



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 13, 2025

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Special Field Action 24L03
Certain 2020-2023 Model Year Multiple Vehicle Line Trucks Equipped with Diesel Engines - Particulate Matter (PM) Sensor Reimbursement

PROGRAM TERMS

This program will be in effect through August 31, 2026. All owners, including prior and current, will be mailed and eligible for reimbursement, if qualified.

REASON FOR THIS COMMUNICATION

Ford Motor Company will be notifying customers during the week of August 25, 2025, or earlier, about a refund offer for customers who may have paid for Particulate Matter (PM) sensor repairs within the emissions warranty period. Emissions warranty coverage eligibility for the PM sensor (Service Base Part Number -5L216-) in the Ford warranty claims system was omitted, due to an administrative error. This Awareness Communication will help dealers answer customer questions related to this Special Field Action.

NOTE: Warranty eligibility is dependent upon vehicle mileage and registration location. See Professional Technician System (PTS) > Diagnostics > Part Coverage for more information.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150 (3.0L Diesel)	2021	Dearborn	January 8, 2020 through November 09, 2021
F-650 / F-750 (6.7L Diesel)	2021-2023	Ohio Assembly	May 14, 2019 through January 06, 2023
Super Duty (6.7L Diesel)	2020-2022	Ohio Assembly	April 03, 2019 through February 10, 2023
		Kentucky Truck	February 19, 2019 through December 23, 2022

SERVICE ACTION (Awareness)

NOTE: Customers may request receipts and Repair Order (RO) documentation needed for a reimbursement.

REFERENCE: The following customer instructions are given in the **Owner Letter:**

If you paid for a PM sensor (Service Part Number -5L216-) repair that was eligible for emissions warranty coverage:

Visit the Ford Refund Website and submit for your refund before the August 31, 2026 expiration: [FordOwnershipCare.com](https://fordownershipcare.com) - PIN #: **XXXX**

Please enter the following information into the website shown above:

- Your **PIN #**
- Picture(s) of your **Receipt(s)** for the PM sensor repair (parts / labor)
 - Include the detailed Repair Order (RO) from repairing facility
 - Contact the repairing facility as needed for documentation
- **Date** of repair / purchase
- **Mileage** at time of repair
- **Name** of repairing facility or retailer
- **Part Number** installed
- **\$ Amount** paid

CUSTOMER NOTIFICATION

Owner letters are expected to be mailed during the week of August 25, 2025, or earlier. All owners, including prior and current, will be mailed and eligible for reimbursement, if qualified.

OASIS AND FSA VIN LISTS

OASIS and FSA VIN Lists will not be activated for this program.

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



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

August 2025

Special Field Action 24L03 - Expires August 31, 2026

Mr. John Sample
123 Main Street
Anywhere, USA 12345

12345678901234567

Our commitment is to provide you with the highest level of service and support for any inconvenience. Our records indicate that you own or previously owned a potentially affected vehicle.

What is the issue?

Due to an administrative error in our warranty claims system, you may have paid for a particulate matter (PM) sensor repair that was eligible for emissions warranty coverage. Please refer to your warranty guide for emissions warranty coverage limits that apply to your vehicle.

What should you do?

If you paid for a PM sensor (Service Part Number -5L216-) repair that was eligible for emissions warranty coverage:

Refund Website
QR Code



Visit the Ford Refund Website and submit for your refund before the August 31, 2026 expiration: FordOwnershipCare.com - PIN #: XXXX

Please enter the following information into the website shown above:

- Your **PIN #**
- Picture(s) of your **Receipt(s)** for the PM sensor repair (parts / labor)
 - Include the detailed Repair Order (RO) from repairing facility
 - Contact the repairing facility as needed for documentation
- **Date** of repair / purchase
- **Mileage** at time of repair
- **Name** of repairing facility or retailer
- **Part Number** installed
- **\$ Amount** paid

Mail-in Refund Option

Prior to the August 31, 2026 expiration, you may mail refund requests, which include the documentation listed above, to:

*Ford Motor Company
PO Box 6251
Dearborn, Michigan 48121-6251*

Please include original receipts (no photocopies) and allow 60 days for processing. Your original receipts will be returned to you after processing.

Can we assist you further?

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.

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

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll-free at 1-866-906-9811**. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Customer Service Division



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

Agosto 2025

Acción de campo especial 24L03 - Vence el 31 de agosto de 2026

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

12345678901234567

En caso de algún inconveniente, nuestro compromiso es ofrecerle servicio y apoyo de alto nivel. Nuestros registros indican que usted es propietario o fue propietario anteriormente de un vehículo potencialmente afectado.

¿Cuál es el problema?

Debido a un error administrativo en nuestro sistema de reclamos de garantía, es posible que haya pagado por una reparación de un sensor de partículas (PM) que calificaba para la cobertura de la garantía de emisiones. Consulte la guía de garantía para conocer los límites de cobertura de la garantía de emisiones que se aplican a su vehículo.

¿Qué debe hacer?

Si pagó por una reparación de un sensor de partículas (número de pieza de servicio -5L216-) que calificaba para la cobertura de la garantía de emisiones:

Sitio web de reembolsos
Código QR



Visite el sitio web de reembolsos de Ford y solicite el suyo antes de la fecha de vencimiento 31 de agosto de 2026: FordOwnershipCare.com - PIN n.º: XXXX

Ingrese la siguiente información en el sitio web que se muestra arriba:

- Su número PIN
- Fotos de sus **recibos** de la reparación del sensor de partículas (piezas/mano de obra)
 - Incluya la orden de reparación (RO) detallada del centro de reparación
 - Comuníquese con el centro de reparación según sea necesario para obtener documentación.
- **Fecha** de reparación/compra
- **Número de pieza** instalado
- **Millaje** al momento de la reparación
- **Nombre del taller de reparación o del minorista**
- **\$ Monto** pagado

Opción de reembolso por correo

Antes de la fecha de vencimiento, 31 de Agosto de 2026, puede enviar solicitudes de reembolso, que incluyan la documentación mencionada anteriormente, a:

*Ford Motor Company
PO Box 6251
Dearborn, Michigan 48121-6251*

Incluya los recibos originales (no fotocopias) y espere 60 días para el procesamiento. Sus recibos originales le serán devueltos después del procesamiento.

¿Podemos hacer algo más por usted?

PROPIETARIOS MINORISTAS: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes (CRC) Ford al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El CRC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el CRC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

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

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

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

PROPIETARIOS DE CASAS RODANTES: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de asistencia para clientes de motorhome mediante una llamada gratuita al 1-866-906-9811**. Los representantes se encuentran disponibles las 24 horas del día.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente