



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 3, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 24P28

Certain 2025 Model Year F-650/F-750, 2024 Model Year Super Duty, Transit and
Escape Vehicles
A/C Compressor Inspection

PROGRAM TERMS

This program will be in effect through March 3, 2026, for vehicles within the new bumper-to-bumper warranty coverage period.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
F-650/F-750	2025	Ohio Assembly	January 2, 2024 through June 10, 2024
Super Duty	2024		
Transit	2024	Kansas City	January 2, 2024 through June 26, 2024
Escape	2024	Louisville	January 2, 2024 through June 21, 2024

U.S. population of affected vehicles: 137,256. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Some of the affected vehicles with 5,000 miles or less may experience an internal failure of the Air Conditioning (A/C) compressor that can cause loss of A/C performance or function. Upon loss of A/C performance or function, there may be an audible squeal if the A/C compressor seizes causing the drive belt to slip on the A/C compressor pulley.

SERVICE ACTION

Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership). On vehicles with 5,000 miles or less, dealers are to perform an A/C compressor inspection to verify proper A/C compressor operation. If the A/C compressor is verified to not be operating properly, the A/C compressor is to be replaced. 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.

ESSENTIAL SPECIAL SERVICE TOOLS

If you do not have the special tools needed to perform this service, please contact 1-800 ROTUNDA and choose option 3 to place an order to purchase.

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

Customer Satisfaction Program 24P28

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
 -  - Not a Mobile Service Repair
- Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership) and Remote Experience reimbursement for just this repair is not allowed.

OASIS ACTIVATION

OASIS will be activated on March 3, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 3, 2025.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- 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

Branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental day(s) is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC 14236. VOR escalation is required in DOW.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

Customer Satisfaction Program 24P28

REPAIR PHOTO AND EVIDENCE SUBMISSION

Ford has requested photos and evidence prior to performing the repair and of repair completion for this FSA. **For parts ordering and claim reimbursement, please submit photos that clearly show the vehicle VIN and mileage on the same FDRS screenshot; vehicle VIN, external temperature and evaporator temperature on the same FDRS screenshot and pinpoint test results supporting the repair. Also include photos of A/C compressor labels if the A/C compressor is replaced.**

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review and add requested photo list: **FDRS screenshots of the vehicle mileage and VIN, and of the external temperature, evaporator temperature and VIN.** 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.
- Photos can be attached using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at: <https://www.fordtechservice.dealerconnection.com/>.
 - Note:** If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile before accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in the Global Concern Reporting (GCR) Video Snack on FMCDDealer.
 - Note:** Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form you can upload a maximum of 5 attachments at once.
 - If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, before submitting the report.
 - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

Customer Satisfaction Program 24P28

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
 - F-650/F-750 trucks – 2 years, regardless of miles driven
- 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.
- **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: 24P28
 - Customer Concern Code (CCC): C05
 - Condition Code (CC): 42
 - Causal Part Number: 19703, 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.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Provision for Locally Obtained Supplies:** Includes YN-19, YN-12-D, YN-33-A, YN-35, YN-23 and FL-1A. Submit on the same line as the repair.
 - Program Code: 24P28
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$240.00

Customer Satisfaction Program 24P28

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p>F-650/F-750, Super Duty, Escape - Perform A/C compressor operation test and measure evaporator temperature using FDRS – PASS repair complete</p>	24P28A	1.4 Hours
<p>F-650/F-750, Super Duty, Escape - Perform A/C compressor operation test and measure evaporator temperature using FDRS – FAIL</p> <p>Replace A/C compressor (Use labor operations for compressor replacement below).</p> <p>NOTE: This labor operation will keep the program open if parts are not available and cannot be claimed with 24P28A</p> <p>NOTE: Refer to vehicle specific labor chart for additional repair labor operations.</p>	24P28B	1.4 Hours
<p>Transit - Perform A/C compressor operation test and measure evaporator temperature using FDRS – PASS repair complete</p>	24P28C	1.1 Hours
<p>Transit - Perform A/C compressor operation test and measure evaporator temperature using FDRS – FAIL</p> <p>Replace A/C compressor (Use labor operations for compressor replacement below).</p> <p>NOTE: This labor operation will keep the program open if parts are not available and cannot be claimed with 24P28C.</p> <p>NOTE: Refer to vehicle specific labor chart for additional repair labor operations.</p>	24P28D	1.1 Hours
<p>All Vehicles - Perform additional A/C system diagnostics</p>	MT24P28E	M-Time up to 1.5 Hours
<p>Time allowed to submit photos. If VOR is required and vehicle must be present in dealership to complete repair:</p> <ol style="list-style-type: none"> 1. FDRS screenshot with VIN and vehicle mileage. 2. FDRS screenshot with VIN, exterior temperature and evaporator temperature. <p>If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.</p>	24P28ZZ	0.2 Hours

Customer Satisfaction Program 24P28

LABOR ALLOWANCES (continued)

Note: Only one labor operation from the vehicle specific labor allowance list can be claimed per repair, except for Transit running board labor that can be claimed with another Transit labor operation.

F-650/F-750

Description	Labor Operation	Labor Time
Replace A/C compressor ONLY – F-650/F-750 6.7L	24P28F	1.8 Hours
Flush evaporator, condenser and replace A/C compressor and lines	MT24P28G	M-Time up to 5.9 Hours
Replace A/C system without flush equipment	MT24P28H	M-Time up to 6.7 Hours

Super Duty

Description	Labor Operation	Labor Time
Replace A/C compressor ONLY – 6.7L	24P28J	3.0 Hours
Flush evaporator, condenser and replace A/C compressor and lines – 6.7L	MT24P28K	M-Time up to 6.4 Hours
Replace A/C system without flush equipment – 6.7L	MT24P28L	M-Time up to 12.1 Hours
Replace A/C compressor ONLY – 6.8L / 7.3L	24P28M	1.4 Hours
Flush evaporator, condenser and replace A/C compressor and lines – 6.8L / 7.3L	MT24P28N	M-Time up to 4.5 Hours
Replace A/C system without flush equipment – 6.8L / 7.3L	MT24P28P	M-Time up to 8.2 Hours

Transit

Description	Labor Operation	Labor Time
Replace A/C compressor ONLY – Transit 3.5L Duratec	24P28Q	1.4 Hours
Flush evaporator, condenser and replace A/C compressor and lines – 3.5L Duratec	MT24P28R	M-Time up to 4.9 Hours
Replace A/C system without flush equipment – 3.5L Duratec	MT24P28S	M-Time up to 7.5 Hours
Replace A/C compressor ONLY – Transit 3.5L GTDI	24P28T	1.0 Hour
Flush evaporator, condenser and replace A/C compressor and lines – 3.5L GTDI	MT24P28U	M-Time up to 4.7 Hours
Replace A/C system without flush equipment – 3.5L GTDI	MT24P28V	M-Time up to 7.1 Hours
Extra time if equipped with running boards Note: Can be claimed with all Transit labor operations	24P28W	0.3 Hours

Customer Satisfaction Program 24P28

LABOR ALLOWANCES (continued)

Escape

Description	Labor Operation	Labor Time
Replace A/C compressor ONLY – Escape 1.5L	24P28X	1.7 Hours
Flush evaporator, condenser and replace A/C compressor and lines – 1.5L	MT24P28Y	M-Time up to 6.0 Hours
Replace A/C system without flush equipment – 1.5L	MT24P28Z	M-Time up to 9.8 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for A/C compressors, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of vehicle mileage.
2. Attach the FDRS screenshot showing the VIN, exterior temperature and evaporator temperature.
3. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LC3Z-19703-G	As Needed	1	1	Super Duty / F-650/F-750 A/C Compressor – 6.7L
PC3Z-19703-A	As Needed	1	1	Super Duty A/C Compressor – 6.8L / 7.3L
LK4Z-19703-E	As Needed	1	1	Transit A/C Compressor – 3.5L Duratec / 3.5L GTDI
JX6Z-19703-S	As Needed	1	1	Escape A/C Compressor – 1.5L

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Customer Satisfaction Program 24P28

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Order the parts below through normal order processing channels:

F-650 / F-750

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DS7Z-19B596-A	1	1	1	A/C Compressor Seal Kit High Side
DL3Z-19B596-B	1	1	1	A/C Compressor Seal Kit Low Side
W717218-S442	1	1	4	Steering Column Shaft Bolt
VC-13DL-G	1	1	1	Yellow Prediluted Antifreeze - MD
BC3Z-19849-B	As Needed	As Needed	1	TXV Valve
FC3Z-19C836-A	As Needed	As Needed	1	Desiccant Bag
FC4Z-19712-C	As Needed	As Needed	1	Condenser
BC3Z-19860-G	As Needed	As Needed	1	Evaporator with TXV Valve
PC4Z-19867-A	As Needed	As Needed	1	A/C Compressor Inlet Line
PC4Z-19972-B	As Needed	As Needed	1	A/C Compressor Outlet Line
FC4Z-19E631-A	As Needed	As Needed	1	Condenser Inlet Line
FC4Z-19835-E	As Needed	As Needed	1	A/C Manifold and Tube Assembly
YN-19	Claim as Misc. Other Up to \$240.00 Total			Motorcraft® R-134a Refrigerant NOTE: AC Flush Machine will filter refrigerant for re-use. Most repairs should NOT require extra refrigerant
YN-12-D				Motorcraft® PAG Refrigerant Compressor Oil NOTE: A/C Compressor comes oiled. Minimal oil required for install of O-ring seals if only replacing the A/C compressor
YN-23				Motorcraft® A/C System Flushing Solvent
D9AZ-6731-A				FL-1A Filter

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Customer Satisfaction Program 24P28

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Super Duty – Diesel

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DS7Z-19B596-A	1	1	1	A/C Compressor Seal Kit High Side
DL3Z-19B596-B	1	1	1	A/C Compressor Seal Kit Low Side
W716343-S440	1	1	4	Idler Arm Nut - SD Diesel
PC3Z-19849-A	As Needed	As Needed	1	TXV Valve
FC3Z-19C836-A	As Needed	As Needed	1	Desiccant Bag
PC3Z-19712-A	As Needed	As Needed	1	Condenser
PC3Z-19850-A/B/C/D	As Needed	As Needed	1	Evaporator
PC3Z-19867-C	As Needed	As Needed	1	A/C Compressor Inlet Line
PC3Z-19972-A	As Needed	As Needed	1	A/C Compressor Outlet Line
LC3Z-19E631-AA	As Needed	As Needed	1	Condenser Inlet Line
PC3Z-19A834-A	As Needed	As Needed	1	Evaporator Inlet/Outlet Line
PC3Z-2604608-AG/CB/CA/EA	As Needed	As Needed	1	Right Floor Console Trim
PC3Z-2604609-AF/CB/CA/EA	As Needed	As Needed	1	Left Floor Console Trim
W718633-S451	As Needed	As Needed	4	Seat Bolts
W505275-S451	As Needed	As Needed	4	Center Seat Bolts
W714409-S439	As Needed	As Needed	4	Steering Column Shaft Bolt
YN-19	Claim as Misc. Other Up to \$240.00 Total			Motorcraft® R-134a Refrigerant NOTE: AC Flush Machine will filter refrigerant for re-use. Most repairs should NOT require extra refrigerant

Customer Satisfaction Program 24P28

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Super Duty – Diesel (continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
YN-12-D	Claim as Misc. Other Up to \$240.00 Total			Motorcraft® PAG Refrigerant Compressor Oil NOTE: A/C Compressor comes oiled. Minimal oil required for install of O-ring seals if only replacing the A/C compressor
YN-23				Motorcraft® A/C System Flushing Solvent
D9AZ-6731-A				FL-1A Filter

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Super Duty – Gas

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DS7Z-19B596-A	1	1	1	A/C Compressor Seal Kit High Side
DL3Z-19B596-B	1	1	1	A/C Compressor Seal Kit Low Side
PC3Z-8620-C	1	1	1	A/C Belt - SD Gas
PC3Z-19849-A	As Needed	As Needed	1	TXV Valve
FC3Z-19C836-A	As Needed	As Needed	1	Desiccant Bag
PC3Z-19712-B	As Needed	As Needed	1	Condenser
PC3Z-19850-A/B/C/D	As Needed	As Needed	1	Evaporator
PC3Z-19867-B	As Needed	As Needed	1	A/C Compressor Inlet Line
PC3Z-19972-B	As Needed	As Needed	1	A/C Compressor Outlet Line
HC3Z-19E631-B	As Needed	As Needed	1	Condenser Inlet Line
PC3Z-19A834-B	As Needed	As Needed	1	Evaporator Inlet/Outlet Line

Customer Satisfaction Program 24P28

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Super Duty – Gas (continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PC3Z-2604608-AG/CB/CA/EA	As Needed	As Needed	1	Right Floor Console Trim
PC3Z-2604609-AF/CB/CA/EA	As Needed	As Needed	1	Left Floor Console Trim
W718633-S451	As Needed	As Needed	4	Seat Bolts
W505275-S451	As Needed	As Needed	4	Center Seat Bolts
W714409-S439	As Needed	As Needed	4	Steering Column Shaft Bolt
YN-19	Claim as Misc. Other Up to \$240.00 Total			Motorcraft® R-134a Refrigerant NOTE: AC Flush Machine will filter refrigerant for re-use. Most repairs should NOT require extra refrigerant
YN-12-D				Motorcraft® PAG Refrigerant Compressor Oil NOTE: A/C Compressor comes oiled. Minimal oil required for install of O-ring seals if only replacing the A/C compressor
YN-23				Motorcraft® A/C System Flushing Solvent
D9AZ-6731-A				FL-1A Filter

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Transit

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DS7Z-19B596-A	1	1	1	A/C Compressor Seal Kit High Side
DL3Z-19B596-B	1	1	1	A/C Compressor Seal Kit Low Side
CK4Z-19849-C	As Needed	As Needed	1	TXV Valve Front
CK4Z-19C836-A	As Needed	As Needed	1	Receiver Drier

Customer Satisfaction Program 24P28

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Transit (continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
BK2Z-00933-A	As Needed	As Needed	1	Receiver Drier Plug
LK4Z-19712-A	As Needed	As Needed	1	Condenser
LK4Z-19B555-L	As Needed	As Needed	1	Evaporator & Housing
LK4Z-19D742-D	As Needed	As Needed	1	A/C Compressor Inlet Line
LK4Z-19972-C	As Needed	As Needed	1	A/C Compressor Outlet Line
LK4Z-19835-J	As Needed	As Needed	1	Condenser Outlet Line
LK4Z-19A834-F	As Needed	As Needed	1	Evaporator Inlet/Outlet Manifold
BK3Z-19849-A	As Needed	As Needed	1	TXV Valve Rear
BK3Z-19860-E	As Needed	As Needed	1	Rear Evaporator
LK4Z-19A834-E	As Needed	As Needed	1	Evaporator Inlet/Outlet Manifold w/ Rear A/C
LK4Z-19A834-D	As Needed	As Needed	1	Front To Rear A/C Line - Short
LK4Z-19A834-G	As Needed	As Needed	1	Front To Rear A/C Line - Long
CK4Z-19A834-A	As Needed	As Needed	1	Rear A/C Line - Extended/Long Series #1
CK4Z-19A834-B	As Needed	As Needed	1	Rear A/C Line - Medium Series #1
BK3Z-19A834-AL	As Needed	As Needed	1	Rear A/C Line - Long/Med Series #2
BK3Z-19A834-AM	As Needed	As Needed	1	Rear A/C Line - Extended Series #2

Customer Satisfaction Program 24P28

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Transit (continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
CK4Z-19A834-C	As Needed	As Needed	1	A/C Line Prep Pack
W711137-S442	As Needed	As Needed	4	Steering Column Shaft Bolt
YN-19	Claim as Misc. Other Up to \$240.00 Total			Motorcraft® R-134a Refrigerant NOTE: AC Flush Machine will filter refrigerant for re-use. Most repairs should NOT require extra refrigerant
YN-12-D				Motorcraft® PAG Refrigerant Compressor Oil NOTE: A/C Compressor comes oiled. Minimal oil required for install of O-ring seals if only replacing the A/C compressor
YN-23				Motorcraft® A/C System Flushing Solvent
D9AZ-6731-A				FL-1A Filter

To guarantee the shortest delivery time, an emergency order for parts must be placed

Escape

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DS7Z-19B596-A	1	1	1	A/C Compressor Seal Kit High Side
DL3Z-19B596-B	1	1	1	A/C Compressor Seal Kit Low Side
JX6Z-19849-A	As Needed	As Needed	1	TXV Valve
LX6Z-19C836-A	As Needed	As Needed	1	Desiccant Bag
LX6Z-19712-D	As Needed	As Needed	1	Condenser
LX6Z-19860-A	As Needed	As Needed	1	Evaporator
PZ1Z-19D742-D	As Needed	As Needed	1	A/C Compressor Inlet Line

Customer Satisfaction Program 24P28

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Escape (continued)

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
PZ1Z-19972-A	As Needed	As Needed	1	A/C Compressor Outlet Line
LX6Z-19A834-BF	As Needed	As Needed	1	Condenser to TXV Line
LX6Z-19835-D	As Needed	As Needed	1	Condenser Inlet Line
W718843-S439	As Needed	As Needed	4	Steering Column Shaft Bolt
W719675-S451	As Needed	As Needed	4	Seat Bolts
YN-33-A	Claim as Misc. Other Up to \$240.00 Total			Motorcraft® R-1234yf Refrigerant NOTE: AC Flush Machine will filter refrigerant for re-use. Most repairs should NOT require extra refrigerant
YN-35				Motorcraft® R1234yf Refrigerant PAG Oil NOTE: A/C Compressor comes oiled. Minimal oil required for install of O-ring seals if only replacing the A/C compressor
YN-23				Motorcraft® A/C System Flushing Solvent
D9AZ-6731-A				FL-1A Filter

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.

Customer Satisfaction Program 24P28

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 of 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.

CERTAIN 2025 MODEL YEAR F-650/F-750, 2024 MODEL YEAR SUPER DUTY, TRANSIT AND ESCAPE VEHICLES — A/C COMPRESSOR 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.

All Vehicles:

1. Does the vehicle odometer show 5,001 Miles or higher?

YES - This program does not apply.

NO - Proceed to Step 2.

2. Connect and 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.

3. 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.

4. Take a screen shot that shows both the VIN and Mileage from the vehicle information tab and share with the Special Service Support Center (SSC) if submitting for A/C compressor replacement. See Figure 1.

ECU	Description	View CMDTCs	Engineering Assembly P/N	Software P/N
ABS	Anti-Lock Brake System	■	NK41-2C219-DD	NK41-2D053-DD
ACCM	Air Conditioning Control Module	■	LJ9H-19F611-AB	LJ9H-14D491-AB
ACM	Audio Front Control Module	■	LK4T-18K810-DN	JX7T-14C302-GA
APIM	Accessory Protocol Interface Module	■	DSMU5T-14G670-DS	NU5T-14D358-FA
BCM	Body Control Module	■	NU5T-14B476-JAE	NU5T-14C184-AAE
BCMC	Body Control Module C	■	NK3T-14D068-HBA	L1MT-14G630-BK
BECM	Battery Energy Control Module	■	NJ98-10B687-AL	NJ98-14C197-AL
DCACA	Direct Current/Alternating Current Converter Module A	■	NK48-14G620-AB	NK38-14H079-AB

Body Style	Regular Cab
Engine	BATTERY ELECTRIC MOTOR B4A63L
Transmission	1 Speed Transmission
Drive Type	2 WHL L/H REAR DRIVE
Air Conditioning	ATC AIR CONDITIONER 24628L
Paint	RACE RED

FIGURE 1



NOTE: The external temperature needs to be above 2°C (35° F) in order to complete the inspection.

5. Start the vehicle and turn on A/C button with temp control to coldest setting (not MAX A/C), fan speed to highest setting, blower to PANEL setting, verify recirculate setting is off.

- Is the A/C compressor noisy, locked up, belt slipping, or clutch will not engage?

YES - Proceed to Step 26 on Page 10.

NO - Proceed to Step 6.

6. If equipped, from the vehicle settings menu disable the 30min Max Idle option.

• From the center display press the vehicle settings button and turn off the 30min Max Idle option setting. See Figure 2.

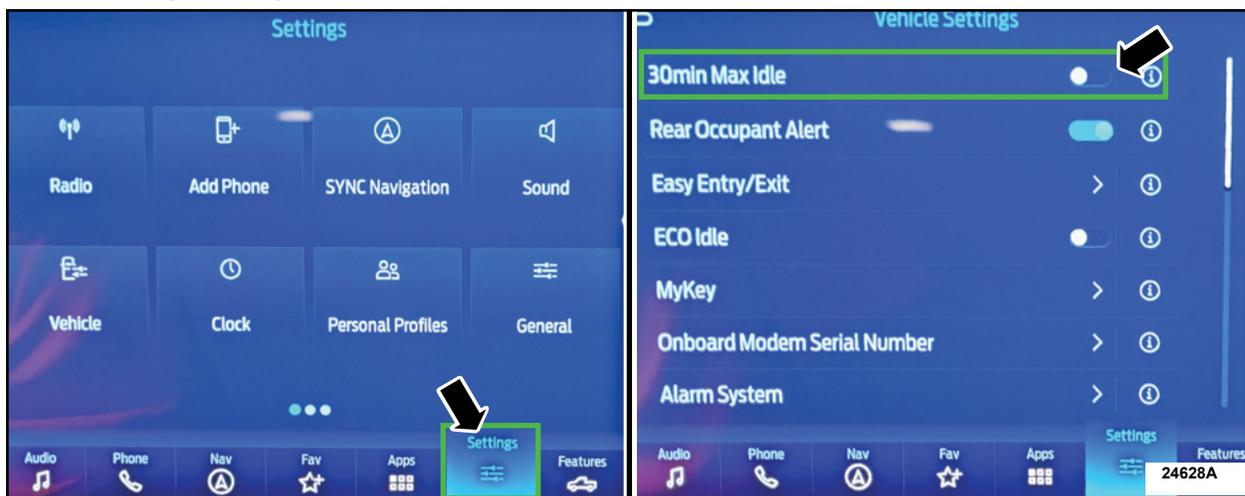


FIGURE 2

7. Adjust the A/C controls:

- a. Set the temperature control to the coldest setting (Not MAX A/C).
- b. Press the A/C button.
- c. Set the fan speed to the highest setting.
- d. Set the blower to the PANEL setting.
- e. Set and verify that the recirculate setting is off.
- f. If equipped, verify that the axillary A/C setting is off.

NOTE: Do not change any HVAC settings until the inspection has been completed.

8. Fully open the driver's door.

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.

9. Select the **Toolbox** tab.



10. On the RH side of the screen locate Datalogger and select **RUN**. See Figure 3.

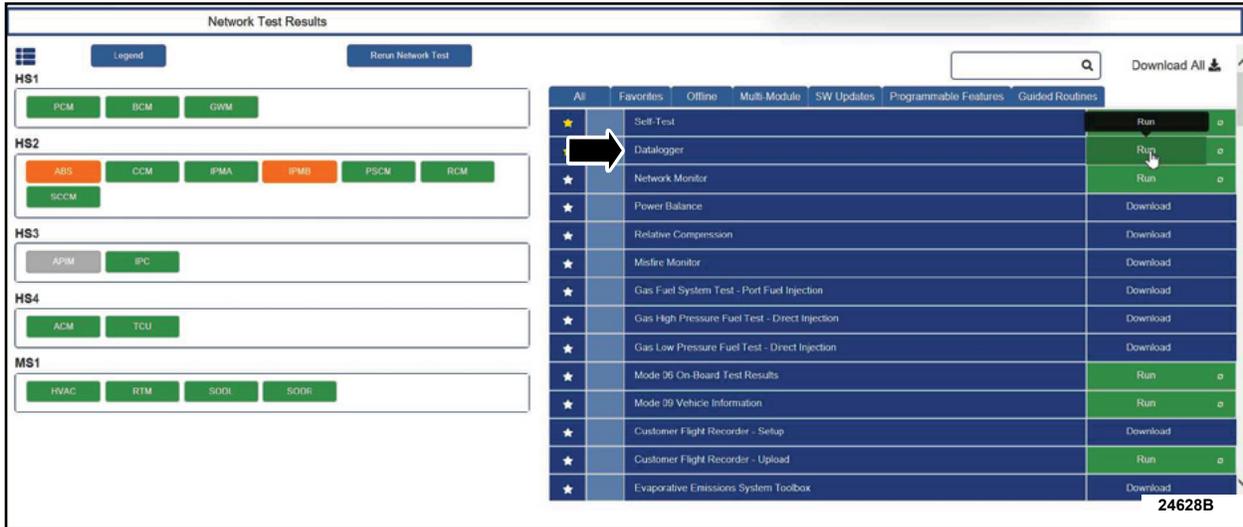


FIGURE 3

11. On the LH side of the screen select **PCM**, and then click **Continue**. See Figure 4.

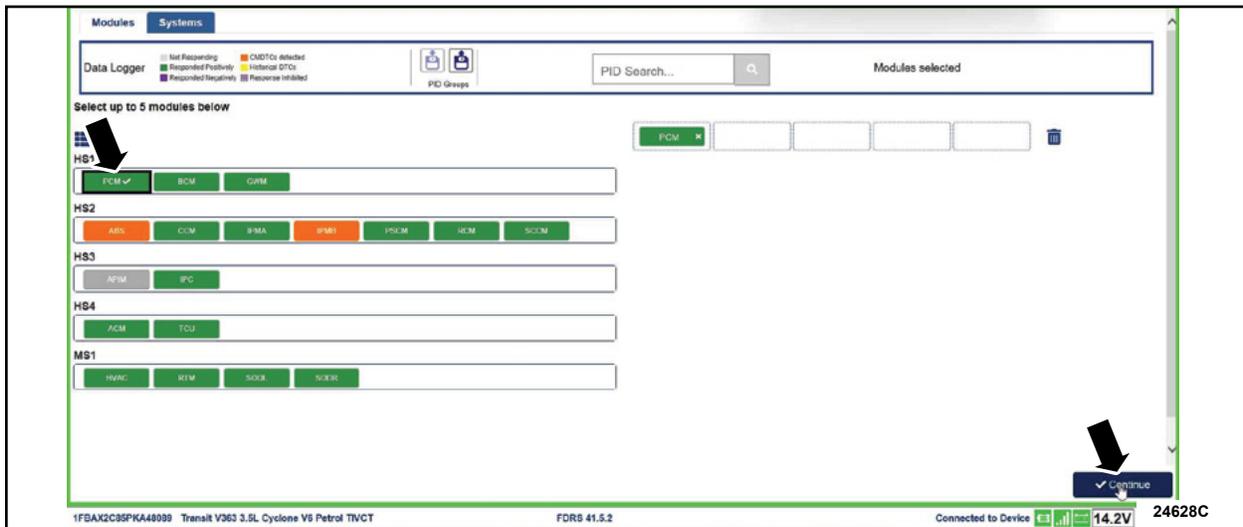


FIGURE 4



12. On the LH side of the screen locate and select the **RPM_DSD #** PID, and then click **Continue**.
 See Figure 5.

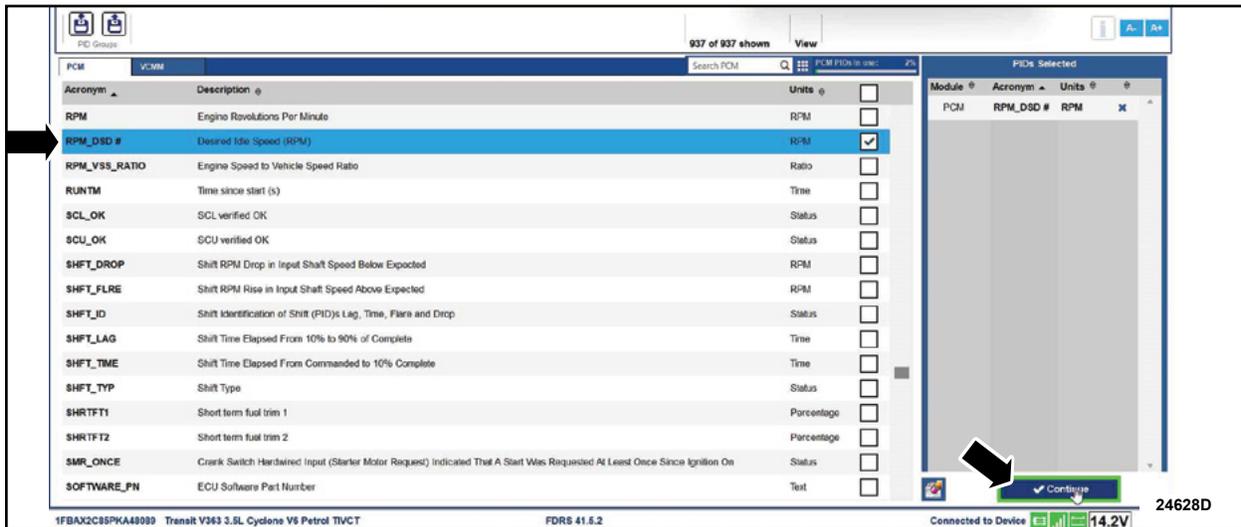


FIGURE 5

13. Enable the RPM command plot. See Figure 6.

- Select the **RPM_DSD #** box and record the current idle RPM level.
- Enable the RPM command plot by clicking on the **hash tag #**.
- Use the up and down arrows to raise and lower the vehicle RPM as instructed in Step 14.

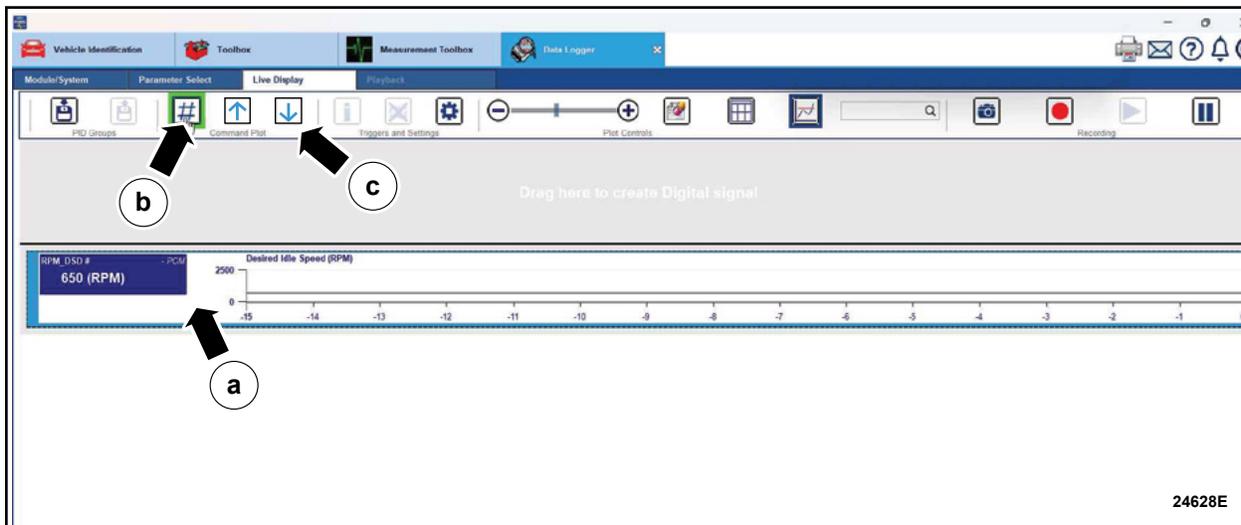


FIGURE 6



NOTICE: Do not exceed more than 25 RPM to target value but stay below 2000 RPM.

14. Using the up and down arrows, slowly rev the engine to 2000 RPM following the process below.

- a. Idle the vehicle at base idle RPM for 1 minute.
- b. Set the idle at 1000 RPM for 1 minute.
- c. Set the idle at 1500 RPM for 1 minute.
- d. Set the idle at 2000 RPM for 1 minute.
- e. Set the idle at the base idle recorded in the Step 13 for 5 minutes.

For Escape, Super Duty and F-650/F-750 Vehicles ONLY:

NOTICE: Do not exceed more than 25 RPM to target value but stay below 2000 RPM.

NOTE: This step will take up to 50 minutes.

15. Using the up and down arrows, perform the following rev and idle procedure a total of 3 times. After the 3 cycles set the vehicle at the base idle, close out the datalogger tab and then proceed to Step 17.

- a. Set idle at 2000 RPM for 10 minutes.
- b. Set idle at the base idle recorded in the Step 13 for 5 minutes.



For Transit Vehicles ONLY:

NOTICE: Do not exceed more than 25 RPM to target value but stay below 2000 RPM.

NOTE: This step will take up to 35 minutes.

16. Using the up and down arrows, perform the following rev and idle procedure a total of 2 times. After the 2 cycles set the vehicle at the base idle, close out the datalogger tab and then proceed to Step 17.
 - a. Set idle at 2000 RPM for 10 minutes.
 - b. Set idle at the base idle recorded in the Step 13 for 5 minutes.

For All Vehicles:

17. On the RH side of the screen, locate datalogger and click **RUN** to open a new tab. See Figure 7.

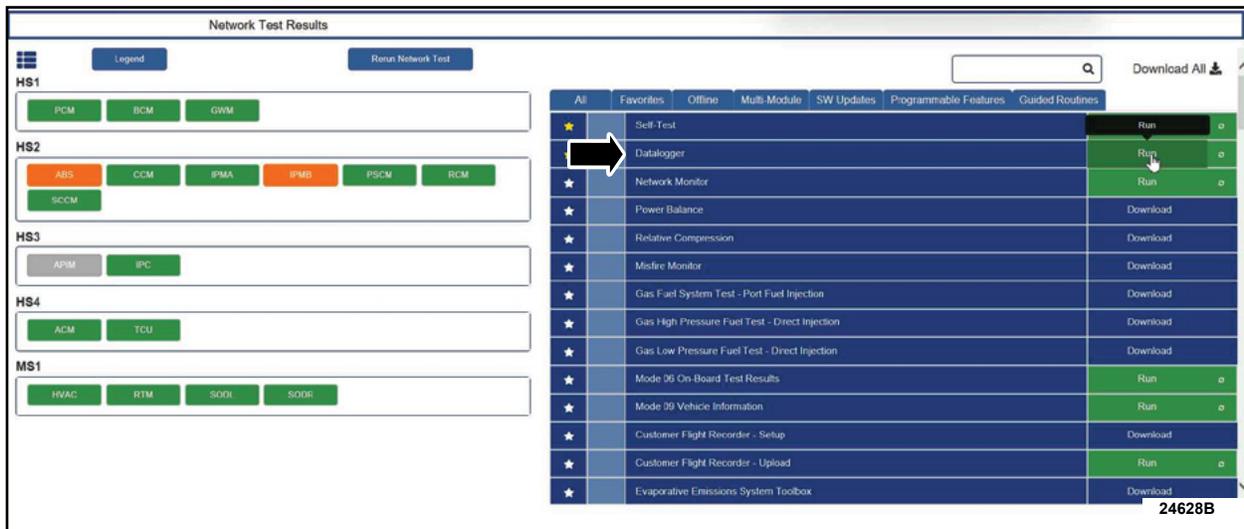


FIGURE 7

18. Use the search bar, enter **EVAP_TEMP** and then click **SEARCH**. See Figure 8.

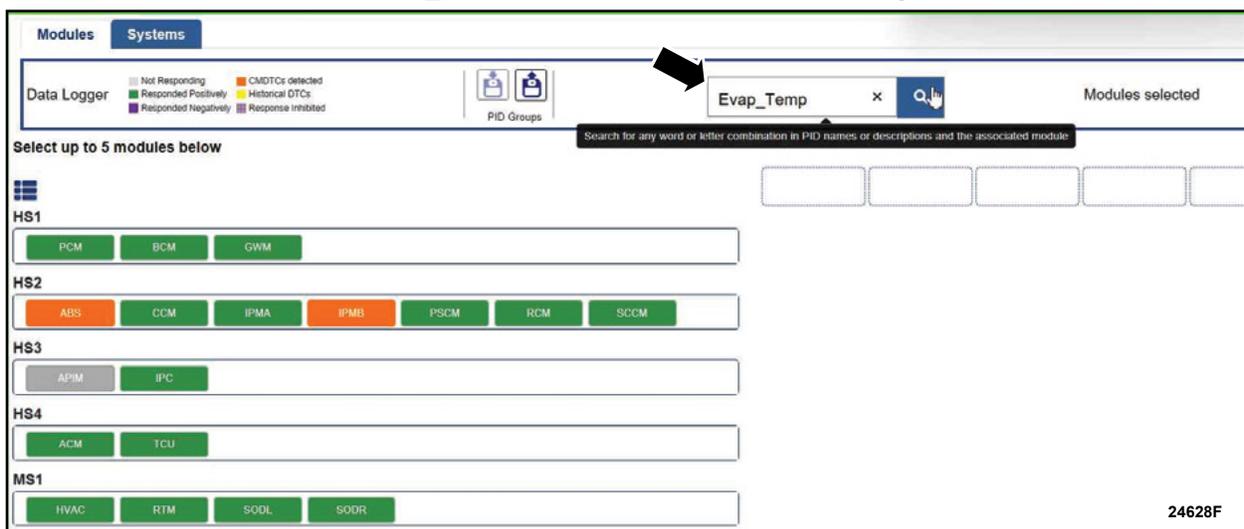


FIGURE 8



19. Check the **EVAP_TEMP** box and click **OK**. See Figure 9.

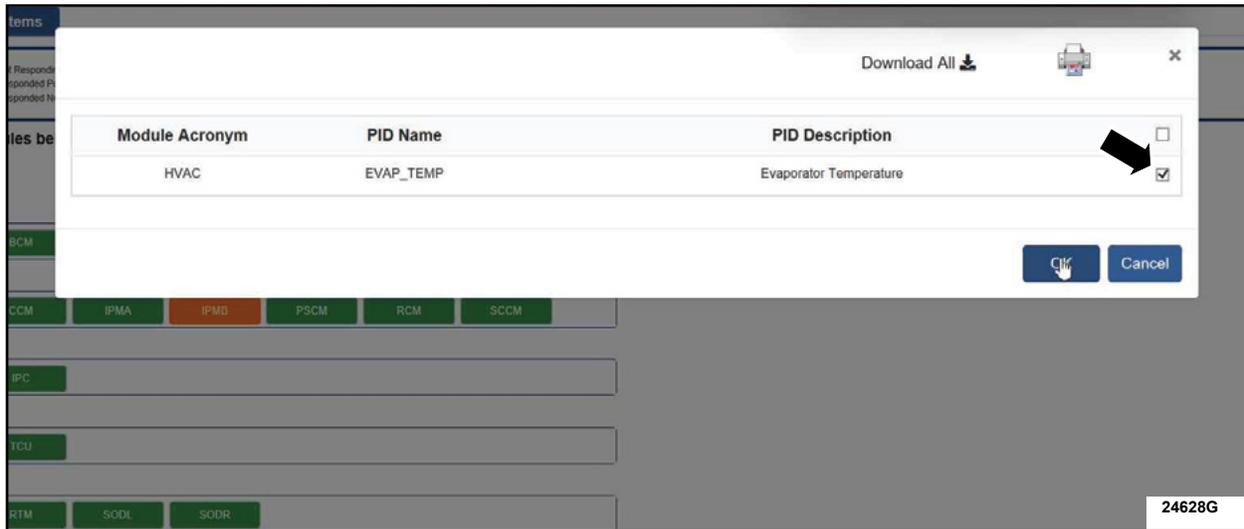


FIGURE 9

20. Select **CONTINUE**. See Figure 10.

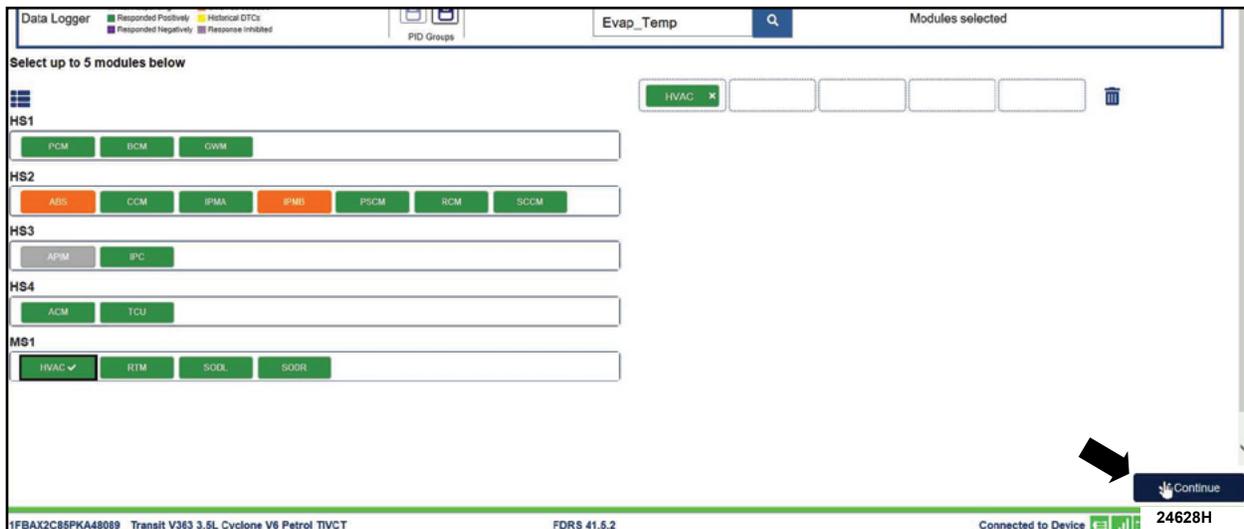


FIGURE 10



21. Scroll down, locate and select **EXTTEMP** and then **CONTINUE**. See Figure 11.

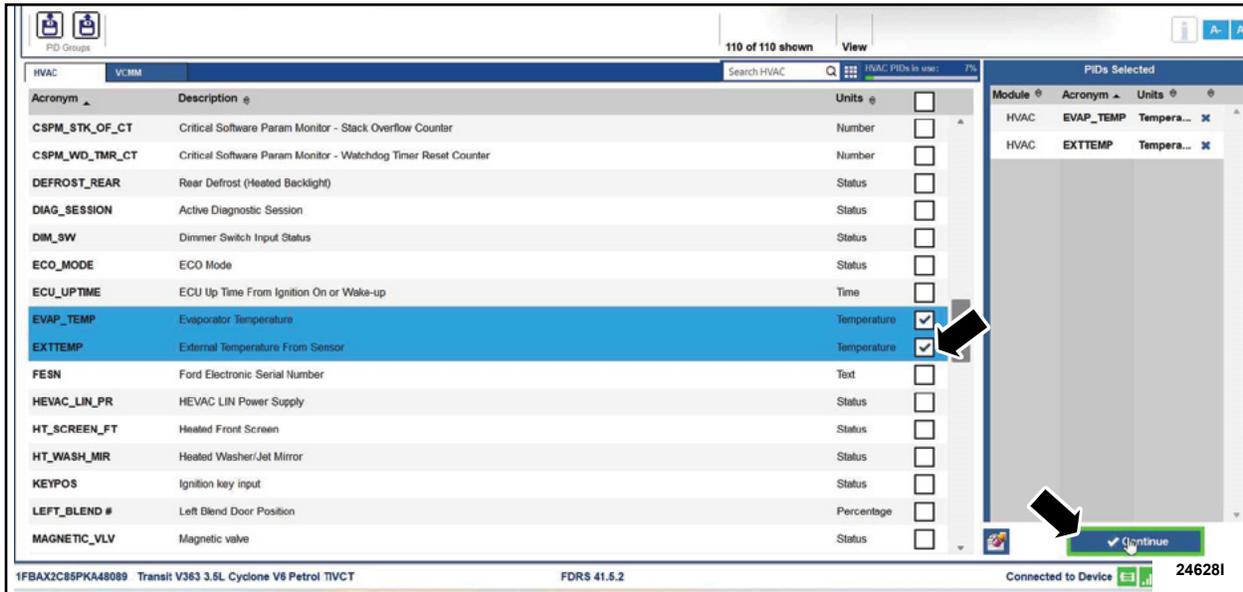


FIGURE 11



22. Record the evaporator and external temperature on the repair order. See Figure 12. Compare the external temperature and the evaporator temperature to the chart shown below. If the evaporator temperature is at or below the target temperature shown, the vehicle passes inspection.

- Does the vehicle pass inspection?

NO - Does Not Pass Inspection - Take a screen shot showing the VIN in the bottom LH corner, external temperature and evaporator temperature. Submit this photo to the SSSC for approval then proceed to Step 23.

YES - Passes Inspection - This completes the FSA.

External Temperature	Evaporator Target Temperature (At or Below)
2°C up to 10°C	10°C
11°C up to 20°C	20°C
21°C up to 30°C	25°C
31°C or Higher	30°C

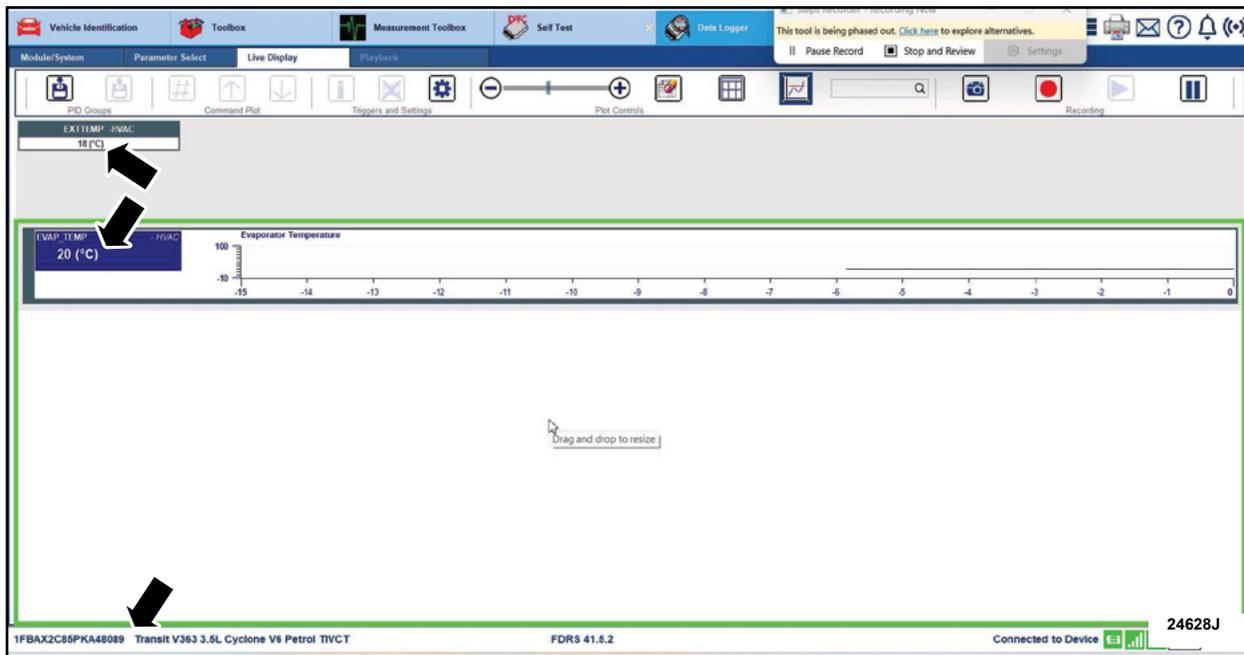


FIGURE 12



23. Perform the pinpoint test using the chart below.

- Was there an issue found while performing the pinpoint test??

NO - Proceed to Step 24.

YES - Repair the vehicle outside of the FSA. This completes the FSA.

NOTE: If any pinpoint test has you replace the A/C compressor, document the results on the Repair Order (RO) and share with the SSSC if submitting for A/C compressor replacement. Proceed to Step 24.

Vehicle	Climate Control System	PinPoint Test
F-250	Dual Automatic Temperature Control (DATC)	AI
	Electronic Manual Temperature Control (EMTC)	AG
Escape	Dual Automatic Temperature Control (DATC)	AP
	Electronic Manual Temperature Control (EMTC)	AL
Transit	All	AF
F-650/750	All	R

24. Remove the A/C compressor. Follow the WSM procedures in Section 412-00.

25. Inspect the A/C compressor and A/C inlet and outlet line openings for any signs of debris and drain some oil from the compressor inlet and outlet ports if necessary.

- Is there any sign of debris?

NO - Proceed to Step 26.

YES - Proceed to Step 29 on Page 10.

26. Take a picture of the 3 tags on the original A/C compressor and submit them with the warranty claim. See Figure 13.

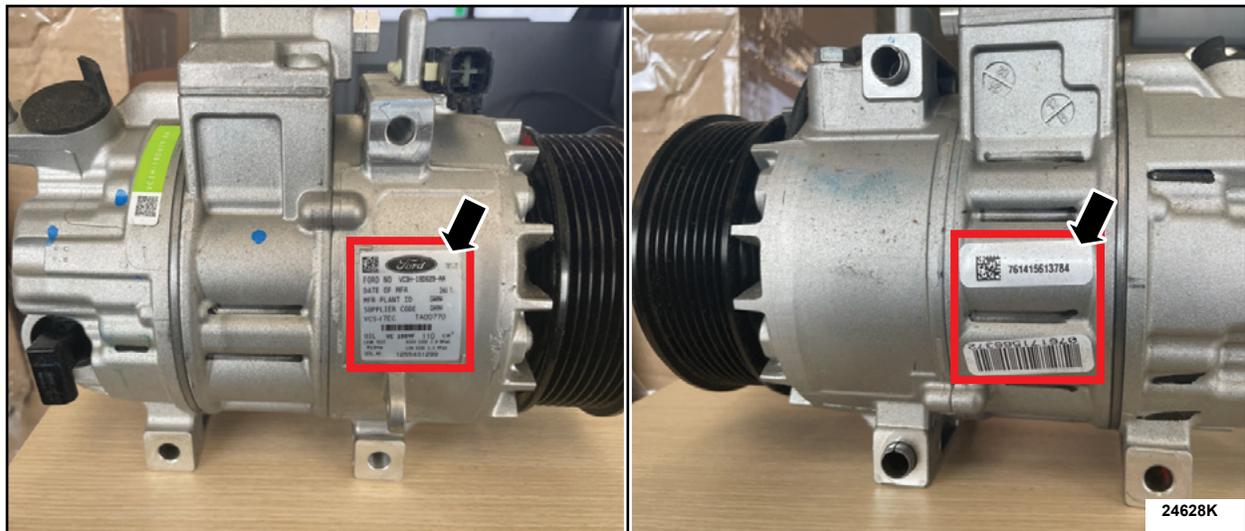


FIGURE 13



27. Install the *new* A/C compressor. Follow the WSM procedures in Section 412-00.

28. If equipped, from the vehicle settings menu enable the 30min Max Idle option. This completes the FSA.

- From the center display press the vehicle settings button and turn on the 30min Max Idle option setting. See Figure 14.

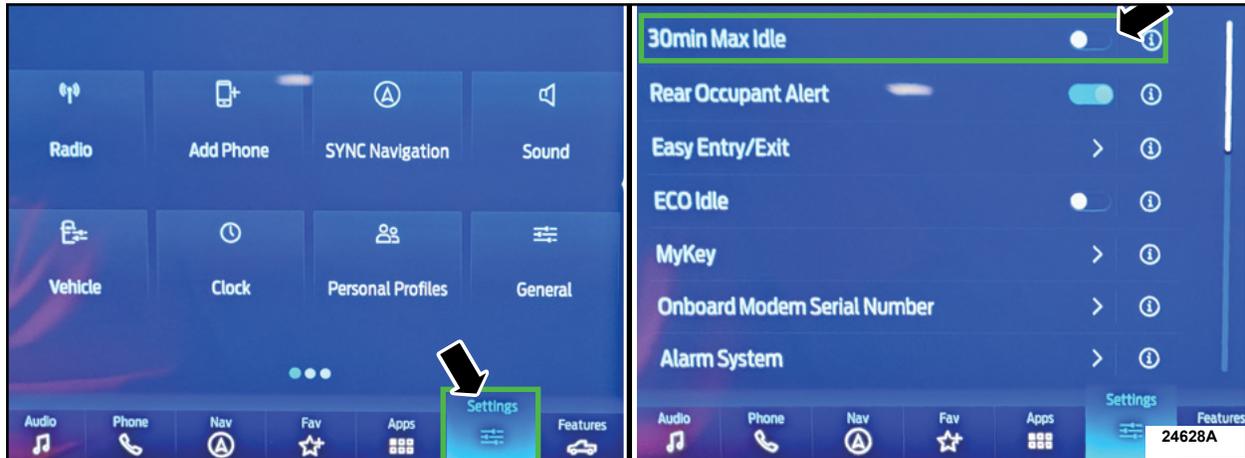


FIGURE 14

29. Does your dealership have a Rotunda A/C Flush and Purge Service Unit and fittings?

YES - Proceed to **A/C Flushing Procedure** on Page 14.

NO - Proceed to **A/C Component Replacement**. Page 12.



A/C Component Replacement

NOTICE: Remove and discard ALL A/C system components as described BEFORE installation of new parts to avoid contamination and damage to the A/C system.

1. Remove and discard the components shown below. Follow the WSM procedures in Section 412-00.
 - a. A/C Compressor
 - b. Condenser including the Desiccant Bag
 - c. A/C Compressor Inlet Line
 - d. A/C Compressor Outlet Line
 - e. Thermostatic Expansion Valve Manifold and Tube Assembly (Evaporator to Condenser)
 - f. Evaporator with Thermostatic Expansion Valve
 - g. Rear A/C Lines (Transit with rear A/C ONLY)
 - h. Rear Evaporator with Thermostatic Expansion Valve (Transit with Rear A/C ONLY)
2. Take a picture of the 3 tags on the original A/C compressor and submit them with the warranty claim. See Figure 15.

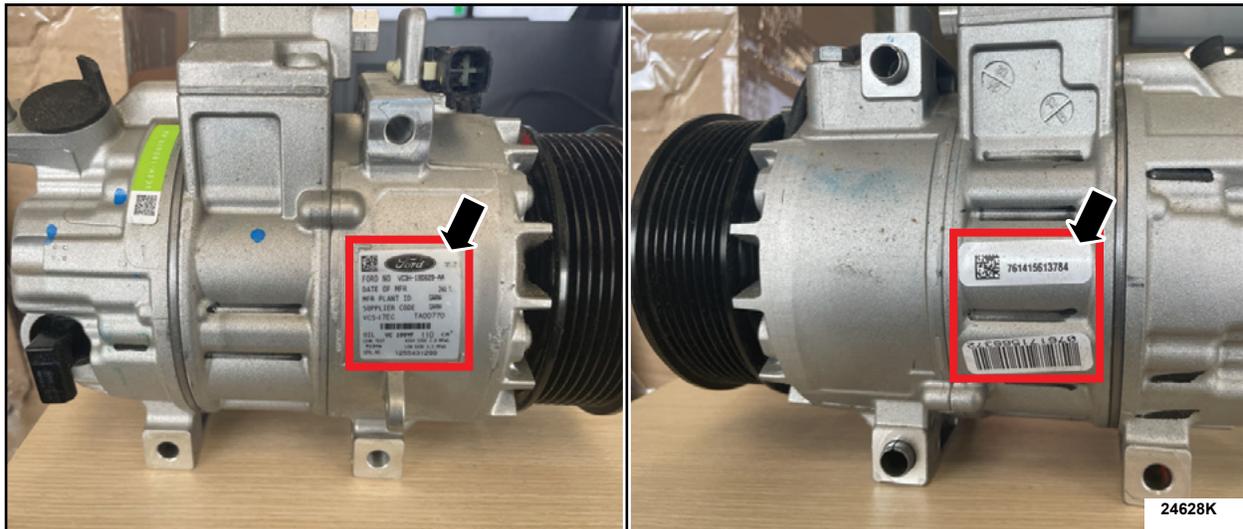


FIGURE 15



NOTE: Lubricate seals and o-rings with PAG oil before installation.

3. Install the *new* components shown below. Follow the WSM procedures in Section 412-00. Do not charge the A/C system at this time.

- a. Rear Evaporator with Thermostatic Expansion Valve (Transit with Rear A/C ONLY)
- b. Rear A/C Lines (Transit with rear A/C ONLY)
- c. Evaporator (Thermostatic Expansion Valve included)
- d. Thermostatic Expansion Valve Manifold and Tube Assembly (Evaporator to Condenser)
- e. A/C Compressor Outlet Line
- f. A/C Compressor Inlet Line
- g. Condenser (Desiccant Bag / Receiver Drier Element included)
- h. A/C Compressor (PAG oil included)

NOTE: DO NOT add PAG refrigerant oil during A/C system charging. The *new* compressor includes the correct amount of PAG refrigerant oil for the A/C system.

4. Charge the A/C system. Follow the WSM procedures in Section 412-00. This completes the FSA.

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.



A/C Flushing Procedure

IMPORTANT! This procedure was modified from the original Workshop Manual (WSM) procedure. Follow technical instructions carefully. Each A/C component is to be removed before installing a *new* component to prevent contamination.

NOTICE: Only the Rotunda A/C Flush and Purge Service Unit and Motorcraft® A/C System Flushing Solvent (YN-23), both listed below, are approved for use on Ford vehicles. No other flushing device or solvent is approved for flushing heat exchangers (A/C condenser, A/C evaporator). Use of any other flusher or solvent may cause damage to the A/C system and the service unit.

Flushing Equipment - General Equipment

Description	Rotunda Part Number
Master A/C flushing specialist package	258-90026
A/C Flush Machine with Dual Tank and Sound Silence™ Technology	258-40001
A/C Flush Adapter Kit 1 of 3	219-00082
A/C Flush Adapter Kit 2 of 3	219-00083
A/C Flush Adapter Kit 3 of 3	219-00084
A/C Flush Adapter Kit 1, 2, 3	219-00085
Motorcraft® A/C System Flushing Solvent YN-23	-

NOTICE: Use the Refrigerant Identification Equipment before recovering any of the vehicle's refrigerant. Failure to do so puts the shop's bulk refrigerant at risk of contamination. If the vehicle's A/C refrigerant is contaminated, refer the customer to the service facility that carried out the last A/C service. If the customer wishes to pay the additional cost, use the A/C recovery equipment that is designated for recovering contaminated A/C refrigerant. All contaminated A/C refrigerant must be disposed of as hazardous waste in accordance with all federal, state and local regulations. For all equipment, follow the equipment manufacturer procedures and instructions.

NOTICE: Before flushing the A/C system, remove and discard the components described below - Internal plumbing of these devices makes it impossible to correctly remove any residual-flushing agent. The 3.78L (1 gal) of Motorcraft® A/C System Flushing Solvent (YN-23) and FL1-A are intended for use on one vehicle only (A/C condenser/ evaporator core).

NOTICE: Only the A/C Flush and Purge Service Unit and Motorcraft® A/C System Flushing Solvent (YN-23) are approved for use on Ford vehicles. No other flushing device or solvent is approved for flushing heat exchangers (A/C condenser, A/C evaporator). Use of any other flusher or solvent may cause damage to the A/C system and the service unit.

NOTE: Prior to using the A/C Flush and Purge Service Unit for the first time, review the operating instructions. Refer to the One Rotunda Website / 258-40001 / Literature - for more information.

NOTE: Never push shop air directly through an a/c system. Shop air is full of contaminants and must be run through the service unit to clean and dry the air.



3. Flush the A/C Condenser for a minimum of 15 minutes.
4. Flush the A/C Evaporator for a minimum of 15 minutes.
5. If equipped, flush the Rear A/C Evaporator for a minimum of 15 minutes. (Transit with Rear A/C ONLY)

NOTICE: Failure to successfully remove all residual solvent within the component can result in system damage when reconnected and operated.

6. Apply pressurized air 621-862 kPa (90-125 psi) to the service unit, purge each component for a minimum of 30 minutes.

- The 30-minute purge time is required to force and evaporate all residual solvent from the A/C system component.
- Dispose of the used flush solvent and filter in accordance with local, state and federal regulations.

NOTE: Lubricate seals and o-rings with PAG oil before installation.

7. Install the *new* components shown below. Follow the WSM procedures in Section 412-00. Do not charge the A/C system at this time.

- a. Rear Thermostatic Expansion Valve (Transit with Rear A/C ONLY)
- b. Rear A/C Lines (Transit with rear A/C ONLY)
- c. Thermostatic Expansion Valve
- b. Thermostatic Expansion Valve Manifold and Tube Assembly (Evaporator to Condenser)
- c. A/C Compressor Outlet Line
- d. A/C Compressor Inlet Line
- e. Desiccant Bag
- f. A/C Compressor (PAG oil included)

NOTE: DO NOT add PAG refrigerant oil during A/C system charging. The *new* compressor includes the correct amount of PAG refrigerant oil for the A/C system.

8. Charge the A/C system. Follow the WSM procedures in Section 412-00. This completes the FSA.

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.

