



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 13, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD

Update Before Sale 24U04 – Supplement #1

Certain 2024 Model Year F-150, F-150 Lightning, F-150 Raptor, 2024 Ranger, 2024 Ranger Raptor
Enhanced Pre-Delivery Inspection (PDI)

REF: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD

Update Before Sale 24U04

Dated April 19, 2024

New! REASON FOR THIS SUPPLEMENT

- **Technical Instructions:** *The technical instructions for F-150 have been updated to remove the gear shifter stowage check and add clarification to the coolant level check.*

PROGRAM TERMS

This program will be in effect through April 30, 2025, for certain unsold vehicles, or up to 60 days post the warranty start date (to allow for sales reporting and claim processing).

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2024	Dearborn	August 29, 2023 through March 11, 2024
F-150	2024	Kansas City	September 6, 2023 through March 11, 2024
F-150 BEV	2024	Rouge Electrical Vehicle Center	December 15, 2023 through March 19, 2024
Ranger	2024	Michigan	July 24, 2023 through March 4, 2024

Vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Vehicles in this Update Before Sale program were selected for an enhanced pre-delivery inspection due to Ford's continued focus on launch quality.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to perform an Enhanced Pre-Delivery Inspection (PDI) checklist in addition to the standard PDI. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

New! ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- *Technical Instructions*

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

Update Before Sale 24U04 – Supplement #1

OASIS ACTIVATION

OASIS was activated on April 19, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on April 19, 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.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are not eligible for this program.

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)

No additional repairs are required to complete the FSA. Additional repairs identified while completing the Enhanced PDI checklist should be managed as follows:

- For any required repairs, submit on a separate repair line following normal warranty-repair process.

CLAIMS PREPARATION AND SUBMISSION

- **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: 24U04
 - Customer Concern Code (CCC): A99 – Administrative, Maintenance, Misbuilt
 - Condition Code (CC): 82 – Freight/Postage/Maintenance
 - Causal Part Number: 1523200 Quantity 0.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

Labor Allowances and Parts Ordering Information

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
F-150 – All - Enhanced Pre-Delivery Inspection	24U04B	0.4 Hours
Ranger – All - Enhanced Pre-Delivery Inspection	24U04C	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this inspection.

CERTAIN 2024 MODEL YEAR F-150 VEHICLES — ENHANCED PRE-DELIVERY INSPECTION (PDI)

NEW! SERVICE PROCEDURE - All F-150 Vehicles

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.

NOTE: Complete all of the inspection steps listed below. If a step fails or an issue is found, document the step and/or issue, then continue to the next step.

1. With the Key on and Engine off, verify the seatbelt and door open chimes.
2. Verify the function of all four windows using the master switch (driver door window switch).
 - Record the door that has any bounce back when powering the windows up.
3. Verify the display screen function. Check for lines, color and/or image distortion.
4. Press each gang switch individually and verify function. See Figure 1.



FIGURE 1



5. Verify proper operation of the 360° and center high mount stop lamp (CHMSL) camera display on the 12 inch screen by selecting each camera view. See Figure 2.

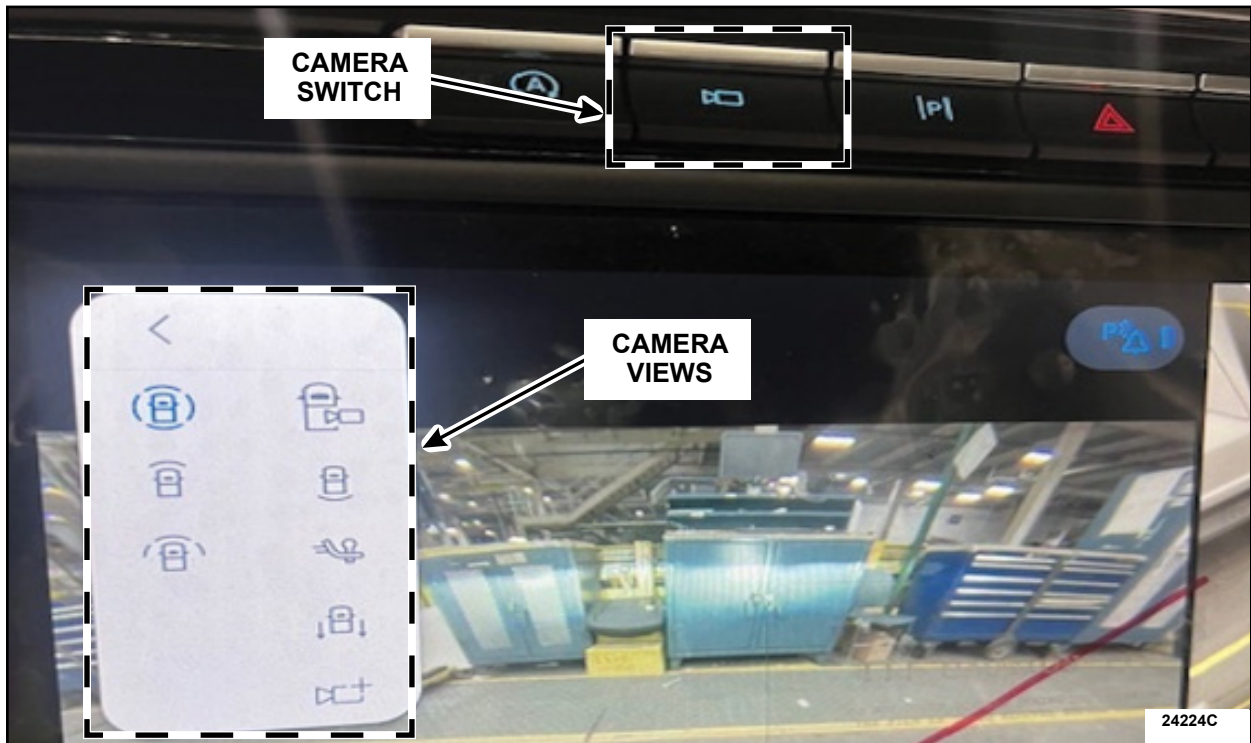


FIGURE 2



6. Activate the windshield wiper mister and cycle through the windshield wiper speeds to verify function.

NOTE: The vehicle should be at or near operating temperature.

7. Verify the Heating, Ventilation and Air Conditioning (HVAC) system performance.

- Set heat output at 85° F and check that the air blows hot.
- Set air conditioning output at 68° F and check that air blows cold.

8. Inspect the Instrument Panel (IP) for any loose damaged or missing trim.

9. Inspect the Left Hand (LH) IP topper for jagged edges. See Figure 3.

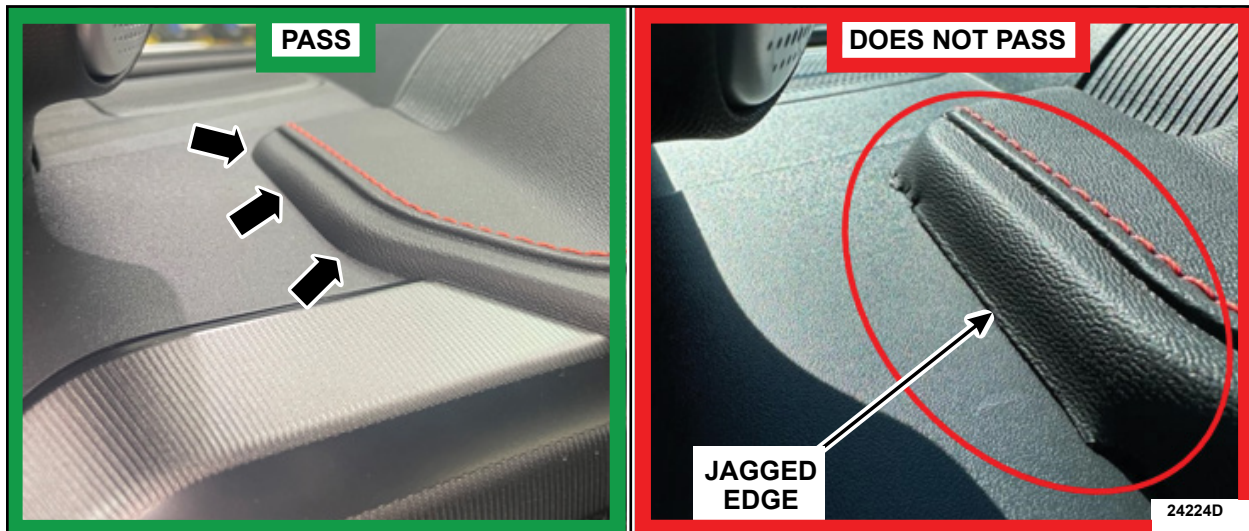


FIGURE 3

10. Verify the LH IP topper is fully seated. See Figure 4.



FIGURE 4



11. If equipped, verify the function of the Heads Up Display (HUD). See Figure 5.

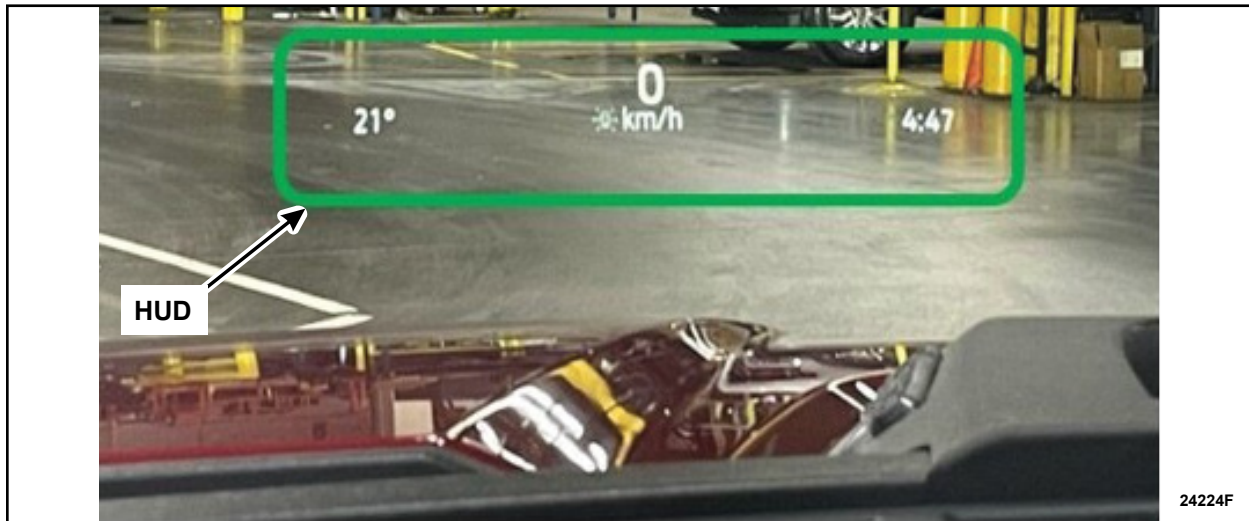


FIGURE 5

12. If equipped, press the active exhaust mode button on the steering wheel until the cluster display shows Baja mode. See Figure 6.

- With the vehicle running, press the accelerator pedal to increase engine RPM. Listen for a metallic, metal-on-metal type sound.

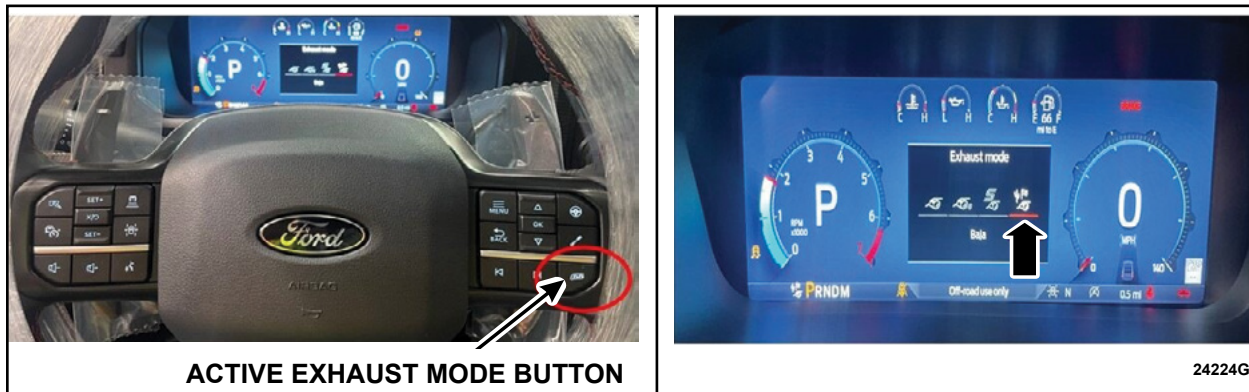


FIGURE 6



13. Verify the four wheel drive buttons are functional. See Figure 7.

- a. Cycle through all four mode buttons checking for sticking.
- b. Verify each button light turns on and off.

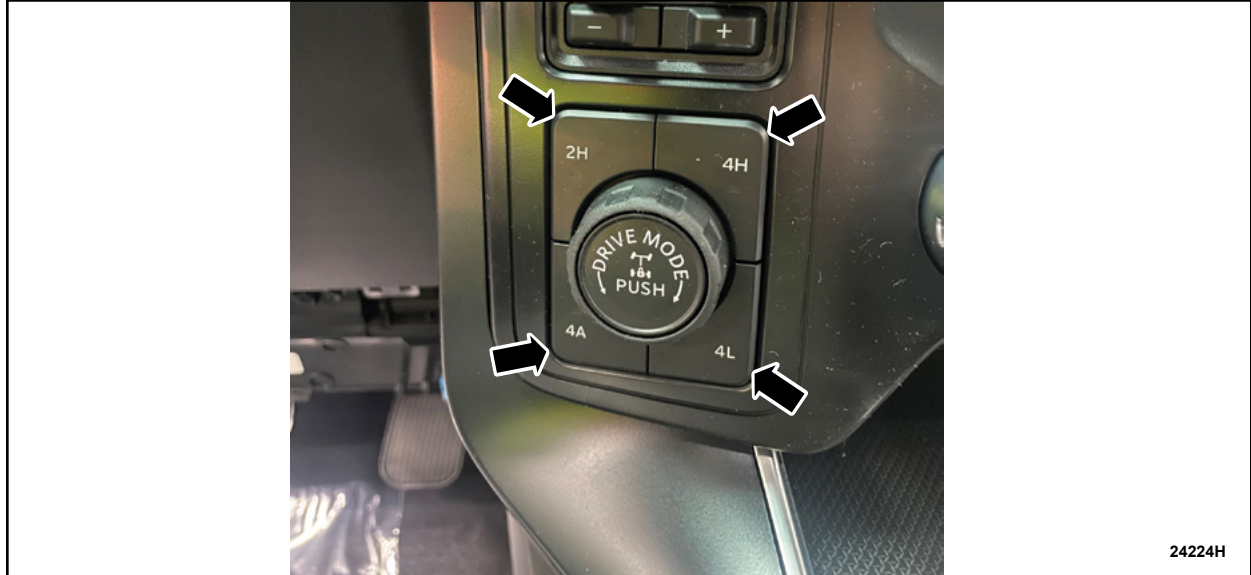


FIGURE 7

14. Verify the function of the glove compartment and if equipped the upper storage compartment. See Figure 8.

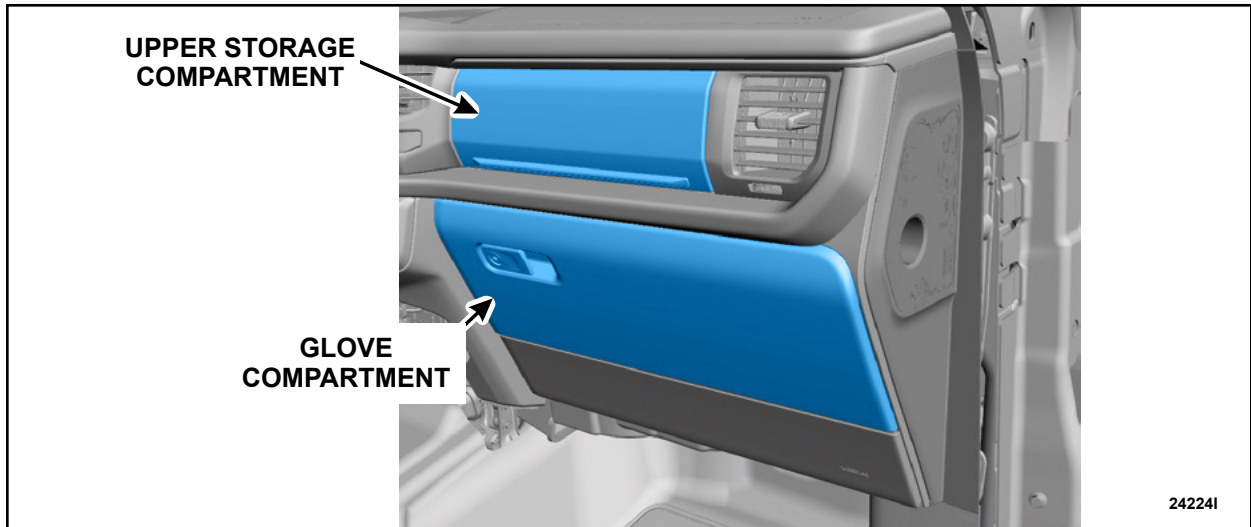


FIGURE 8



15. Verify proper operation of ALL the power points inside the cab, frunk (BEV Only) and the bed (if equipped) with a multimeter.

- 110 Outlets (110V tester is acceptable, but **cannot** be a ground fault tester with a trip switch).
- 12 volt power point
- USB ports
- USB-C

16. Verify keyless entry keypad function and button light up when pressed. See Figure 9.



FIGURE 9

17. Verify the headlamp, tail lamp and CHMSL for fit, function and any signs of obvious damage. See Figure 10.

NOTE: Headlamps shown, inspection for tail lamps and CHMSL similar.



FIGURE 10



18. Verify all four doors open and close freely, without binding, rubbing and/or noise.
19. Check that all the badges are correct, present and undamaged.
 - Front Grill
 - Fenders
 - Charge Port (if equipped)
 - Pick-up Box
20. Verify the front and rear bumper parking aid sensors are fully seated.
21. Check the tailgate for function.
 - a. Cycle open and close a total of 5 times.
 - b. Verify that the rear camera is fully seated.
22. **For Raptor Vehicles Only:** Check ALL four corners of the tailgate for applique delamination. See Figure 11.



FIGURE 11

23. **For BEV Vehicles ONLY:** If equipped, open and close the frunk to check function.
 - Verify that all frunk beauty shields are in place.
24. Verify the 12-volt battery terminals are secure.
25. *Verify the coolant level is between the Min and Max level.*
26. Did any of these steps not pass the inspection?

YES - This completes the FSA - Diagnose and repair using WSM under standard warranty/PDI guidelines.

NO - This completes this FSA.



CERTAIN 2024 MODEL YEAR RANGER VEHICLES — ENHANCED PRE-DELIVERY INSPECTION (PDI)

SERVICE PROCEDURE - All Ranger Vehicles

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.

NOTE: Complete all of the inspection steps listed below. If a step fails or an issue is found, document the step and/or issue, then continue to the next step.

1. Verify proper operation of the 360° and center high mount stop lamp (CHMSL) camera display on the 12 inch screen by selecting each camera view.

NOTE: The vehicle should be at or near operating temperature.

2. Verify the Heating, Ventilation and Air Conditioning (HVAC) system performance.

- Set heat output at 85° F and check that the air blows hot.
- Set air conditioning output at 68° F and check that air blows cold.

3. Verify the Manual Parking Release (MPR) cover located in the center console is fully seated.
See Figure 1.

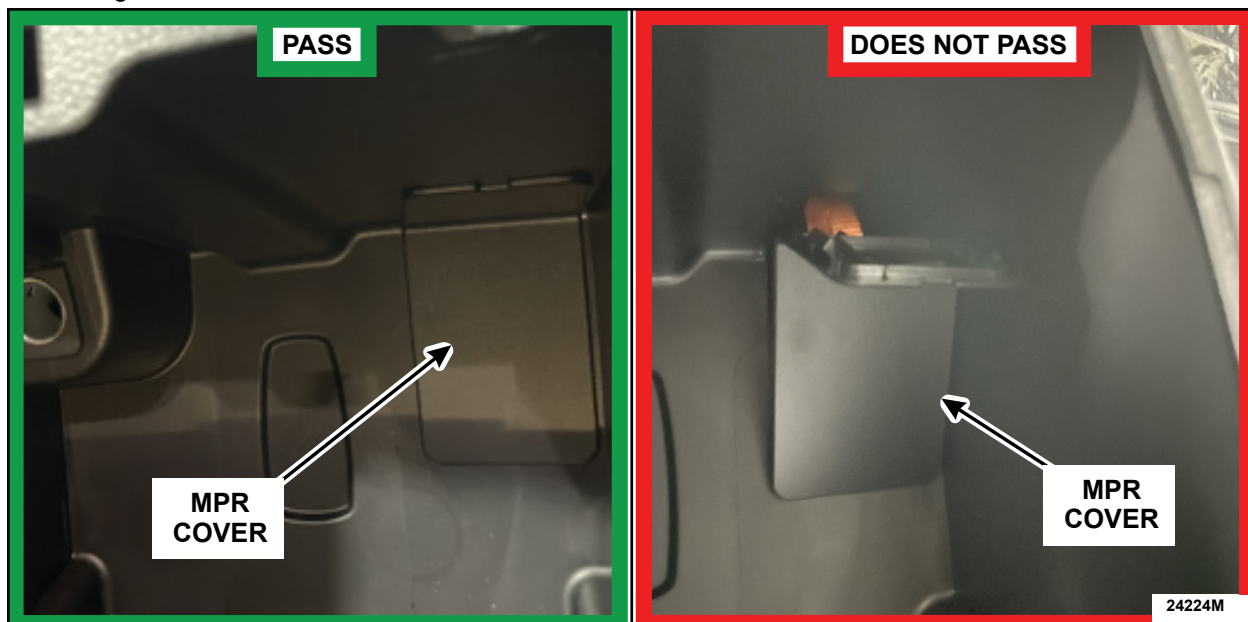


FIGURE 1



4. Inspect the Instrument Panel (IP) for fit, finish, and for any loose, damaged or missing trim.
See Figure 2.



FIGURE 2

5. Check all seats for defects, tears or wrinkles. See Figure 3.



FIGURE 3



10. Verify the stone box guard, located between the front of the pick-up box and corner of rear cab, is present and not peeling away from the body. See Figure 5.

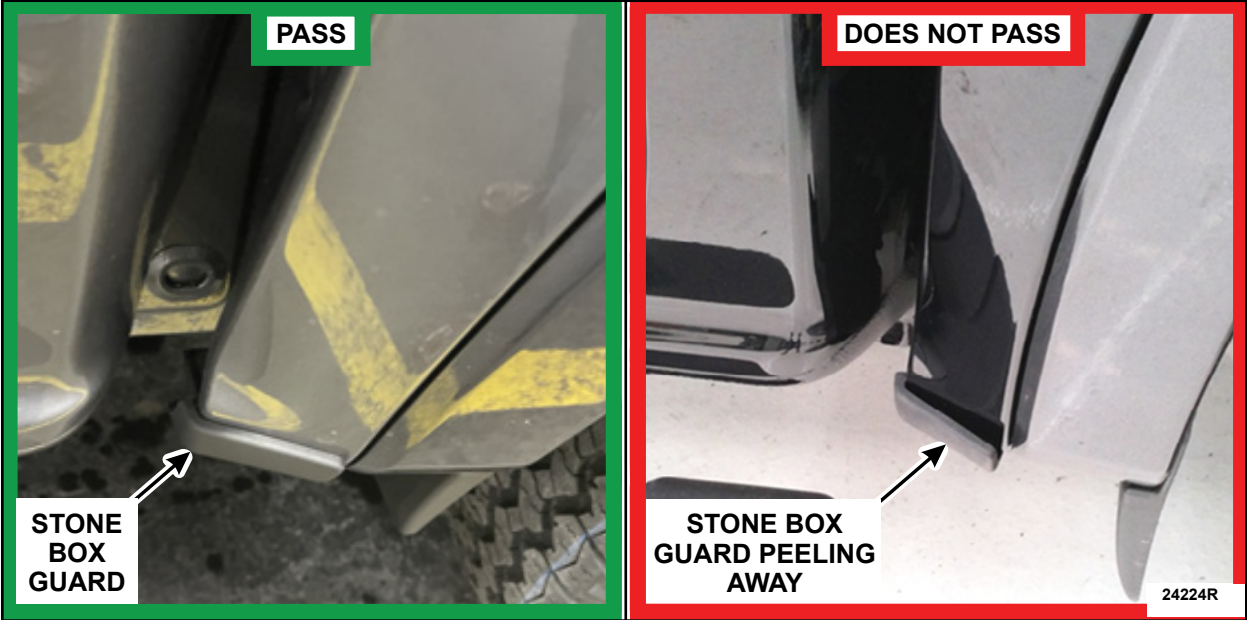


FIGURE 5

11. Verify the blackout tape is present and not damaged. See Figure 6.

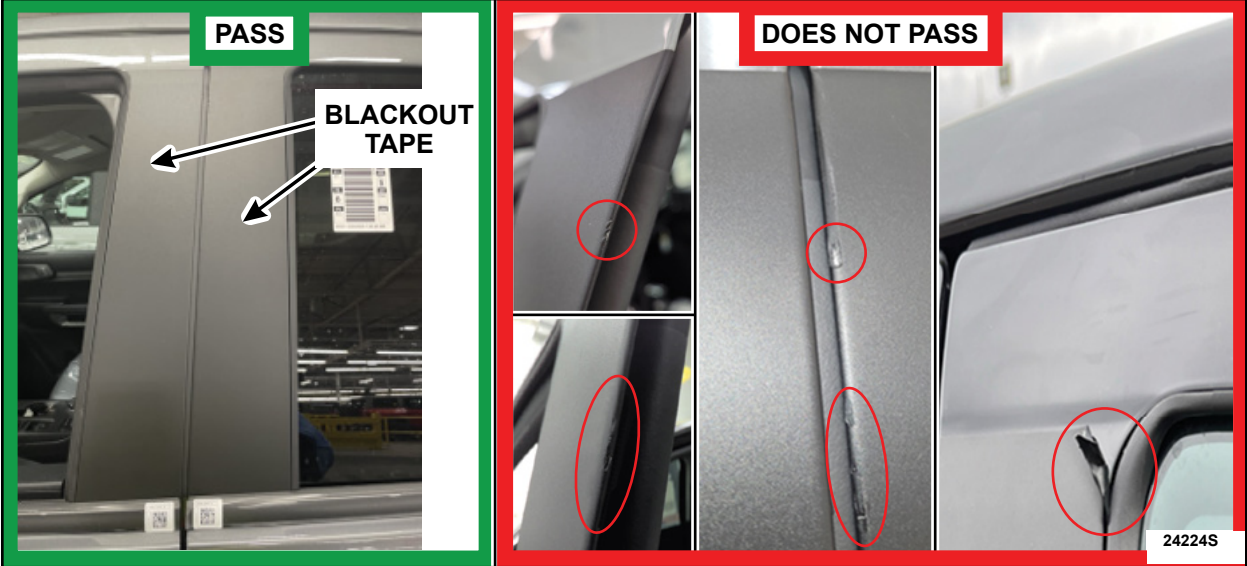


FIGURE 6



12. **Vehicles without running boards.** Verify that the mylar tape, located on the lower quarter of the vehicle body (Fenders, Doors and sides of the Pickup Box), is present, free of any bubbles or dirt and not damaged. See Figure 7.

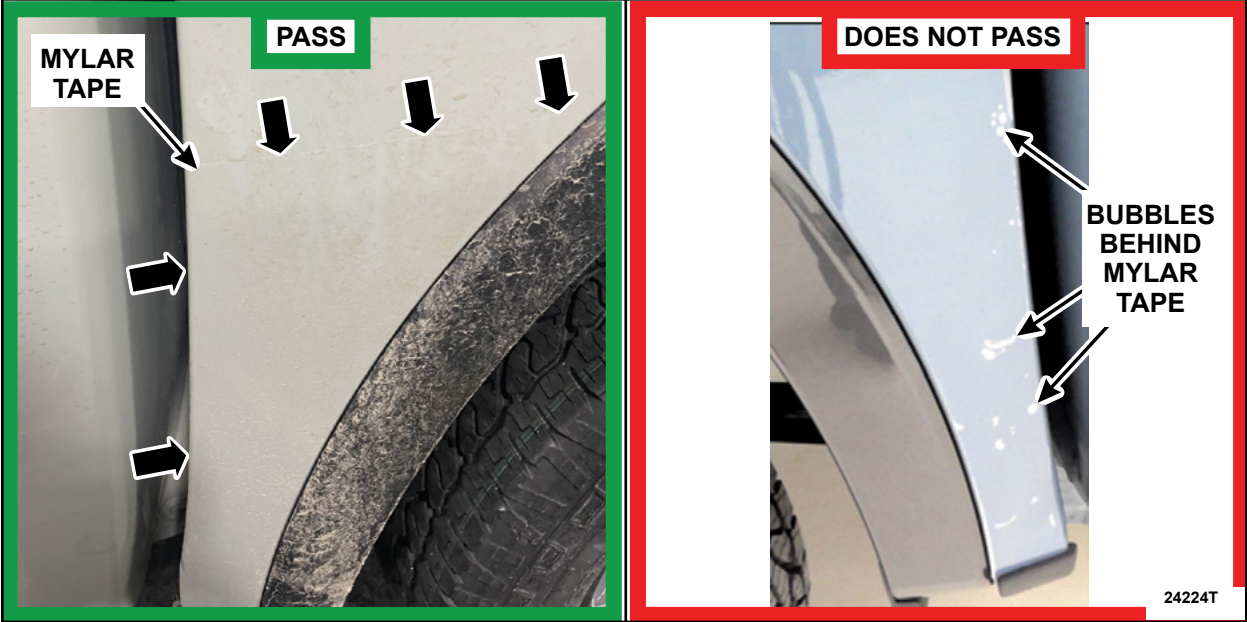


FIGURE 7

13. Verify all vehicle body decals are correct, present, and free of bubbles or damage.

14. Verify the front wheel lip moulding is secure with no missing push pin retainers. See Figure 8.

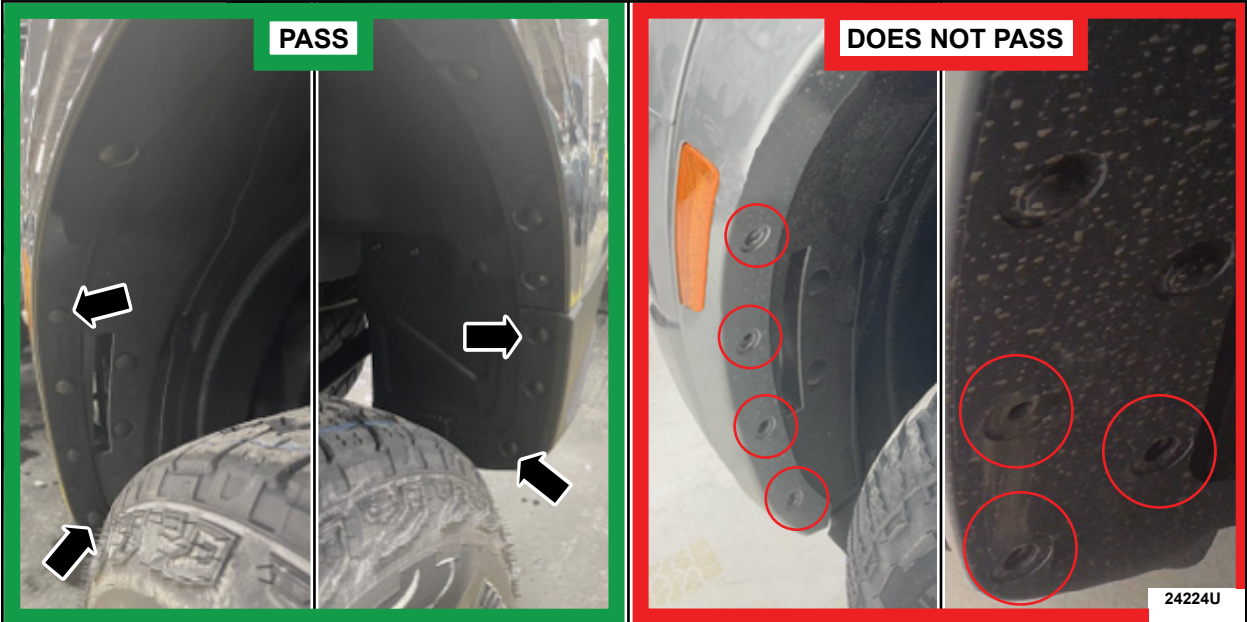


FIGURE 8



15. Verify the mud flaps are present on units that are supposed to have them. See Figure 9.

- Window sticker will show **Splash Guards/Mud Flaps FR/RR**.



FIGURE 9

16. Inspect the corners of the tail lamps for chips. See Figure 10.

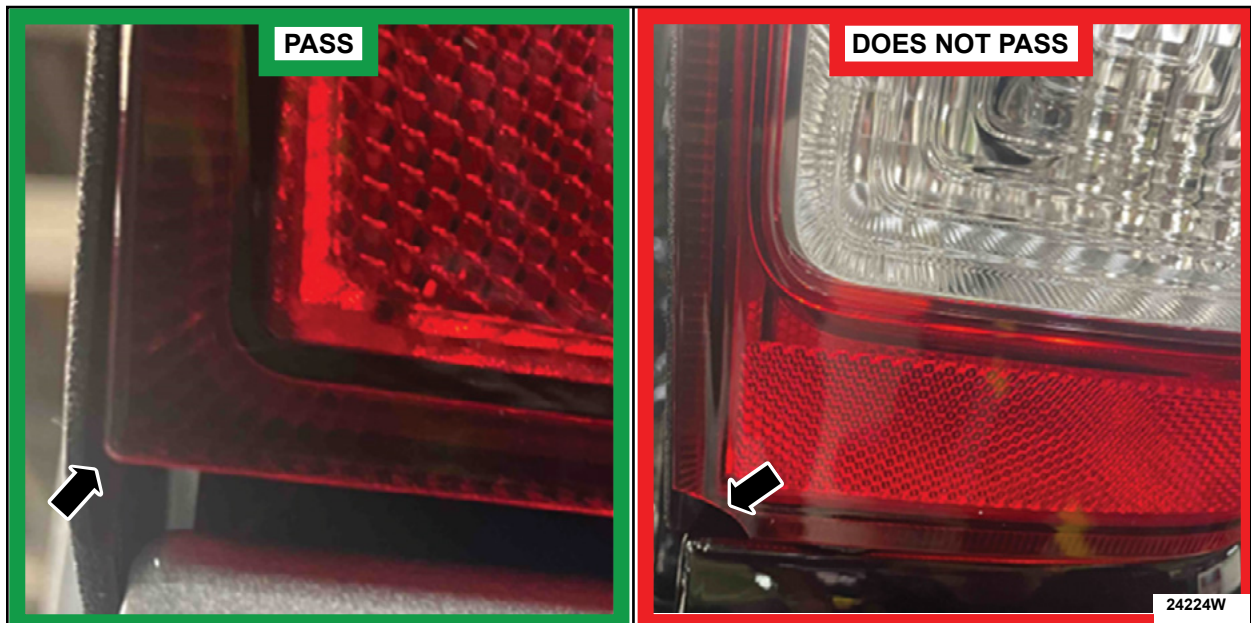


FIGURE 10



17. Press in on the tailgate cap and then release. Verify the cap returns to the original position and is flush. See Figure 11.

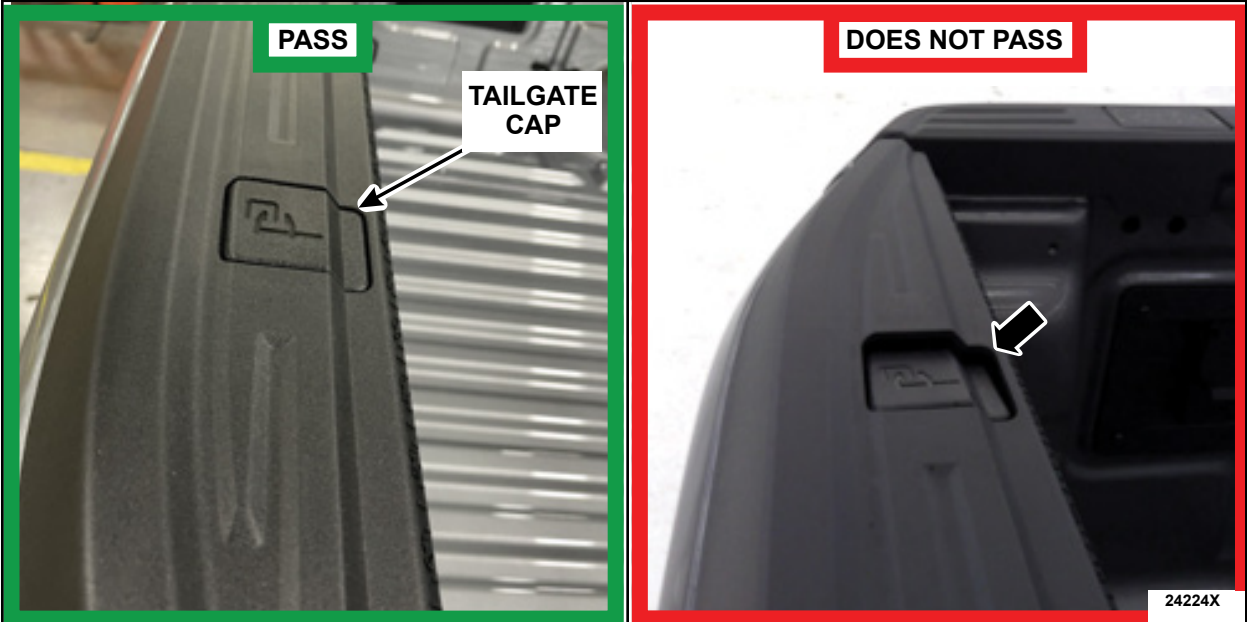


FIGURE 11

18. Visually verify that there is no gap between the bolt and tail lamp plastic surface. See Figure 12.

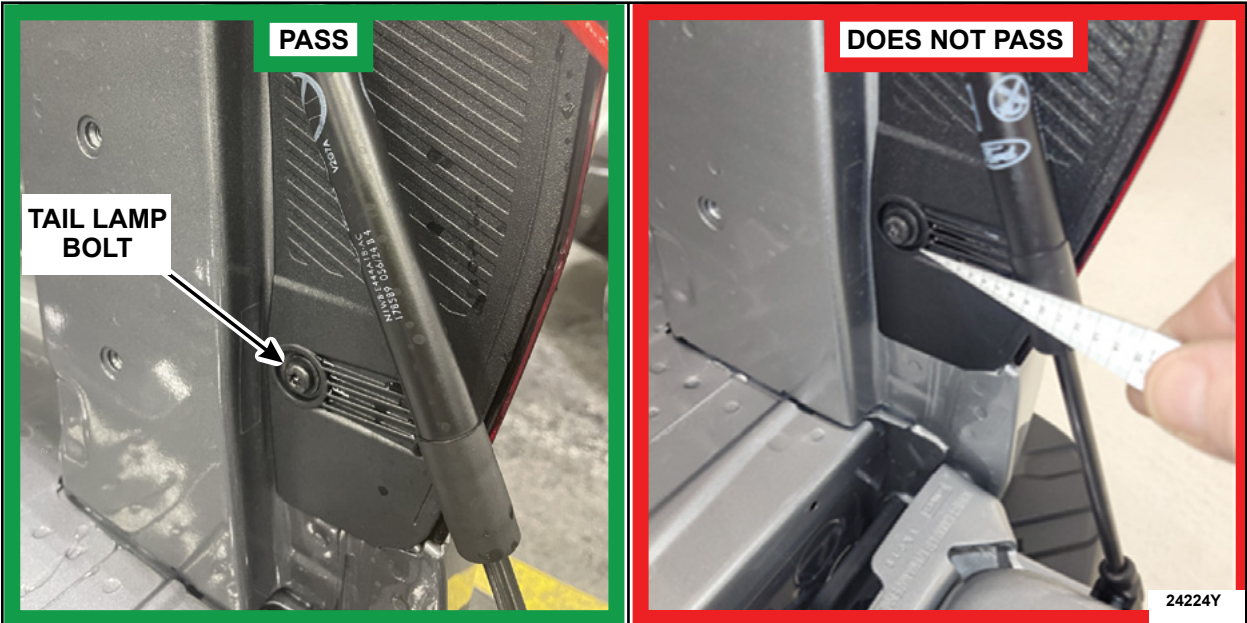


FIGURE 12



19. Verify the 12-volt battery terminals are secure.

20. **For Raptor Vehicles ONLY:** Verify the Ford Performance label, located under the hood on the radiator sight shield, is present and is free of defects such as dirt or bubbles. See Figure 13.

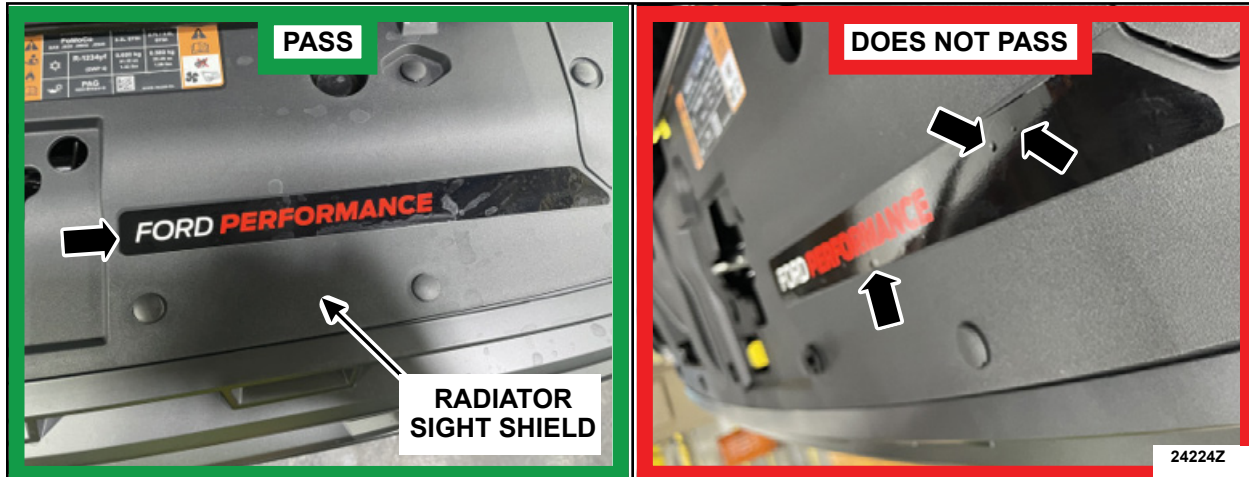


FIGURE 13

21. **For 2.3L Engine Only:** Verify the Charge Air Cooler (CAC) outlet pipe is installed correctly at both the throttle body and CAC outlet. See Figure 14.

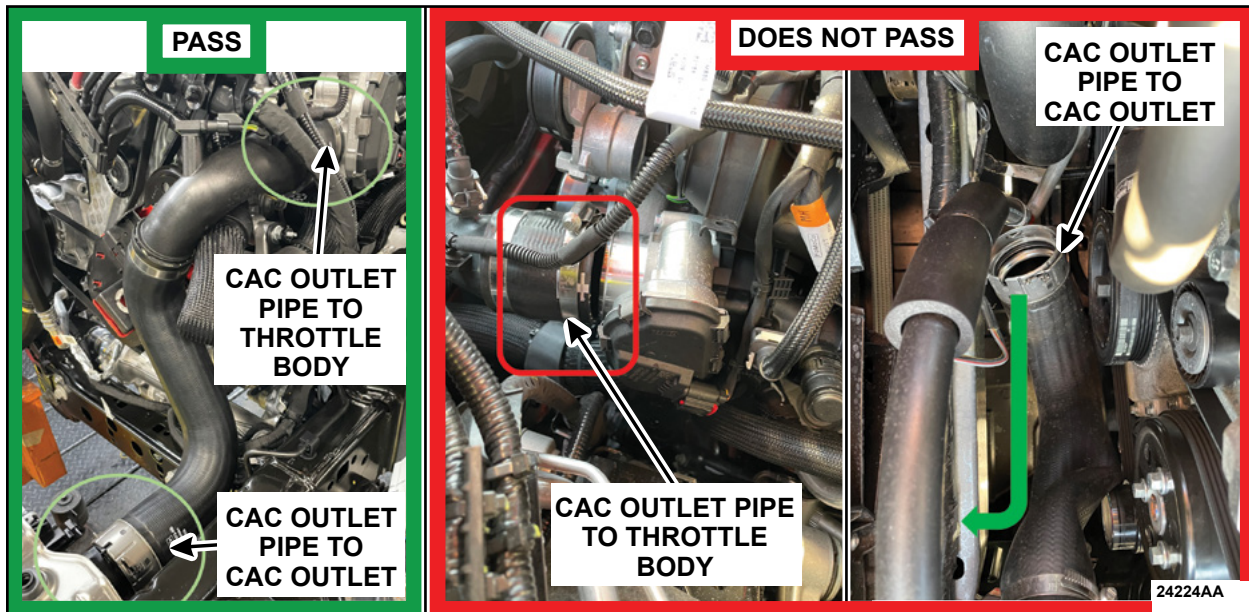


FIGURE 14



22. Verify the heater hose is installed correctly to the coolant outlet pipe and the hose clamp is engaged.
See Figure 15.

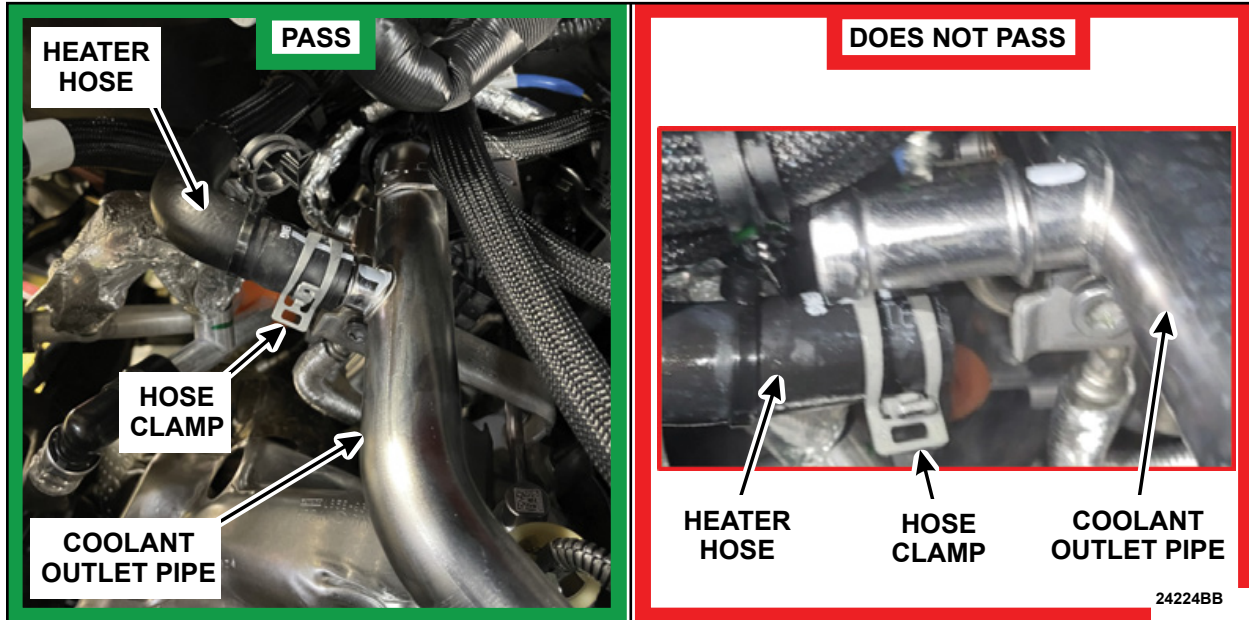


FIGURE 15

23. Did any of these steps not pass the inspection?

YES - This completes the FSA - Diagnose and repair using WSM under standard warranty/PDI guidelines.

NO - This completes this FSA.

