

Service Engineering Operations
Customer Service Division

Ford Motor Company PO Box 1904 Dearborn, Michigan 48121

December 4, 2024

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

SUBJECT: Customer Satisfaction Program 24N07

Certain 2012 – 2018 Model Year Focus Vehicle Line One-Time Canister Purge Valve Replacement

#### **PROGRAM TERMS**

This program provides a no-cost, one-time replacement (if needed) for the canister purge valve (CPV) for 15 years of service (unlimited miles) from the warranty start date of the vehicle.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

#### VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Focus	2012 – 2018	Michigan Assembly Plant	August 1, 2010 through May 10, 2018

US population of affected vehicles: 1,483,446 Affected vehicles are identified in OASIS.

#### REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In the affected vehicles, the CPV may not operate as intended. A failed CPV may lead to drivability concerns such as engine hesitation, running rough, or stalling at low speed, and will be accompanied by an illuminated MIL.

#### **SERVICE ACTION**

If an affected vehicle has any of the symptoms described above, dealers are to replace the CPV and inspect the evaporative emissions canister for the presence of liquid fuel. This service must be performed 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 parts are available, dealers should:

- 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. Refer to the Rental and Claiming sections for further details.

#### OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed by December 6, 2024. Dealers should repair any affected vehicles that require a CPV replacement, whether the customer has received a letter.

#### **ATTACHMENTS**

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

#### **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** 

#### MOBILE SERVICE REPAIR ASSESSMENT LEVEL

• All repairs in this program have the following assessment level.

Service Repair

#### **OASIS ACTIVATION**

OASIS will be activated on December 4, 2024.

#### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

#### **SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

#### STOCK VEHICLES

• Do not perform this program unless the affected vehicle exhibits the covered condition.

#### **BRANDED / SALVAGED TITLE VEHICLES**

Branded / salvaged title vehicles and vehicles with canceled warranty coverage is eligible for this program unless emission coverage is explicitly canceled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT ALL WARRANTY CANCELLED TOTAL INCLUDING EMISSIONS
- ALL WARRANTIES CANCELLED INCLUDING EMISSIONS

#### **OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires January 31, 2026.
- Dealers are also pre-approved to refund owner-paid <u>emergency</u> repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Noncovered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the one-time replacement of the canister purge valve.

#### **RENTAL VEHICLES**

Rental vehicles are not approved for this program.

#### FORD 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.

#### 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.
  - o 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.
- **Note**: All repairs for this program should be claimed using the claim entry direction below regardless of if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles –
     Claim repairs to FSA 24N07 if the vehicle is still within time and mileage limits.
- 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: 24N07
    - Customer Concern Code (CCC): E29
    - Condition Code (CC): 42
    - Causal Part Number: 9D289, 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.

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 24N07
     Misc. Expense: ADMIN
     Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

#### • FORD PICK-UP & DELIVERY:

- o Dealers participating in the Remote Experience Program -
  - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
- o 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.

#### **LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
4 and 5 Door - CPV Replacement, INSPECT evaporative emissions canister, and Check for DTC's	24N07B	0.6 Hours
4 Door - CPV Replacement, REPLACE evaporative emissions canister, and Check for DTC's	24N07C	0.8 Hours
5 Door – CPV Replacement, REPLACE evaporative emissions canister, and Check for DTC's	24N07D	1.1 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for non-eligible 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.	24N07PP	0.5 Hours

#### PARTS REQUIREMENTS / ORDERING INFORMATION

#### Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
F1FZ - 9D289 - A	1	1	1	Canister Purge Valve - 1.0L GTDI
AS4Z - 9D653 - F	1	1	1	Evaporative Emissions Canister - 1.0L GTDI
AS4Z - 9D653 - F	1	1	1	Evaporative Emissions Canister - 2.0L GTDI (ST)
BV6Z - 9D289 - E	1	1	1	Canister Purge Valve - 2.0L GTDI (ST)
BV6Z - 9D653 - D	1	1	1	Evaporative Emissions Canister - 2.0L GDI (PZEV)
BV6Z - 9D289 - R	1	1	1	Canister Purge Valve - 2.0L GDI (PZEV)
BV6Z - 9D289 - R	1	1	1	Canister Purge Valve - 2.0L GDI
AS4Z - 9D653 - F	1	1	1	Evaporative Emissions Canister - 2.0L GDI

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.

#### **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 1<sup>st,</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st,</sup> 2021, or later must be inspected and signed off on the repair order by a member of your dealer 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 1<sup>st,</sup> 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.



Ford Motor Company División de Servicio al Cliente PO Box 1904 Dearborn, Michigan 48121

Diciembre 2024

Programa de satisfacción del cliente 24N07

Sr. Juan Pérez Calle Principal 123 Ciudad, EE. UU. 12345

Número de identificación del vehículo (VIN): 12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino también lograr la plena satisfacción del cliente. Para demostrar este compromiso, le ofrecemos el Programa de satisfacción del cliente para su vehículo, que incluye el VIN que aparece más arriba.

¿Por qué recibe este aviso?

Aunque es probable que la válvula de purga del cánister de su vehículo esté funcionando correctamente hoy, nos es muy grato informarle que, para su tranquilidad, Ford Motor Company ofrece una reparación única de la válvula de purga del canister, en caso de que requiera reemplazo en el futuro

¿Cuál es el efecto?

Si la válvula de purga del cánister de su vehículo no funciona como corresponde, puede experimentar síntomas como pérdida de potencia del motor, funcionamiento irregular del motor o que el motor se cala a baja velocidad, junto con el encendido de una luz indicadora de mal funcionamiento.

¿Qué medidas adoptarán Ford y su concesionario? Nos complace informarle que, para su tranquilidad, Ford Motor Company está ofreciendo un reemplazo gratuito (piezas y mano de obra) de la CPV, si fuera necesario, por un total de 15 años y millaje ilimitado a partir de la fecha de inicio de la garantía de su vehículo.

¿Cuánto tiempo tomará?

El tiempo necesario para reparar será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su distribuidor tarde un poco más.

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NOTIFICACIÓN DE VENTA DE VEHÍCULO PARA <Número de programa>
Si ya no es el propietario de este vehículo y no conoce al propietario actual, no es necesario que realice ninguna acción.

\[
\text{Yo ya no soy propietario de este vehículo. El vehículo se vendió/transfirió a:}
\]

Nombre

\[
\text{Dirección Número} \text{Calle}
\]

Ciudad \text{Estado} \text{Código postal}

12345678901234567

TEST OWNER NAME
12345 TEST STREE[T]
TEST CITY, XX 12345

#### ¿Qué debe hacer?

Conserve esta carta como recordatorio de este programa de reparación. Si fuera necesario reemplazar la CPV y su vehículo se encuentra dentro de los límites de tiempo indicados en esta oferta, proporcione el VIN de su vehículo al concesionario en caso de programar una cita de servicio para realizar el Programa de satisfacción del cliente 24N07. El VIN está impreso debajo de sus datos al inicio de esta carta.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a <u>ford.com/support</u> para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

#### ¿Ha pagado anteriormente por esta reparación?

Si pagó por realizar esta reparación <u>antes</u> de la fecha de esta carta, es posible que cumpla con los requisitos para solicitar un reembolso. Solo se proporcionarán reembolsos por servicios relacionados con la descripción de la reparación. Para comprobar si cumple con los requisitos y <u>agilizar el reembolso</u>, entregue el recibo de pago original a su concesionario antes del 31 de enero de 2026. Para evitar demoras, no envíe recibos a Ford Motor Company.

### Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

# ¿Qué pasa si ya no es el propietario del vehículo?

Si vendió el vehículo, llene y desprenda la notificación de venta del vehículo al final de la página (1) y regrésela en el sobre prepagado que se incluye. Recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.

# ¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro Centro de Relación con Clientes (CRC) Ford al 1-866-436-7332 y uno de nuestros representantes con gusto lo atenderá. El CRC está abierto de lunes a viernes de 8:00 a. m. a 11:00 p. m. y los sábados de 8:00 a. m. a 8:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el CRC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es <u>ford.com/support</u>.

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Este espacio se dejó en blanco intencionalmente.

<u>PROPIETARIOS DE FLOTAS</u>: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de contacto de Ford Pro al 1-800-34-FLEET**, elija la opción n.° 1 y uno de nuestros representantes con gusto lo atenderá. Si desea comunicarse con nosotros a través de Internet, nuestra dirección es <u>fleet.ford.com</u>.

Los representantes atienden de lunes a viernes de 7:00 a.m. a 11:00 p.m. y sábado de 7:00 a.m. a 5:00 p.m. (hora del este).

Como parte de la comunidad Ford, agradecemos su atención en este asunto sumamente importante y su lealtad.

División de Servicio al Cliente



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

December 2024

Customer Satisfaction Program 24N07

Mr. John Sample 123 Main Street Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, 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 Customer Satisfaction Program for your vehicle, including VIN shown above.

Why are you receiving this notice?

Although your vehicle's canister purge valve is likely functioning properly today, we are pleased to let you know that, for your peace of mind, Ford Motor Company is providing a one-time repair of the canister purge valve if it requires replacement in the future.

What is the effect?

If your vehicle's canister purge valve is not functioning as intended, you may experience symptoms such as engine hesitation, engine running rough, or engine stalling at low speeds, accompanied by an illuminated malfunction indicator lamp.

What will Ford and your dealer do?

We are pleased to let you know that, for your peace of mind, Ford Motor Company is offering a free replacement (parts and labor) of the CPV, if required, for a total of 15 years and unlimited miles from your vehicle's warranty start date.

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 period of time.

What should you do?

Please keep this letter as a reminder of this repair program. If the CPV requires replacement, and your vehicles is within the indicated time limitations of this offer, you may provide the dealer with the VIN of your vehicle if you schedule a service appointment for Customer Satisfaction Program 24N07. The VIN is printed near your name at the beginning of this letter.

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·	·
as been sold/transferred to:	
Street	
State	Zip

# What should you do? (Continued)

If you do not already have a servicing dealer, you can access <u>ford.com/support</u> for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

### Have you previously paid for this repair?

If you paid to have this repair performed <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to the repair description. To verify eligibility and <u>expedite</u> <u>reimbursement</u>, give your paid original receipt to your dealer before January 31, 2026. To avoid delays, do not send receipts to Ford Motor Company.

#### 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?

Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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 (CRC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711. If you wish to contact us through the internet, our address is

<u>FLEET OWNERS</u>: 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 <u>fleet.ford.com</u>.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

ford.com/support.

**Customer Service Division** 

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Certain 2012 – 2018 Model Year Focus Vehicle Line One-Time Canister Purge Valve Replacement

#### **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)

Certain 2012 – 2018 Model Year Focus Vehicle Line One-Time Canister Purge Valve Replacement

#### ✓ ✓ ✓ – 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

### **Mobile Repair / Vehicle Pick-Up and Delivery Record**

VIN	re	eceived (check one):	
☐ Pick-up and	d/or delivery service		
As outlined below	for the 24N07 Field Ser	vice Action program.	
□ Pick-up	– Date:		
□ Delivery	– Date:		
Repair Order #		Repair Order Date	
Comice Manager	Cian atura	Data	
Service Manager Signature		Date	

### CERTAIN 2012-2018 MODEL YEAR FOCUS VEHICLES – ONE-TIME CANISTER PURGE VALVE REPLACEMENT

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.

#### SERVICE PROCEDURE

- 1. Check for Diagnostic Trouble Codes (DTCs) P0171, P0172, P0420, P1450, P0443, P0456, P0460, P0507, P144A, P2195 and/or P2196 or does the customer complain of drive-ability concerns such as hesitation, rough idle, or loss of power.
- 2. Are any of the conditions in Step 1 present?

No - Repair is complete.

Yes - Proceed to Step 3.

- 3. Replace the Canister Purge Valve (CPV). Follow the Workshop Manual procedures (WSM) in Section 303-13. This is a one-time replacement.
- 4. With the vehicle in NEUTRAL, position it on a hoise. Follow the WSM procedures in Section 100-02.
- 5. Disconnect the quick release couplings. See Figure 1. Follow the WSM procedures in Section 310-00A.

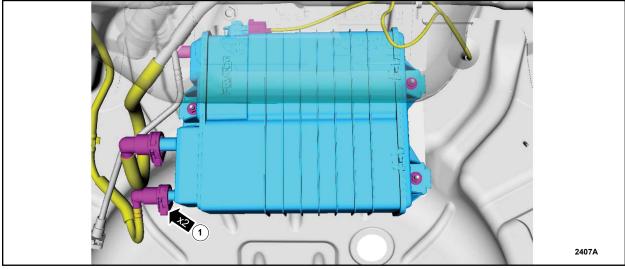


FIGURE 1

TECHNICAL INSTRUCTIONS
PAGE 2 OF 2
CUSTOMER SATISFACTION PROGRAM 24N07

6. Is there any liquid fuel present when disconnecting the lines?

Yes - Continue to Step 7. No - Continue to Step 8.

- 7. Replace the evaporative emission canister. Follow the WSM procedures in Section 303-13.
- 8. Reassemble the vehicle. Connect the quick disconnects. Follow the WSM procedures in Section 310-00A. Lower the vehicle.
- 9. If any DTCs were present, clear DTCs.

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.