Stacy L. Balzer
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 24, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 23B26
Certain 2022 Model Year F-150 Vehicles
Telematic Control Unit Inspection

PROGRAM TERMS

This program will be in effect through August 14, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2022	Dearborn Truck	August 5, 2022 through September 28, 2022

US population of affected vehicles: 11. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

Some of the affected vehicles may not have a Telematic Control Unit (TCU) installed on the vehicle. Customers may see a "FEATURE UNAVAILABLE" error message when trying to activate the vehicle from the FordPass app. This may result in an inoperative FordPass activation.

SERVICE ACTION

Dealers may see a TCU not responding to the Network test while using the Ford Diagnosis and Repair System (FDRS) with Diagnostic Trouble Codes (DTCs) U2402:00 and U2402:92 stored in the Gateway Module (GWM), and U0198:00 stored in the Accessory Protocol Interface Module (APIM).

Dealers are to check for TCU presence per the Technical Instructions and if missing, install TCU and perform Programmable Module Installation (PMI) using the latest software level in FDRS. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of August 7, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Mobile Service Repair Assessment
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.

Sincerely,

Stacy L. Balzer

Customer Satisfaction Program 23B26
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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
  🚫 - Not Mobile Service Capable

OASIS ACTIVATION

OASIS will be activated on July 24, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on July 24, 2023. Owner names and addresses will be available by August 25, 2023.

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.
- 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.

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.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Customer Satisfaction Program 23B26
Certain 2022 Model Year F-150 Vehicles
Telematic Control Unit Inspection

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:
- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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.
  - o 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

- **Claim Entry**: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - o When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 23B26
    - Customer Concern Code (CCC): A93 Embedded Modem
    - Condition Code (CC): 39 Missing Part
    - Causal Part Number: 14F546, Quantity 0
  - o 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.

Customer Satisfaction Program 23B26
Certain 2022 Model Year F-150 Vehicles
Telematic Control Unit Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
If TCU is present, no repair necessary	23B26A	0.3 Hours
Install TCU, complete programmable module installation on TCU Module	23B26B	0.5 Hours
Additional module programming required	MT23B26	Up to 5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Do not attempt to order the TCU **for this program only** through the normal Ford parts ordering system or SPOP or you will receive an error message when submitting the OWS claim.

IMPORTANT: The TCU must be ordered through the FESG Order Site (aka 1878 site):

FESG Order Application (dealerconnection.com).

- In drop-down menu select FSA number 23B26
- Select multi-media, enter VIN number, enter TCU part number
    - Do not attempt to order the TCU through the SSSC
    - Only one order per VIN will be accepted

Part Number	Description	Order Quantity	Claim Quantity
NL3Z- 14F546-L	TCU **Note:** Use Ford Parts Catalog to determine correct TCU part number for each VIN VINs that need NL3Z- 14F546-D should order NL3Z- 14F546-L	1	0
NL3Z-14F546-W	VINs that need NL3Z- 14F546-W should order NL3Z- 14F546-W		

Order the part below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W505428-S439	Bolt & Washer Assembly (3 needed, package of 4)	1	3

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

Customer Satisfaction Program 23B26
Certain 2022 Model Year F-150 Vehicles
Telematic Control Unit Inspection

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.

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'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 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 2022 MODEL YEAR F-150 VEHICLES — TELEMATICS CONTROL UNIT INSPECTION

SERVICE PROCEDURE

1. Position the seats for access to the loadspace trim panel.

- For SuperCab/SuperCrew vehicles raise the rear seat cushion, release the rear seat backrest latch and lower the rear seat backrest. See Figure 1.
- For Regular Cab vehicles position the front seats forward.
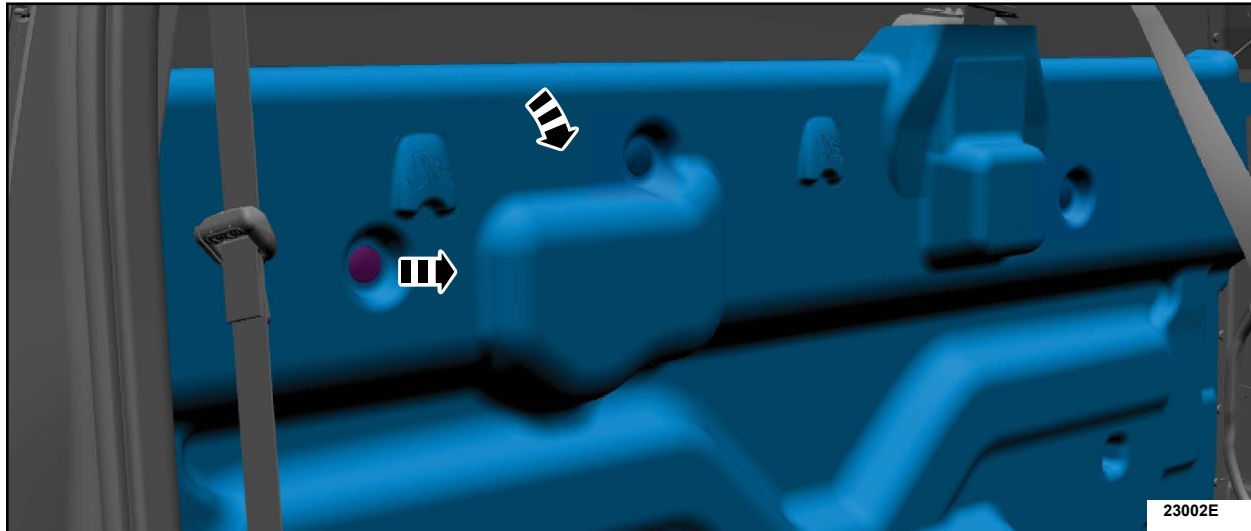
NOTE: Driver side shown, passenger side similar.

23002A
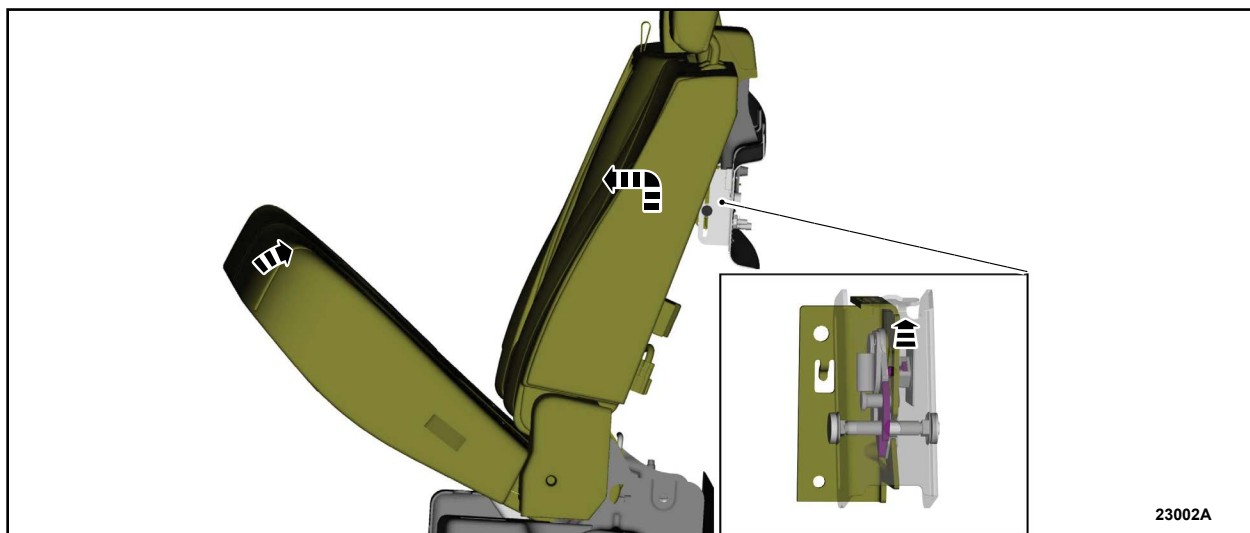
FIGURE 1

2. Remove the pin-type retainers and position the loadspace trim panel aside. See Figure 2.

NOTE: For SuperCab/SuperCrew vehicles there is one pin-type retainer, for Regular Cab vehicles there are two pin-type retainers.

NOTE: SuperCab/SuperCrew vehicle shown, Regular Cab vehicles similar.

FIGURE 2

3. With the loadspace trim panel positioned aside confirm the presence of the Telematics Control Unit (TCU). Is the TCU present? See Figure 3.

    YES - Recall procedure is complete. Reverse the disassembly steps to reassemble the vehicle.
    NO   - Proceed to Step 4.

FIGURE 3

4. Connect the electrical connectors, install the bolts and the *new* TCU See Figure 4.

- Torque: 4.5 Nm (40 lb.in)
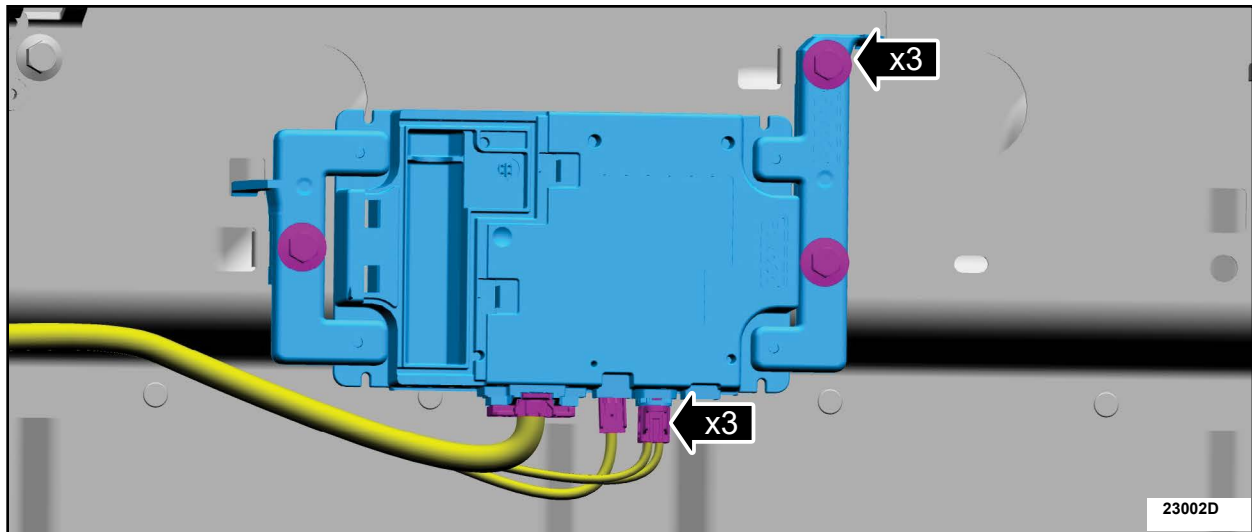
FIGURE 4

5. Using a diagnostic scan tool, complete the PMI process for the TCU following the on-screen instructions.

6. From the vehicle settings menu disable the 30 minute max idle option.

- For F-150 vehicles, from the center display press the vehicle settings button and turn off the 30 minute max idle setting. See Figure 5.
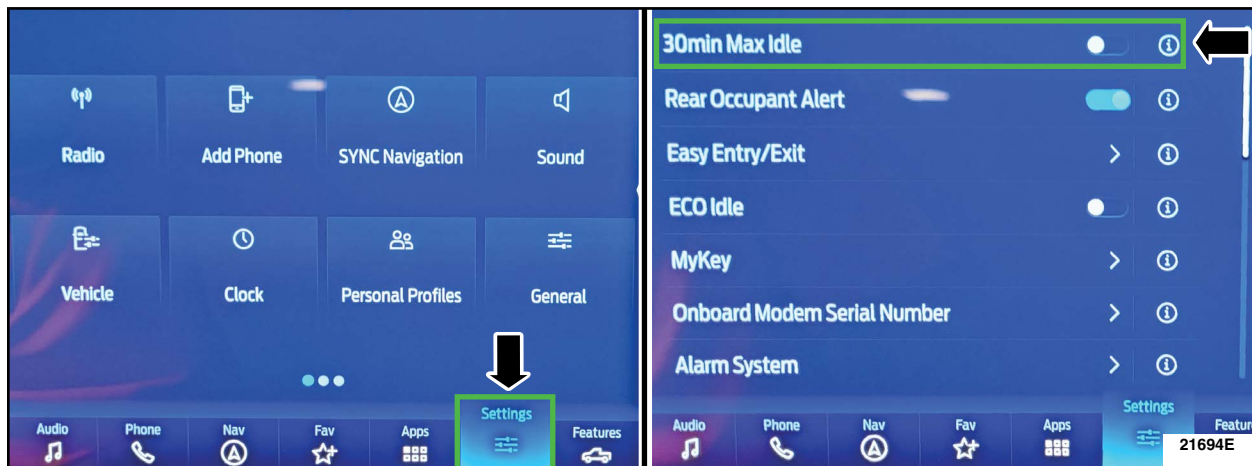
FIGURE 5

7. Check the vehicle's **State Of Charge Parameter Identification Data (PID)** by performing the following:

- Launch the Ford Diagnostic and Repair System (FDRS) and navigate to toolbox tab > datalogger > BCM and select **BATT SOC PID**.
- Ensure that the **BATT_SOC PID** reads over 80%. If the PID is less than 80%, fully recharge the vehicle's 12-volt battery using the appropriate Rotunda battery tester and charger.
- Remove the charger from the vehicle and using FDRS, navigate to toolbox tab > BCM > **Reset Battery**.
- Monitor Sensor Learned Values application. Perform the BMS reset.
- Connect the Rotunda battery tester and charger and set it to maintain 12.6 to 13.6 volts. Monitor the voltage real time using the indicator at the bottom right corner of FDRS to ensure that it is within this range.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

NOTE: VCM 3 is recommended for improved data download time.

8. Log into Ford Diagnostic and Repair System (FDRS). Ensure FDRS is updated to the latest version at 34.5.1 or higher.

NOTE: A 32GB or larger USB flash drive is required for TCU, Gateway Module (GWM) and Accessory
Protocol Interface Module (APIM/SYNC) software updates. Make sure the USB flash
drive being used is formatted correctly. To see the available drives, hold down the Windows icon
keyboard key and press the E keyboard key. Right click on the USB flash drive and select
Properties. If File System under the General tab is not exFAT, the drive must be formatted.
  • To format the USB flash drive:
        • Right click on the USB flash drive
        • Select Format, select exFAT for the File System
        • Select Default Allocation Size for the Allocation Unit Size.
        • De-selecting Quick Format is not necessary and will result in a lengthier operation.
          See Figure 6.
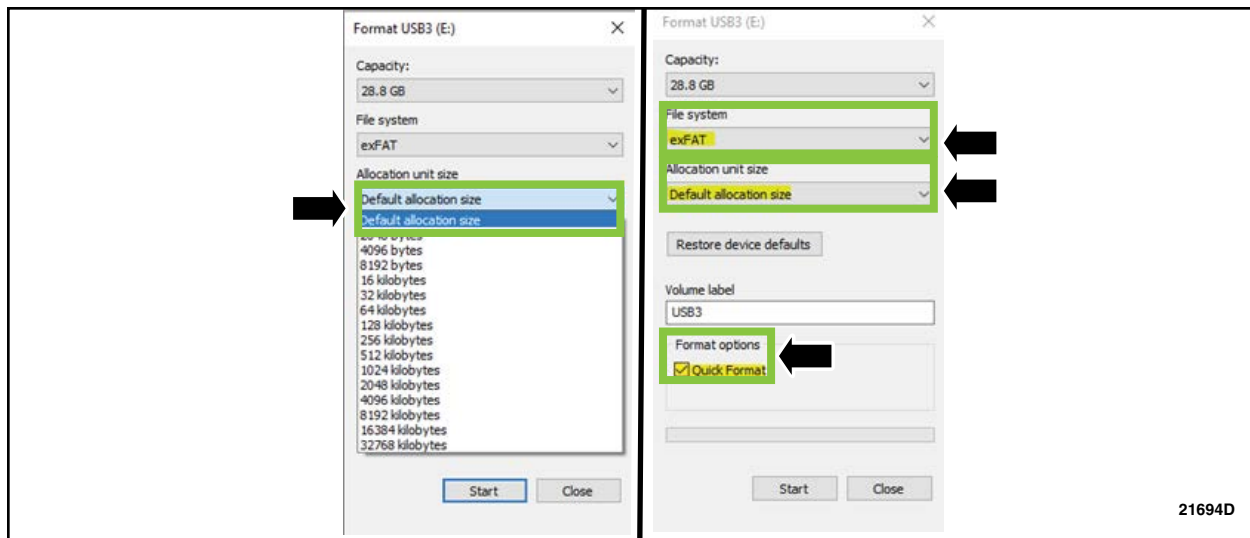
FIGURE 6

9. Start a new FDRS session.

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.

10. Select **Toolbox** tab.

11. Select **Software Updates** tab to see updates available.

12. Select the module from the Module Programming Sequence section below starting at Step 17.

13. When prompted by the FDRS, connect the USB flash drive to the personal computer (PC).

14. When prompted by the FDRS, safely remove/eject the USB flash drive from the PC, turn the
vehicle to Key On Engine Running (KOER), and connect the USB to the media hub to install
the software update. The update starts automatically and may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive with software
update.

15. For APIM, TCU, and GWM USB software updates when SYNC touchscreen prompts to restart the vehicle:
    • Turn the vehicle **OFF**.
    • Wait ten minutes.
    • Turn the vehicle to KOER.

16. Leave the USB drive inserted into the vehicle, until the vehicles infotainment display screen states **programming successful**.

NOTE: It may take up to 5 minutes before SYNC touchscreen displays Update Successful pop up. After 5 minutes if "Successful" pop up is not shown on SYNC touchscreen, remove the USB and select **YES** on the FDRS "Was the USB Update Successful" prompt (FDRS verifies if the module software update was successfully installed on the module).

NOTE: Repeat Steps 11-16 (while performing Steps 17-24) until no more software updates are available for modules covered in Steps 17-24.

IMPORTANT NOTE: Modules need to be programmed in <u>exactly</u> the order as listed below (some are repeated) unless there is no update available. Module updates will vary per vehicle based on Ford Power-UP over-the-air (OTA) updates previously completed. Some modules may already be at the latest level.

17. Select **GWM** - Gateway Module (GWM) – software update.
    • See Steps 11-16.
    • Run application.
    • If no more software updates are available, move to the next module in the sequence.

18. Select **TCU** - Telematics Control Unit (TCU) - software update.
    • See Steps 11-16.
    • Run application.
    • If error message on SYNC display screen or no activity after 10 minutes.
        • See TSB 22-2404 - Module Recovery.
        • Retry TCU software update with same USB drive.

19. Select **APIM** - Accessory Protocol Interface Module (APIM/SYNC) - software update.
    • See Steps 11-16.
    • Run application.
    • Follow General Service Bulletin (GSB) 21-7088 - SYNC Programming, USB flash drive method.
    • If error message on SYNC display screen or no activity after 10 minutes.
        • See TSB 22-2404 - Module Recovery.
        • Retry APIM software update with same USB drive.

NOTE: Step 20 is a <u>required</u> step separate from Step 17. Please follow all steps exactly as written.

20. Select **GWM -** Gateway Module (GWM) - software update.
    • See Steps 11-16.
    • Run application.

21. Read the Gateway Module (GWM) Configuration Data Application.
    • Run application.

22. Select **APIM** - Accessory Protocol Interface Module (APIM)/TCU - Telematics Control Unit (TCU) - software update.
    • See Steps 6-11.
    • Run application.
    • If no update is available, move to the next module in the sequence.

23. Select **GWM** - Gateway Module (GWM) - software update.
    • See Steps 6-11.
    • Run application.
    • If no update is available, move to the next module in the sequence.

24. Select **APIM** - Accessory Protocol Interface Module (APIM/SYNC) - software update.
    • See Steps 6-11.
    • Run application.
    • If no update is available, proceed to the next step.

25. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.

26. Click the **Run Selected Tests** button in the lower right.

27. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.

28. Disconnect the battery charger from the 12V battery once the programming has completed.

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

• Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

• Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
• A hardwired connection is strongly recommended.
• Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
• Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio,etc.).
• Follow all scan tool on-screen instructions carefully.
• Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
• Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your PC.

b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.

c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.

d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.

e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

August 2023

Customer Satisfaction Program 23B26

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?	The Telematic Control Unit (TCU) may be missing from your vehicle.
What is the effect?	You may first see a "FEATURE UNAVAILABLE" error message when trying to activate the vehicle from the FordPass app. This may result in an inoperative FordPass activation.
What will Ford and your dealer do?	In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to install a TCU (if it's not present) free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until August 14, 2024 regardless of mileage. Coverage is automatically transferred to subsequent owners.
How long will it take?	The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.
What should you do?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 23B26. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?
If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?
If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is ford.com/support.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time).

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).

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.

Ford Customer Service Division

Customer Satisfaction Program 23B26
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Telematic Control Unit Inspection

Mobile Service Repair Assessment

The following assessment will be used to indicate how mobile friendly a program is.

Dealer Bulletin
This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

Assessment Levels
🔧 - Mobile Reprogramming
🔧 🔧 - Light Mobile Service
🔧 🔧 🔧 - Enhanced Mobile Service
🔧 🔧 🔧 🔧 - Advanced Mobile Service
⚙ - Wheel and Tire Mobile Service
🚫 - Not Mobile Service Capable

Description of each level that is used to determine the overall assessment.
🔧 – Mobile Reprogramming
- 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
- 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)

Customer Satisfaction Program 23B26
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🔧 🔧 🔧 – Enhanced Mobile Service
- ***Anytime a procedure requires work under the vehicle to have a two-person process***
- 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 maybe required.

🔧 🔧 🔧 🔧 – Advanced Mobile Service
- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

⊗ – Wheel and Tire Mobile Service
- Tire Removal from Wheel
- Tire Balancing
- Tire Repair
Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

🚫 – Not Mobile Service Repair Capable
- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater then 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle