



Stacy L. Balzer  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

March 20, 2024

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

**SUBJECT: Special Field Action 24L01**

Certain 2023 Model Year Super Duty F450 - F550 Vehicles Equipped with a 6.7L Diesel Engine  
Certified Clean Idle Label Installation

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty F450 - F550	2023	Kentucky Truck	April 27, 2022 through May 9, 2023

US population of affected vehicles: 8,673. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS ACTION**

The affected vehicles were assembled without the required Certified Clean Idle Label installed. Owners in jurisdictions which require a Certified Clean Idle Label for extended vehicle idling may be ticketed for violation of heavy-duty vehicle idling laws.

**SERVICE ACTION**

Dealers are to install a Certified Clean Idle Label on the driver side front fender. **Dealers will need to order and receive the Certified Clean Idle Label prior to scheduling the service appointment.** 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 to have 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 July 8, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**EXPIRATION DATE**

This program has no expiration date; however, due to the potential impact on customers, we encourage dealers to complete this service as soon as possible.

## **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

## **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.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

## Special Field Action 24L01

### **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 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 graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: N/A

### **MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a 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 March 20, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 20, 2024. Owner names and addresses will be available by July 26, 2024.

**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 which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**Special Field Action 24L01****STOCK VEHICLES**

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

**BRANDED / SALVAGED TITLE VEHICLES**

Affected branded / salvaged title vehicles are eligible for this Field Service Action.

**MOBILE REPAIR CLAIMING QUESTIONS**

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 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.

**PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

**PICK-UP & DELIVERY- Non-participating Dealers**

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- 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 FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

**Special Field Action 24L01****CLAIMS PREPARATION AND SUBMISSION**

- **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 (24L01) 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.
- **Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
  - Dealers NOT participating in the 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 Remote Experience Program –
    - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
    - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
  - Dealers NOT participating in the 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 with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 24L01MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table).
- **Provision for Locally Obtained Supplies:** Multi-purpose tape for label installation. Submit on the same line as the repair.
  - Program Code: 24L01
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$1

Special Field Action 24L01

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Install the Certified Clean Idle Label	24L01B	0.3 Hours
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> Can 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.	24L01MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24L01PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Special Program Part Ordering:**

To place an order for a Certified Clean Idle Label, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

**NOTE: The label is serialized to the VIN. It is important to ensure the label ordered for the VIN is the one being applied to the vehicle.**

Description	Order Quantity
Certified Clean Idle Label	1

**Obtain the parts below locally:**

Part Number	Description	Order Quantity	Claim Quantity
Obtain Locally	Multi-Purpose Tape	Claim as MISC OTHER (Up to \$1)	

**DEALER PRICE**

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

## CERTAIN 2023 MODEL YEAR SUPER DUTY F450 - F550 VEHICLES EQUIPPED WITH 6.7L DIESEL ENGINE — CERTIFIED CLEAN IDLE LABEL INSTALLATION

### SERVICE PROCEDURE

**NOTE:** The label is serialized to the VIN and it is important to confirm the label ordered for the VIN is the one being applied to the vehicle.

1. Clean the surface area.

**NOTE:** Surface must be clean, dry, and free of oil. If oil has contaminated the surface, it must be cleaned with solvent.

2. Add a stripe of multi-purpose tape parallel to the top of vehicle badge. See Figure 1.



FIGURE 1



3. Install the label on the vehicle. See Figure 2.

- a. Align the top of the label to the bottom of the tape and the right side of the label to the left side of the badge as shown.
- b. Remove back liner (white) slowly from the right lower corner moving in a 180 degree peel angle and position label as required.
- c. Firmly press out any air bubbles from the middle of the label toward the outer edges.
- d. Remove premask (clear) slowly using a 180 degree peel angle.



FIGURE 2

4. Remove tape from fender.





Special Field Action 24L01

**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 24L01 Special Field Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

## Special Field Action 24L01













## 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
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

**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)

## Special Field Action 24L01

 – Enhanced Mobile Service

- ***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

- 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 a Mobile Service Repair

- 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 than 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