



Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

October 2, 2024

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

**SUBJECT: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD  
Customer Satisfaction Program 24B54**  
Certain 2024 Model Year Nautilus Vehicles  
Update Infotainment Software

**REF: NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD  
Customer Satisfaction Program 24B09**  
Dated March 11, 2024

**PROGRAM TERMS**

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

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Nautilus	2024	Hangzhou	April 4, 2023 through July 8, 2024

US population of affected vehicles: 30,620. 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**

An Accessory Protocol Interface Module (APIM) software update has been released to address potential software reboot, freeze, and performance concerns while using the infotainment system. The update will provide several feature and quality refinements.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this program, it is recommended that dealers update the software in the APIM, Gateway Module (GWM), and Telematics Control Unit (TCU) to the latest version. 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.

To assist vehicle owners to have this repair completed when software is available, dealers should:

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

**OVER-THE-AIR (OTA) UPDATES (LINCOLN SOFTWARE UPDATE):**

- In addition to dealers being able to update vehicles using FDRS, Lincoln is planning to deploy an OTA software update in the 4th Quarter of 2024.
- Before scheduling service for an OTA-capable vehicle, please verify through PTS that the FSA is still open (OASIS) and that the vehicle has not already received the OTA update.

1. Verify FSA is still open by viewing the “Outstanding Field Service Actions” on the OASIS results page on PTS. (Note: If the OTA update was recently downloaded onto the vehicle the FSA may still show as open.)
2. If the FSA is still open in the Outstanding Field Service Actions section, proceed to the tab titled “Connected Vehicle”. In the “Over the Air Update 60-Day History”, you can determine if an OTA update occurred on the affected module by viewing the “Completion Status”, which should show “Campaign Successful”. The “Release Notes” will also indicate that the campaign was successfully downloaded onto the vehicle. (Note: the FSA may still show as open in the Outstanding Field Service Actions section of PTS even though the OTA update was successfully downloaded onto the vehicle. This FSA will eventually be removed from the Outstanding Field Service Actions screen of PTS.)

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owners’ letters are expected to be mailed the week of October 14, 2024. Owners will be given the option of installing the software update themselves, or they can have their dealer perform the service for them.

### **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- 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.

Customer Service Division

## Customer Satisfaction Program 24B54

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

- All repairs in this program have the following assessment level:  
⊗ - Not a Mobile Service Repair

### **OASIS ACTIVATION**

OASIS will be activated on October 2, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 2, 2024. Owner names and addresses will be available by October 14, 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. Ford is also planning to deploy an OTA software update in the 4th Quarter of 2024.
- 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.

### **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.

### **LINCOLN PICK-UP & DELIVERY**

Owners of Lincoln vehicles within a 4 year / 50,000-mile warranty have the option of requesting Pick-Up & Delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC14054, 2024 Lincoln Pick-Up & Delivery Updates.

- For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

## Customer Satisfaction Program 24B54

### **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.
  - Lincoln vehicles – 4 years or 50,000 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**

- **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: 24B54
    - Customer Concern Code (CCC): A45
    - Condition Code (CC): 04
    - Causal Part Number: 14H522, 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.
- **Lincoln Pick-Up & Delivery:** Claims for Lincoln Pick-Up & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC14054, 2024 Lincoln Pick-Up & Delivery Updates for details.
  - For Lincoln vehicles outside of 4 years / 50,000-mile warranty, see labor claiming table below.

## Labor Allowances and Parts Ordering Information

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### Customer Satisfaction Program 24B54

#### LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Update Gateway Module (GWM), APIM, and Telematics Control Unit (TCU) software. Run Trusted Real-Time Operation Network (TRON) application. Check for additional GWM, APIM, and TCU updates. If no additional updates are available, FSA is complete.	MT24B54B	M-Time up to 3.3 Hours
<b>Lincoln</b> vehicle PDL Allowance: <b>Only</b> vehicles <b>outside</b> of Lincoln PDL contract coverage of <b>4 years/50,000 miles</b> . <b>NOTE:</b> This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24B54LL	0.5 Hours

#### PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

## CERTAIN 2024 MODEL YEAR NAUTILUS VEHICLES — INFOTAINMENT SOFTWARE UPDATE

### 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.

### 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. Insert the USB flash drive to the laptop and **reformat the flash drive**. This needs to be done for each vehicle programmed.

**NOTE:** A 32GB or larger USB flash drive is required for APIM, TCU, and GWM software updates. USB 3.0 or higher is recommended. Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

- To format the USB flash drive:
  - a. Right click on the USB flash drive.
  - b. Select Format, select exFAT for the File System.
  - c. Select Default Allocation Size for the Allocation Unit Size.
  - d. De-selecting Quick Format is not necessary and will result in a lengthier operation.

**NOTE:** For the fastest file transfer speed, the use of a USB 3.2 flash drive with a compatible Gen 2 USB 3.2 laptop is recommended.

2. Turn off the engine time out feature in the center display.
  - a. From the center display settings menu, press Vehicle.
  - b. Switch 30 min Max Idle to OFF.



3. 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.
- **The battery state of charge must be greater than 50% for 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).

**NOTE:** Some vehicles will require module updates to be performed before additional module updates are available. Multiple module updates will most likely be required to complete this FSA.

4. 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.

5. 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.

6. Select **Toolbox** tab.

7. From the list on the LH side of the screen, select the **GWM**.

8. From the list on the RH side of the screen, select **GWM - Gateway Module A (GWM) Software Update**.

9. Click **RUN**. Follow all FDRS and vehicle instructions carefully.

**NOTE:** Once completed, an "update unsuccessful" message may appear on the vehicle screen. Disregard this message and proceed with this FSA.

10. Does the vehicle screen instruct to repeat the 10 minute wait?

- Yes - Wait 5 minutes. Then remove the USB flash drive from the vehicle. Proceed to the next step following FDRS prompts.
- No - Remove the USB flash drive from the vehicle. Proceed to the next step following FDRS prompts.

11. Insert the USB flash drive to the laptop and reformat the flash drive.



12. Using FDRS, from the list on the LH side of the screen, select the **APIM**.

**NOTE:** The APIM update will only show up once a successful GWM update has been performed.

13. From the list on the RH side of the screen, select **APIM - Accessory Protocol Interface Module [APIM] Software Update**.

**NOTE:** Transfer time from computer to USB could take up to 90 minutes. However, no technician interaction is needed once the transfer has started.

14. Click **RUN**. Follow all FDRS and vehicle instructions carefully.

**NOTE:** APIM programming could take up to 1 hour and 15 minutes. Once the flash drive is inserted in the vehicle no tech interaction is needed to complete.

**NOTE:** Once completed, an "update unsuccessful" message may appear on the vehicle screen. Disregard this message and proceed with this FSA.

15. Does the vehicle screen instruct to repeat the 10 minute wait?

- Yes - Wait 5 minutes. Then remove the USB flash drive from the vehicle. Proceed to the next step following FDRS prompts.
- No - Remove the USB flash drive from the vehicle. Proceed to the next step following FDRS prompts.

16. Insert the USB flash drive to the laptop and reformat the flash drive.

17. Using FDRS, from the list on the LH side of the screen, select the **TCU**.

18. From the list on the RH side of the screen, select **TCU - Telematics Control Unit**.

19. Click **RUN**. Follow all FDRS and vehicle instructions carefully.

**NOTE:** Once completed, an "update unsuccessful" message may appear on the vehicle screen. Disregard this message and proceed with this FSA.

20. Does the vehicle screen instruct to repeat the 10 minute wait?

- Yes - Wait 5 minutes. Then remove the USB flash drive from the vehicle. Proceed to the next step following FDRS prompts.
- No - Remove the USB flash drive from the vehicle. Proceed to the next step following FDRS prompts.

21. Using FDRS, check the following module for software updates.

- GWM

**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.



22. Is there a software update available for the GWM?

- Yes - Proceed to Step 1 and continue module programming steps for this FSA until no further updates are available.
- No - Proceed to the next step.

23. From the list on the RH side of the screen, download and select the Trusted Real-Time Operation Network (TRON) application. See Figure 1.

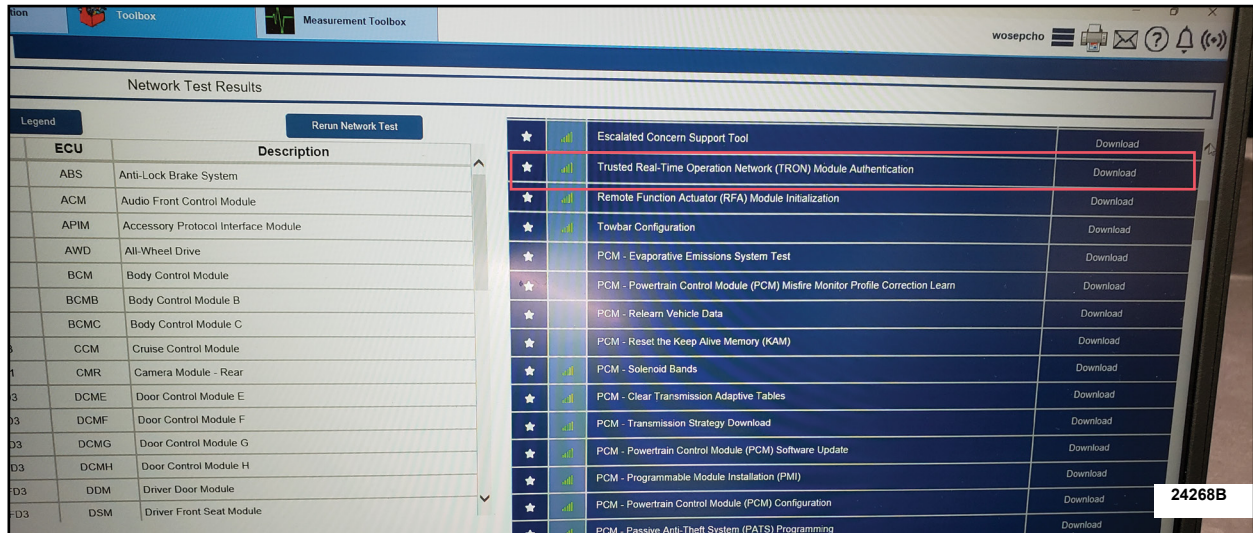


FIGURE 1

24. Select **YES** when prompted with "Do you wish to continue?".

25. Select TRON Diagnosis and Repair from the menu items and then click **Select**. See Figure 2.

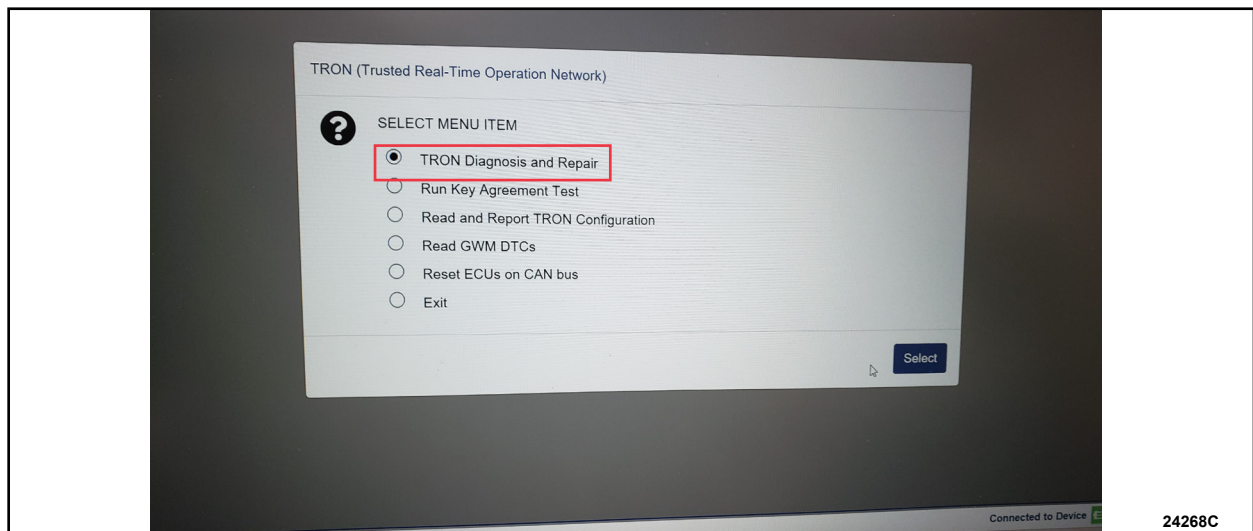


FIGURE 2



26. Once the TRON application has completed, from the list on the RH side of the screen, select **Self Test** and click **RUN**.
27. Click the **Run Selected Tests** button in the lower right.
28. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
29. 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.



**NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD**

**Customer Satisfaction Program 24B54**  
Certain 2024 Model Year Nautilus Vehicles  
Update Infotainment Software







**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)

**NEW VEHICLE RECOMMENDED DEMONSTRATION / DELIVERY HOLD**

**Customer Satisfaction Program 24B54**  
Certain 2024 Model Year Nautilus Vehicles  
Update Infotainment Software

   – 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



Lincoln  
PO Box 1904  
Dearborn, Michigan 48121

October 2024

Customer Satisfaction Program 24B54

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Lincoln, 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 with the VIN shown above.

- Why are you receiving this notice?** We want you to have the best possible customer experience while driving your Nautilus. To ensure your infotainment system is operating optimally, we have developed a software update with several feature and quality refinements.
- What is the effect?** Without these updates, you may experience potential software reboot, freeze, and performance concerns while using the infotainment system.
- What will Lincoln and your retailer do?** In the interest of customer satisfaction, Lincoln has released software for 24B54. Your vehicle is capable of receiving Lincoln Software Updates using Automatic Updates.  
When Automatic Updates are turned ON (standard from the factory), the software will be downloaded to your vehicle over a private Wi-Fi network or through your vehicle's modem through the cellular network. The software installation will happen after the download.  
**Note:** Refer to [Lincoln.com/support](https://www.lincoln.com/support) for further information on your Lincoln Software Updates system.  
Should the software fail to load or install properly, Lincoln has authorized your retailer to install updated infotainment system software free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until October 31, 2025. Coverage is automatically transferred to subsequent owners.
- How long will it take?** If you prefer to go to your retailer for the software update, the time needed for this repair is less than one day. However, due to service scheduling requirements, your retailer may need your vehicle for a longer period of time.

<b>What should you do?</b>	<p>For your convenience, Lincoln is encouraging you to update your vehicle's software using Lincoln Software Update capabilities. By utilizing this option, you should not need to take your vehicle to your retailer unless you're unable to successfully perform the update.</p> <p>To complete this software update, you only need to turn the vehicle on if automatic updates are on. You can see the progress of the update on your Lincoln Way app or Owner website as well as look for icons on the in-vehicle screen.</p> <p>You may have previously received a letter for Customer Satisfaction Program 24B09, which is also an infotainment software update. If you have already installed the software update associated with 24B09, Lincoln wants you to install the update for this program as well. That will ensure you have the latest feature and quality refinements. The simplest way to do that is to turn on Automatic Updates.</p> <p>If you choose to have your retailer install this software, please call your retailer to schedule a service appointment for Customer Satisfaction Program 24B54. Provide the retailer with your VIN, which is printed near your name at the beginning of this letter.</p> <p>If you do not already have a servicing retailer, you can access <a href="https://Lincoln.com/support">Lincoln.com/support</a> for retailer addresses, maps, and driving instructions.</p> <p>Lincoln wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Lincoln can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please make arrangements to have this service action performed as soon as possible.</p> <p>NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.</p>
<b>Pick-Up and Delivery</b>	<p>Complimentary vehicle Pick-Up &amp; Delivery service may also be available upon request from your retailer (with a Lincoln vehicle for use during service if still within 4 years or 50,000-miles). Your retailer will pick up your vehicle and return it with the repair completed.</p>
<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 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 retailer's Service Manager for assistance.</p> <p><b>RETAIL OWNERS:</b> If you have questions or concerns, please contact our <b>Customer Relationship Center at 1-866-436-7332</b> and one of our representatives will be happy to assist you. If you wish to contact Lincoln, contact information is available at <a href="https://Lincoln.com/support">Lincoln.com/support</a>.</p>

**Can we assist you  
further? (continued)**

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Thank you for your attention to this important matter.

Lincoln

24B54

### Vehicle Pick-Up and Delivery Record

VIN \_\_\_\_\_ received (check one):

Pick-up and/or delivery service

As outlined below for the 24B54 Field Service Action program.

Pick-up      – Date: \_\_\_\_\_

Delivery      – Date: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
Date