



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

August 30, 2024

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

**SUBJECT:** **Customer Satisfaction Program 24B56**

Certain 2022-2024 Model Year F-150 BEV Vehicles Equipped with Front Park Aid Feature (Minor Feature Code HNLAB)

Inoperative Front Parking Sensors - Software Update – Image Processing Module A

**REF:** **Special Service Message 52161**

2022-2023 F-150 Lightning - Equipped with Front Park Aid (Minor Feature Code HNLAB) - Inoperative Front Parking Sensors With “Front Parking Sensors Not Available Sensors Blocked See Manual” Message In the Instrument Panel Cluster Published 1/5/2024, to be Deactivated 8/30/2024

**PROGRAM TERMS**

This program will be in effect through August 30, 2025. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 BEV	2022-2024	Rouge Electrical Vehicle Center	October 14, 2021 through December 15, 2023

US population of affected vehicles: 48,748. Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles may have previously been repaired using Special Service Message (SSM) 52161. Monitor OASIS before opening an RO and/or beginning a repair.

**REASON FOR THIS PROGRAM**

Some of the affected vehicles may exhibit an inoperative front park aid feature with a “Front Parking Sensors Not Available Sensors Blocked See Manual” message in the Instrument Panel Cluster (IPC). The vehicle will also display a visual identifier of sensor blocked on the SYNC screen when camera view is ON. There are no associated diagnostic trouble codes (DTCs) for this condition.

**SERVICE ACTION**

Dealers are to update the Image Processing Module A (IPMA) and Power Steering Control Module (PSCM) to the latest software version. Also, 2022 model year vehicles will require an Auxiliary Protocol Interface Module (APIM) module configuration update after completing the IPMA software update. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Ford Technical Assistance Center and SSSC are receiving multiple reports of IPMA programming failures, most due to miscellaneous battery issues. Before performing module reprogramming, ensure that a battery charger is installed on the vehicle and battery state of charge is being maintained between 12.6 and 13.5 volts. If IPMA module reprogramming fails and assistance is required submit a Technical Support Request (TSR).

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
  - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed by the week of September 9, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **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

### **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

## Customer Satisfaction Program 24B56

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

- All repairs in this program have the following assessment level:
  - 🔧 - Mobile Reprogramming

### **MOBILE REPAIR RECOMMENDATIONS**

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

### **MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions.
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: none.

### **MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

### **OASIS ACTIVATION**

OASIS will be activated on August 30, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 30, 2024. Owner names and addresses will be available by September 20, 2024.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program 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 service action.

### **SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

## Customer Satisfaction Program 24B56

### **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.

### **BRANDED / SALVAGED TITLE VEHICLES**

Affected branded / salvaged title vehicles are eligible for this service action.

### **OWNER REFUNDS**

Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires February 28, 2025.

- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with inoperative front parking sensors and an IPMA software update.

### **RENTAL VEHICLES**

Rental vehicles are not approved for this program.

### **MOBILE REPAIR CLAIMING QUESTIONS**

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

### **FORD PICK-UP & DELIVERY**

- Dealers participating in the Remote Experience Program –
  - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- Dealers NOT participating in the Remote Experience Program –
  - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
  - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

## Customer Satisfaction Program 24B56

### ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, **submit a TSR** before replacing the IPMA and request a Repair Validation Code (RVC).

Once you have an RVC:

- For this program it is NOT necessary to contact the SSSC for additional approvals, this includes additional labor hours, module replacement and related damage.

### CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after 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: 24B56
    - Customer Concern Code (CCC): A70 - Front/Rear/Side park aid sensors/module
    - Condition Code (CC): 04 – Software Revision/Flash Module
    - Causal Part Number: 14G647, 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.

  - An RVC code is required for IPMA module replacement.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 24B56                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                      - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

**Customer Satisfaction Program 24B56****• Ford Pick-Up & Delivery:**

- Dealers participating in the Remote Experience Program –
  - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- Dealers NOT participating in the Remote Experience Program –
  - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
  - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

**• Mobile Repair:**

- Dealers participating in the Remote Experience Program –
  - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
  - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
- Dealers NOT participating in the Remote Experience Program –
  - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
  - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
  - Claim the mobile repair allowance Labor Operation Code 24B56MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Customer Satisfaction Program 24B56

**LABOR ALLOWANCES**

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

If you experience IPMA software programming errors, multiple programming failures, or IPMA module replacement, and require assistance - submit a Technical Support Request (TSR) and request the following:

- IPMA programming assistance or IPMA replacement from DSSH
- Repair Validation Code (RVC)

Once you are provided with an RVC:

- **For this program it is NOT necessary to contact the SSSC for additional approvals, this includes the following:**
  - additional labor hours
  - module replacement
  - related damage

Description	Labor Operation	Labor Time
Update the IPMA and PSCM software using FDRS. <b>Note:</b> 2022 MY vehicles will require an APIM module configuration update after completing the IPMA software update. <b>- Cannot be used with 24B56C</b>	24B56B	1.9 Hours
No IPMA and PSCM software available <b>- Cannot be used with 24B56B or MT24B56D</b>	24B56C	0.3 Hours
IPMA software failed and/or IPMA module replacement required: ○ TSR/DSSH contact required & Repair Validation Code ○ RVC provided <b>Cannot be used with 24B56C</b>	MT24B56D	Up to 12 Hours
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	24B56MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24B56PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.



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PO Box 1904  
Dearborn, Michigan 48121

September 2024

## Customer Satisfaction Program 24B56

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

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 no-charge Customer Satisfaction Program for your vehicle.

**Why are you receiving this notice?** On your vehicle, the Front Park Aid feature may become inoperative.

**What is the effect?** If the front park aid becomes inoperative, you will receive a message in the instrument panel cluster stating, "Front Parking Sensors Not Available – Sensors Blocked – See Manual."

**What will Ford and your dealer do?** **Software is now available to repair your vehicle.** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update the Image Processing Module A (IPMA) and Power Steering Control Module (PSCM) to the latest software version free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until August 30, 2025 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 24B56.

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.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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.

**Mobile Service**

Ford Mobile Service is offered by participating dealers, contact your dealer for details.

**Pick-Up and Delivery**

Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.

**Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct software was used.

If the previously paid repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to inoperative front parking sensors with an IPMA software update. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before February 28, 2025. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, 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 (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is [ford.com/support](https://ford.com/support).

**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).

Thank you for your attention to this important matter.

Customer Service Division

## CERTAIN 2022-2024 MODEL YEAR F-150 BEV VEHICLES EQUIPPED WITH FRONT PARK AID FEATURE (MINOR FEATURE CODE HNLAB) - INOPERATIVE FRONT PARKING SENSORS - SOFTWARE UPDATE — IMAGE PROCESSING MODULE A (IPMA)

### SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.

### Module Programming

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

If you experience IPMA software programming errors, multiple programming failures, IPMA module replacement and require assistance - submit a Technical Support Request (TSR) and request the following:

- IPMA programming assistance or IPMA replacement from DSSH
- Repair Validation Code (RVC)

Once you are provided with an RVC:

- For this program **it is NOT necessary to contact the SSSC** for additional approvals, this includes the following:
  - additional labor hours
  - module replacement
  - related damage

**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 (V) battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

**NOTE:** Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).



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).

**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.

4. Select **Toolbox** tab.

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

6. From the list on the RH side of the screen, select **IPMA - Image Processing Module A (IPMA)**.

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

**NOTE:** The IPMA may take up to 2 hours and 40 minutes to update. However, there is no technician interaction needed once the IPMA begins to update.

**NOTE:** The following modules may also be programmed during the **IPMA** update:

- **Power Steering Control Module (PSCM)**.

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

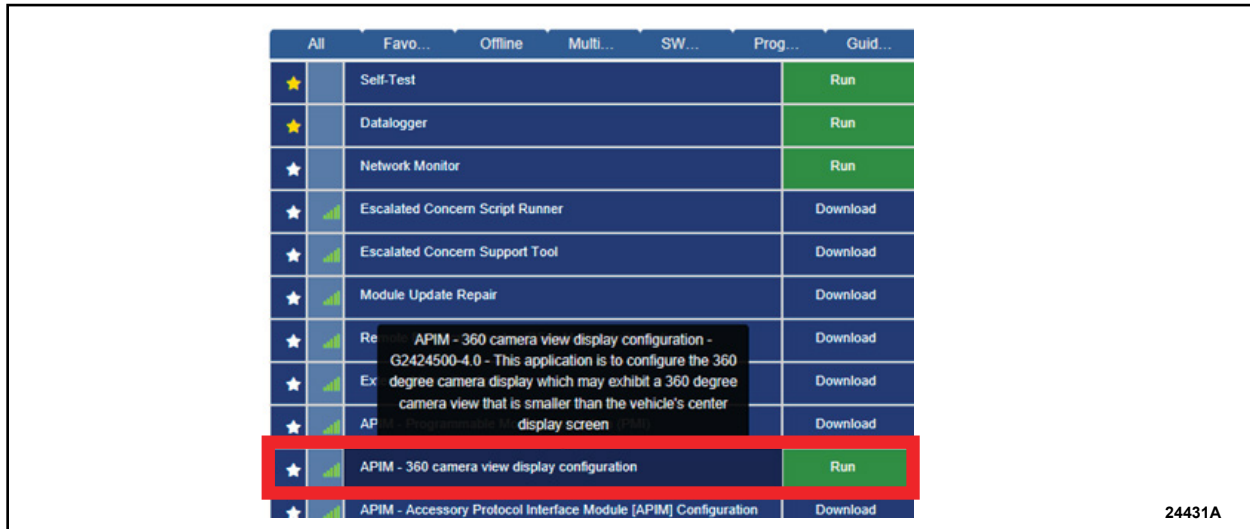
9. Click the **Run Selected Tests** button in the lower right.

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



11. On 2022 model year vehicles only:

- a. From the list on the LH side of the screen, select the **APIM**.
- b. From the list on the RH side of the screen, select **APIM - 360 camera view display configuration**. See Figure 1.
- c. Click **RUN**. Follow all on-screen instructions carefully.



**FIGURE 1**

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

### Important Information for Module Programming

**NOTE:** When programming 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 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 III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable 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/VCM III or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII 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.



**Customer Satisfaction Program 24B56**

Certain 2022-2024 Model Year F-150 BEV Vehicles Equipped with Front Park Aid Feature  
(Minor Feature Code HNLAB)  
Inoperative Front Parking Sensors - Software Update – Image Processing Module A













**Mobile Service Repair Assessment**

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


**Dealer Bulletin**



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**

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

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

-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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(Minor Feature Code HNLAB)

Inoperative Front Parking Sensors - Software Update – Image Processing Module A

   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

*Note: Wheel lock may be required.*

    – Advanced Mobile Service

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

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

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

 – Not a Mobile Service Repair

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

24B56

## 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 24B56 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date