



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

April 2003

03B05 – 03B06

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for the past 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing two no-charge Customer Satisfaction Programs (Program Numbers 03B05 and 03B06) to owners of certain 2003 Model Year Ford F-250/350/450/550 Super Duty and Excursion vehicles equipped with 6.0L Diesel Engines.

**Reason For These Programs...**

In some of the affected vehicles, movement of an O-ring in the Injection Control Pressure (ICP) Sensor may cause your engine to exhibit reduced performance and rough idle.

In addition, your vehicle may exhibit reduced cold weather engine performance and rough idle due to powertrain calibration concerns.

**What Ford Motor Company and your dealer will do...**

Your dealer will replace the ICP Sensor at no charge to you under the terms of Customer Satisfaction Program 03B05.

In addition, your dealer will reprogram the Powertrain Control Module assembly at no charge to you under the terms of Customer Satisfaction Program 03B06.

These programs will be in effect through December 31, 2005, regardless of mileage.

**Free oil and filter change...**

To show you our appreciation for your vehicle purchase, Ford Division is offering you the opportunity to receive one free Motorcraft oil and filter change on your 6.0L diesel vehicle. **This free oil and filter change offer will expire on December 31, 2003.**

Please note: This oil change can be performed while your vehicle is being updated for Customer Satisfaction Programs 03B05 and 03B06, or at a later date, provided both 03B05 and 03B06 programs have been completed. This free service can only be performed at an authorized Ford or Lincoln Mercury Dealership. No reimbursement will be given for any previously performed oil and filter change, nor for oil and filter changes performed at unauthorized locations.

**How long will it take...**

The time needed for these repairs is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What we are asking you to do...**

Call your dealer without delay. Provide the dealer with your Vehicle Identification Number (located at the beginning of this letter). Ask for a service date and whether parts are in stock for Customer Satisfaction Programs 03B05 and 03B06. If you do not have a servicing dealer, please access [www.qualitycareservice.com](http://www.qualitycareservice.com) for dealer addresses, maps, and driving instructions.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**If you have already paid for this service...**

If you already paid for Injection Control Pressure (ICP) Sensor Replacement and/or Cold Operation Calibration before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you have changed address or sold the vehicle...**

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this program.

**If you have concerns ...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call (866) 436-7332  
(800) 232-5952 (TDD for the hearing-impaired.)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8AM – 11PM

Saturday: 8AM – 6PM

**Or you may contact us through the Internet ...**

**Quality Care service is there for you all year long.**



**[www.ownerconnection.com](http://www.ownerconnection.com)**

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

Sincerely,

A handwritten signature in cursive script that reads "Frank M. Ligon".

Frank M. Ligon

**6.0L ENGINE—LOW RPM, BUCK/JERK, MISS,  
STUMBLE—AFTER DECELERATION DOWN LONG  
GRADE WITH THE CRUISE CONTROL ENGAGED**

**TSB 04-13-8**

**FORD:**

2004 Excursion, F-Super Duty

**ISSUE**

Some 6.0L equipped vehicles built between 9/29/2003 and 4/28/2004 may exhibit the following conditions after deceleration down a long grade with the cruise control engaged.

- Low RPM
- Buck/Jerk
- Miss
- Stumble

**ACTION**

To service, reprogram the powertrain control module (PCM), fuel injection control module (FICM), and transmission control module (TCM) to the latest calibration using WDS release B31.11 or higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

To update vehicle Calibrations using WDS, select Module Programming>Module Reprogramming>PCM and ensure the vehicle is properly identified. This will enable WDS to update the FICM, PCM and TCM, with the appropriate calibration.

**NOTE**

THIS CALIBRATION UPDATE ALSO INCLUDES IMPROVEMENTS FOR THE ELECTRONIC THROTTLE CONTROL (ETC) PEDAL, FUEL PUMP DIAGNOSTICS, AND ENHANCEMENTS TO PREVENT FALSE DIAGNOSTIC TROUBLE CODES WHEN USING THE WDS DATALOGGER OUTPUT STATE CONTROL FUNCTION.

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

**DEALER CODING**

BASIC PART NO.  
RECAL

CONDITION  
CODE  
42

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.