



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 24P25**
Certain 2024 Model Year F-150 Vehicles
Brake Tube Alignment and Clip Inspection

PROGRAM TERMS

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

AFFECTED VEHICLES

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|------------|----------------|--|
| F-150 | 2024 | Dearborn Truck | August 9, 2024 through August 12, 2024 |

US population of affected vehicles: 337. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the EBB brake tubes may be incorrectly routed and/or not securely clipped in place. As a result, the clip's secondary latch could not be closed.

This condition does not affect how the vehicle drives or performs; however, upon internal inspection of the brake lines the customer may notice disorderly brake line routing, two brake tubes close to or touching each other, or one brake line not properly seated in the clip.

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). Dealers are to inspect the brake tubes exiting the EBB to ensure they are placed in proper position in the brake tube clip. If they are found to be in the incorrect position, dealer will press the tubes into the clip and close the hinged latch. 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.

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.

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
 -  - Not a Mobile Service Repair
 - 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 for just this repair is not allowed.

OASIS ACTIVATION

OASIS will be activated on August 30, 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.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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 – 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.

Customer Satisfaction Program 24P25**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 August 31, 2024. FSA repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15332 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: 24P25
 - Customer Concern Code (CCC): A99 Administrative, maintenance, misbuilt, etc.
 - Condition Code (CC): 12 Improper Assembly
 - Causal Part Number: 2264, 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 |
|---|-----------------|------------|
| Inspect brake tubes exiting the EBB for proper position in the brake tube clip. If in the incorrect position, press tubes into clip and close hinged latch. (24P25A labor operation code closes program for both pass and does not pass inspections) | 24P25A | 0.3 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2024 MODEL YEAR F-150 VEHICLES MANUFACTURED AT DEARBORN TRUCK ASSEMBLY PLANT —BRAKE TUBE ALIGNMENT AND CLIP INSPECTION

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15332 for more details.

1. Open the hood.
2. Standing at the driver's side fender verify the brake tubes are sitting in the brake clip, and that the brake clip is fully clasped. See Figure 1.



FIGURE 1



3. Are the brake tubes secure inside the clip and is the clip fully clasped? See Figure 2.

Yes - Passes inspection, close this Field Service Action (FSA).

No - Does not pass inspection, continue to Step 4.

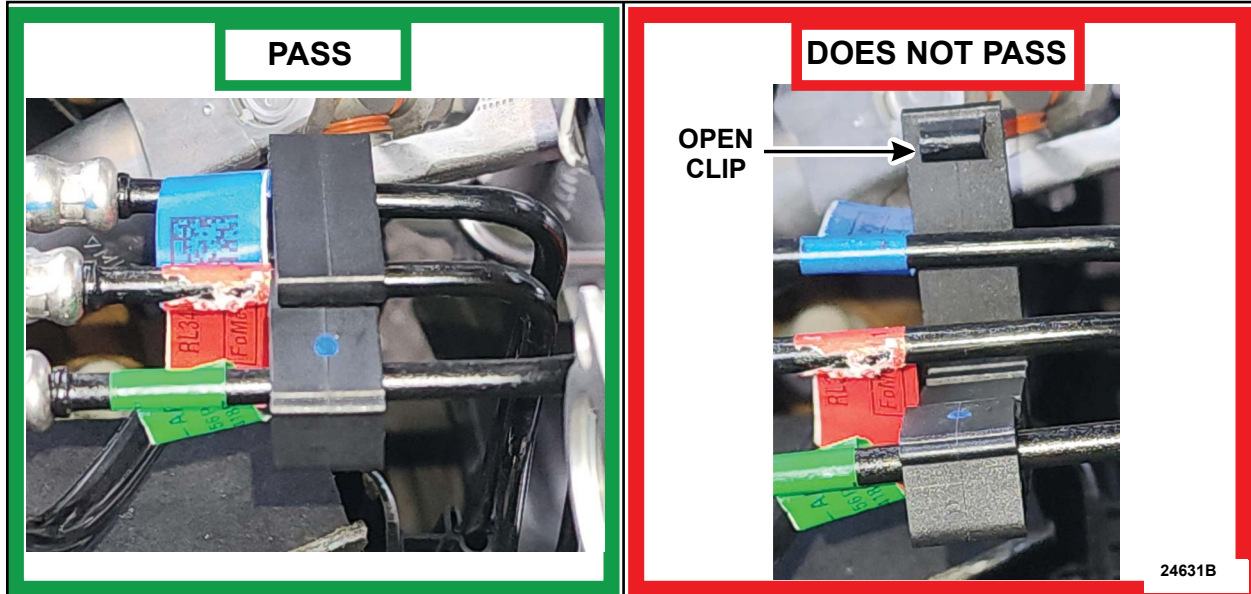


FIGURE 2

4. Secure the brake tubes into the clip and close the top of the clip. Verify the order of the brake tubes, starting from the driver's side, should be green, red, and then blue. See Figure 3.

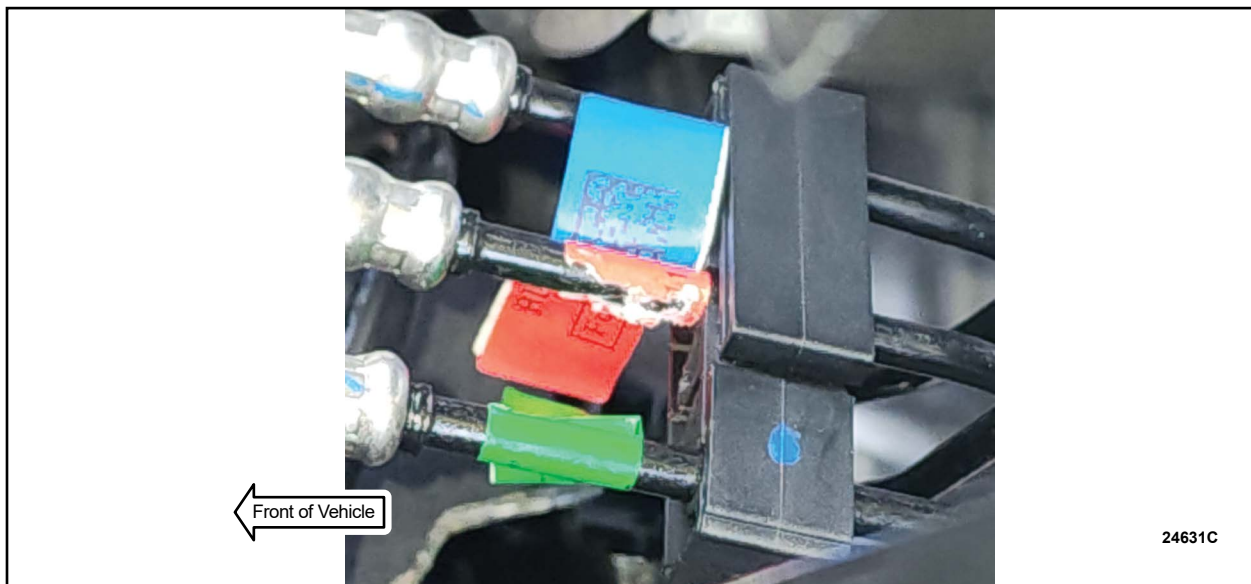


FIGURE 3

