



Stacy L. Balzer
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Ford Motor Company
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June 18, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD
Customer Satisfaction Program 24P15
Certain 2024 Model Year F150 HEV 3.5L Vehicles
HEV Cylinder Misfire Detection**

PROGRAM TERMS

This program will be in effect through June 30, 2025, for vehicles within the new bumper-to-bumper warranty coverage period.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F150 HEV	2024	Dearborn	June 8, 2022 through May 11, 2024

US population of affected vehicles: 28,899. Affected vehicles are identified in OASIS.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the vehicle's Misfire Monitor falsely detects a misfire. The Malfunction Indicator Light (MIL) will illuminate if this concern is present. There is no known impact to drivability and the MIL may clear if the Misfire Monitor stops falsely detecting misfires.

SERVICE ACTION

Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership). Before delivering any new in-stock vehicles involved in this program, dealers are to re-program the Powertrain Control Module (PCM) and Secondary On-Board Diagnostic Module C (SOBDMC) with the latest calibration. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record

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 initial 'S'.

Stacy L. Balzer

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
 - ✂ - Mobile Reprogramming
 - Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership) and Remote Experience reimbursement (mobile service and pickup & delivery) for just this repair is not allowed.

OASIS ACTIVATION

OASIS will be activated on June 18, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.

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.

BRANDED / SALVAGED TITLE VEHICLES

Branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 – 8 years or 80,000 miles

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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:
 - Claim type 31: Field Service Action.
 - Sub Code: 24P15
 - Customer Concern Code (CCC): E29 – “Check Engine” light troubles
 - Condition Code (CC): 04 – Software Revision/Flash Module.
 - Causal Part Number: 12A650, 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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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update Powertrain Control Module (PCM) and Secondary On-Board Diagnostic Control Module C (SOBDMC)	24P15B	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.