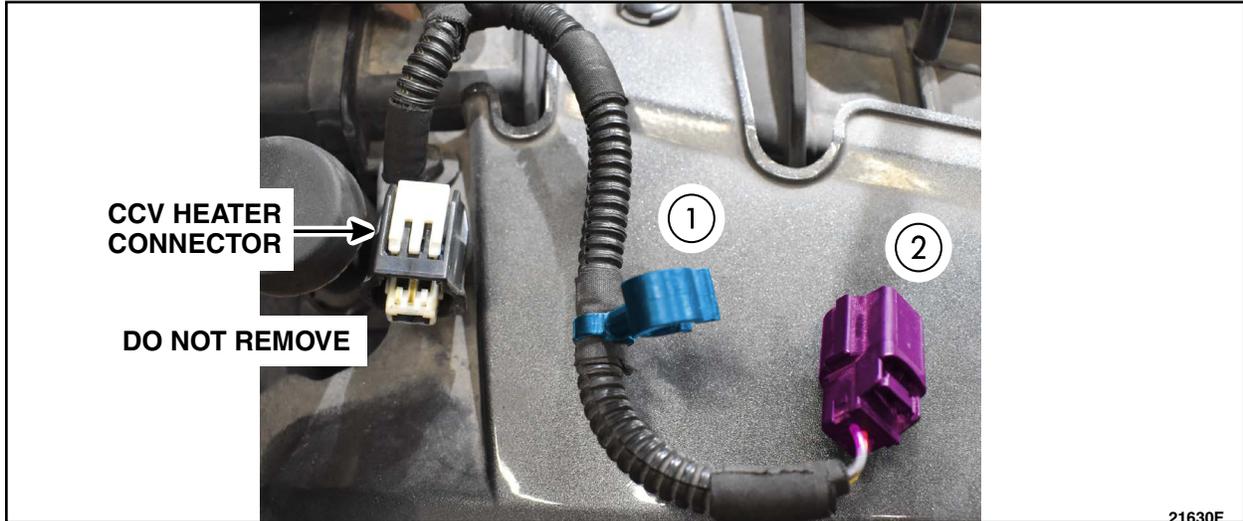


FIGURE 7

8. Cut the wire covering back as shown in the highlighted area in Figure 8.

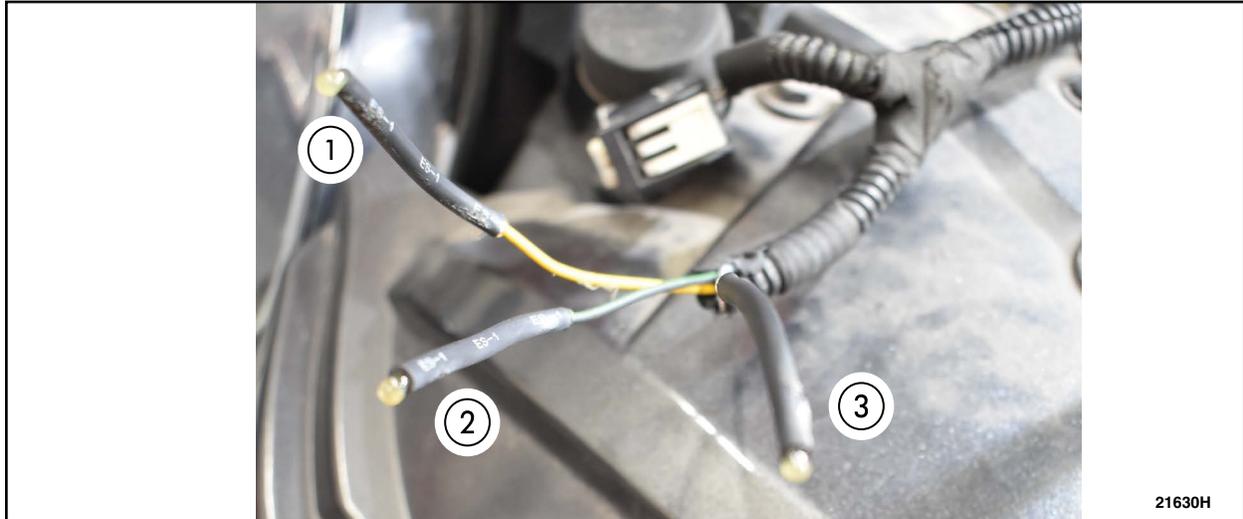


FIGURE 8



9. Add Dual Wall Heat Shrink to each individual wire. See Figure 9.

**NOTE:** Use pliers to gently squeeze the ends of the heat shrink sleeve (while heat shrink is still warm) to ensure a tight fit and close any air gaps.



**FIGURE 9**

10. Fold wire back and secure wires with Coroplast tape. See Figure 10.

**NOTE:** Ensure that the tape completely covers the wires.



**FIGURE 10**



11. Route wire over air intake tube, secure into clamps, and plug connector back into CCV heater.  
See Figure 11.

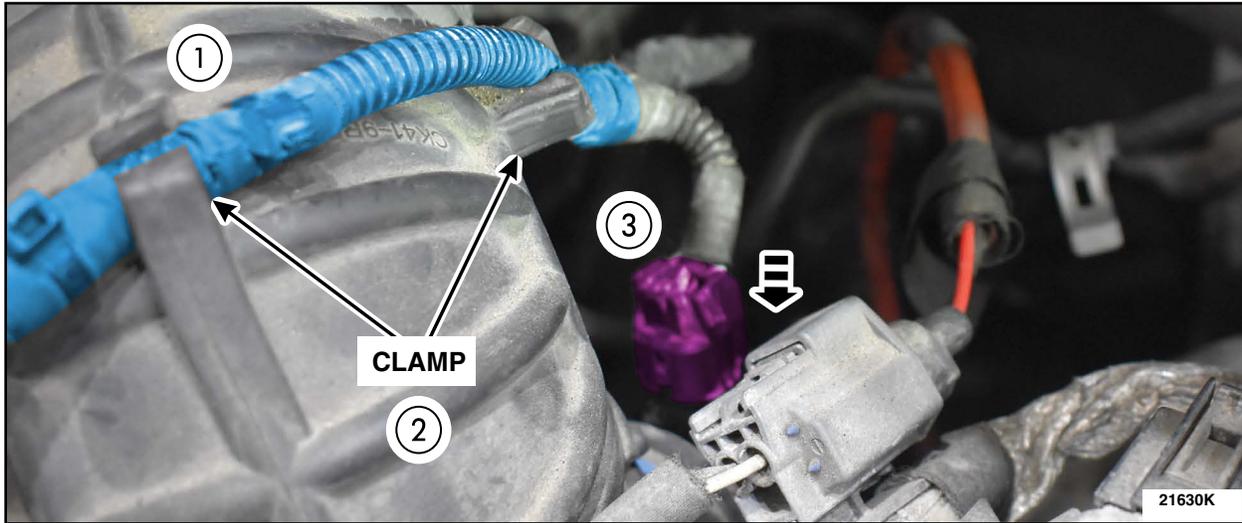


FIGURE 11

12. Connect new CCV tube and reattach vacuum line to new CCV tube. See Figure 12.

**NOTE:** There are indents on the new CCV hose where the vacuum line and clamps will reattach.

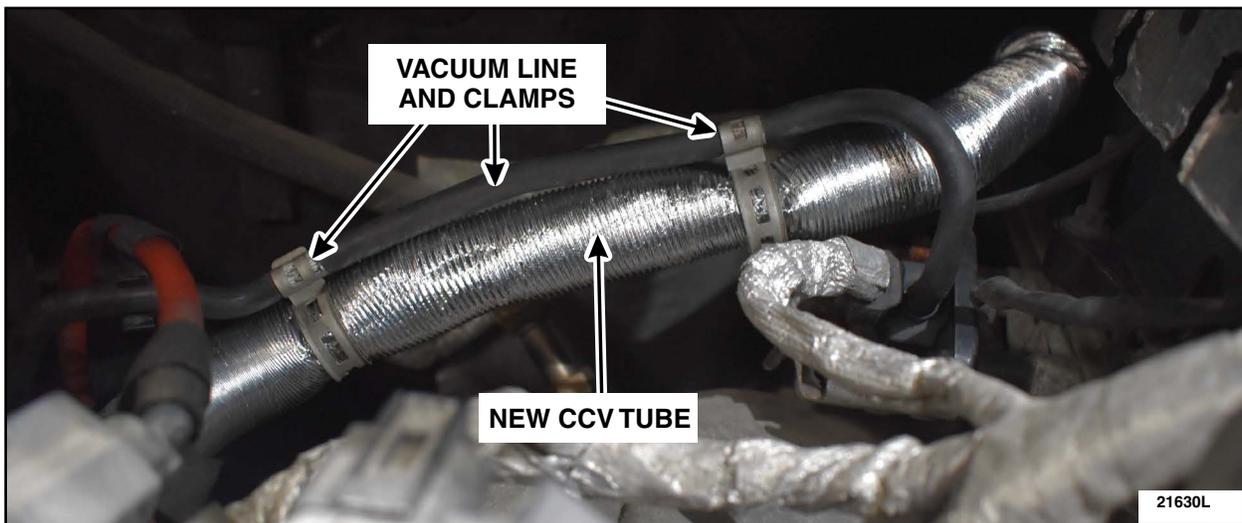
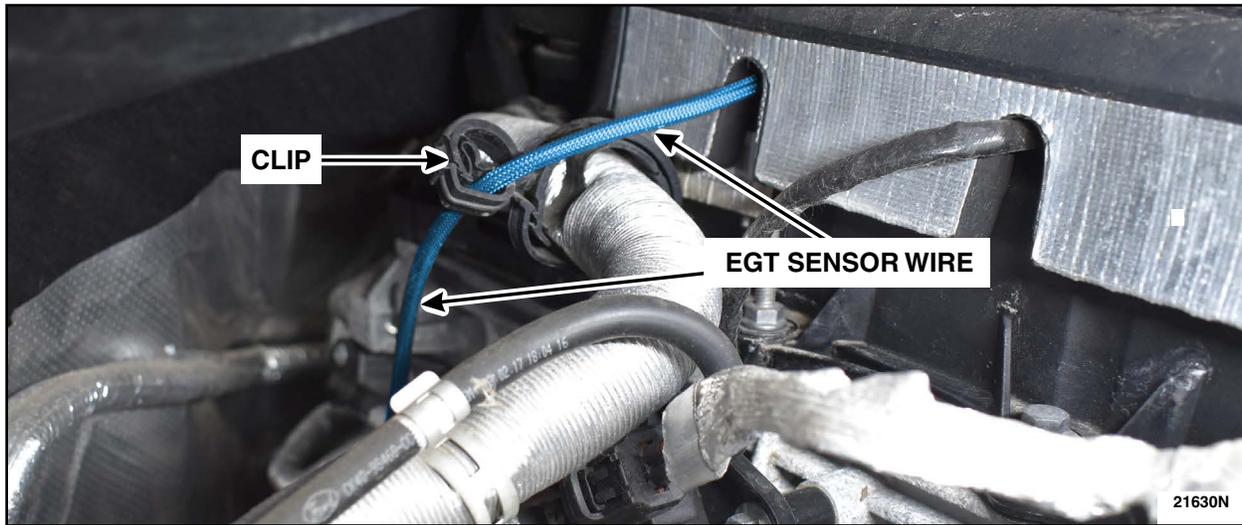


FIGURE 12



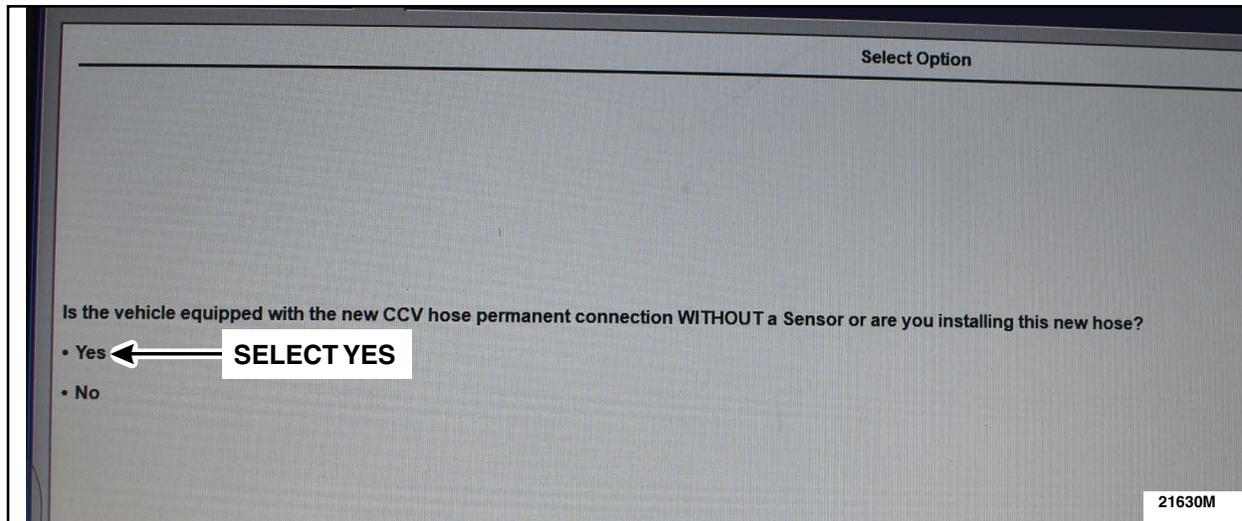
13. If equipped, place wire for the Exhaust Gas Temperature (EGT) Sensor through clip on CCV tube.  
See Figure 13.



**FIGURE 13**

14. Program the PCM following the module programming.

**NOTE:** You will be prompted during programming to answer whether or not the vehicle is equipped with the new CCV hose without a sensor., Please make sure to select Yes. See Figure 14.



**FIGURE 14**



## Module Programming

15. Connect a battery charger to the 12V battery.

**NOTE:** Verify that 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:** 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 II (VCM II) is properly connected to the Data Link Connector (DLC).

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

16. Reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 129.03 or higher. Make sure you are connected to the Internet prior to reprogramming.

**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.

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

18. Check and clear codes.

## Important Information for Module Programming

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

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and 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.
- 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 from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM 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.

**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.**



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Update

**Mobile Service Repair Assessment**

The following assessment will be used to indicate how mobile friendly a program is.

**Dealer Bulletin**

This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

**Assessment Levels**

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not Mobile Service Capable

**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

- ***Anytime a procedure requires work under the vehicle to have a two-person process***
  - 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 maybe 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 Mobile Service Repair Capable

- 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