



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

August 23, 2024

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

**SUBJECT: Customer Satisfaction Program 24B39**

Certain 2020-2024 Model Year Transit All-Wheel-Drive (AWD) Vehicles  
All-Wheel-Drive Module (AWDM) Software Update

### **PROGRAM TERMS**

This program will be in effect through August 31, 2025. There is no mileage limit for this program.

### **URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of August 31, 2025, to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists' names and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may require a more extensive repair. FSA VIN Lists are expected to be available on August 23, 2024.

### **AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit AWD	2020-2024	Kansas City	May 1, 2019 through April 19, 2024

US population of affected vehicles: 104,583. Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS PROGRAM**

Warranty part analysis and bench testing has shown that thrust bearing damage can occur as a result of repeated high-torque launches consistent with severe-duty package delivery applications. Over time, fatigue failure of the thrust bearing can create loose metal debris in the system and distribute it throughout the transfer case, damaging other internal components and affecting vehicle performance.

### **SERVICE ACTION**

Dealers are to update the AWDM software. This service must be performed on all affected vehicles at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed, 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 September 6, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

**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.

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### **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.

### **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 23, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 23, 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.

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### **STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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

Affected 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.

### **MOBILE REPAIR CLAIMING QUESTIONS**

Dealers participating in the Remote Experience Program:

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

Dealers NOT participating in the 2024 Remote Experience Program:

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

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

Dealers participating in the Remote Experience Program:

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

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

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

**Customer Satisfaction Program 24B39****ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

**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: 24B39
    - Customer Concern Code (CCC): K01
    - Condition Code (CC): 04
    - Causal Part Number: 7A195, 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.
- **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 24B39**

**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **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 24B39MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

## Labor Allowances and Parts Ordering Information

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#### **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Update the All-Wheel-Drive Module (AWDM) software	24B39B	0.3 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.	24B39MM	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.	24B39PP	0.5 Hours

#### **PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.



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Dearborn, Michigan 48121

September 2024

## Customer Satisfaction Program 24B39

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.

<b>Why are you receiving this notice?</b>	On your vehicle, thrust bearing damage may occur as a result of repeated high-torque launches consistent with severe-duty package delivery applications.
<b>What is the effect?</b>	Over time, fatigue failure of the thrust bearing can create loose metal debris in the system and distribute it throughout the transfer case, damaging other internal components and affecting vehicle performance.
<b>What will Ford and your dealer do?</b>	<b><u>Software is now available to repair your vehicle.</u></b> In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to update the All-Wheel Drive Module (AWDM) software free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until August 31, 2025, regardless of mileage. Coverage is automatically transferred to subsequent owners.
<b>How long will it take?</b>	The time needed for this repair is less than one hour. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
<b>What should you do?</b>	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 24B39. If you do not already have a servicing dealer, you can access <a href="https://ford.com/support">ford.com/support</a> 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.

<b>What should you do? (continued)</b>	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.
<b>Mobile Service</b>	Ford Mobile Service is offered by participating dealers, contact your dealer for details.
<b>Pick-Up and Delivery</b>	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.
<b>What if you no longer own this vehicle?</b>	<p>If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
<b>Can we assist you further?</b>	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p><b><u>RETAIL OWNERS:</u></b> If you have questions or concerns, please contact our <b>Ford Customer Relationship Center (CRC) at 1-866-436-7332</b> 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.</p> <p>If you wish to contact us through the internet, our address is <a href="https://ford.com/support">ford.com/support</a>.</p> <p><b><u>FLEET OWNERS:</u></b> If you have questions or concerns, please contact our <b>Ford Pro Contact Center at 1-800-34-FLEET</b>, 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 <a href="https://fleet.ford.com">fleet.ford.com</a>.</p> <p>Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).</p> <p><b><u>MOTORHOME OWNERS:</u></b> If you have questions or concerns, please contact our <b>Motorhome Customer Assistance Center toll-free at 1-866-906-9811</b>. Representatives are available 24 hours a day.</p>

Thank you for your attention to this important matter.

Customer Service Division

## CERTAIN 2020-2024 MODEL YEAR TRANSIT ALL-WHEEL-DRIVE (AWD) VEHICLES — ALL WHEEL DRIVE MODULE (AWDM) SOFTWARE UPDATE

### 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

**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 **AWD**.

6. From the list on the RH side of the screen, select **AWD - All Wheel Drive**.

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



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. 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 24B39**

Certain 2020-2024 Model Year Transit All-Wheel-Drive (AWD) Vehicles  
All-Wheel-Drive Module (AWDM) Software Update













**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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Certain 2020-2024 Model Year Transit All-Wheel-Drive (AWD) Vehicles  
All-Wheel-Drive Module (AWDM) Software Update

   – 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

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**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 24B39 Field Service Action program.

☐ Mobile Repair – Date: \_\_\_\_\_

OR

☐ Pick-up – Date: \_\_\_\_\_

☐ Delivery – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date