



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

December 17, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Emission Recall 24E08**
Certain 2022 - 2023 Model Year F-150 Vehicles
Catalytic Converter Inspection and Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2022	Dearborn	November 22, 2021 through October 21, 2022
	2023		October 24, 2022 through December 11, 2023
	2022	Kansas City	December 14, 2021 through November 15, 2022
	2023		November 19, 2022 through December 13, 2023

US population of affected vehicles: 1,625. Affected vehicles are identified in OASIS and FSA VIN Lists. Some vehicles in the build date range might not be affected.

REASON FOR THIS EMISSION RECALL

The affected vehicles were previously serviced with a catalytic converter that does not control tailpipe emissions to the intended level due to a service parts catalog error.

SERVICE ACTION

Dealers are to review the vehicle's OASIS warranty history and replace the catalytic converter(s) that were previously replaced under warranty. This service must be performed at no charge to the vehicle owner.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before vehicle registration renewal. For vehicles registered in these states, please download and print a blank Vehicle Emissions Recall Proof of Correction Certificate (refer to EFC15625 – Proof of Correction Policy Update Effective October 21, 2024, for further details), and then provide the owner with a completed Proof of Correction certificate after the repair has been performed. If necessary, these certificates can still be obtained by contacting your regional office.

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 should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Pending Agency approval, owner letters are expected to be mailed the week of March 28, 2025 or sooner. Dealers should inspect and repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

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

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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 December 17, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by December 17, 2024. Owner names and addresses will be available by April 11, 2025.

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this emission recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- 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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Emission Recall 24E08**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.
- 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 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, select claim type 31: Field Service Action. The FSA number 24E08 is the subcode.
 - 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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CLAIMS PREPARATION AND SUBMISSION (Continued)

- **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.

Labor Allowances and Parts Ordering Information

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
F-150 3.5L HEV – RIGHT Catalytic Converter Replacement	24E08B	3.1 Hours
F-150 3.5L HEV – LEFT Catalytic Converter Replacement	24E08C	0.9 Hours
F-150 3.5L HEV – BOTH LEFT AND RIGHT Catalytic Converter Replacement	24E08D	3.3 Hours
F-150 5.0 – RIGHT Catalytic Converter Replacement	24E08E	2.3 Hours
F-150 5.0– LEFT Catalytic Converter Replacement	24E08F	0.9 Hours
F-150 5.0 - BOTH LEFT AND RIGHT Catalytic Converter Replacement	24E08G	2.5 Hours
Ford 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.	24E08PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Check complete vehicle's OASIS warranty history before ordering parts.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NL3Z - 5E212 - G	1	1	1	3.5L HEV - Catalytic Converter LEFT
NL3Z - 5E212 – H	1	1	1	3.5L HEV - Catalytic Converter RIGHT
W500120 - S439	4	1	4	3.5L HEV - Trans Support Bolt 4x2 Only
W718926 - S900	4	1	4	3.5L HEV - Trans Support Bolt 4x4 Only
W714418 - S439	4	1	4	3.5L HEV - Crossmember Bolt M12 x 130MM
W520114 - S442	4	1	4	3.5L HEV - Crossmember Nut M12 X 1.75MM
W705443 - S900	2	2	1	3.5L HEV – M10 LH Catalytic Converter Nut
PL3Z - 5C226 - A	2	2	1	3.5L HEV - RH/LH Catalytic Converter to Manifold Flange Gasket
W705443 - S900	2	2	1	3.5L HEV – M10 RH Catalytic Converter Nut
W714717 - S439	2	1	4	3.5L HEV - Muffler Inlet Pipe Flange Bolt

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

W709771 - S440	2	2	1	3.5L HEV - Nut-Transmission Mount to Crossmember
ML3Z – 6775 - K	1	1	1	3.5L – Heat Shield Patch
ML3Z - 5E212 - K	1	1	1	5.0L - Catalytic Converter LEFT
ML3Z - 5E212 - T	1	1	1	5.0L - Catalytic Converter RIGHT
W711140 - S901	3	1	4	5.0L - 4x2 Trans Support Bolt - 2WD Only
W718353 - S900	4	1	4	5.0L - 4x4 Trans Support Bolt - 4WD Only
W714418 - S439	4	1	4	5.0L - Crossmember Bolt M12 x 130MM
W520114 - S442	4	1	4	5.0L - Crossmember Nut M12 X 1.75MM
W520514 - S440	2	2	1	5.0L - Flange Nut M10
W705443 - S900	2	2	1	5.0L - M10 RH Catalytic Converter Nut
W705443 - S900	2	2	1	5.0L - M10 LH Catalytic Converter Nut
W709771 - S440	2	2	1	5.0L - Nut-Transmission Mount to Crossmember
ML3Z – 6775 - K	1	1	1	5.0L – Heat Shield Patch
XL - 2		As Needed		Motorcraft High Temperature Anti-Seize Lubricant
XL - 1		As Needed		Motorcraft Penetrating and Lock Lubricant
VC – 13 - G		As Needed		Motorcraft® Yellow Concentrated Antifreeze/Coolant (All Markets Except Canada)
CVC – 13 - G		As Needed		Motorcraft® Yellow Concentrated Antifreeze/Coolant (Canada Only)

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.

EXCESS STOCK RETURN

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

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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.

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 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.

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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 (MRA1)
-  - Light Mobile Service (MRA2)
-  - Enhanced Mobile Service (MRA3)
-  - Advanced Mobile Service (MRA4)
-  - Not a Mobile Service Repair (MRA5)
-  - Wheel and Tire Mobile Service (MRA6)
-  - Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming (MRA1)
 - 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 (MRA2)
 - 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)

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Catalytic Converter Inspection and Replacement

   – Enhanced Mobile Service (MRA3)

- **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 (MRA4)

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Not a Mobile Service Repair (MRA5)

1. Large component removal
2. BEV Battery Replacement
3. Requires a vehicle hoist – to complete the repair (more than inspection)
4. Required vehicle alignment
5. Requires significant vehicle disassembly
6. Repairs greater than 2-3 hours
7. Any repairs that require M-Time
8. Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle.

 – Wheel and Tire Mobile Service (MRA6)

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Advanced Driver Assistance System (ADAS) Mobile Repair (MRA7)

- Requires the uses of a ADAS Mobile Service Kit.
- May require a post repair test drive.
 - Parking Lot Maneuvers to capture parking lines for camera alignment.
 - Steady speed cruising (45 MPH).
- **The vehicle service location will have to be validated before scheduling an appointment to determine if a mobile repair is appropriate.**

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Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 24E08 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2022-2023 MODEL YEAR F-150 VEHICLES – CATALYTIC CONVERTER 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.

Due to a service part catalog error some catalytic converters replaced under warranty were mistakenly replaced with the wrong service parts. This Field Service Action (FSA) resolves this concern by installing catalytic converter(s) with the correct service part(s).

SERVICE PROCEDURE

1. Review the full warranty history section of this vehicle, located on the Vehicle ID screen of the Professional Technician System (PTS). Has the Left-Hand (LH), Right-Hand (RH) or both catalytic converters been replaced?

Yes - Continue to Step 2.

No - This FSA does not apply.

2. Using the full warranty history section, replace only the catalytic converters that were already replaced under warranty. Do not use any part information from the prior repair. Refer to the dealer bulletin for complete parts list. Follow the Workshop Manual (WSM) procedure in Section 309-00E.

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.

