



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

October 24, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Harvest Program 24H02**
Certain 2015-2017 Model Year Mustang Vehicles
Seat Belt Harvest Program

PROGRAM TERMS

This program will be in effect through November 30, 2025 or until the requested number of seat belts has been collected. There is no mileage limit for this program. This program will close without warning once the requested number of seat belts have been collected.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Start	Build Date End
MUSTANG	2015	FLATROCK ASSEMBLY PLANT - USA	February 11, 2014	July 31, 2015
MUSTANG	2016	FLATROCK ASSEMBLY PLANT - USA	February 20, 2015	June 1, 2016
MUSTANG	2017	FLATROCK ASSEMBLY PLANT - USA	February 11, 2016	October 2, 2017

U.S. population of affected vehicles: 330,317. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

This is a proactive investigation program by Ford Motor Company to obtain field parts for evaluation. Ford is voluntarily conducting this program to evaluate the field performance and functionality of the obtained front seat belt retractor assemblies. **Parts obtained from the program must be returned to Ford for evaluation.**

SERVICE ACTION

Dealers are to perform an inspection of designated areas around the seat belt pretensioner, take related pictures documenting the area, and then replace the front seat belts, collecting the original seat belt pretensioners and sending them back according to standard warranty part return process. This service must be performed at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed when parts are available, 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 repair 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 in phases, starting the week of November 4, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

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

Harvest Program 24H02**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level.
  - Light Mobile Service

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.
- Recommended specialty tools: Digital Camera to collect the requested photos.

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 in phases, starting on October 24, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 24, 2024. Owner names and addresses will be available by November 29, 2024. As new VINs are added to the program in phases they will be added to the FSA VIN List.

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.

Harvest Program 24H02**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photos: VIN, mileage, photos of requested areas of the vehicle for review. 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.

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 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: 24H02
 - Customer Concern Code (CCC): S40
 - Condition Code (CC): 01
 - Causal Part Number: 6111B09 Quantity 0
 - For additional claims preparation and submission information, refer to the Recall and Harvest Program Repairs in the OWS User Guide.

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CLAIMS PREPARATION AND SUBMISSION (Continued)

- **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.

- **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 **24H02MM** along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both front Front Seatbelt Retractor and Pretensioner-- coupe	24H02B	1.0 Hours
Replace both front Front Seatbelt Retractor and Pretensioner-- convertible	24H02C	1.4 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. 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.	24H02MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24H02PP	0.5 Hours
Time allowed to submit photos. • Clearly show the vehicle VIN. • Clearly show the odometer reading. • Clearly show the front outboard attachment point of the seat track on both sides of the vehicle. • Clearly show the rear outboard attachment point of the seat track on both sides of the vehicle. • Clearly show the front outboard seatbelt anchor and floor pan on both sides of the vehicle. • Clearly show the steel braided cable on the seatbelt pretensioner on both sides of the vehicle. Can be claimed with B, C, MM and PP.	24H02ZZ	0.4 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Qty	Package Order Qty	Number in Package	Description
FR3Z-63611B08-AB	As req'd	1	1	Front seat belt assembly--RH COUPE
FR3Z-63611B09-AB	As req'd	1	1	Front seat belt assembly--LH COUPE
FR3Z-76611B09-AB	As req'd	1	1	Front seat belt assembly--LH CONVERTIBLE
FR3Z-76611B08-AB	As req'd	1	1	Front seat belt assembly--RH CONVERTIBLE

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

- 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 2015-2017 MODEL YEAR MUSTANG VEHICLES — INSPECT FRONT SEAT BELTS FOR CORROSION

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.

IMPORTANT! This procedure was modified from the original Workshop Manual (WSM) procedure. Follow technical instructions carefully. Do not remove the seat belt retractor and pretensioner until instructed to do so.

1. Capture a clear image of the Vehicle Identification Number (VIN) plate located in the door jam of the drivers side door.
2. Capture a clear image of the odometer reading to document the current mileage of the vehicle.
3. Position the front seat bottom to the full back position on both sides of the vehicle.
4. Remove the front seat front outboard shield bolt cap on both sides. See Figure 1.

NOTE: Driver side shown, passenger side similar.

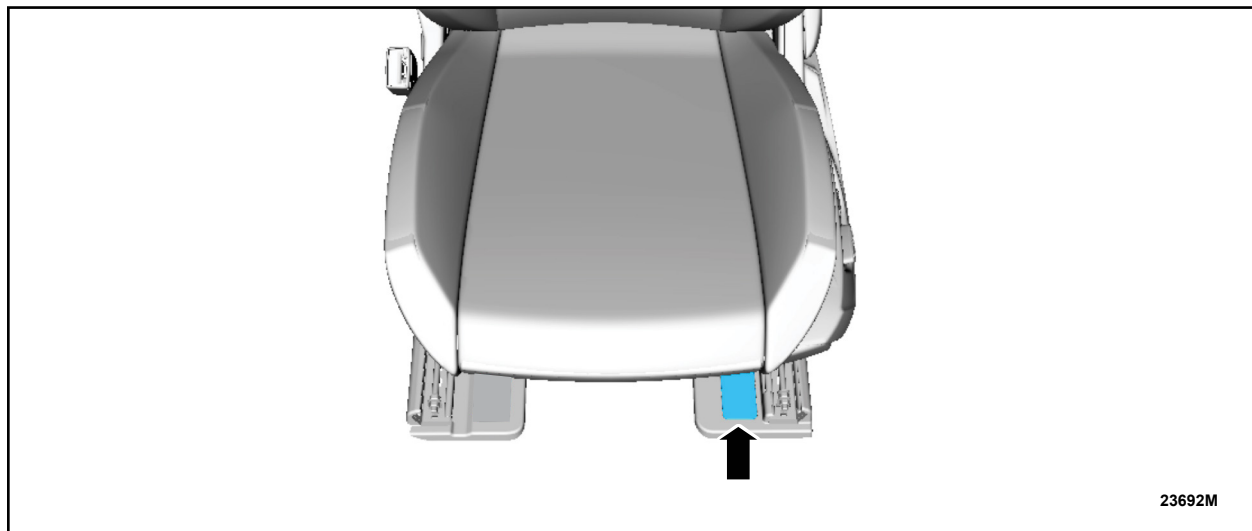


FIGURE 1



5. Capture a clear image of the front outboard attachment point of the seat track on both sides of the vehicle. See Figure 2.

NOTE: Driver side shown, passenger side similar.

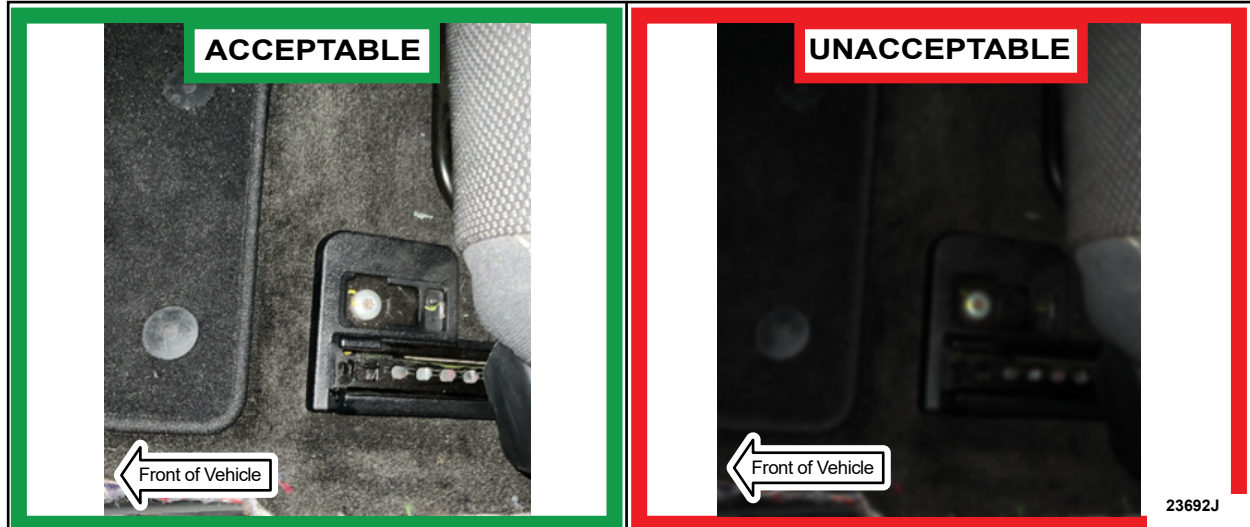


FIGURE 2

6. Position the front seat bottom to the full forward position on both sides of the vehicle.
7. Remove the front seat rear outboard shield bolt cap on both sides of the vehicle. See Figure 3.

NOTE: Driver side shown, passenger side similar.

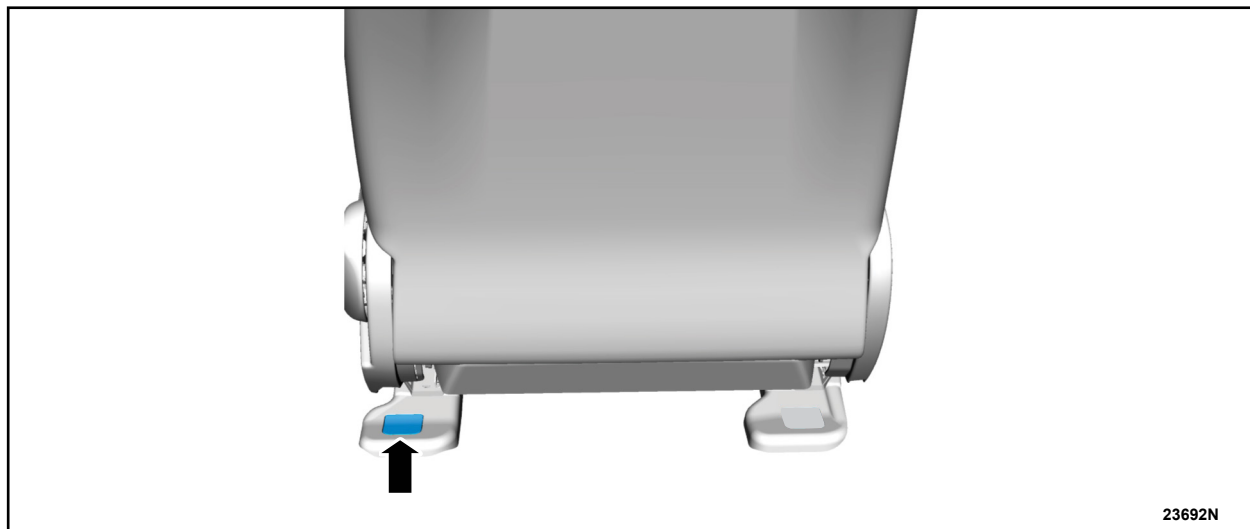


FIGURE 3



8. Capture a clear image of the rear outboard attachment point of the seat track on both sides of the vehicle. See Figure 4.

NOTE: Driver side shown, passenger side similar.

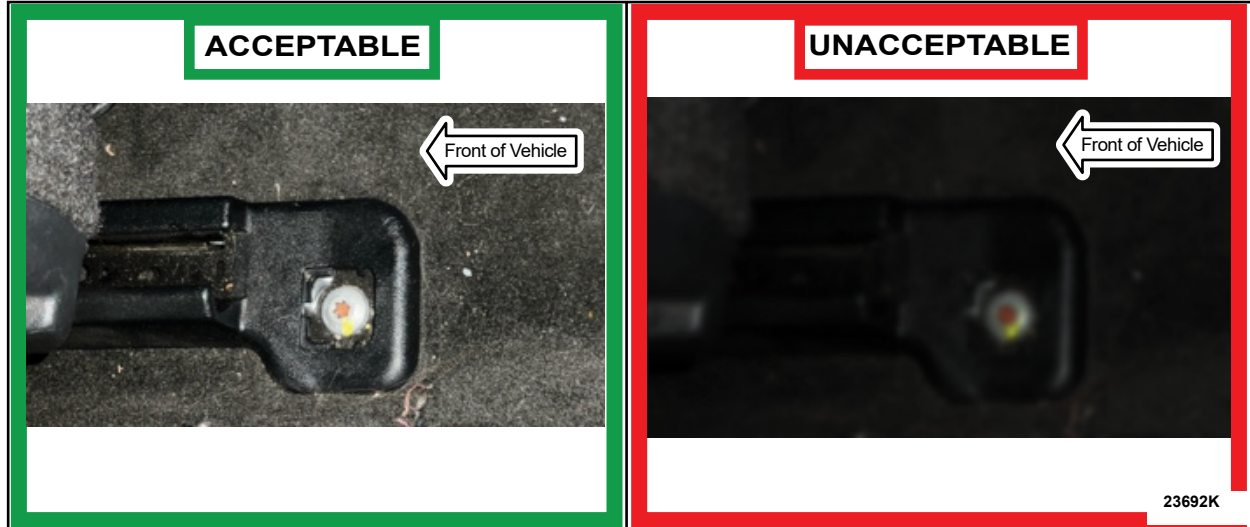


FIGURE 4

9. Depower the Supplemental Restraint System (SRS). Follow WSM procedures in Section 501-20B.
10. Remove the loadspace trim panel on both sides. Follow WSM procedures in Section 501-05.
11. Behind the front seats, position the carpet aside on both sides of the vehicle. See Figure 5.

NOTE: Do not remove the seat belt retractor and pretensioner.

NOTE: Driver side shown, passenger side similar.



FIGURE 5



12. Capture a clear image of the front outboard seatbelt anchor and floor pan on both sides of the vehicle. See Figure 6.

NOTE: Driver side shown, passenger side similar.

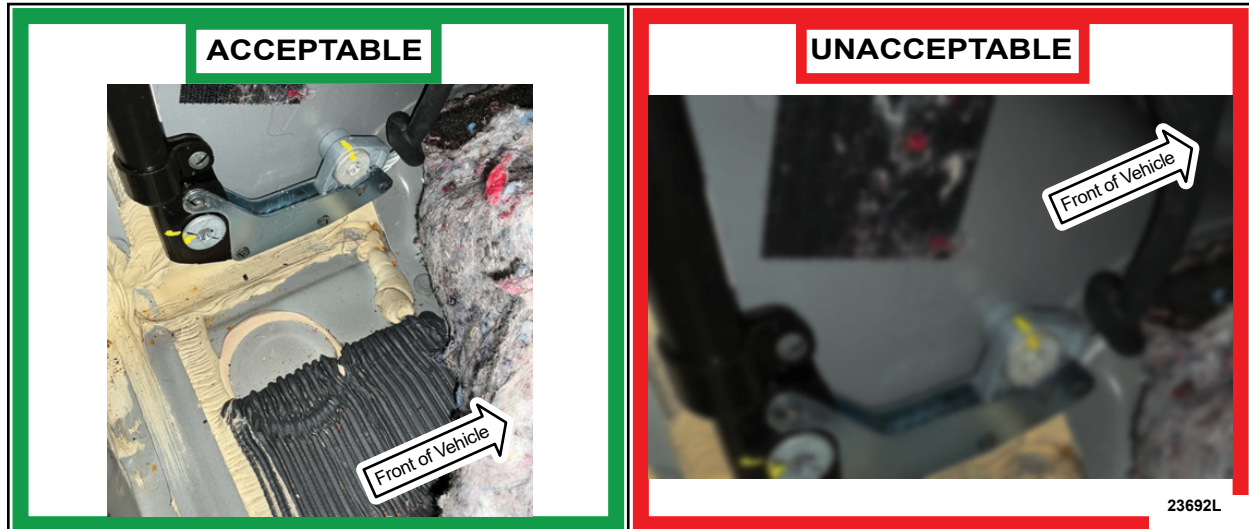


FIGURE 6

13. Capture a clear image of the steel braided cable on the seatbelt pretensioner on both sides of the vehicle. See Figure 7.

NOTE: Driver side shown, passenger side similar.

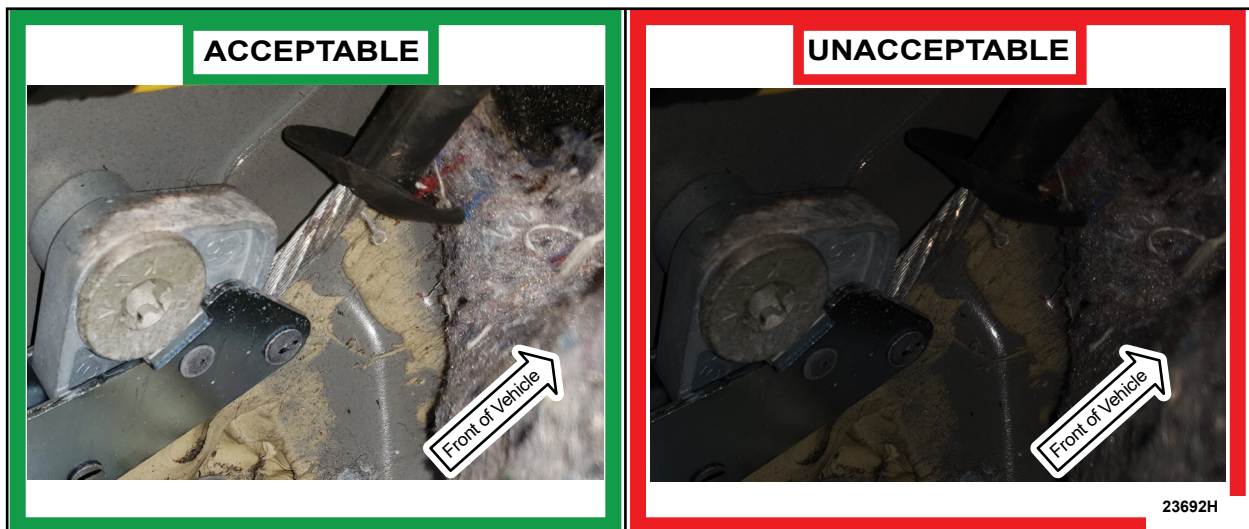


FIGURE 7



Ford has requested photo evidence prior to performing the repair for the FSA.

14. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.

- Clearly show the vehicle VIN.
- Clearly show the odometer reading.
- Clearly show the front outboard attachment point of the seat track on both sides of the vehicle.
- Clearly show the rear outboard attachment point of the seat track on both sides of the vehicle.
- Clearly show the front outboard seatbelt anchor and floor pan on both sides of the vehicle.
- Clearly show the steel braided cable on the seatbelt pretensioner on both sides of the vehicle.

NOTE: There will be 10 photos submitted to SSSC in total.

15. There are two ways to submit the requested items to SSSC.

- a. Directly in the SSSC contact request form while submitting your contact on your desktop.
- b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

16. Replace the front seat belt retractor and pretensioner on both sides and reassemble the vehicle. Follow WSM procedures in Section 501-20A.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

November 2024

Harvest Program 24H02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

Ford Motor Company is conducting a product investigation and would like to evaluate the field performance and functionality of the front seat belt retractors in your vehicle. Ford is offering to replace the front seat belt retractors free of charge and will use them to further evaluate the issue.

Why are you receiving this notice?

Ford Motor Company is voluntarily conducting a study on certain customer owned vehicles to proactively replace the front seat belt retractors and return them to Ford for further analysis. Inspecting your vehicle will help Ford complete its investigation.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect and replace the front seat belt retractors free of charge (parts and labor) under the terms of this program.

This Harvest Program will be in effect until November 30, 2025, regardless of mileage.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer length of time.

What should you do?

Please call your dealer without delay to schedule a service appointment for Harvest Program **24H02**.

If you do not already have a servicing dealer, you can access ford.com/support 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 planning to have the work completed.

Mobile Service

"Ford Mobile Service" is offered by participating dealers; contact your dealer for details.

Pick-Up and Delivery	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.
What if you no longer own this vehicle?	If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
Can we assist you further?	If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. RETAIL OWNERS: If you have questions or concerns, please contact our Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support. For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (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. Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Customer Service Division

Harvest Program 24H02
Certain 2015-2017 Model Year Mustang vehicles
Seat Belt Harvest Program

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 **24H02** Field Service Action program.

☐ Mobile Repair – Date: _____

OR

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Harvest Program 24H02
Certain 2015-2017 Model Year Mustang vehicles
Seat Belt Harvest Program

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)

Harvest Program 24H02
Certain 2015-2017 Model Year Mustang vehicles
Seat Belt Harvest Program

 – 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