

## CERTAIN 2024 MODEL YEAR F-150 VEHICLES — ROOF BOW SEALANT INSPECTION

### SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

**NOTE:** Videos containing audio of the inspection can be found by clicking the video icons below.

**Review the video links below before starting this FSA:**

 [Inspection - PASS](#)

 [Inspection - DOES NOT PASS](#)

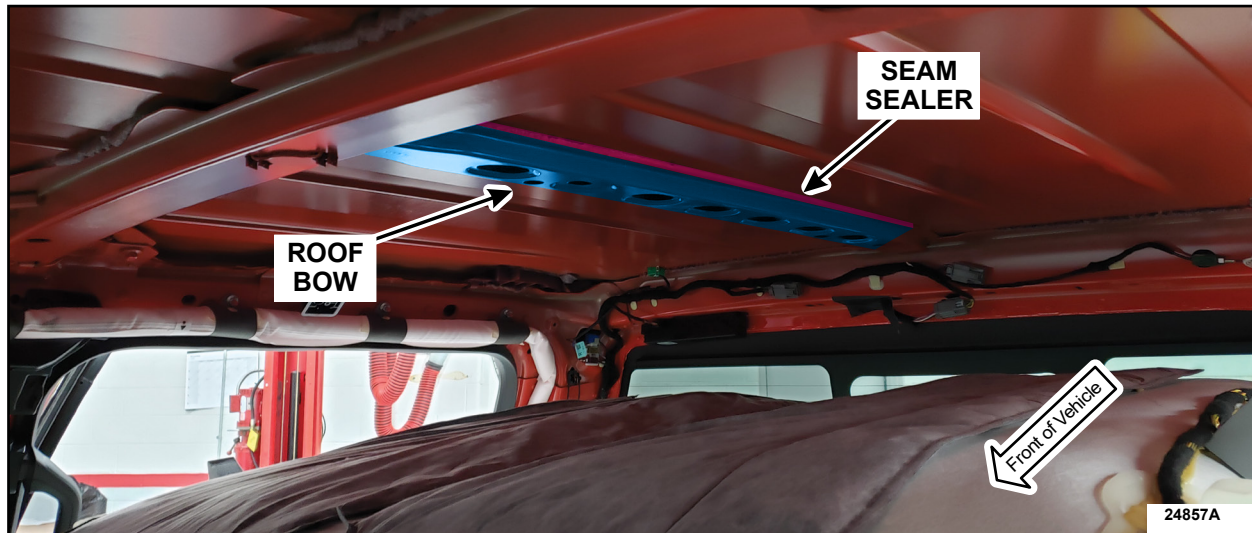
1. Inspect for missing roof bow sealer by gently tapping on the center of the roof as seen in the videos above.
2. Is a metallic type noise heard while tapping on the center of the roof?
  - Yes - Proceed to the next Step.
  - No - This FSA is complete.
3. Lower the headliner following Workshop Manual (WSM) procedures in Section 501-05.



4. Using one of the approved sealants listed below and a standard caulk gun, apply sealant between the roof and the roof bow on both sides in the areas missing seam sealer. See Figure 1.

- Henkel Teroson 5510
- Betaseal 16605

**NOTE:** If there is difficulty inserting the sealant applicator, install a small wedge to slightly increase the gap between the roof and the roof bow. Remove the wedge after applying the sealant.



**FIGURE 1**

5. Install the headliner following WSM procedures in Section 501-05.





Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

February 25, 2025

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

**SUBJECT: Update Prior to Sale 24U13**  
Certain 2024 Model Year F-150 Vehicles  
**Inspect for Roof Mastic Skips**

**PROGRAM TERMS**

This program will be in effect through February 28, 2026, for unsold vehicles, or up to 60 days post the warranty start date (to allow for sales reporting and claim processing).

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2024	Kansas City	October 17, 2024 through October 21, 2024

U.S. population of affected vehicles: **1,261** and are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

On some of the affected vehicles, the roof may have been assembled without proper mastic coverage on underlying reinforcements.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to inspect for roof mastic skips and apply mastic on the roof reinforcement where applicable. 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.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters will not be mailed for this program.

**ATTACHMENTS**

- Administrative Information/ Labor Allowances and Parts Ordering Information
- Technical Instructions

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

## Update Prior to Sale 24U13

### **OASIS ACTIVATION**

OASIS will be activated on February 25, 2025.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 25, 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 program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

### **SOLD VEHICLES**

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

### **STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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

Affected branded / salvaged title vehicles are eligible for this service action.

### **OWNER REFUNDS**

Refunds are not approved for this program.

### **ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- 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 EFC15936 for more details.

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

- **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: 24U13
    - Customer Concern Code (CCC): B09
    - Condition Code (CC): D4
    - Causal Part Number: 1650222, 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.
- **Additional parts not listed in the parts section:** Additional parts such as fasteners, clips, tie straps, etc. may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$25 requires prior approval from the SSSC.
- **Provision for Locally Obtained Supplies:** Includes mastic (outside the US) etc. Submit on the same line as the repair.
  - Program Code: 24U13
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$75.00

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect for skipped roof sealer, no skips, closes FSA	24U13A	0.3 Hours
Inspect for skipped roof sealer, skips present. Lower Headliner, install roof sealer, replace headliner.	24U13B	1.8 Hours

**Note:** Claim only 1 labor operation (24U13A or 24U13B).

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Note:** Parts are not required if the vehicle passes the inspection process.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
FL3Z-9929024-A*	2	2	1	Garment Hook *VIN-specific color

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

Service Part Number	Claim Quantity	Description
RTTP# 1562042 Or Obtain Locally	Up to 2 tubes	Henkel Corporation Loctite® (TEROSON®) MS 5510™ (or equivalent)

Order the mastic through Rotunda Technician Tools Program ([www.rotundatechtools.com](http://www.rotundatechtools.com)) or obtain locally. Suggested alternative mastics include: Sikatack® 30 or 60 or Betaseal® 16605.

**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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**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's fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 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.