



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

September 17, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD

Update Before Sale 24U10

Certain 2025 Model Year F-650/F-750, 2024 Model Year Super Duty, Transit. and
Escape Vehicles

A/C Compressor Inspection

PROGRAM TERMS

This program will be in effect through September 17, 2025, for 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-650/F-750	2025	Ohio Assembly	January 2, 2024 through June 10, 2024
Super Duty	2024		
Transit	2024	Kansas City	January 2, 2024 through June 26, 2024
Escape	2024	Louisville	January 2, 2024 through June 21, 2024

US population of affected vehicles: 81,692. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles with low time in service, the Air Conditioning (A/C) compressor may experience an internal failure that can cause loss of A/C performance or function. Upon loss of A/C performance or function, there may be an audible squeal if the A/C compressor seizes causing the drive belt to slip on the A/C compressor pulley.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to perform an A/C compressor inspection to verify proper A/C compressor operation. If the A/C compressor is verified to not be operating properly, the A/C compressor is to be replaced. 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.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

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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OASIS ACTIVATION

OASIS will be activated on September 17, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 17, 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

This program applies to unsold vehicles only. All sold vehicles should be addressed following standard warranty processes.

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.

Update Before Sale 24U10**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence prior to performing the repair and of repair completion for this FSA. **For warranty claim reimbursement, please submit photos that clearly show the vehicle VIN and A/C compressor labels if A/C compressor is replaced.**

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review and add requested photo list. This can be done in two ways:
 - Directly in the SSSC contact request form while submitting your contact on your desktop.
 - Via PTS Mobile under the Images / Files Upload menu selection.
 - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.
 - If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.
- Photos can be attached using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at:
<https://www.fordtechservice.dealerconnection.com/>
Note: If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile before accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in the Global Concern Reporting (GCR) Video Snack on FMCDealer.
Note: Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:
<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form you can upload a maximum of 5 attachments at once.
 - If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, before submitting the report.
 - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

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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
 - F-650/F-750 trucks – 2 years, regardless of miles driven
- 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 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: 24U10
 - Customer Concern Code (CCC): C05
 - Condition Code (CC): 42
 - Causal Part Number: 19703, 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
Super Duty, F-650/F-750, Escape - Perform A/C compressor operation test and measure evaporator temperature using FDRS – PASS repair complete	24U10A	1.4 Hours
Transit - Perform A/C compressor operation test and measure evaporator temperature using FDRS – PASS repair complete	24U10J	1.1 Hours
Super Duty, F-650/F-750, Escape - Perform A/C compressor operation test and measure evaporator temperature using FDRS – FAIL Replace A/C compressor (Use labor operations for compressor replacement below). NOTE: This labor operation will keep the program open if parts are not available and cannot be claimed with 24U10A.	24U10AA	1.4 Hours
Transit - Perform A/C compressor operation test and measure evaporator temperature using FDRS – FAIL Replace A/C compressor (Use labor operations for compressor replacement below). NOTE: This labor operation will keep the program open if parts are not available and cannot be claimed with 24U10J.	24U10JJ	1.1 Hours
Replace A/C compressor – Super Duty 6.7L	24U10B	3.0 Hours
Replace A/C compressor – Super Duty 6.8L / 7.3L	24U10C	1.4 Hours
Replace A/C compressor – F-650/F-750 6.7L	24U10D	1.8 Hours
Replace A/C compressor – Transit 3.5L Duratec	24U10E	1.4 Hours
Replace A/C compressor – Transit 3.5L GTDI	24U10F	1.0 Hour
Replace A/C compressor – Escape 1.5L	24U10G	1.7 Hours
Extra time if equipped with running boards - Transit	24U10H	0.3 Hours
Time allowed to submit photos	24U10ZZ	0.2 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for an A/C Compressor submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LC3Z-19703-G	As Needed	1	1	Super Duty / F-650/F-750 A/C Compressor – 6.7L
PC3Z-19703-A	As Needed	1	1	Super Duty A/C Compressor – 6.8L / 7.3L
LK4Z-19703-E	As Needed	1	1	Transit A/C Compressor – 3.5L / 3.5L GTDI
JX6Z-19703-S	As Needed	1	1	Escape A/C Compressor – 1.5L

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DS7Z-19B596-A	1	1	1	All Vehicles - A/C Compressor Seal Kit – High Side
DL3Z-19B596-B	1	1	1	All Vehicles - A/C Compressor Seal Kit – Low Side
PC3Z-8620-C	As Needed	1	1	Super Duty 6.8L / 7.3L– A/C Compressor Drive Belt
W716343-S440	As Needed	1	1	Super Duty 6.7L – Idler Arm Nut
VC-13DL-G	Up to 4.5	Up to 5	1	F-650/F-750 – Yellow Prediluted Antifreeze

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer's fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

CERTAIN 2025 MODEL YEAR F-650/F-750, 2024 MODEL YEAR SUPER DUTY, TRANSIT AND ESCAPE VEHICLES — A/C COMPRESSOR 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.

All Vehicles:

NOTE: The external temperature needs to be above 2°C in order to complete the inspection.

1. If equipped, from the vehicle settings menu disable the 30min Max Idle option.

- From the center display press the vehicle settings button and turn off the 30min Max Idle option setting. See Figure 1.

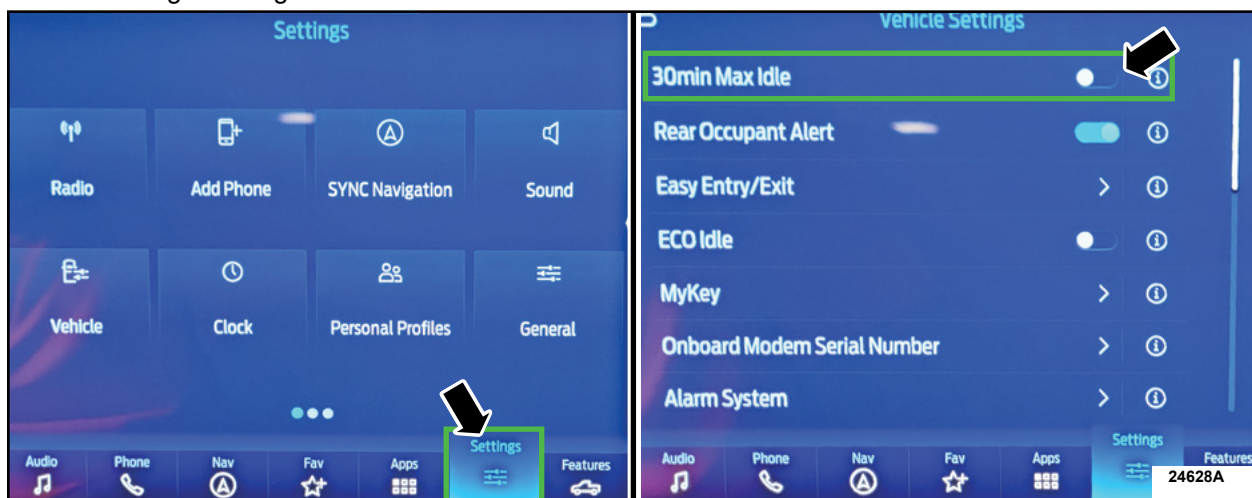


FIGURE 1

2. Start the vehicle.

3. Adjust the A/C controls:

- a. Set the temperature control to the coldest setting (Not MAX A/C).
- b. Press the A/C button.
- c. Set the fan speed to the highest setting.
- d. Set the blower to the PANEL setting.
- e. Set and verify that the recirculate setting is off.
- f. If equipped, verify that the axillary A/C setting is off.

NOTE: Do not change any HVAC settings until the inspection has been completed.

4. Fully open the driver's door.



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).

5. Connect and 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.

6. 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.

7. Select the **Toolbox** tab.

8. On the RH side of the screen locate Datalogger and select **RUN**. See Figure 2.

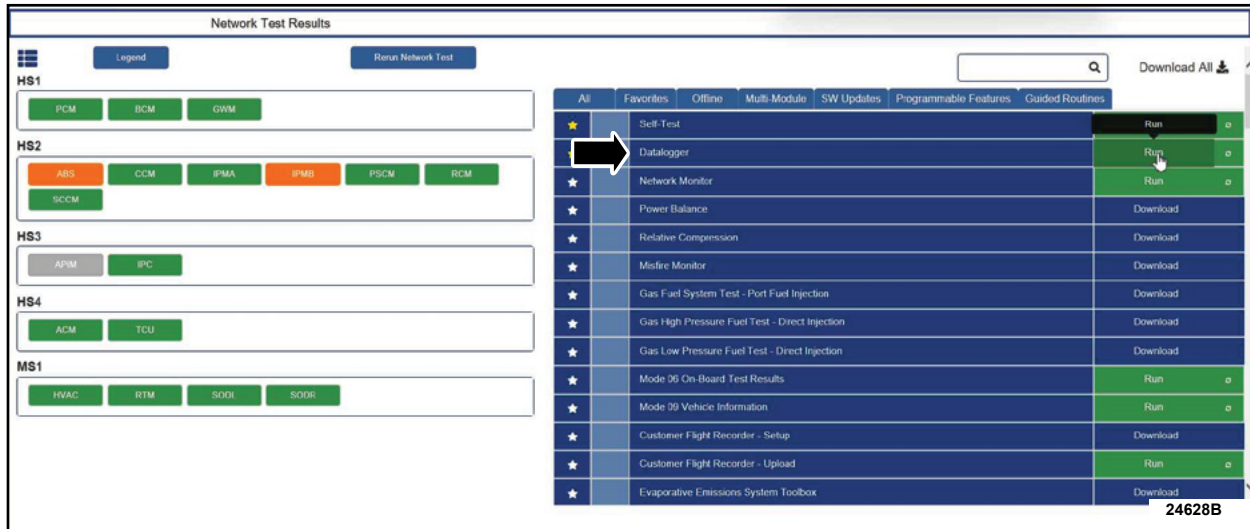


FIGURE 2



9. On the LH side of the screen select **PCM**, and then click **Continue**. See Figure 3.



FIGURE 3

10. On the LH side of the screen locate and select the **RPM_DSD #** PID, and then click **Continue**. See Figure 4.

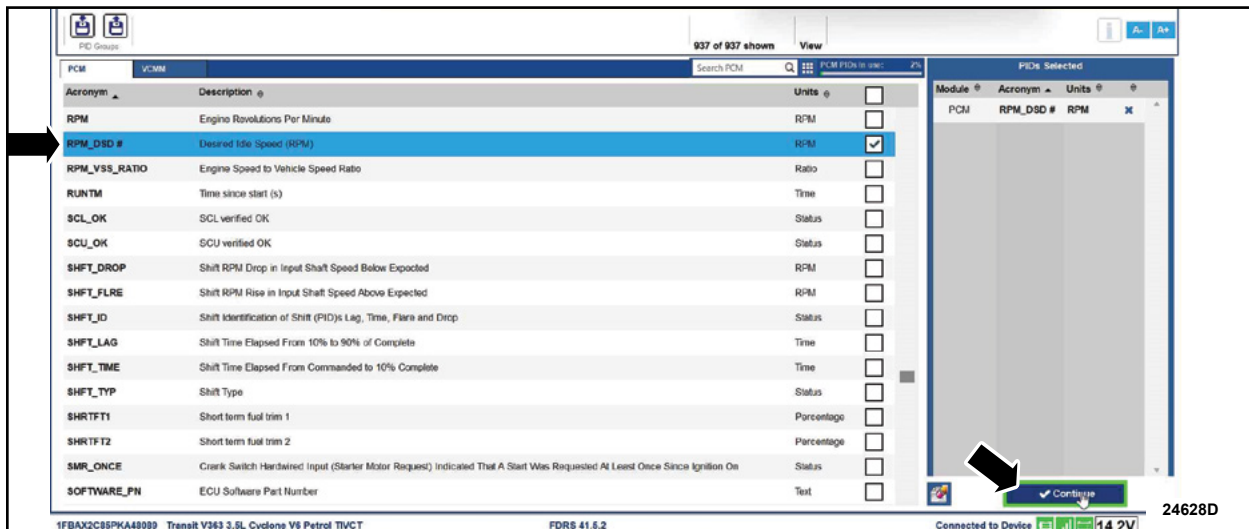


FIGURE 4



11. Enable the RPM command plot. See Figure 5.

- a. Select the **RPM_DSD #** box and record the current idle RPM level.
- b. Enable the RPM command plot by clicking on the **hash tag #**.
- c. Use the up and down arrows to raise and lower the vehicle RPM as instructed in Step 12.

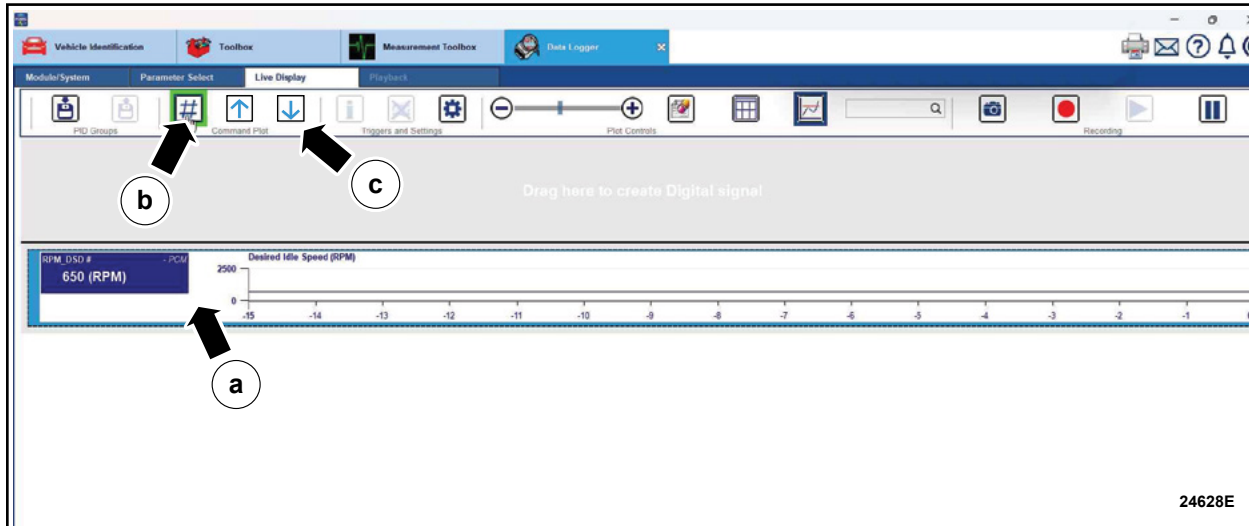


FIGURE 5

NOTICE: Do not exceed more than 25 RPM to target value and stay below 2000 RPM.

12. Using the up and down arrows, slowly rev the engine to 2000 RPM following the process below.

- a. Idle the vehicle at base idle RPM for 1 minute.
- b. Set the idle at 1000 RPM for 1 minute.
- c. Set the idle at 1500 RPM for 1 minute.
- d. Set the idle at 2000 RPM for 1 minute.
- e. Set the idle at the base idle recorded in the Step 11 for 5 minutes.

For Escape, Super Duty and F-650/F-750 Vehicles ONLY:

NOTICE: Do not exceed more than 25 RPM to target value and stay below 2000 RPM.

NOTE: This step will take up to 50 minutes.

13. Using the up and down arrows, perform the following rev and idle procedure a total of 3 times. After the 3 cycles set the vehicle at the base idle, close out the datalogger tab and then proceed to Step 15.

- a. Set idle at 2000 RPM for 10 minutes.
- b. Set idle at the base idle recorded in the Step 11 for 5 minutes.



For Transit Vehicles ONLY:

NOTICE: Do not exceed more than 25 RPM to target value and stay below 2000 RPM.

NOTE: This step will take up to 35 minutes.

14. Using the up and down arrows, perform the following rev and idle procedure a total of 2 times. After the 2 cycles set the vehicle at the base idle, close out the datalogger tab and then proceed to Step 15.

- a. Set idle at 2000 RPM for 10 minutes.
- b. Set idle at the base idle recorded in the Step 11 for 5 minutes.

For All Vehicles:

15. On the RH side of the screen, locate datalogger and click **RUN** to open a new tab. See Figure 6.

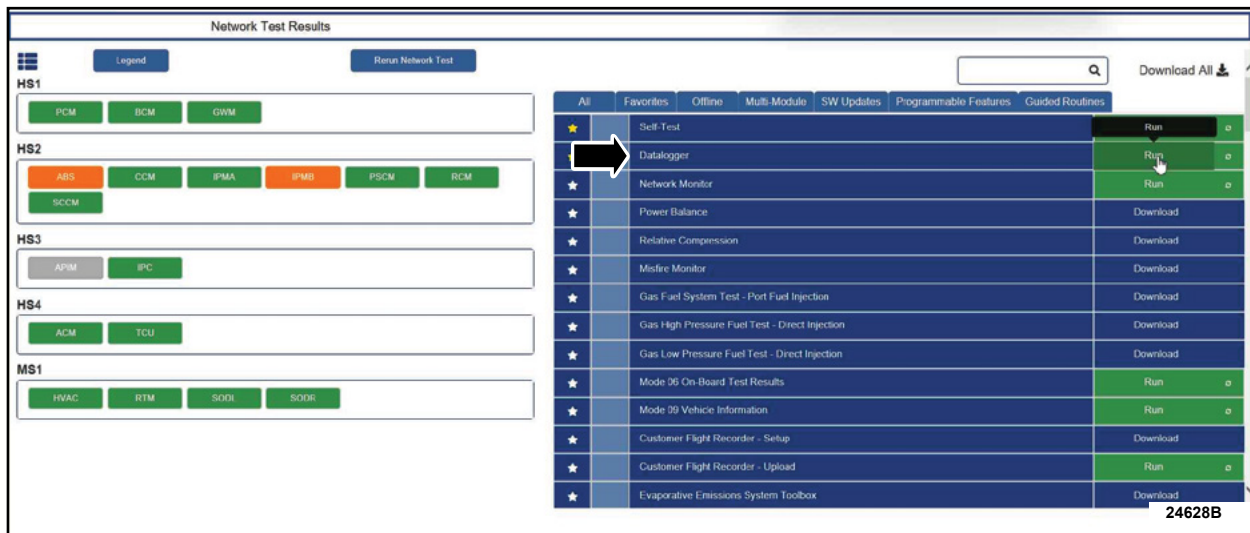


FIGURE 6

16. Use the search bar, enter **EVAP_TEMP** and then click **SEARCH**. See Figure 7.

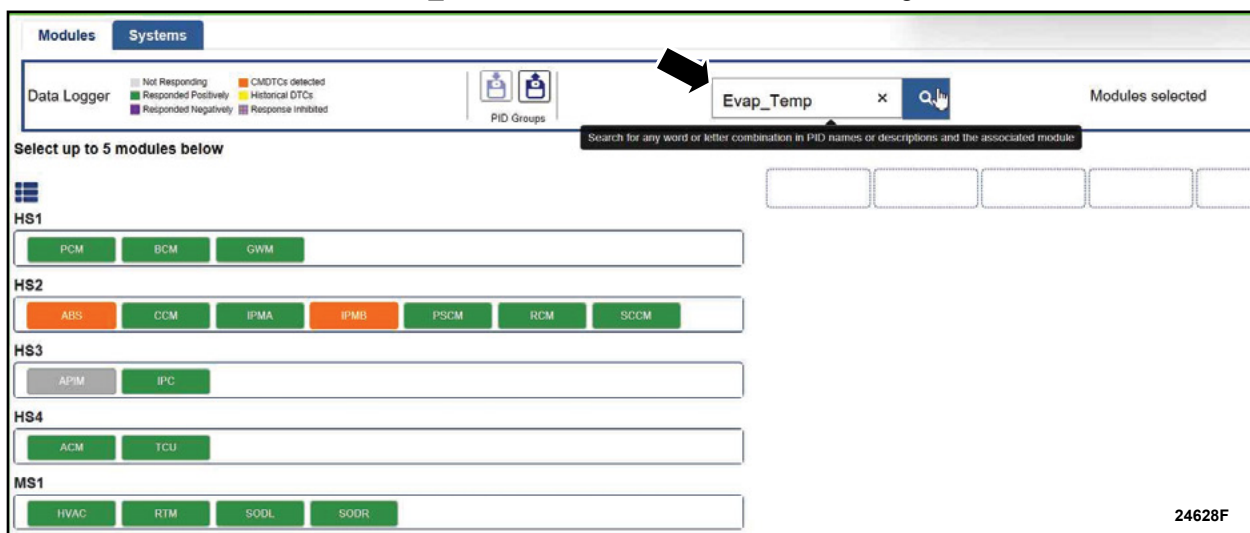


FIGURE 7



17. Check the **EVAP_TEMP** box and click **OK**. See Figure 8.

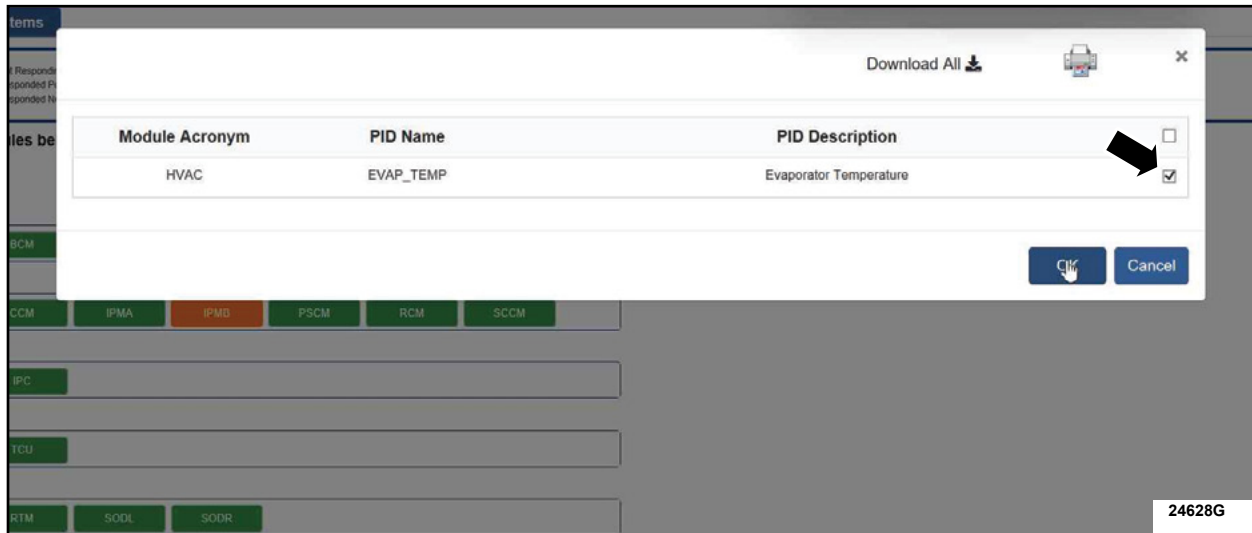


FIGURE 8

18. Select **CONTINUE**. See Figure 9.

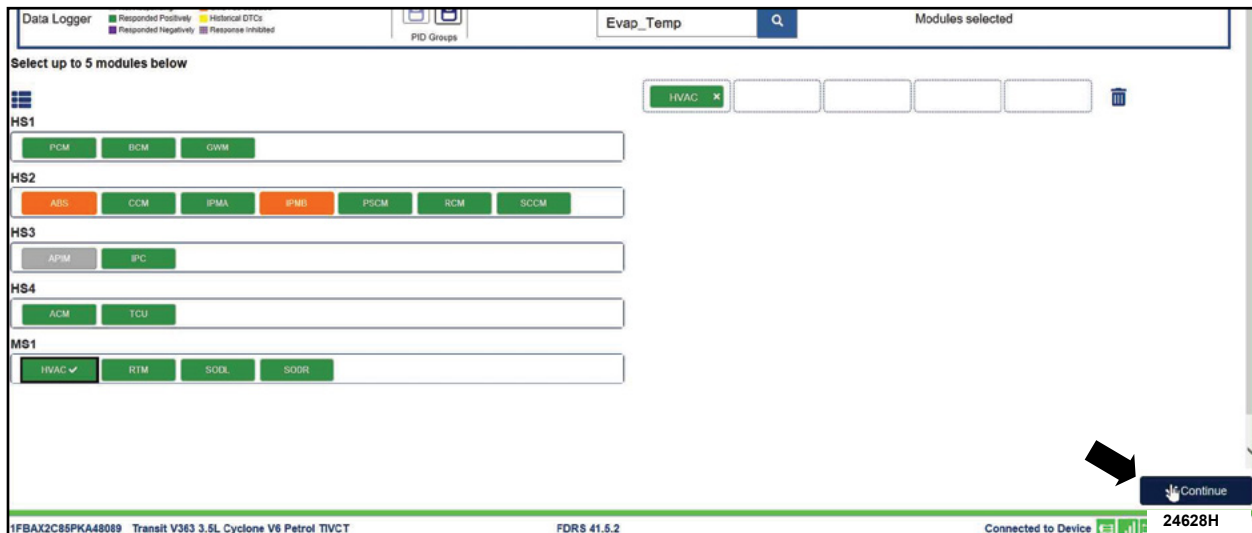


FIGURE 9



19. Scroll down, locate and select **EXTTEMP** and then **CONTINUE**. See Figure 10.

The screenshot displays a diagnostic tool interface for HVAC PIDs. The main table lists various PIDs with their descriptions and units. The 'EXTTEMP' PID is highlighted in blue, and its checkbox is checked. A black arrow points to this row. To the right, a 'PID's Selected' panel shows 'EXTTEMP' under the 'HVAC' module. Another black arrow points to the 'Continue' button at the bottom right of the interface. The interface also shows '110 of 110 shown' and 'View' options. At the bottom, it displays 'Connected to Device' and the ID '246281'.

Acronym	Description	Units	
CSPM_STK_OF_CT	Critical Software Param Monitor - Stack Overflow Counter	Number	<input type="checkbox"/>
CSPM_WD_TMR_CT	Critical Software Param Monitor - Watchdog Timer Reset Counter	Number	<input type="checkbox"/>
DEFROST_REAR	Rear Defrost (Heated Backlight)	Status	<input type="checkbox"/>
DIAG_SESSION	Active Diagnostic Session	Status	<input type="checkbox"/>
DIM_SW	Dimmer Switch Input Status	Status	<input type="checkbox"/>
ECO_MODE	ECO Mode	Status	<input type="checkbox"/>
ECU_UPTIME	ECU Up Time From Ignition On or Wake-up	Time	<input type="checkbox"/>
EVAP_TEMP	Evaporator Temperature	Temperature	<input checked="" type="checkbox"/>
EXTTEMP	External Temperature From Sensor	Temperature	<input checked="" type="checkbox"/>
FESN	Ford Electronic Serial Number	Text	<input type="checkbox"/>
HEVAC_LIN_PR	HEVAC LIN Power Supply	Status	<input type="checkbox"/>
HT_SCREEN_FT	Heated Front Screen	Status	<input type="checkbox"/>
HT_WASH_MIR	Heated Washer/Jet Mirror	Status	<input type="checkbox"/>
KEYPOS	Ignition key input	Status	<input type="checkbox"/>
LEFT_BLEND_#	Left Blend Door Position	Percentage	<input type="checkbox"/>
MAGNETIC_VLV	Magnetic valve	Status	<input type="checkbox"/>

FIGURE 10



20. Record the evaporator and external temperature on the repair order. See Figure 11. Compare the external temperature and the evaporator temperature to the chart shown below. If the evaporator temperature is at or below the target temperature shown, the vehicle passes inspection.

- Does the vehicle pass inspection?

NO - Does Not Pass Inspection - Take a screen shot showing the VIN in the bottom LH corner, external temperature and evaporator temperature. Submit this photo to the Special Service Support Center (SSSC) for approval then proceed to Step 21.

YES - Passes Inspection - This completes the FSA.

External Temperature	Evaporator Target Temperature
2°C up to 10°C	10°C
11°C up to 20°C	20°C
21°C up to 30°C	25°C
31°C or Higher	30°C

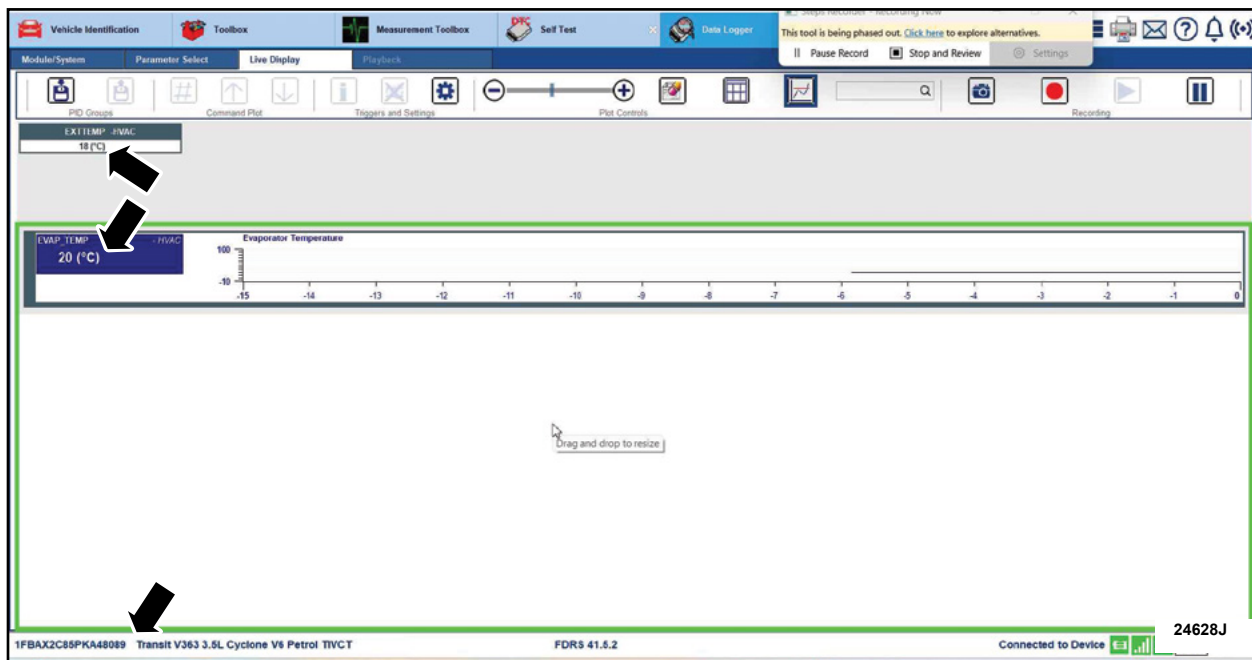


FIGURE 11



21. Replace the A/C compressor. Follow the WSM procedures in Section 412-00.

22. Take a picture of the 3 tags on the original A/C compressor and submit them with the warranty claim. See Figure 12.

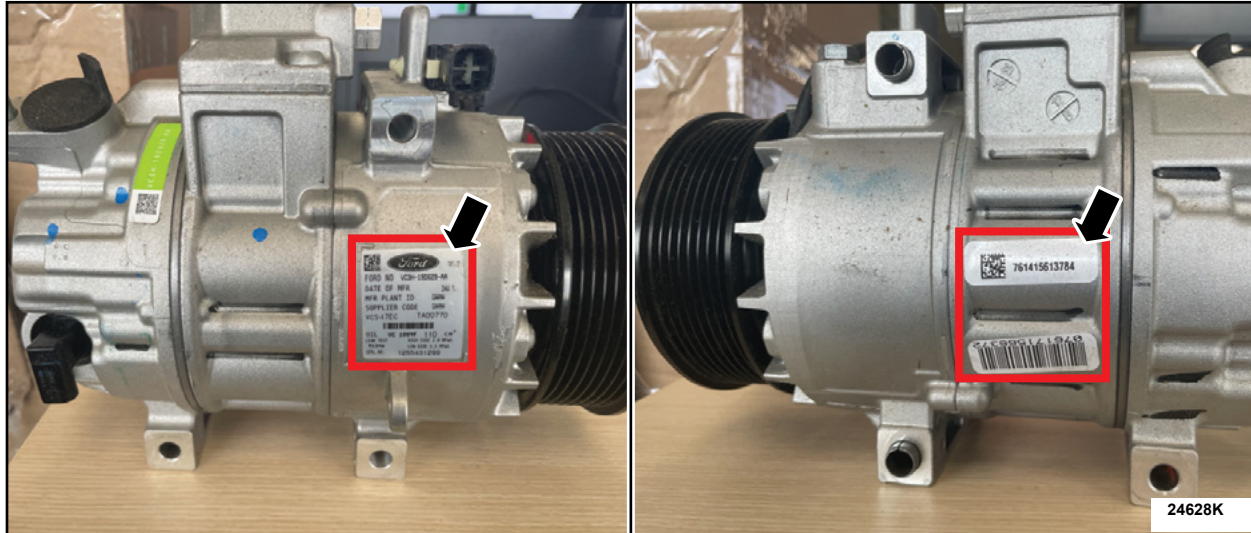


FIGURE 12

23. If equipped, from the vehicle settings menu enable the 30min Max Idle option. This completes the FSA.

- From the center display press the vehicle settings button and turn on the 30min Max Idle option setting. See Figure 13.

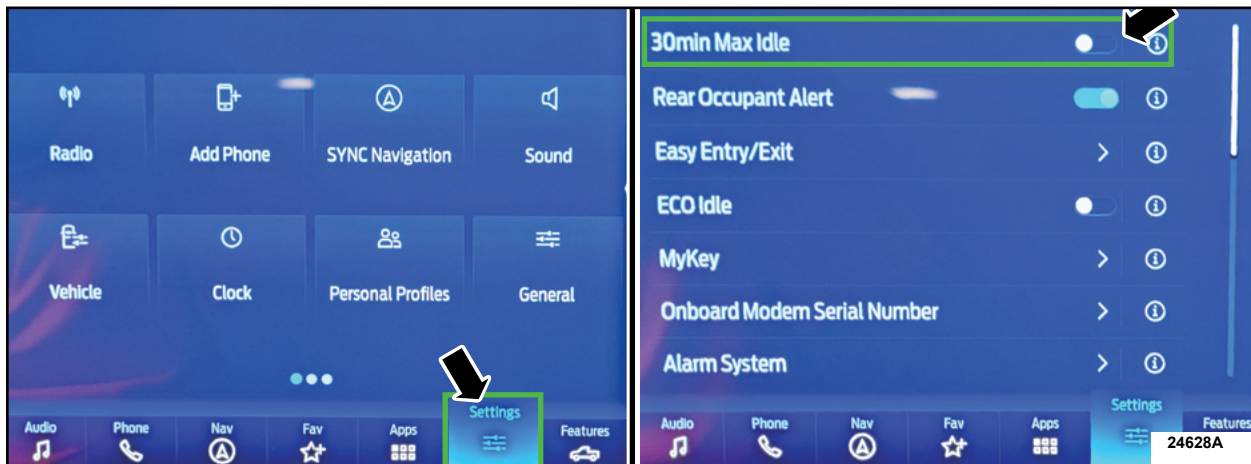


FIGURE 13

