



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 22, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Special Field Action 24L04
Certain 2017 and 2020-2022 Model Year Super Duty Vehicles Equipped with 6.7L Engine - Emission Control Information Label Update

REF: Special Field Action 24L05
Certain 2011-2022 Model Year Super Duty Vehicles Equipped with 6.7L Engine Emission Control Information Label Update for Qualified Vehicles

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Super Duty	2017	Kentucky Truck	October 27, 2016, through October 20, 2017
Super Duty	2017	Ohio Assembly	December 7, 2016, through June 6, 2017
Super Duty	2020	Kentucky Truck	January 13, 2020, through October 20, 2020
Super Duty	2021	Kentucky Truck	December 23, 2020, through July 3, 2021
Super Duty	2022	Kentucky Truck	August 27, 2021, through November 27, 2022

U.S. population of affected vehicles: 1,541. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

The affected vehicles were built with an Emission Control Information label affixed under the hood, and in some cases also on the engine, that does not include the correct emissions standards applicable to the vehicle.

SERVICE ACTION

Note: If the vehicle has Special Field Actions 24L04 and 24L05 both open at the same time, first determine if the vehicle meets the eligibility criteria of Special Field Action 24L05. If the label repair for 24L05 is performed, then 24L04 will be automatically closed. If the vehicle is not eligible for 24L05, then proceed to complete the repair for 24L04.

For 24L04, dealers are to install Emission Control Information labels over the existing incorrect labels. This service will be performed on affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners in having this repair completed when parts are available, dealers should:

- Arrange for a mobile repair at the owner's location, or:
- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs.
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of September 1, 2025, or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

LABEL ORDERING

North American market: Labels may be ordered from the SSSC via the SSSC Web Contact Site:

- Request Emission Control Information labels for Special Field Action 24L04.
- Provide your name, dealership P/A code, and mailing address.
- Provide vehicle model year and make of vehicle(s).

European market: To request the relevant label(s), dealers/distributors should contact erecall@ford.com with the FSA title and VIN number in the subject heading. Include the full address and a contact name (not the generic dealer/distributor's name) as a direct recipient.

South America markets: To request the relevant label(s), dealers/distributors should contact ragendam@ford.com with the FSA title and VIN number in the subject heading. Include the full address and a contact name (not the generic dealer/distributor's name) as a direct recipient.

Greater China market: To request the relevant label(s), dealers/distributors should contact gcnfsa@ford.com with the FSA title and VIN number in the subject heading. Include the full address and a contact name (not the generic dealer/distributor's name) as a direct recipient.

International Markets Group (IMG): To request the relevant label(s), dealers/distributors should contact imgsssc@ford.com with the FSA title and VIN number in the subject heading. Include the full address and a contact name (not the generic dealer/distributor's name) as a direct recipient.

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 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

Special Field Action 24L04

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

MOBILE REPAIR RECOMMENDATIONS

- Confirm with the customer that a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – due to the simplicity of this repair, a specialty vehicle is not required.

MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
 - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphics with the dealership or Ford logos are recommended.

MOBILE REPAIR QUESTIONS AND ASSISTANCE

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

OASIS ACTIVATION

OASIS will be activated on August 22, 2025.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 22, 2025. Owner names and addresses will be available by September 1, 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

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS that 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 Special Field Action.

Special Field Action 24L04

MOBILE SERVICE CLAIMING QUESTIONS

- Dealers participating in the Remote Experience Program:
 - Ford and Lincoln Dealers - refer to EFC16629, Announcing the 2025 Remote Experience Program.
- Dealers NOT participating in the 2025 Remote Experience Program:
 - For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.
 - Work with the Dealership warranty administrator to create an SSSC contact ID#.
 - Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

FORD PICK-UP & DELIVERY

- Dealers participating in the Remote Experience Program:
 - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
- Dealers NOT participating in the 2025 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 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

Special Field Action 24L04**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, select claim type 31: Field Service Action. The FSA number 24L04 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.
- **Ford Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program:
 - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program:
 - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
 - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Mobile Repair:**
 - Dealers participating in the 2025 Remote Experience Program –
 - Ford and Lincoln - Refer to EFC16629, Announcing the 2025 Remote Experience Program for additional details.
 - Dealers NOT participating in the 2025 Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance, Labor Operation Code 24L04MM, along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Special Field Action 24L04

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Affix two correct labels, one to the underside of the hood and one to the engine.	24L04B	0.3 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2025 Remote Experience Program Dealers. To be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	24L04MM	0.5 Hours
Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2025 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.	24L04PP	0.5 Hours

PARTS REQUIREMENTS

Engineering Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RW7E-9C485-JJG	0	1	2	VECI Label – High Sulfur Diesel Vehicle

Ordering Instructions for Labels.

Labels may be ordered from the SSSC via the SSSC Web Contact Site:

- Ask for an Emission Control Information labels for Special Field Action 24L04.
- Provide your name, dealership P/A code, and mailing address.
- Provide the VIN of the vehicle.

DEALER PRICE

Dealers will not be charged for labels ordered for this program.

Special Field Action 24L04

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 24L04 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Special Field Action 24L04

Certain 2017 and 2020-2022 Model Year Super Duty Vehicles Equipped with 6.7L Engine
Vehicle Emission Control Information Label Update














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)

Special Field Action 24L04

Certain 2017 and 2020-2022 Model Year Super Duty Vehicles Equipped with 6.7L Engine
Vehicle Emission Control Information Label Update

 – 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.**

CERTAIN 2017 AND 2020-2022 MODEL YEAR SUPER DUTY VEHICLES EQUIPPED WITH 6.7L ENGINE — EMISSION CONTROL INFORMATION LABEL UPDATE

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.

SERVICE PROCEDURE

1. Confirm the two (2) appropriate Emission Control Information labels for 24L04 have been received by checking for High Sulfur Diesel text on the lower left corner of the labels. See Figure 2.
2. Open the hood.
3. Locate the existing Emission Control Information label on the inside of the hood. See Figure 1.

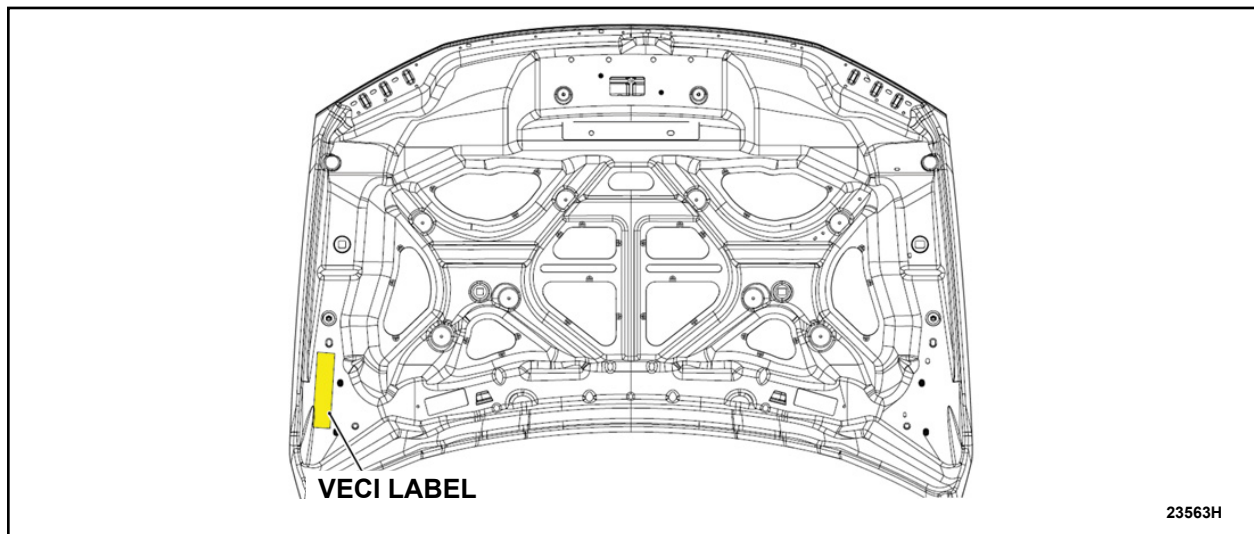


FIGURE 1

4. Use a cleaner/degreaser and a clean shop towel to clean the existing label and the area around it.
5. Use a lint free shop towel/paper towel and wipe dry the existing label and the area around it.



6. Place the first *new* Emission Control Information label, shown below, directly over the original label.
See Figure 2.

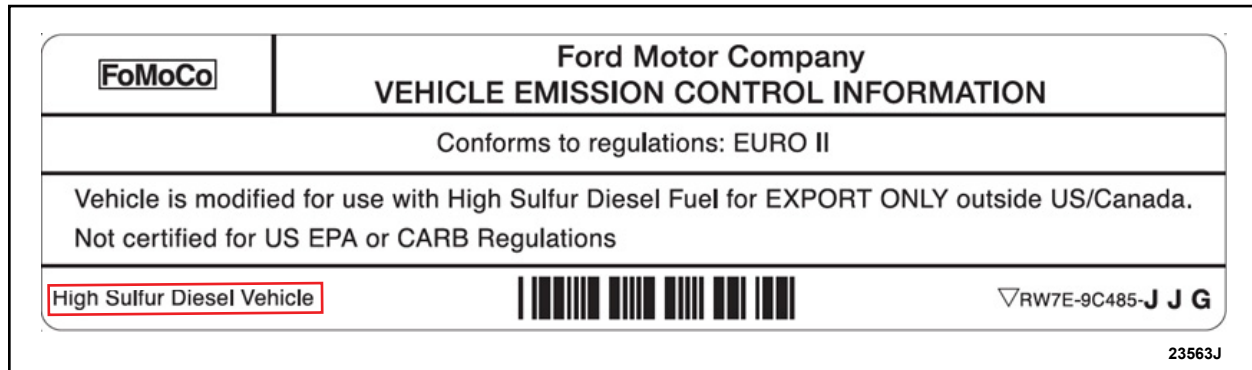


FIGURE 2

7. Locate the engine valve cover on the passenger side of the engine.

NOTE: A label may or may not already be present, depending on the vehicle.

8. To install the label, the engine should be cool to the touch. Remove any loose or partially attached labels and clean the surface of any existing emission control label, if present and fully attached to the engine, with cleaner/degreaser, or clean the top surface of the valve cover with cleaner/degreaser if no label is present.
9. Use a lint-free cloth/paper towel and wipe dry the top of the valve cover and/or existing label.



10. Place the second *new* Emission Control Information label (see Figure 2) on the valve cover and directly over the original label, if one is present. See Figure 3.

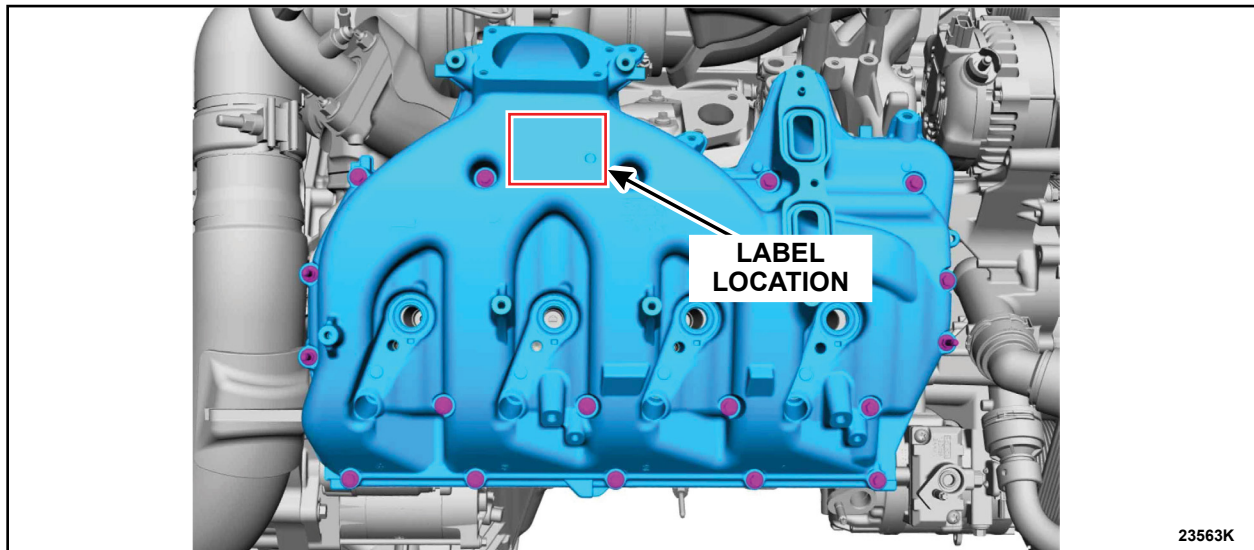


FIGURE 3

11. To close, lower the hood and make sure that it is closed properly and fully latched.



WARNING: Make sure that you fully latch the hood before driving. Failure to follow this instruction could result in personal injury or death.

