INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

RQ14-005

FORD

4/24/2015

Appendix H

Field Communications

Non Conf - Field Commun

From: McDonagh, Scot (S.M.)
Sent: Friday, June 14, 2013 1:42 PM
To: McCoy, Jim (D.)
Cc: Teran, Roberto (R.); Rinkevich, Daniel (D.J.); Hamilton, Steven (S.C.)
Subject: EGT INQUIRY

Did you confirm EGT connector wiring concerns on P473 6.7L Diesel same as we identified on P356 6.4L Diesel ? Unable to send TSB 10-23-6 via E-Mail due to file size

08-10MY P356 EGT HARNESS TSB 10-23-06

08-10MY P356 EGT TSB 10-23-06 SUPERSEDED WITH TSB 12-12-10



tsb12-12-10.pdf

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

6.4L DIESEL—LACKS POWER, MIL ON WITH DTCS P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 OR P2031

TSB 12-12-10

FORD:
2008-2010 F-Super Duty

This article supersedes TSB **10-23-6** to update the Part List and Service Procedure.

ISSUE

Some 2008-2010 F-Super Duty vehicles equipped with a 6.4L diesel engine may exhibit a lack of power, Malfunction Indicator Lamp (MIL) on with Diagnostic Trouble Codes (DTCs) P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 or P2031.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Monitor all Continuous Memory Diagnostic Trouble Codes (CMDTCs) using the Integrated Diagnostic Scan-tool (IDS) or equivalent. Are any of the following DTCs present? P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 or P2031?
   a. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose this concern.
   b. Yes - proceed to Step 2.
2. Replace the faulty Exhaust Gas Temperature (EGT) sensor based on the DTC present using the EGT replacement procedure below.
   a. Disconnect the faulty EGT sensor electrical connector.
   b. Disconnecting an EGT sensor with the key in the on position may force the vehicle into a one hour no crank lock out.
   c. Cut the EGT sensor connector wire leads just above the sensor.
   d. Apply heat to the EGT sensor mounting boss to aid in EGT removal.
   e. Use a 13 mm, 6 point deep-well socket to remove the sensor from the exhaust.
   f. Apply a small amount of Motorcraft® High Temperature Nickel Anti-Seize Lubricant to the threads of the new sensor.
   g. Install the new EGT sensor and torque the sensor to 30 N•m (22 lb-ft).

PART NUMBER	PART NAME
8C3Z-5J213-D XL-2	EGT Sensor Motorcraft® High Temperature Nickel Anti-Seize Lubricant

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
121210A	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace One(1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

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 or Lincoln 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.

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121210B	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace Two(2) EGT Sensors (Do Not Use With Any Other Labor Operations)	0.8 Hr.
121210C	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace Three(3) EGT Sensors (Do Not Use With Any Other Labor Operations)	1.0 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

From: McDonagh, Scot (S.M.)
Sent: Thursday, March 06, 2014 3:51 PM
To: Johnson, Seth (S.)
Cc: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); Hale, Curt (B.C.); Chacon, Jose (A.); Bushman, Thomas (T.S.); Hutchinson, Rob (R.)
Subject: EGT SSM Release

Seth- PT Management is requesting that we release SSM referencing LEAR crimp concern contained in Production at KTP on 12/15/13. We plan to supersede SSM with direct repair TSB when we have warranty data to leverage ESE TSB release referencing 14406 causal part. Please review enclosed draft and provide feedback. Thanks

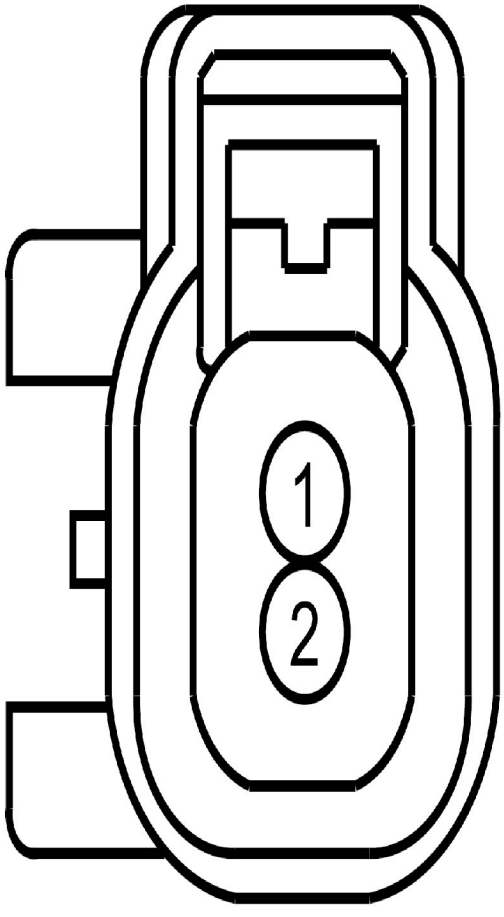
Some 2013-2014 Model Year F250-550 Super-Duty built prior to 12/15/13, equipped with 6.7L Diesel engines may exhibit Exhaust Gas Temperature(EGT) Sensor Diagnostic Trouble Codes stored in Powertrain Control Module(PCM) memory due to improper crimp on 14406 body side harness Male EGT sensor connector. Improper sensor harness crimp results in out of range Temperature Sensor Resistance and subsequent Diagnostic Trouble Codes. Replace Body Side 2-Pin Male harness connector that corresponds with confirmed Exhaust Gas Temperature sensor(EGT) diagnostic trouble code(s). Wiring Pigtail Kit: WPT-984(3U2Z-14S411-BXAB). Refer to Pro Tech Society Wiring 152-1 Component Location Chart.



EGT Connector.pdf

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

Connector:	Description	Color	Harness	Base Part #	Service Pigtail
C3601	EXHAUST GAS TEMPERATURE SENSOR (EGT) 1	BK	14406	12B591	See Below



Pin	Circuit	Gauge	Circuit Function	Qualifier
1	VE722 (BN)	20	SENSOR - DIESEL OXIDATION CATALYST TEMPERATURE (EGT11)	
2	RE406 (GY-VT)	20	CTRL MOD. - POWERTRAIN # SIGNAL RETURN TRANSMISSION (T-SIGRTN) (SIGRTN-B)	

Available Pigtail Kits

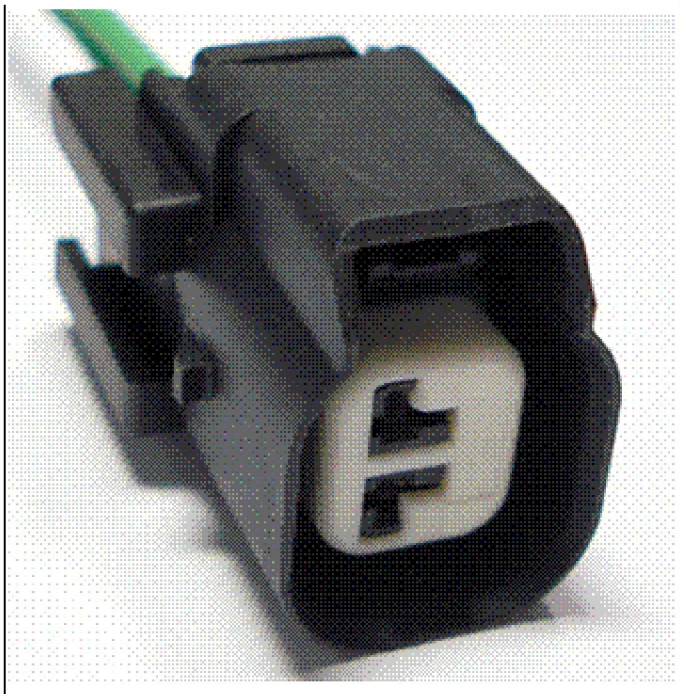
Pigtail Kit Part Number **WPT-984**

Service Part Number: **3U2Z-14S411-BXAB**
Gauge: **16**
Pin material: **Silver**
Cavities: **2**

Vehicle Uses

- A/C Compressor Clutch
- EGR Cooler Outlet
- Electronic Locking Differential
- Horn
- Lamp - CHMSL (Center High Mount Stop Lamp)
- Lamp - Rear Park

RQ14-005 000130 FC



- Lamp - Reverse
- Lamp - Side Marker
- Motor - Adjustable Pedal
- Sensor - Adjustable Pedal
- Sensor - Brake Fluid Level
- Sensor - Cam Shaft Position
- Sensor - Cylinder Head Temperature
- Sensor - Exhaust Gas Temperature
- Sensor - Liftgate Obstacle
- Sensor - Oil Level
- Sensor - Output Shaft Speed
- Sensor - Speed
- Solenoid - Engine Variable Timing
- Speaker - Door
- Speaker - Front
- Speaker - Rear
- Speaker - Subwoofer
- Speaker - Tweeter - LH - Front
- Switch - A/C Compressor Clutch Cycling
- Switch - Backup Lamp
- Switch - Deck Lid / Hatch Release
- Switch - Deck Lid / Lift Gate Ajar
- Switch - Hood Ajar
- Switch - Lift Gate Glass Ajar
- Switch - Power Liftgate
- Switch - Reverse Park Aid

RQ14-005 000131 FC

From: Bushman, Thomas (T.S.)
Sent: Thursday, September 12, 2013 12:16 PM
To: Rinkevich, Daniel (D.J.); Rembert, Shannon (S.A.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Williams, Brent (B.A.); Austin, Aaron (A.A.)
Subject: FW: EGT SSM JUST RELEASED !!

Dan – when we start receiving the matched pairs of EGT Sensors and Connectors we need to be sure we share the -14406- connector w/ Shannon Rembert for inspection/review.

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Williams, Brent (B.A.)
Sent: Wednesday, September 11, 2013 2:20 PM
To: Bushman, Thomas (T.S.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

Shannon Rembert from Wiring Side.

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, September 11, 2013 2:20 PM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

We should probably find a point person in Dearborn that can review/inspect the matched set.

Who can we coordinate with?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Williams, Brent (B.A.)
Sent: Wednesday, September 11, 2013 1:36 PM
To: Bushman, Thomas (T.S.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

Where are the parts going?

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, September 11, 2013 12:54 PM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: FW: EGT SSM JUST RELEASED !!
Importance: High

Brent / Aaron – just a quick FYI – when we have an EGT Warranty Claim we will be getting back the mating connector. Hopefully this will help us learn more about this error state.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 11:46 AM
To: Rinkevich, Daniel (D.J.); Moylan, James (J.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Hutchinson, Rob (R.)
Subject: EGT SSM JUST RELEASED !!
Importance: High

SSM 44183: 2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: gsiplus@marketingassociates.com [mailto:gsiplus@marketingassociates.com]
Sent: Thursday, September 05, 2013 8:06 AM
To: Hale, Curt (B.C.); Rinkevich, Daniel (D.J.); jchocon3@ford.com; Moylan, James (J.J.); McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: SSM (US) Courtesy Copy: 070-2013-2384: 2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector Rep...

SSM (US) Courtesy Copy

***** NOTE: The system generated the email. Do not reply to this email *****
***** To be removed from this distribution list, please email Robert Klump at rklump@ford.com *****

This message is being sent on behalf of SJOHN274.
This is a courtesy copy of the following article to advise you this article is currently being processed for publication.

General Information

Last action taken (as of 9/5/2013 12:06:15 PM GMT): Submit for approval
Comment:

Author: SJOHN274
Tracking Number: 070-2013-2384
Global Concern Number: 103-2012-0017
Title: 2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector Replacement
Article Type: SSM (US)
Attachment:

SSM Text:
Some 2013 F-Super Duty vehicles equipped with a 6.7L Diesel engine may exhibit DTCs P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544. When diagnosing any of these DTCs, if normal PC/ED diagnostics lead to replacement of an EGT sensor, replace the sensor and the corresponding connector on the wire harness using pigtail kit (3U2Z-14S411-BXAB). Engineering is currently investigating this condition. Monitor Oasis for updates.

Category: 6 months
Request Type: Non-QSF
Activity Code: F-Series >8500#
Vehicle Applications:

Vehicle Lines	Model Year Start	Model Year End	Assembly Plants	Body Styles	Engine	Trans Axles	Build From	Build To
P473 SUPER DUTY (VL FA)	2013	2014			6.7L 4V HPCR V8 T/C DSL (EN TR)			
F-250	2013	2014			6.7L 4V V8 TC DIESEL			
F-350	2013	2014			6.7L 4V V8 TC DIESEL			
F-450	2013	2014			6.7L 4V V8 TC DIESEL			
F-550	2013	2014			6.7L 4V V8 TC DIESEL			

If SPECS Case, Select all Other Affected Publications:
Changes Needed in Other Pubs:
TSBs to Supersede:
SSMs to Supersede:
ISMs to Supersede:
Other application Articles:
Select the reason for republication:
Procedure verified by CDSID: sjohn274
Describe How The Procedure Was Verified: engineering investigation

Trustmarks affected: Ford
Additional Trustmarks To Notify:
Region Notification: NA
Article Distribution: Canada, Mexico, U.S.A.
DTC Codes and OASIS Service Codes: P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544, 600000, 601000, 601300, 606000, 614000, 614500, 614600, 698298

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aides & Information	Warning Indicators/Messages/Chimes	Service Engine Soon (Engine Image)	Stays On	227Q68
Start/Run/Move	Starting	No Crank	Always	440102
Start/Run/Move	Starting	No Crank	Hot	440134
Driving Performance	Lack/Loss of Power	Acceleration	Always	554202
Driving Performance	Lack/Loss of Power	Cruise/ Steady Speed	Always	554302

Causal Basic Part # or Finis Code:

Calibrations List:

White Paper Numbers:

Parts Request Information

Are Parts Required? No

Article Number:
BCM Number:

(End automated email)

Q-221

SVE BULLETIN

SPECIAL VEHICLE ENGINEERING – BODY BUILDERS ADVISORY SERVICE

E-Mail via Website: www.fleet.ford.com/truckbbas (click "Contact Us")
Toll-free: (877) 840-4338

QVM Bulletin: Q-221 Date:12 May 2014

Exhaust System Fault/Engine Idle Soon Message

Models Affected: **2013-2014 Model Year F350, F450 & F550 Chassis Cab Super Duty 6.7L Diesel**

Description: **2013-2014 Model Year F350, F450 & F550 Chassis Cab Super Duty 6.7L Diesel May Exhibit "Exhaust Fluid System Fault" Or "Engine Idle Soon" Instrument Cluster Message- Service Tip**

Some 2013-2014 Model Year F-Super Duty vehicles equipped with 6.7L diesel engines may exhibit one of the following Instrument Cluster anti-tampering warning messages:

SPEED LIMITED XXMPH IN XXXMI EXHAUST FLUID SYSTEM FAULT
XX MPH MAX UPON RESTART EXHAUST FLUID SYSTEM FAULT
SPEED LIMITED TO XX MPH EXHAUST FLUID SYSTEM FAULT
ENGINE IDLED SOON EXHAUST FAULT SEE MANUAL
ENGINE IDLED SEE MANUAL EXHAUST FLUID SYSTEM FAULT

These messages may occur if vehicle ignition is "keyed on" with any of the following items disconnected during Vehicle Modifier/Up-fitter installation of aftermarket bodies:

- Harness Ground to left side end of Frame (G400)
- Powertrain Control Module (PCM)
- Glowplug Control Module (GPCM)
- Exhaust Gas Temperature (EGT) Sensor
- NOx Module
- DEF (Urea) Tank

When anti-tampering logic is triggered, the following text is displayed in the instrument cluster message center: "Speed Limited to 50 mph in 50mi Exhaust Fluid System Fault". The instrument cluster will continue to step through the above messages (in order) until the final "Engine Idled See Manual Exhaust Fluid System Fault" message is received, at which point the vehicle will be speed limited to 5 MPH.

NOTE: The above messages are triggered when Powertrain Control Module has detected an open circuit condition in any aftertreatment system component. These messages are not caused by low Diesel Exhaust Fluid (DEF) level.

To remove the above messages from the instrument cluster; ensure that all aftertreatment system components are properly connected, and then perform the following procedure:

Drive Cycle Procedure

1. Ignition ON.
2. Wait for WAIT TO START light to extinguish, or at least 10 seconds, whichever occurs first.
3. Start the engine.
4. Hold vehicle at 1500 RPM for 7 minutes. If message clears, no further action is required. If message does not clear, continue with the following step:
5. Accelerate to 50 MPH (80 kph). Coast without applying the brake for 5 seconds. If message clears, no further action is required. If message does not clear, consult your local dealership.

NOTE: If a particular step is interrupted, simply repeat the step.

If you have any questions, please contact the Ford Truck Body Builders Advisory Service as shown in the header of this bulletin.

From: Rinkevich, Daniel (D.J.)
Sent: Tuesday, November 11, 2014 8:33 PM
To: McDonagh, Scot (S.M.); Johnson, Seth (S.); Chacon, Jose (A.); Rivera, Santos (S.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Cervenan, Neil (N.J.); Eis, Peter (P.R.)
Subject: RE: 14-0203E - LABOR OP 14-0203E my-export(1).csv

At about 1 claim per day, I'd say let's republish with FSA release.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: McDonagh, Scot (S.M.)
Sent: Tuesday, November 11, 2014 11:36 AM
To: Johnson, Seth (S.); Chacon, Jose (A.); Rivera, Santos (S.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Cervenan, Neil (N.J.); Eis, Peter (P.R.)
Subject: RE: 14-0203E - LABOR OP 14-0203E my-export(1).csv

Hold off until Mr. Dixon returns next week. We may pull 13MY PCM reflash out of TSB 14-0203 when FSA 14E03 launches per our discussion this morning. Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Johnson, Seth (S.)
Sent: Tuesday, November 11, 2014 11:34 AM
To: Chacon, Jose (A.); McDonagh, Scot (S.M.); Rivera, Santos (S.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Cervenan, Neil (N.J.); Eis, Peter (P.R.)
Subject: RE: 14-0203E - LABOR OP 14-0203E my-export(1).csv

All agree to submit for repub?

Seth H. Johnson
Diesel/Hybrid/Gasoline Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Chacon, Jose (A.)
Sent: Tuesday, November 11, 2014 11:22 AM
To: Johnson, Seth (S.); McDonagh, Scot (S.M.); Rivera, Santos (S.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Cervenan, Neil (N.J.); Eis, Peter (P.R.)
Subject: RE: 14-0203E - LABOR OP 14-0203E my-export(1).csv

The Claims are populating. (See Attached)
JCH << File: 140203E 15-15 MY CLAIMS.xlsx >>

From: Johnson, Seth (S.)
Sent: Tuesday, November 11, 2014 11:19 AM
To: McDonagh, Scot (S.M.); Chacon, Jose (A.); Rivera, Santos (S.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Cervenan, Neil (N.J.); Eis, Peter (P.R.)
Subject: RE: 14-0203E - LABOR OP 14-0203E my-export(1).csv

This was brought up by the Hotline last week. Technically the labor operation is stated incorrectly as it should only address 2013 however, if you follow the TSB, there should be no reason you would program anything other than a 2013. Technically as the TSB is written, we should not be getting claims for a reflash on 2014-2015 models. This could be handled by TCA or we can repub to correct the description.

Regards,

Seth H. Johnson
Diesel/Hybrid/Gasoline Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: McDonagh, Scot (S.M.)
Sent: Tuesday, November 11, 2014 11:04 AM
To: Chacon, Jose (A.)
Cc: Dixon, Mark (M.R.); Wagers, Sue (S.K.); Rinkevich, Daniel (D.J.); Cervenan, Neil (N.J.); Johnson, Seth (S.); Eis, Peter (P.R.)
Subject: RE: 14-0203E - LABOR OP 14-0203E my-export(1).csv

I just noticed that today when we were in TSB Spend review meeting. Labor Op was correct in TSB 14-0184. Now we have to republish TSB 14-0203. Thanks

OPERATION	DESCRIPTION	TIME
140203A	2013-2015 F-Super Duty 6.7L: Diagnose And Replace One (1) EGT Sensor (Can Be Claimed With Operation E, F Or G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.5 Hr.
140203B	2013-2015 F-Super Duty 6.7L: Diagnose And Replace Two (2) EGT Sensors (Can Be Claimed With Operation E, F Or G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.6 Hr.
140203C	2013-2015 F-Super Duty 6.7L: Diagnose And Replace Three (3) EGT Sensors (Can Be	0.8

	Claimed With Operation E, F Or G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	Hr.
140203D	2013-2015 F-Super Duty 6.7L: Diagnose And Replace Four (4) EGT Sensors (Can Be Claimed With Operation E, F Or G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.9 Hr.
140203E	2013-2015 F-Super Duty 6.7L: Additional Time To Reprogram The PCM (Can Be Claimed With Operation A-G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.6 Hr.
140203F	2013-2015 F-Super Duty 6.7L: If Required, Additional Time To Remove And Install Fuel Shield To Access Lifting Points (Can Be Claimed With Operation A-E) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.1 Hr.
140203G	2013-2015 F-Super Duty FX4 6.7L: If Required, Additional Time To Remove And Install Fuel Shield To Access Lifting Points (Can Be Claimed With Operation A-E) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.3 Hr.

OPERATION DESCRIPTION TIME
140184E 2013 2013 F-Super Duty 6.7L: Additional Time To Reprogram The PCM
(Can Be Claimed With Operation E) (Do Not Use With Any Other Labor Operations Outside Of This Article)
0.6 Hr.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Chacon, Jose (A.)
Sent: Tuesday, November 11, 2014 10:31 AM
To: McDonagh, Scot (S.M.)
Subject: 14-0203E - LABOR OP 14-0203E my-export(1).csv

Scot,
You brought TSB 14-0203 up for warranty spend, Labor operation is written wrong in the new TSB 14-0203E and the dealers are charging your department additional 0.6ths for all the 14-15MY when in reality it is only for 13MY only. Paid claims below on 2014-2015 MY units.

<< File: my-export(1).csv >>
JCH

From: Dixon, Mark (M.R.)
Sent: Wednesday, March 19, 2014 3:22 PM
To: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.)
Subject: RE: EGT Repeat Repair

This makes me concerned that we may have an issue with connector replacement. Not sure what is going on.

From: McDonagh, Scot (S.M.)
Sent: Wednesday, March 19, 2014 11:19 AM
To: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.)
Subject: RE: EGT Repeat Repair

We cancelled SSM 44294 after we had sufficient quantities of Connector/Sensor returns for root cause identification

SSM 44294
Some 2014 F-Super Duty vehicles equipped with a 6.7L Diesel engine and built on or after October 1st, 2013 may exhibit DTCs P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544. When diagnosing any of these DTCs, if normal PC/ED diagnostics lead to replacement of an EGT sensor, replace the sensor and the corresponding connector on the wire harness using pigtail kit (3U2Z-14S411-BXAB). During sensor/connector replacement do not disconnect the sensor from the main harness. Replace the sensor and connector as an assembly.

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Dixon, Mark (M.R.)
Sent: Wednesday, March 19, 2014 10:53 AM
To: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Subject: EGT Repeat Repair

Below is are the tech verbatims of the first repair of the 3 repeats I found in the 5J213 repeat repair analysis. Looks like two of the claims had the connector replaced as well:

ENGINE LIGHT ON, VERIFIED. PERFORMED IDS TESTS. PERFORMED WIGGLE TEST OF HARNESS FOR EGT 12. FOLLOW PINPOINT TEST AND DETERMINED FAULTY EGT 12 SENSOR. REPLACED EGT 12 SENSOR, REPLACED CONNECTOR AS WELL.

VERIFY CONCERN PERFORM EEC DIAG CODE P22FF PERFORM PINPOINT TEST RC LEAD TO EGT 12 SENSOR CONTACTED HOTLINE THEY ADVISED TO REPLACE EGT12 CLEAR CODES AND RETEST

CHECK ENGINE LIGHT ON - SCAN FOR CODES - P22FF NOX CATALYST INLET TEMP TOO LOW - CHECK TSB`S AND SSMS NONE THAT APPLY - REQUIRES FURTHER DIAG,PERF PPT RC1-7(SEE ATTACHED)NEEDS EGT12 AND PIGTAIL REPLACE EGT12 AND PIGTAIL AS PER SSM#44294,CLEAR CODES AND RETEST=OK,PERF LONG ROAD TEST =OK.

Mark Dixon
Powertrain Quality
Ford Motor Company
Building 2 / 24K36
mailto:mdixon@ford.com
Tel: (313) 805-7051

From: Rembert, Shannon (S.A.)
Sent: Thursday, September 12, 2013 3:03 PM
To: Bushman, Thomas (T.S.); Rinkevich, Daniel (D.J.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Williams, Brent (B.A.); Austin, Aaron (A.A.)
Subject: RE: EGT SSM JUST RELEASED !!

I'd like to be able to evaluate both halves of the connection as a system, if possible.

Regards,
Shannon A. Rembert
Ford Motor Company
EDS Components Quality Engineer
(313) 805-6738
srembert@ford.com
Bldg #5, 3G049B

From: Bushman, Thomas (T.S.)
Sent: Thursday, September 12, 2013 8:16 AM
To: Rinkevich, Daniel (D.J.); Rembert, Shannon (S.A.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Williams, Brent (B.A.); Austin, Aaron (A.A.)
Subject: FW: EGT SSM JUST RELEASED !!

Dan – when we start receiving the matched pairs of EGT Sensors and Connectors we need to be sure we share the -14406- connector w/ Shannon Rembert for inspection/review.

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Williams, Brent (B.A.)
Sent: Wednesday, September 11, 2013 2:20 PM
To: Bushman, Thomas (T.S.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

Shannon Rembert from Wiring Side.

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, September 11, 2013 2:20 PM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

We should probably find a point person in Dearborn that can review/inspect the matched set.

Who can we coordinate with?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Williams, Brent (B.A.)
Sent: Wednesday, September 11, 2013 1:36 PM
To: Bushman, Thomas (T.S.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

Where are the parts going?

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, September 11, 2013 12:54 PM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: FW: EGT SSM JUST RELEASED !!
Importance: High

Brent / Aaron – just a quick FYI – when we have an EGT Warranty Claim we will be getting back the mating connector. Hopefully this will help us learn more about this error state.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 11:46 AM
To: Rinkevich, Daniel (D.J.); Moylan, James (J.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Hutchinson, Rob (R.)
Subject: EGT SSM JUST RELEASED !!
Importance: High

SSM 44183: 2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: gsiplus@marketingassociates.com [mailto:gsiplus@marketingassociates.com]
Sent: Thursday, September 05, 2013 8:06 AM
To: Hale, Curt (B.C.); Rinkevich, Daniel (D.J.); jchocon3@ford.com; Moylan, James (J.J.); McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: SSM (US) Courtesy Copy: 070-2013-2384: 2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector Rep...

SSM (US) Courtesy Copy

***** NOTE: The system generated the email. Do not reply to this email *****
***** To be removed from this distribution list, please email Robert Klump at rklump@ford.com *****

This message is being sent on behalf of SJOHN274.
This is a courtesy copy of the following article to advise you this article is currently being processed for publication.

General Information

Last action taken (as of 9/5/2013 12:06:15 PM GMT):	Submit for approval
Comment:	
Author:	SJOHN274
Tracking Number:	070-2013-2384
Global Concern Number:	103-2012-0017
Title:	2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector Replacement
Article Type:	SSM (US)
Attachment:	

SSM Text:

Some 2013 F-Super Duty vehicles equipped with a 6.7L Diesel engine may exhibit DTCs P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544. When diagnosing any of these DTCs, if normal PC/ED diagnostics lead to replacement of an EGT sensor, replace the sensor and the corresponding connector on the wire harness using pigtail kit (3U2Z-14S411-BXAB). Engineering is currently investigating this condition. Monitor Oasis for updates.

Category: 6 months
Request Type: Non-QSF
Activity Code: F-Series >8500#
Vehicle Applications:

Vehicle Lines	Model Year Start	Model Year End	Assembly Plants	Body Styles	Engine	Trans Axles	Build From	Build To
P473 SUPER DUTY (VL FA)	2013	2014			6.7L 4V HPCR V8 T/C DSL (EN TR)			
F-250	2013	2014			6.7L 4V V8 TC DIESEL			
F-350	2013	2014			6.7L 4V V8 TC DIESEL			
F-450	2013	2014			6.7L 4V V8 TC DIESEL			
F-550	2013	2014			6.7L 4V V8 TC DIESEL			

If SPECS Case, Select all Other Affected Publications:
Changes Needed in Other Pubs:
TSBs to Supersede:
SSMs to Supersede:
ISMs to Supersede:
Other application Articles:
Select the reason for republication:
Procedure verified by CDSID: sjohn274
Describe How The Procedure Was Verified: engineering investigation

Trustmarks affected: Ford
Additional Trustmarks To Notify:
Region Notification: NA
Article Distribution: Canada, Mexico, U.S.A.
DTC Codes and OASIS Service Codes: P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544, 600000, 601000, 601300, 606000, 614000, 614500, 614600, 698298

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aides & Information	Warning Indicators/Messages/Chimes	Service Engine Soon (Engine Image)	Stays On	227Q68
Start/Run/Move	Starting	No Crank	Always	440102
Start/Run/Move	Starting	No Crank	Hot	440134
Driving Performance	Lack/Loss of Power	Acceleration	Always	554202
Driving Performance	Lack/Loss of Power	Cruise/ Steady Speed	Always	554302

Causal Basic Part # or Finis Code:

Calibrations List:

White Paper Numbers:

Parts Request Information

Are Parts Required? No

Article Number:
BCM Number:

(End automated email)

From: McDonagh, Scot (S.M.)
Sent: Thursday, September 11, 2014 12:28 PM
To: Eis, Peter (P.R.); Rinkevich, Daniel (D.J.); Chacon, Jose (A.); Johnson, Seth (S.); Dixon, Mark (M.R.); Hale, Curt (B.C.); Wagers, Sue (S.K.); Cervenan, Neil (N.J.)
Subject: RE: TSB 14-0108 - EGT Sensor MIL DTC

We will also need to supersede 13-14MY EGT TSB 14-0122. 13MY requires PCM reflash for DTC P06EA & P06EB.


tsb14-0108.pdf


tsb14-0122.pdf


13-15MY_EGT.docx

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

-----Original Appointment-----
From: Eis, Peter (P.R.)
Sent: Thursday, September 11, 2014 7:56 AM
To: Eis, Peter (P.R.); Rinkevich, Daniel (D.J.); Chacon, Jose (A.); Johnson, Seth (S.); Dixon, Mark (M.R.); McDonagh, Scot (S.M.); Hale, Curt (B.C.); Wagers, Sue (S.K.); McCall, Kris (K.J.)
Subject: TSB 14-0108 - EGT Sensor MIL DTC
When: Friday, September 12, 2014 12:30 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: webx/conf call

Seth and I would like to discuss the strategy of re-issuing TSB – what is correct repair that actually repairs vehicle?

******* DO NOT DELETE OR CHANGE ANY OF THE TEXT BELOW THIS LINE *******

WebEx Meeting Information

Meeting Link: https://ford.webex.com/ford/j.php?J=351924627
Meeting Number: 351 924 627
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:

https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

Audio conference information

FordNet 248-3668 / Toll: +1-313-248-3668
US Toll Free Number: +1-888-628-3668

Having trouble dialing in? Try these backup numbers:
US Toll Free Number: +1-888-628-3668
FordNet 248-3668 / Toll: +1-313-248-3668
Global call-in numbers: https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=195565703&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:351 924 627

MC09

http://www.webex.com

6.7L DIESEL - DTCS P2080, P0544, P2084, P2031, P242A, P242B, P246E, P246F, P200C AND/OR P200E - BUILT ON OR BEFORE 12/15/2013	TSB 14-0108

FORD:

2013-2014 F-Super Duty

ISSUE

Some 2013-2014 F-Super Duty vehicles equipped with a 6.7L engine and built on or before 12/15/2013 may exhibit an illuminated malfunction indicator light (MIL) with exhaust gas temperature (EGT) sensor DTC stored in powertrain control module (PCM) memory. This may be caused by an improper crimp on the body side harness sensor connector. An improper sensor harness crimp can result in high EGT resistance and DTC P2080, P0544, P2084, P2031, P242A, P242B, P246E, P246F, P200C and/or P200E.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using the Ford Integrated Diagnostic System (IDS) or equivalent, check for continuous memory diagnostic trouble codes (CMDTC).
2. Is CMDTC P2080, P0544, P2084, P2031, P242A, P242B, P246E, P246F, P200C and/or P200E present?
   a. No - this procedure does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
   b. Yes - replace the 2-pin male connector on the vehicle body harness that corresponds with the EGT DTC observed using the solder splicing method. Refer to Wiring Diagram, Section 27-1 for EGT sensor locations. Refer to Wiring Diagram, Section 5-1 for solder splicing method instructions.
      (1) Removing the EGT sensor from the vehicle is not required during the repair.
3. Clear the DTC.

PART NUMBER	PART NAME
3U2Z-14S411-BXAB	Pigtail Connector

OPERATION	DESCRIPTION	TIME
140108A	2013-2014 F-Super Duty 6.7L: Retrieve DTCs And Replace One (1) Male EGT Connector (Do Not Use With Any Other Labor Operations)	0.5 Hr.
140108B	2013-2014 F-Super Duty 6.7L: Retrieve DTCs And Replace Two (2) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	0.7 Hr.
140108C	2013-2014 F-Super Duty 6.7L: Retrieve DTCs And Replace Three (3) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	0.9 Hr.
140108D	2013-2014 F-Super Duty 6.7L: Retrieve DTCs And Replace All Four (4) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	1.1 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

NOTE: The information contained 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.

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Online Publication Date May 22, 2014

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

6.7L DIESEL - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED - DIAGNOSTIC TROUBLE CODE (DTC) P06EA AND/OR P06EB - BUILT ON OR BEFORE 12/15/2013	TSB 14-0122

FORD:

2013-2014 F-Super Duty

ISSUE

Some 2013-2014 F-Super Duty 250-550 vehicles equipped with a 6.7L diesel engine and built on or before 12/15/2013 may exhibit a MIL illuminated with DTC P06EA (NOx Sensor Processor Performance- Bank 1 Sensor 1) and/or P06EB (NOx Sensor Processor Performance - Bank 1 Sensor 2) stored in powertrain control module (PCM) memory.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool, check for continuous memory diagnostic trouble codes (CMDTCs). Is DTC P06EA or P06EB present in PCM memory?
   a. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
   b. Yes - proceed to Step 2.
2. Is the vehicle a 2013 model year?
   a. No - proceed to Step 3.
   b. Yes - reprogram the PCM to the latest calibration using IDS release 90.04 or higher. Calibration files may also be obtained at www.motorcraft.com. Clear all DTCs. Proceed to Step 3.
3. Replace the 2-pin male connector on the exhaust gas temperature (EGT) sensor vehicle body harness that corresponds with NOx sensor DTC observed. Use solder splicing method. Refer to Wiring Diagram (WD), Section 27-1 for the EGT sensor locations. Refer to WD, Section 5-1 for solder splicing method instructions.
   a. Removing the EGT sensor from the vehicle is not required during the repair.
4. Clear all DTCs. If any DTC returns, exit this procedure and perform the appropriate pinpoint test located in the PC/ED manual for the corresponding DTC that was set.

NOTE: ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

PART NUMBER	PART NAME
3U2Z-14S411-BXAB	Pigtail Connector

OPERATION	DESCRIPTION	TIME
140122A	2013-2014 F-Super Duty 6.7L: Retrieve DTCs, Reprogram The PCM And Replace One (1) Male EGT Connector (Do Not Use With Any Other Labor Operations)	1.1 Hrs.

NOTE: The information contained 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.

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Online Publication Date June 18, 2014

OPERATION	DESCRIPTION	TIME
140122B	2013-2014 F-Super Duty 6.7L: Retrieve DTCs, Reprogram The PCM And Replace Two (2) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	1.2 Hrs.
140122C	2013-2014 F-Super Duty 6.7L: Retrieve DTCs, Reprogram The PCM And Replace Three (3) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	1.4 Hrs.
140122D	2013-2014 F-Super Duty 6.7L: Retrieve DTCs, Reprogram The PCM And Replace All Four (4) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	1.6 Hrs.

WARRANTY STATUS:
Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

Message Request

Article Type: TSB (US)
Title: 2013-2015 - F-Super Duty - 6.7L Diesel - MIL With Various DTCs For Exhaust Gas Temperature (EGT) Sensors - See Service Procedure For Complete List Of DTCs
Attachment:
Category: Service Fix - TSB Only
Request Type: Non-QSF
Author: SJOHN274
Global Concern Number: 070-2014-0064
TWAS Tracking Number: 070-2014-2499R1
Activity Code: F-Series >8500#

Vehicle Applications:

Vehicle Lines	Model Year Start	Model Year End	Assembly Plants	Body Styles	Engine	Trans Axles	Build From	Build To
P473 SUPER DUTY (VL FA)	2013	2015			6.7L 4V HPCR V8 T/C DSL (EN TR)			
F-250	2013	2015			6.7L 4V V8 TC DIESEL			
F-350	2013	2015			6.7L 4V V8 TC DIESEL			
F-450	2013	2015			6.7L 4V V8 TC DIESEL			
F-550	2013	2015			6.7L 4V V8 TC DIESEL			

If SPECS Case, Select all Other Affected Publications:
Changes Needed in Other Pubs:
TSBs to Supersede: 14-0108/14-0122
SSMs to Supersede:
ISMs to Supersede:
Other application Articles:
Select the reason for republication:

TSB Issue:
Some 2013-2015 Model Year F-Super Duty vehicles equipped with 6.7L diesel engines may exhibit an illuminated Malfunction Indicator Lamp (MIL) with one or more of the following diagnostic trouble codes (DTCs) stored in the Powertrain Control Module (PCM) memory: P0544, P0545, P0546, P06EA, P06EB, P2031, P2032, P2033, P200C, P200E, P2080, P2081, P2084, P2085, P242A, P242B, P242C, P242D, P242E, P246E, P246F, P2470, P2471, P2472, P2478, P2479, P247A, or P247B.

TSB Action:
Follow the service procedure to correct the condition.

TSB Service Procedure:
1) Check for Continuous Memory Diagnostic Trouble Codes (CMDTCS). Is one or more CMDTC P0544, P0545, P0546, P06EA, P06EB, P2031, P2032, P2033, P200C, P200E, P2080, P2081, P2084, P2085, P242A, P242B, P242C, P242D, P242E, P246E, P246F, P2470, P2471, P2472, P2478, P2479, P247A and/or P247B present?

A) No - this article does not apply; refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose the concern.

B) Yes – Proceed to step 2.

2) Is DTC P200C and/or P200E stored in Powertrain Control Module memory with no other EGT DTCs present?

A) Yes - Proceed to step 3.

B) No – Disregard DTC P200C and/or P200E - Proceed to step 4.

3) Use Integrated Diagnostic Service (IDS) Freeze Frame data readings to confirm when DTC P200C and/or P200E were set. Replace the corresponding Exhaust Gas Temperature (EGT) sensor. Refer to the Workshop Manual (WSM), Section 303-14B per instructions below:

(i)If IDS Freeze Frame data shows EGT12 temperature is 650°C(1292 °F) greater than EGT11 temperature- Replace EGT 12.

(ii) If EGT13 temperature is above 900°C(1742 °F) Replace EGT 13.

(iii) If IDS Freeze Frame data shows EGT13 temperature is 650°C(1292 °F) greater than EGT12 temperature- Replace EGT 13.

(iiii) If EGT14 temperature is above 900°C(1742 °F) Replace EGT 14.

(iiiii) If IDS Freeze Frame data shows EGT14 temperature is 650°C(1292 °F) greater than EGT13 temperature- Replace EGT 14.

(iiiiii) If two or more EGT sensors are reading 900°C(1562°F) or higher, or if the Freeze Frame temperature data does not fit the criteria listed in step 3, this article does not apply. Refer to PC/ED manual pinpoint test RC to diagnose the concern.

4) Based on the DTCs retrieved in step 1, replace the corresponding Exhaust Gas Temperature (EGT) sensor(s). Refer to the Workshop Manual (WSM), Section 303-14B per instructions below:
(i) DTCs P0544, P0545, P0546, P2080, P2081, P2478- Replace EGT11
(ii) DTCs P06EA, P2031, P2032, P2033, P2084, P2085, P2479- Replace EGT12
(iii) DTCs P242A, P242B, P242C, P242D, P242E, P247A- Replace EGT13
(iiii) DTCs P06EB, P246E, P246F, P2470, P2471, P2472, P247B- Replace EGT14

5) Is the vehicle a 2013 model year?

a. No – Exit Technical Service Bulletin

b. Yes - reprogram the PCM to the latest calibration using IDS release 90.04 or higher. Calibration files may also be obtained at www.motorcraft.com. Clear all DTCs.

NOTE: ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

(See figure 1 for EGT locations)

Procedure verified by CDSID: smcdonag

Causal Basic Part # or Finis Code:

Causal Part # or Finis Code	Warranty Condition Codes
5J213	Powertrain: 42

RQ14-005

FORD

4/24/2015

Appendix H

Field Communications

Non Conf - Field Commun2

From: McDonagh, Scot (S.M.)
Sent: Thursday, July 31, 2014 2:36 PM
To: Bissi, Gerald (G.V.)
Cc: Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.); Johnson, Seth (S.)
Subject: Connector Inquiry

Importance: High

Hi Gerry- We recently released the (2) enclosed TSBs advising Dealers to replace EGT Connector with 3U2Z-14S411-BXAB Pigtail. We have received ~70 Reports of repeat concerns on vehicles after repair is performed. Revised EGT Connector crimps went into Production at LEAR Juarez on 11/11/13 and KTP on 12/15/13. Trying to determine if we are installing Pre 11/11/13 defective pigtails in vehicles in service. Can you help ?


tsb14-0108.pdf


tsb14-0126.pdf


RE: Are these Lear Parts?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

6.7L DIESEL - DTCS P2080, P0544, P2084, P2031, P242A, P242B, P246E, P246F, P200C AND/OR P200E - BUILT ON OR BEFORE 12/15/2013	TSB 14-0108

FORD:

2013-2014 F-Super Duty

ISSUE

Some 2013-2014 F-Super Duty vehicles equipped with a 6.7L engine and built on or before 12/15/2013 may exhibit an illuminated malfunction indicator light (MIL) with exhaust gas temperature (EGT) sensor DTC stored in powertrain control module (PCM) memory. This may be caused by an improper crimp on the body side harness sensor connector. An improper sensor harness crimp can result in high EGT resistance and DTC P2080, P0544, P2084, P2031, P242A, P242B, P246E, P246F, P200C and/or P200E.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using the Ford Integrated Diagnostic System (IDS) or equivalent, check for continuous memory diagnostic trouble codes (CMDTC).
2. Is CMDTC P2080, P0544, P2084, P2031, P242A, P242B, P246E, P246F, P200C and/or P200E present?
   a. No - this procedure does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
   b. Yes - replace the 2-pin male connector on the vehicle body harness that corresponds with the EGT DTC observed using the solder splicing method. Refer to Wiring Diagram, Section 27-1 for EGT sensor locations. Refer to Wiring Diagram, Section 5-1 for solder splicing method instructions.
      (1) Removing the EGT sensor from the vehicle is not required during the repair.
3. Clear the DTC.

PART NUMBER	PART NAME
3U2Z-14S411-BXAB	Pigtail Connector

OPERATION	DESCRIPTION	TIME
140108A	2013-2014 F-Super Duty 6.7L: Retrieve DTCs And Replace One (1) Male EGT Connector (Do Not Use With Any Other Labor Operations)	0.5 Hr.
140108B	2013-2014 F-Super Duty 6.7L: Retrieve DTCs And Replace Two (2) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	0.7 Hr.
140108C	2013-2014 F-Super Duty 6.7L: Retrieve DTCs And Replace Three (3) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	0.9 Hr.
140108D	2013-2014 F-Super Duty 6.7L: Retrieve DTCs And Replace All Four (4) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	1.1 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

NOTE: The information contained 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.

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DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

6.7L DIESEL - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED - DIAGNOSTIC TROUBLE CODE (DTC) P06EA AD/OR P06EB - BUILT ON OR BEFORE 12/15/2013	TSB 14-0126

FORD:

2013-2014 F-Super Duty

This article supersedes TSB **14-0122** to update the Issue Statement, Service Procedure and Service Labor Time Standards.

ISSUE

Some 2013-2014 F-Super Duty 250-550 vehicles equipped with a 6.7L diesel engine and built on or before 12/15/2013 may exhibit a MIL illuminated with DTC P06EA (NOx Sensor Processor Performance- Bank 1 Sensor 1) and/or P06EB (NOx Sensor Processor Performance - Bank 1 Sensor 2) stored in powertrain control module (PCM) memory. These DTCs may set due to a faulty exhaust gas temperature (EGT) sensor connector on the vehicle wiring harness. The NOx monitors utilize EGT sensors 12 and 14 to verify proper system operation. A faulty EGT connector may cause DTC P06EA and/or P06EB to set.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool, check for continuous memory diagnostic trouble codes (CMDTCs). Is DTC P06EA and/or P06EB present in PCM memory?
   a. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
   b. Yes - proceed to Step 2.
2. Is the vehicle a 2013 model year?
   a. No - proceed to Step 3.
   b. Yes - reprogram the PCM to the latest calibration using IDS release 90.04 or higher. Calibration files may also be obtained at www.motorcraft.com. Clear all DTCs. Proceed to Step 3.
3. Replace the 2-pin male connector on the EGT sensor vehicle wiring harness that corresponds with NOx sensor DTC. Use solder splicing method. Refer to Wiring Diagram (WD), Section 27-1 for the EGT sensor locations. Refer to WD, Section 5-1 for solder splicing method instructions.
   a. Removing the EGT sensor from the vehicle is not required during the repair.
   b. For DTC P06EA replace the EGT 12 harness connector.
   c. For DTC P06EB replace the EGT 14 harness connector.
4. Clear all DTCs.

NOTE: ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

NOTE: The information contained 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.

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PART NUMBER	PART NAME
3U2Z-14S411-BXAB	Pigtail Connector

OPERATION	DESCRIPTION	TIME
140126A	2014 F-Super Duty 6.7L: Retrieve DTCs, Replace One (1) Male EGT Connector (Do Not Use With Any Other Labor Operations)	0.5 Hr.
140126B	2014 F-Super Duty 6.7L: Retrieve DTCs, Replace Two (2) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	0.7 Hr.
140126C	2013 F-Super Duty 6.7L: Retrieve DTCs, Reprogram The PCM And Replace One (1) Male EGT Connector (Do Not Use With Any Other Labor Operations)	1.0 Hr.
140126D	2013 F-Super Duty 6.7L: Retrieve DTCs, Reprogram The PCM And Replace Two (2) Male EGT Connectors (Do Not Use With Any Other Labor Operations)	1.2 Hrs.

WARRANTY STATUS:
Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

From: Austin, Aaron (A.A.)
Sent: Friday, September 06, 2013 9:59 PM
To: Rossman, Barbara (B.M.); Rinkevich, Daniel (D.J.); Williams, Brent (B.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Lazar, Katalin (K.)
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: RE: Are these Lear Parts?

I just received an email from LEAR stating that the service pigtail is not manufactured at the same plant as the 14406.



RE: EGT Service Pigtail-14406

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

From: Rossman, Barbara (B.M.)
Sent: Friday, September 06, 2013 1:00 PM
To: Rinkevich, Daniel (D.J.); Williams, Brent (B.A.); Austin, Aaron (A.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'; Lazar, Katalin (K.)
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: RE: Are these Lear Parts?

Hello Brent: Will you be asking Lear for their manufacturing facility of "14406" harness?

Hello Katalin: Would you please ask Lear for the manufacturing facility location of service kit in attachment?

<< File: EGT Pigtail Kit WPT-984.pdf >>

Kind Regards,

Barb Rossman
Ford Motor Company
Supervisor: Connector Engineering
(313) 322-5696
brossman@ford.com

From: Rinkevich, Daniel (D.J.)
Sent: Friday, September 06, 2013 9:06 AM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.); Rembert, Shannon (S.A.); 'sfarrugia@lear.com'
Cc: McDonagh, Scot (S.M.); Bushman, Thomas (T.S.); Rossman, Barbara (B.M.)
Subject: Are these Lear Parts?

The folks at Stoneridge did a section of the service pigtail that I gave them and found the crimp to be marginally acceptable. They said the crimp is too big for the wire gage. Does Lear make this service part? Is it made at the same facility as the Super Duty 14406?
<< OLE Object: Picture (Device Independent Bitmap) >>
<< File: EGT Pigtail Kit WPT-984.pdf >>

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Fonseca, Carlos <CFonseca@lear.com>
Sent: Friday, September 06, 2013 8:51 PM
To: Castro Lujan, Juan; Rivera, Agustin; Verdusco, Oscar; Corrales Castillo, Miguel Angel
Cc: Williams, Brent (B.A.); Alvey, David; Austin, Aaron (A.A.); Ochoa, Gerardo
Subject: RE: EGT Service Pigtail-14406

Not that number is not Juarez plant

From: Castro Lujan, Juan
Sent: Friday, September 06, 2013 12:21 PM
To: Fonseca, Carlos; Rivera, Agustin; Verdusco, Oscar; Corrales Castillo, Miguel Angel
Cc: Williams, Brent (B.A.); Alvey, David; Austin, Aaron (A.A.); Ochoa, Gerardo
Subject: RE: EGT Service Pigtail-14406

Carlos,
Could you please let us know if we send this service part??
See the attached file

Please advice.

Regards
Juan Luis Castro | QEng. FORD-P473 / GM-P1LL | Juarez Plant 1| ✉ **jcastrolujan@lear.com | ☎ USA(915) 787-3572 | ☎: MEX+52(656) 688-1100x3572** 🌎 Save a tree, don't print me! **WORKING TOGETHER & WINNING TOGETHER... as ONE LEAR**

From: Austin, Aaron (A.A.) [mailto:aausti41@ford.com]
Sent: Friday, September 06, 2013 11:06 AM
To: Castro Lujan, Juan
Cc: Williams, Brent (B.A.); Alvey, David
Subject: EGT Service Pigtail

Juan,

Does your plant make the service pigtail for the EGT connector on the 14406?

Aaron Austin
Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

****
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From: McDonagh, Scot (S.M.)
Sent: Friday, August 09, 2013 9:27 AM
To: Rinkevich, Daniel (D.J.)
Cc: Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Moylan, James (J.J.)
Subject: FW: P473 EGT Communications

Resending 11-12MY TSBs along with 13MY Chassis Cab EGT 13-14 location change Job Aid posted on PTS



Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, August 07, 2013 11:04 AM
To: Rinkevich, Daniel (D.J.)
Subject: P473 EGT Communications



SSM 12044: 2011-2012 6.7L Diesel - Exhaust Gas Temperature (EGT) Sensor Locations And Job Aid
2011-2012 F-Super Duty Chassis Cab (Narrow Frame) vehicles equipped with a 6.7L diesel engine may display EGT_13 and EGT_14 in reversed order when monitoring PID data or freeze frame data. A Job Aid is now available on the PTS web site. This Job Aid illustrates EGT locations based on vehicle build. To access this Job Aid from the PTS web site select Service Tips > Reference Guides > "2011-2012 6.7L Chassis Cab (Narrow Frame) EGT Sensor Locations and Diagnostics". SSM RELEASED ON 11/14/12

6.7L DIESEL—STOP SAFELY NOW INSTRUMENT MESSAGE—MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODES (DTC) P200E AND P200C

TSB 12-7-1

FORD:
2011-2012 F-Super Duty

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a Stop Safely Now instrument cluster message with the MIL on with DTCs P200E and P200C. DTCs P2471, P2479, P242D and P247B may or may not be stored in the powertrain control module (PCM) continuous memory.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using the Integrated Diagnostic System (IDS) or equivalent scan tool, retrieve all continuous memory DTCs. Are DTCs P200E and P200C present with or without DTCs P2471, P2479, P242D and P247B?
   a. No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
   b. Yes - proceed to Step 2.
2. Obtain the exhaust gas temperature (EGT) readings from freeze frame data when DTCs P200E or P200C were set. (Figure 1)
   a. If one EGT sensor is reading 850 °C (1562 °F) or higher, replace that sensor. Refer to Workshop Manual, Section 303-14B.
   b. If two or more EGT sensors are reading 850 °C (1562 °F) or higher, this article does not apply. Refer to PC/ED manual pinpoint test RC to diagnose the concern. EGT locations are different for chassis cab (narrow frame and pickup truck (wide frame). (Figure 2)

PART NUMBER	PART NAME
AC3Z-5J213-A	EGT Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120701A	2011-2012 F-Super Duty 6.7L: Diagnose, And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

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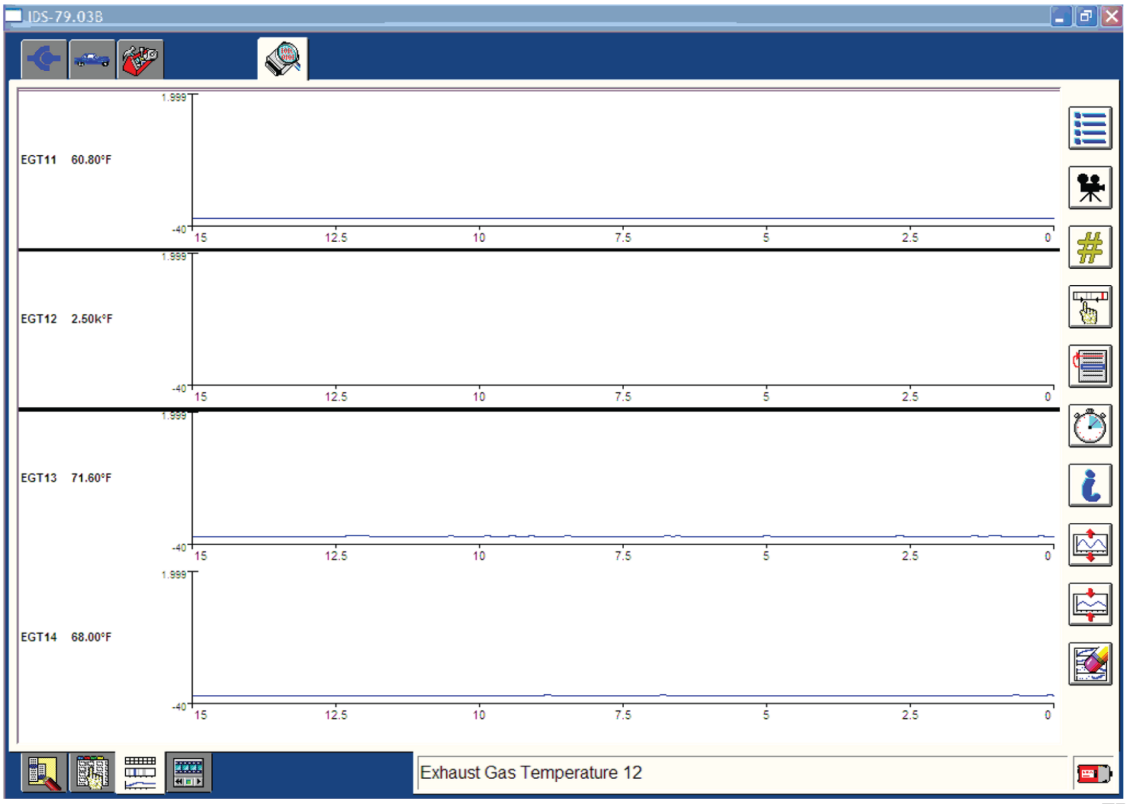


Figure 1 - Article 12-7-1

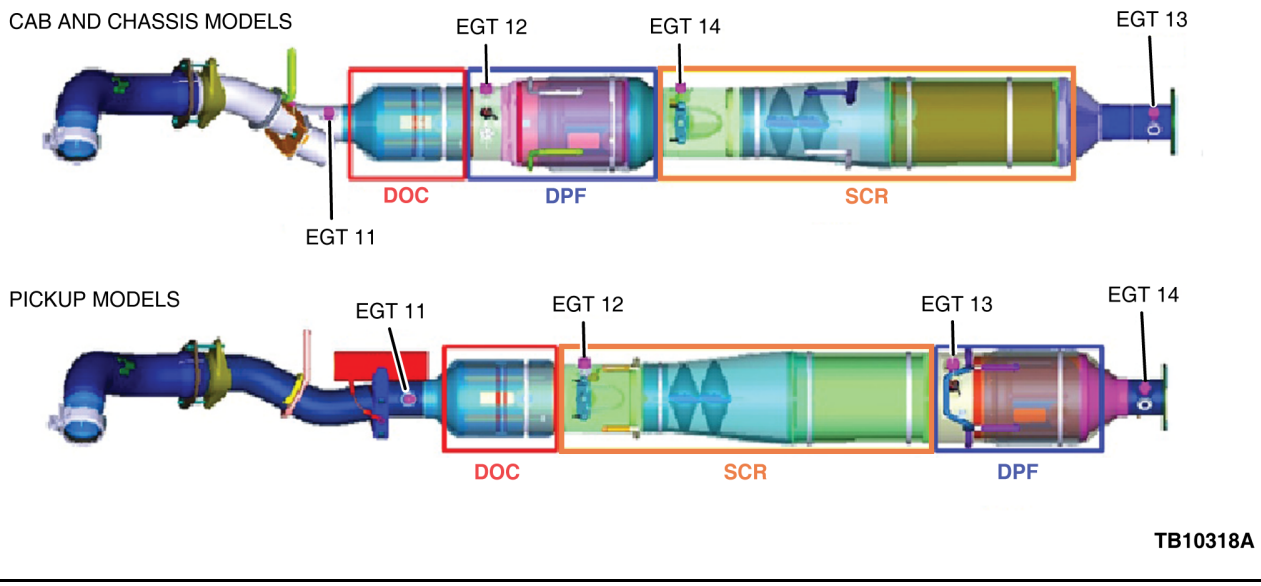


Figure 2 - Article 12-7-1

6.7L—MALFUNCTION INDICATOR LAMP (MIL) ON DIAGNOSTIC TROUBLE CODES (DTCS) P2031, P2032 AND/OR P2033

TSB 12-7-2

FORD:
2011-2012 F-Super Duty

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may experience a MIL on concern with any or all of the following DTCs P2031, P2032 and/or P2033.

ACTION

Follow service procedure to correct condition.

SERVICE PROCEDURE

1. Using the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool, check all continuous memory diagnostic trouble codes (CMDTCS). Are any or all of the following DTCs present? P2031, P2032, P2033?

   a. No - this article does not apply, refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose the concern.

   b. Yes - replace the exhaust gas temperature (EGT12) sensor. This is the second sensor downstream of the turbo charger. Refer to Workshop Manual, Section 303-14B the exploded view.

PART NUMBER	PART NAME
AC3Z-5J213-A	EGT12 Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120702A	2011-2012 F-Super Duty 6.7L: Check DTCs, And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

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6.7L Chassis Cab EGT Sensor Locations

2013 Pickup Truck and Chassis Cab

Introduction

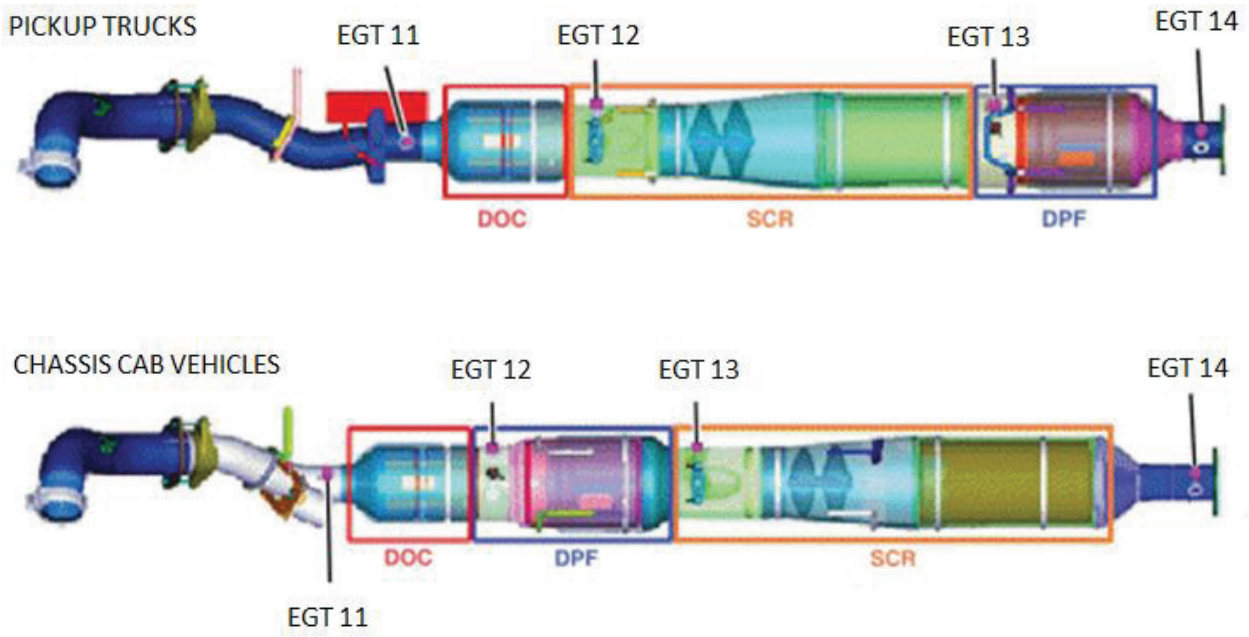
The Exhaust Gas Temperature (EGT) sensors on 2013 6.7L diesel-equipped vehicles are now ordered the same for both Pickup Trucks and Chassis Cab vehicles. This is a change for Chassis Cabs compared to the 2011-2012 model years.

Objectives

1. Illustrate EGT sensor location for both Pickup Truck and Chassis Cab
2. Aid in proper Chassis Cab EGT replacement when DTCs, PID data or Freeze Frame data reports EGT13 and/or EGT14 to be out of range (temperature or voltage)

Pickup and Chassis Cab EGT Locations

The EGT sensors on both Pickup Truck and the Chassis Cab vehicles are now in order of exhaust flow from engine to tailpipe. See figure below



Circuit DTCs, PID data and Freeze Frame data monitoring

DTCs, PID data and Freeze Frame data are now all report to the correct EGT in order of exhaust flow when diagnosing a Pickup Truck vehicle.

Example: DTC, PID/Freeze Frame data reports EGT13 out of range would result in replacing EGT13 (third sensor in exhaust flow).

6.7L Chassis Cab EGT Sensor Locations

2013 Pickup Truck and Chassis Cab

Introduction

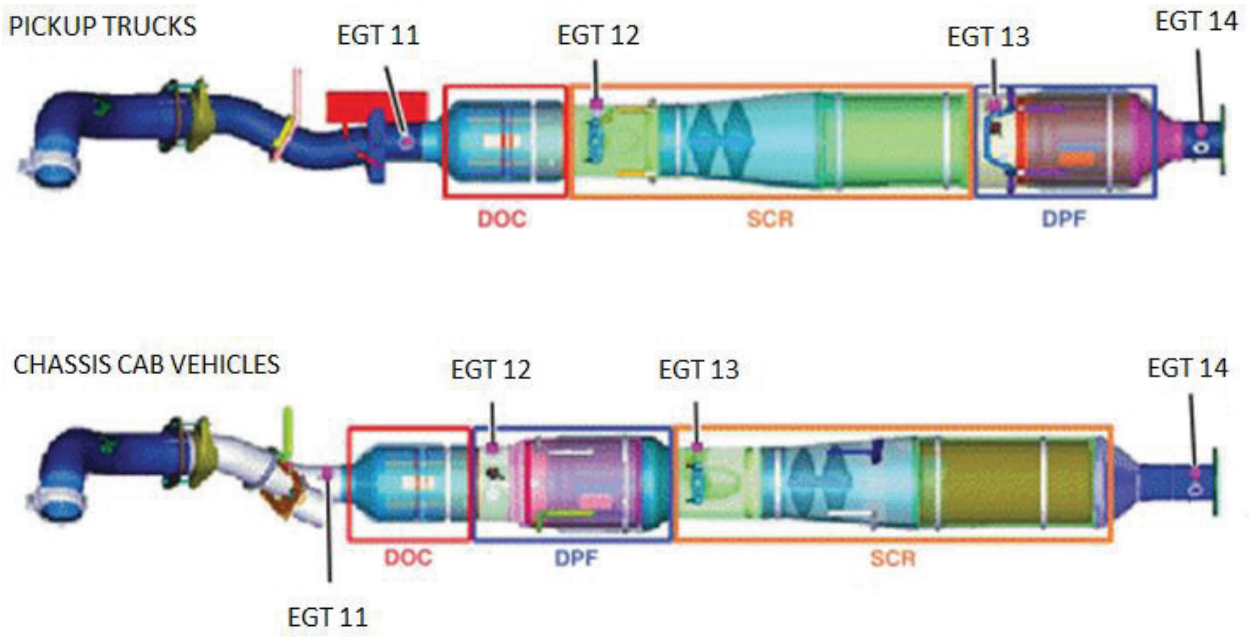
The Exhaust Gas Temperature (EGT) sensors on 2013 6.7L diesel-equipped vehicles are now ordered the same for both Pickup Trucks and Chassis Cab vehicles. This is a change for Chassis Cabs compared to the 2011-2012 model years.

Objectives

1. Illustrate EGT sensor location for both Pickup Truck and Chassis Cab
2. Aid in proper Chassis Cab EGT replacement when DTCs, PID data or Freeze Frame data reports EGT13 and/or EGT14 to be out of range (temperature or voltage)

Pickup and Chassis Cab EGT Locations

The EGT sensors on both Pickup Truck and the Chassis Cab vehicles are now in order of exhaust flow from engine to tailpipe. See figure below



Circuit DTCs, PID data and Freeze Frame data monitoring

DTCs, PID data and Freeze Frame data are now all report to the correct EGT in order of exhaust flow when diagnosing a Pickup Truck vehicle.

Example: DTC, PID/Freeze Frame data reports EGT13 out of range would result in replacing EGT13 (third sensor in exhaust flow).

From: Bushman, Thomas (T.S.)
Sent: Thursday, September 12, 2013 12:16 PM
To: Rinkevich, Daniel (D.J.); Rembert, Shannon (S.A.)
Cc: Moylan, James (J.J.); Wagers, Sue (S.K.); McDonagh, Scot (S.M.); Hutchinson, Rob (R.); Williams, Brent (B.A.); Austin, Aaron (A.A.)
Subject: FW: EGT SSM JUST RELEASED !!

Dan – when we start receiving the matched pairs of EGT Sensors and Connectors we need to be sure we share the -14406- connector w/ Shannon Rembert for inspection/review.

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Williams, Brent (B.A.)
Sent: Wednesday, September 11, 2013 2:20 PM
To: Bushman, Thomas (T.S.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

Shannon Rembert from Wiring Side.

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, September 11, 2013 2:20 PM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

We should probably find a point person in Dearborn that can review/inspect the matched set.

Who can we coordinate with?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Williams, Brent (B.A.)
Sent: Wednesday, September 11, 2013 1:36 PM
To: Bushman, Thomas (T.S.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: RE: EGT SSM JUST RELEASED !!

Where are the parts going?

Brent A. Williams
Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, September 11, 2013 12:54 PM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.)
Cc: Moylan, James (J.J.)
Subject: FW: EGT SSM JUST RELEASED !!
Importance: High

Brent / Aaron – just a quick FYI – when we have an EGT Warranty Claim we will be getting back the mating connector. Hopefully this will help us learn more about this error state.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: McDonagh, Scot (S.M.)
Sent: Wednesday, September 11, 2013 11:46 AM
To: Rinkevich, Daniel (D.J.); Moylan, James (J.J.); Bushman, Thomas (T.S.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Hutchinson, Rob (R.)
Subject: EGT SSM JUST RELEASED !!
Importance: High

SSM 44183: 2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: gsiplus@marketingassociates.com [mailto:gsiplus@marketingassociates.com]
Sent: Thursday, September 05, 2013 8:06 AM
To: Hale, Curt (B.C.); Rinkevich, Daniel (D.J.); jchocon3@ford.com; Moylan, James (J.J.); McDonagh, Scot (S.M.); Bushman, Thomas (T.S.)
Subject: SSM (US) Courtesy Copy: 070-2013-2384: 2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector Rep...

SSM (US) Courtesy Copy

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General Information

Last action taken (as of 9/5/2013 12:06:15 PM GMT): Submit for approval
Comment:

Author: SJOHN274
Tracking Number: 070-2013-2384
Global Concern Number: 103-2012-0017
Title: 2013-2014 - F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector Replacement
Article Type: SSM (US)
Attachment:

SSM Text:
Some 2013 F-Super Duty vehicles equipped with a 6.7L Diesel engine may exhibit DTCs P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544. When diagnosing any of these DTCs, if normal PC/ED diagnostics lead to replacement of an EGT sensor, replace the sensor and the corresponding connector on the wire harness using pigtail kit (3U2Z-14S411-BXAB). Engineering is currently investigating this condition. Monitor Oasis for updates.

Category: 6 months
Request Type: Non-QSF
Activity Code: F-Series >8500#
Vehicle Applications:

Vehicle Lines	Model Year Start	Model Year End	Assembly Plants	Body Styles	Engine	Trans Axles	Build From	Build To
P473 SUPER DUTY (VL FA)	2013	2014			6.7L 4V HPCR V8 T/C DSL (EN TR)			
F-250	2013	2014			6.7L 4V V8 TC DIESEL			
F-350	2013	2014			6.7L 4V V8 TC DIESEL			
F-450	2013	2014			6.7L 4V V8 TC DIESEL			
F-550	2013	2014			6.7L 4V V8 TC DIESEL			

If SPECS Case, Select all Other Affected Publications:
Changes Needed in Other Pubs:
TSBs to Supersede:
SSMs to Supersede:
ISMs to Supersede:
Other application Articles:
Select the reason for republication:
Procedure verified by CDSID: sjohn274
Describe How The Procedure Was Verified: engineering investigation

Trustmarks affected: Ford
Additional Trustmarks To Notify:
Region Notification: NA
Article Distribution: Canada, Mexico, U.S.A.
DTC Codes and OASIS Service Codes: P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544, 600000, 601000, 601300, 606000, 614000, 614500, 614600, 698298

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aides & Information	Warning Indicators/Messages/Chimes	Service Engine Soon (Engine Image)	Stays On	227Q68
Start/Run/Move	Starting	No Crank	Always	440102
Start/Run/Move	Starting	No Crank	Hot	440134
Driving Performance	Lack/Loss of Power	Acceleration	Always	554202
Driving Performance	Lack/Loss of Power	Cruise/ Steady Speed	Always	554302

Causal Basic Part # or Finis Code:

Calibrations List:

White Paper Numbers:

Parts Request Information

Are Parts Required? No

Article Number:
BCM Number:

(End automated email)

From: Bogema, John (P.)
Sent: Friday, October 04, 2013 12:02 PM
To: McDonagh, Scot (S.M.)
Cc: Parrish, Kirk (K.A.)
Subject: P200C/E

Scot,

Based on this TSB, if they have P200C/E and do not have a temperature above normal on the vehicle, what would the service garage change?


tsb13-10-02.pdf

John P. Bogema
Manager, Diesel Feature Calibration
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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6.7L DIESEL—STOP SAFELY NOW INSTRUMENT MESSAGE—MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODES (DTC) P200E AND P200C

TSB 13-10-2

FORD:
2011-2012 F-Super Duty

This article supersedes TSB **12-7-1** to update the Issue Statement and Service Procedure.

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a Stop Safely Now instrument cluster message with the MIL on with DTCs P200E and P200C.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using the Integrated Diagnostic System (IDS) or equivalent scan tool, retrieve all continuous memory DTCs. Are DTCs P200E and P200C present?
   a. No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
   b. Yes - proceed to Step 2.
2. Obtain the exhaust gas temperature (EGT) readings from freeze frame data when DTCs P200E or P200C were set. (Figure 1)
   a. If only one EGT sensor is reading 850 °C (1562 °F) or higher, replace that sensor. Refer to Workshop Manual, Section 303-14B.
   b. If two or more EGT sensors are reading 850 °C (1562 °F) or higher, this article does not apply. Refer to PC/ED manual pinpoint test RC to diagnose the concern. EGT locations are different for chassis cab (narrow frame and pickup truck (wide frame). (Figure 2)

PART NUMBER	PART NAME
AC3Z-5J213-B	EGT Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
131002A	2011-2012 F-Super Duty 6.7L: Diagnose, And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	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 or Lincoln 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.

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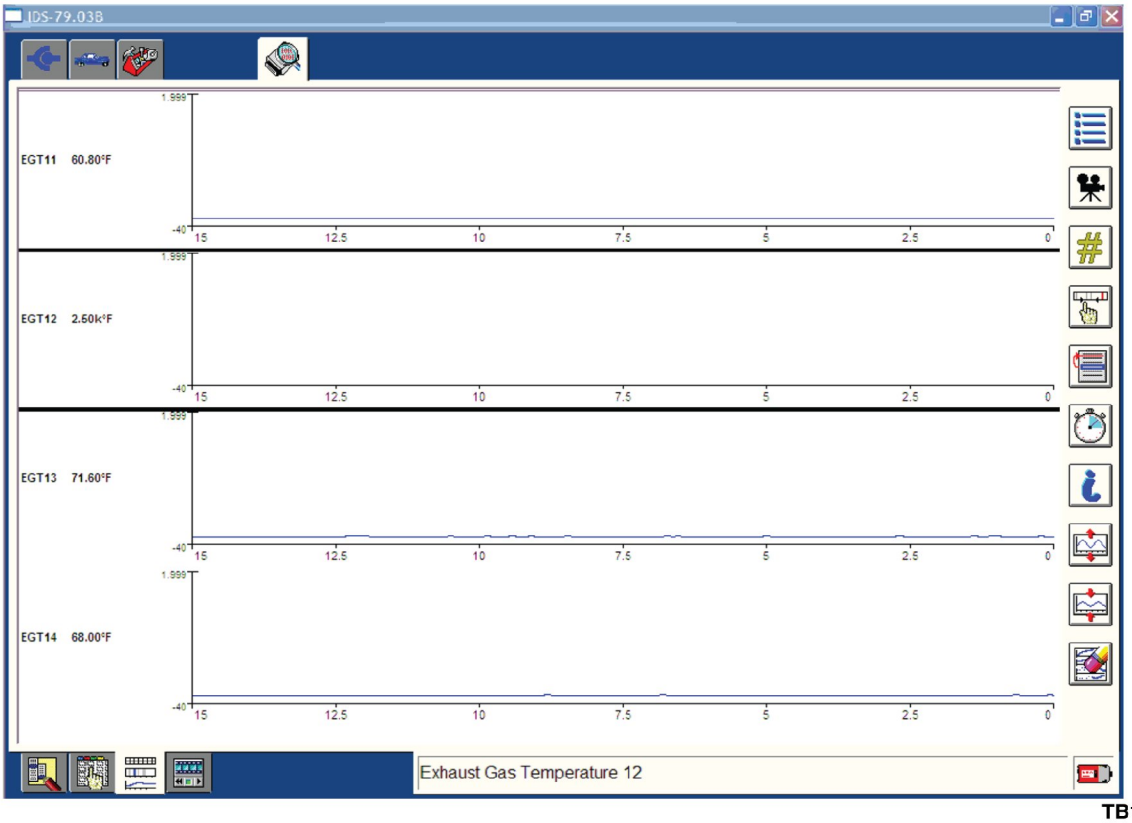


Figure 1 - Article 13-10-2

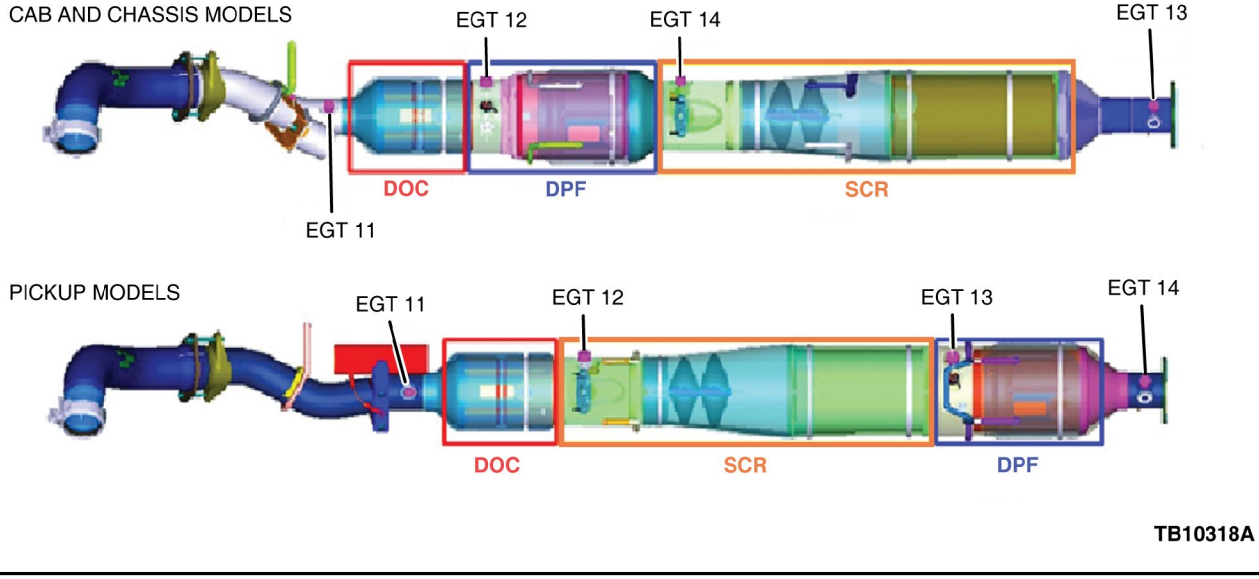


Figure 2 - Article 13-10-2

From: McDonagh, Scot (S.M.)
Sent: Tuesday, August 27, 2013 3:51 PM
To: Jeff.Philbin@stoneridge.com
Cc: Hale, Curt (B.C.); Moylan, James (J.J.); Johnson, Seth (S.); Rinkevich, Daniel (D.J.)
Subject: P356 6.4L EGT TSB

Jeff- Can 2013MY P473 6.7L EGT sensor and WPT-984 Connector pigtail be installed on 2008-2011MY P356 6.4L ?


tsb12-12-10.pdf


P473_EGT-WIRI...


EGT_PIGTAIL_W...

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

6.4L DIESEL—LACKS POWER, MIL ON WITH DTCS P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 OR P2031

TSB 12-12-10

FORD:
2008-2010 F-Super Duty

This article supersedes TSB **10-23-6** to update the Part List and Service Procedure.

ISSUE

Some 2008-2010 F-Super Duty vehicles equipped with a 6.4L diesel engine may exhibit a lack of power, Malfunction Indicator Lamp (MIL) on with Diagnostic Trouble Codes (DTCs) P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 or P2031.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Monitor all Continuous Memory Diagnostic Trouble Codes (CMDTCs) using the Integrated Diagnostic Scan-tool (IDS) or equivalent. Are any of the following DTCs present? P20E2, P20E3, P20E4, P2080, P2084, P242A, P242B, P0544 or P2031?
   a. No - this article does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose this concern.
   b. Yes - proceed to Step 2.
2. Replace the faulty Exhaust Gas Temperature (EGT) sensor based on the DTC present using the EGT replacement procedure below.
   a. Disconnect the faulty EGT sensor electrical connector.
   b. Disconnecting an EGT sensor with the key in the on position may force the vehicle into a one hour no crank lock out.
   c. Cut the EGT sensor connector wire leads just above the sensor.
   d. Apply heat to the EGT sensor mounting boss to aid in EGT removal.
   e. Use a 13 mm, 6 point deep-well socket to remove the sensor from the exhaust.
   f. Apply a small amount of Motorcraft® High Temperature Nickel Anti-Seize Lubricant to the threads of the new sensor.
   g. Install the new EGT sensor and torque the sensor to 30 N•m (22 lb-ft).

PART NUMBER	PART NAME
8C3Z-5J213-D XL-2	EGT Sensor Motorcraft® High Temperature Nickel Anti-Seize Lubricant

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
121210A	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace One(1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

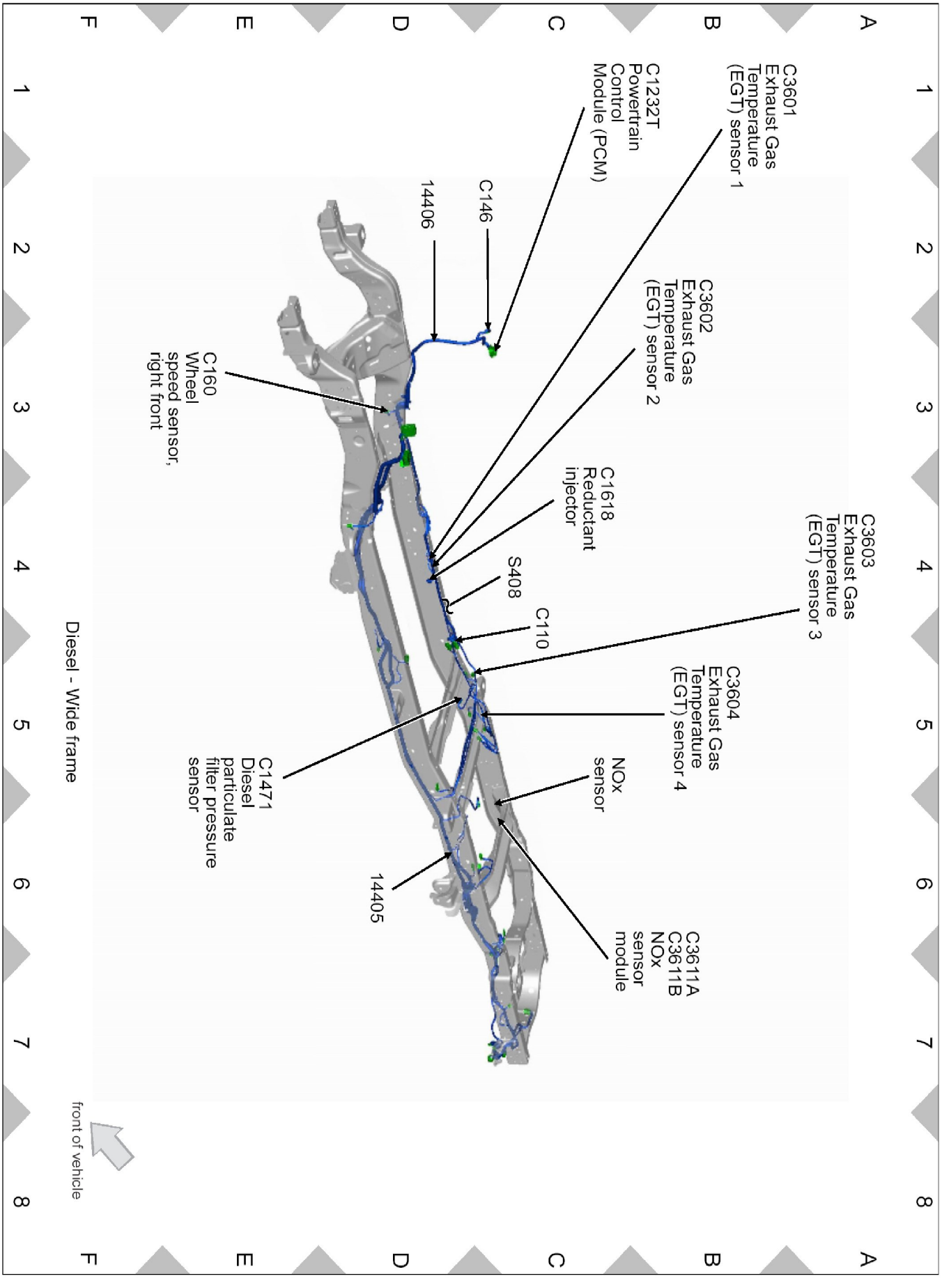
NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist 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 or Lincoln 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.

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121210B	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace Two(2) EGT Sensors (Do Not Use With Any Other Labor Operations)	0.8 Hr.
121210C	2008-2010 F-Super Duty 6.4L: Check DTCs And Replace Three(3) EGT Sensors (Do Not Use With Any Other Labor Operations)	1.0 Hr.

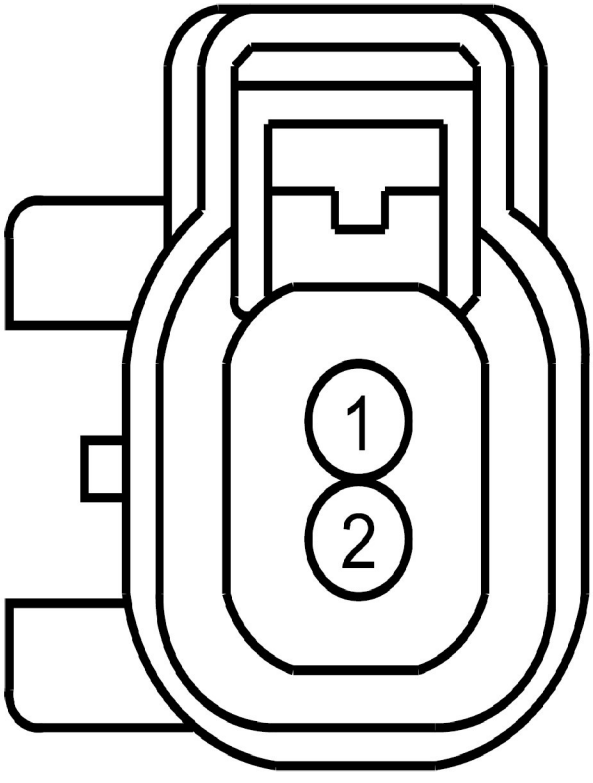
DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42



RQ14-005 000028 FC

Connector: C3602	Description	Color	Harness	Base Part #	Service Pigtail
	EXHAUST GAS TEMPERATURE SENSOR (EGT) 2	BK	14406	12B591	See Below



Pin	Circuit	Gauge	Circuit Function	Qualifier
1	VE726 (YE-GY)	20	SENSOR - DIESEL PARTICULATE FILTER TEMPERATURE INLET (#2) (EGT12)	
2	RE406 (GY-VT)	20	CTRL MOD. - POWERTRAIN # SIGNAL RETURN TRANSMISSION (SIGRTN)	

Available Pigtail Kits

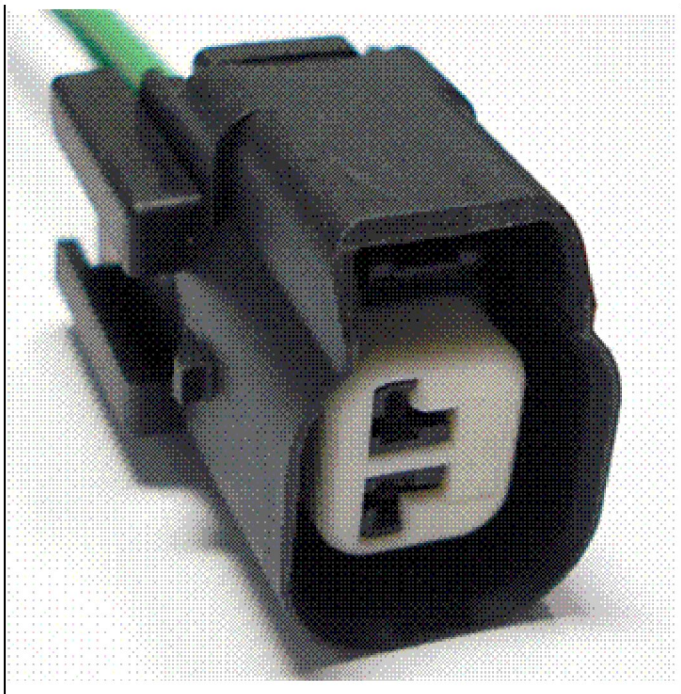
Pigtail Kit Part Number **WPT-984**

Service Part Number: **3U2Z-14S411-BXAB**
Gauge: **16**
Pin material: **Silver**
Cavities: **2**

Vehicle Uses

- A/C Compressor Clutch
- EGR Cooler Outlet
- Electronic Locking Differential
- Horn
- Lamp - CHMSL (Center High Mount Stop Lamp)
- Lamp - Rear Park

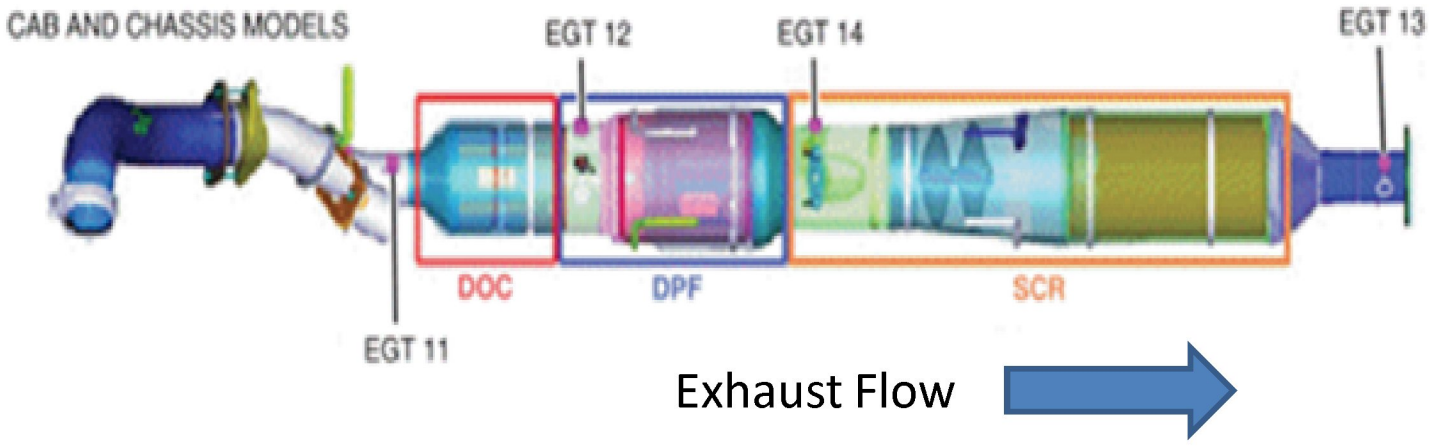
RQ14-005 000029 FC



- Lamp - Reverse
- Lamp - Side Marker
- Motor - Adjustable Pedal
- Sensor - Adjustable Pedal
- Sensor - Brake Fluid Level
- Sensor - Cam Shaft Position
- Sensor - Cylinder Head Temperature
- Sensor - Exhaust Gas Temperature
- Sensor - Liftgate Obstacle
- Sensor - Oil Level
- Sensor - Output Shaft Speed
- Sensor - Speed
- Solenoid - Engine Variable Timing
- Speaker - Door
- Speaker - Front
- Speaker - Rear
- Speaker - Subwoofer
- Speaker - Tweeter - LH - Front
- Switch - A/C Compressor Clutch Cycling
- Switch - Backup Lamp
- Switch - Deck Lid / Hatch Release
- Switch - Deck Lid / Lift Gate Ajar
- Switch - Hood Ajar
- Switch - Lift Gate Glass Ajar
- Switch - Power Liftgate
- Switch - Reverse Park Aid

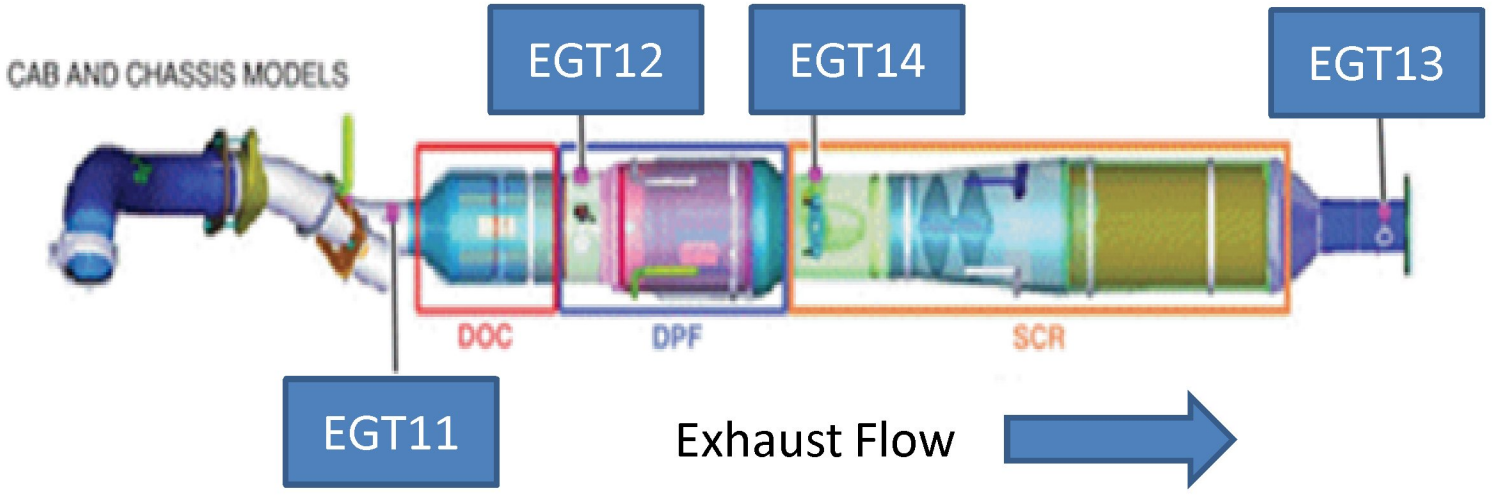
RQ14-005 000030 FC

2011MY, 2012MY, 2013MY (R10) P473 6.7L Dyno Cert – Exhaust Gas Temperature (EGT) Layout



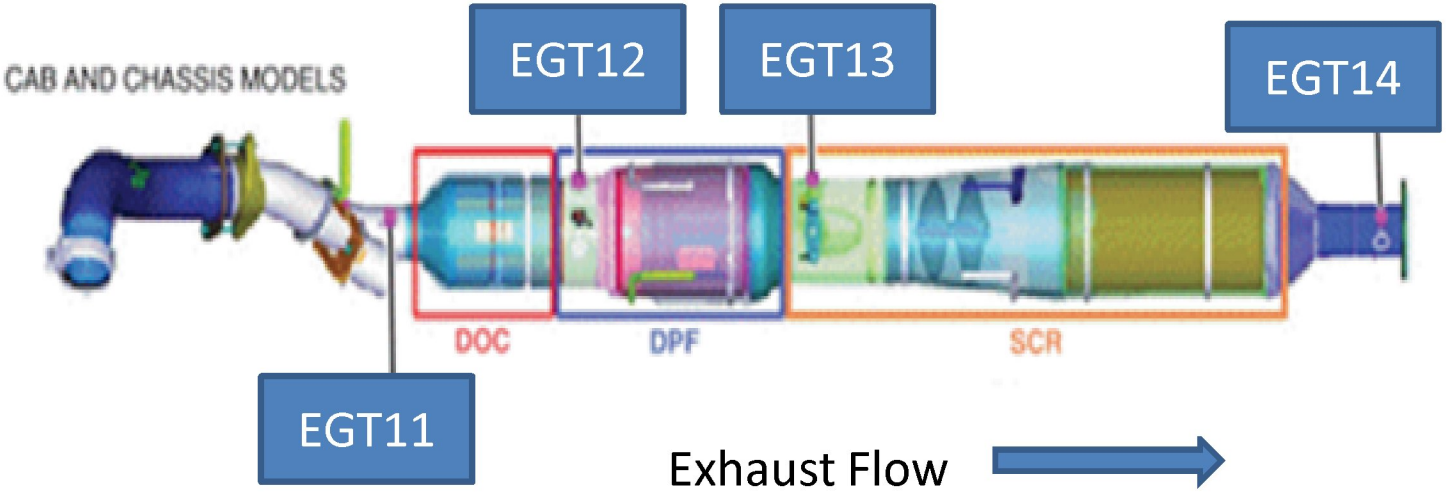
OBD DTC	Repair Procedure
EGT14 DTC P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C/P200E	Disconnect EGT13, confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor
Set EGT13 DTC P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13, confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor

2011MY and 2012MY P473 6.7L Dyno Cert – Exhaust Gas Temperature (EGT) Layout



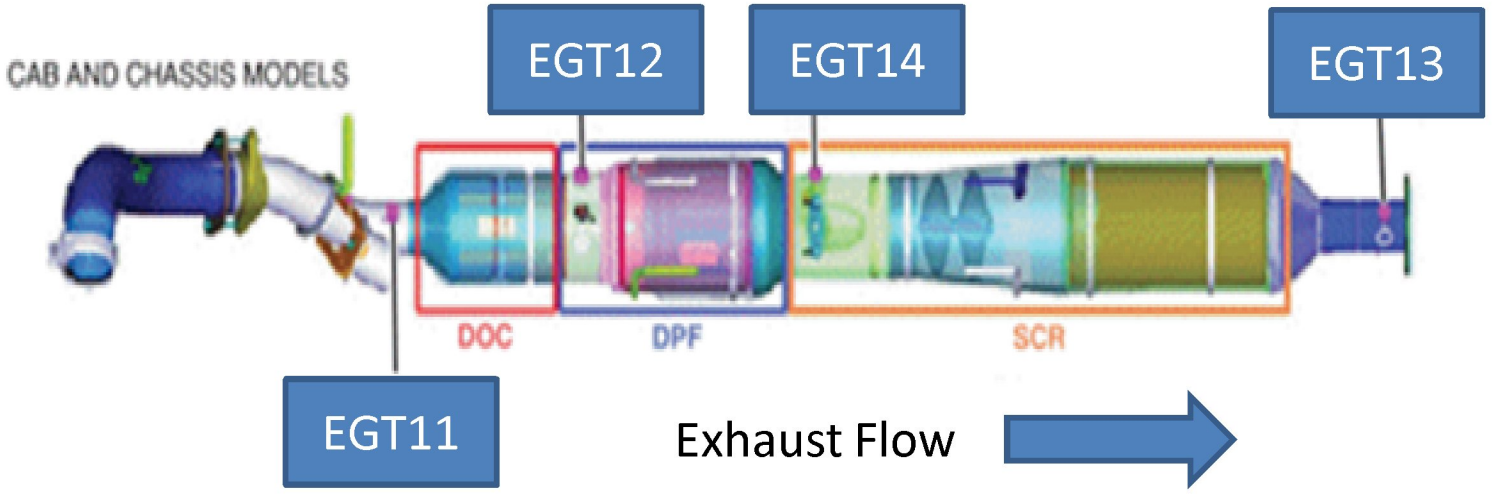
2011-2012 F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles built after 11/5/12 and equipped with 6.7L diesel engines set the following DTCs:	**Repair Procedure**
<u>EGT SENSOR 14</u> P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT13 (T-37), confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (4th EGT in order of exhaust flow)
<u>EGT SENSOR 13</u> P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT14 (Pin T-39) , confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (3rd EGT in order of exhaust flow)

2013 MY P473 6.7L (R10) Dyno Cert – Exhaust Gas Temperature (EGT) Layout



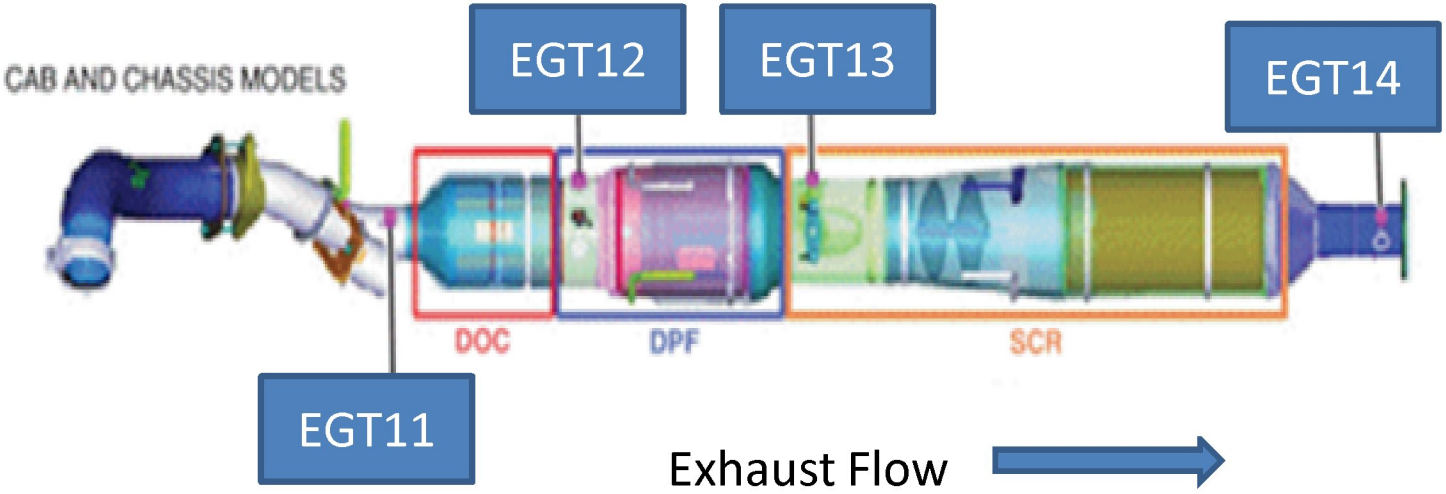
2013/ F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles built after dd/mm/12 and equipped with 6.7L diesel engines set the following DTCs:	**Repair Procedure**
P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT14 (T-39), confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (4th EGT in order of exhaust flow)
P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13 (Pin T-37) , confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (3rd EGT in order of exhaust flow)

2011MY and 2012MY P473 6.7L Dyno Cert – Exhaust Gas Temperature (EGT) Layout



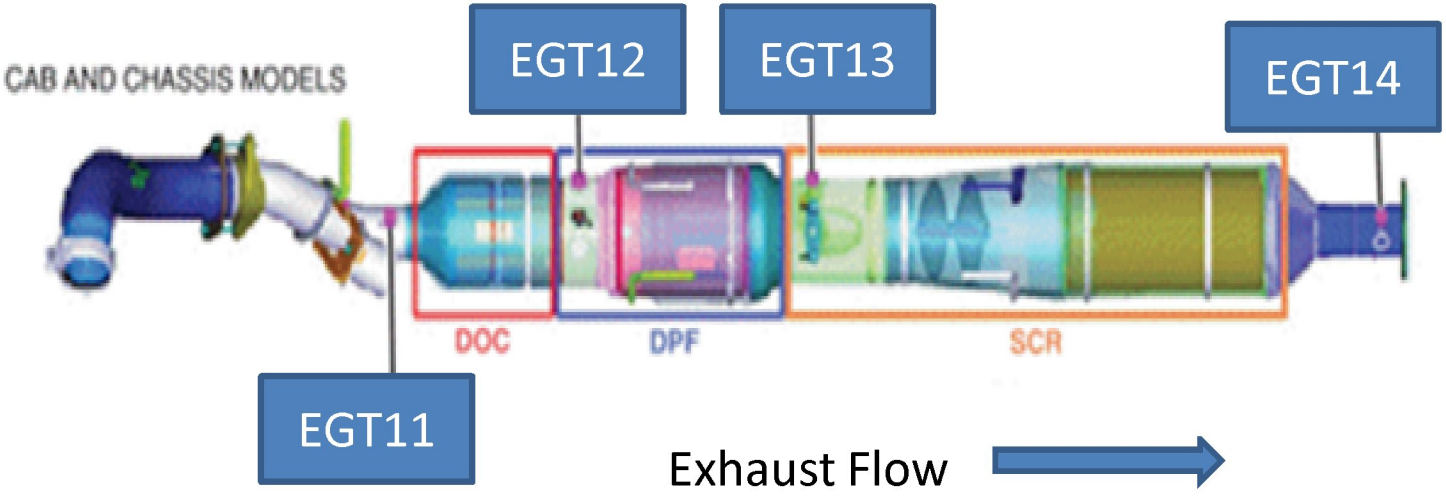
2011-2012 F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles built after 11/5/12 and equipped with 6.7L diesel engines set the following DTCs:	**Repair Procedure (proposed)**
P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT14 (3rd EGT in order of exhaust flow) , confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (3rd EGT in order of exhaust flow)
P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13 (4th EGT in order of exhaust flow) , confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (4th EGT in order of exhaust flow)

2013 MY P473 6.7L (J1) Dyno Cert – Exhaust Gas Temperature (EGT) Layout



2013/ F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles built after dd/mm/12 and equipped with 6.7L diesel engines set the following DTCs:	**Repair Procedure (proposed)**
P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT14 (4th EGT in order of exhaust flow), confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (4th EGT in order of exhaust flow)
P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13 (3rd EGT in order of exhaust flow) , confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (3rd EGT in order of exhaust flow)

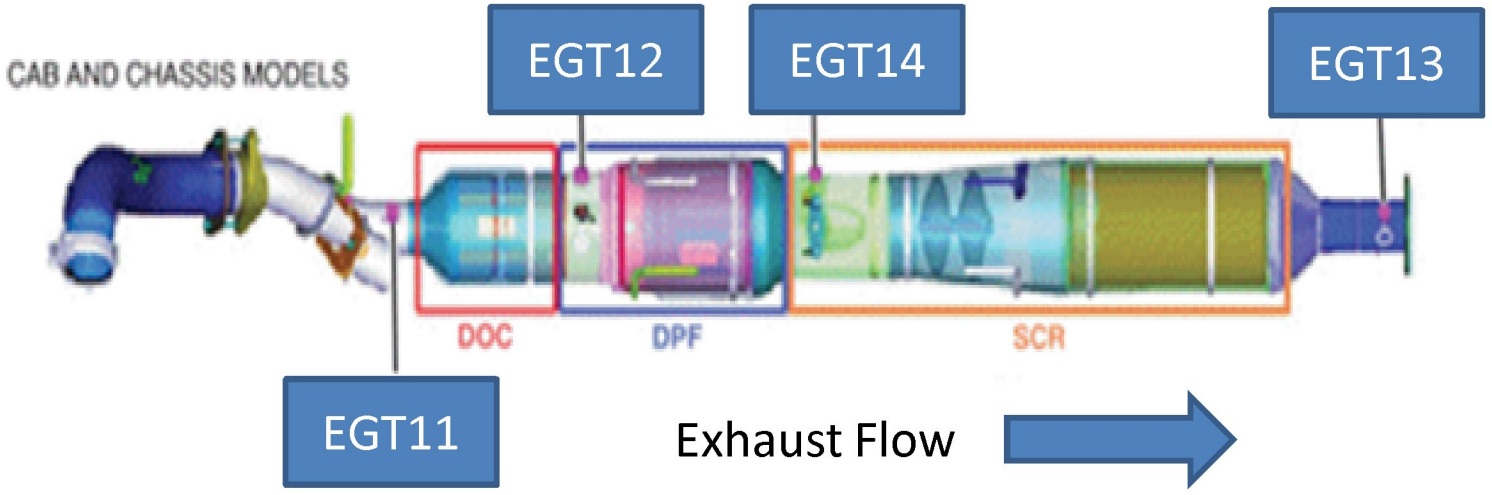
2013 MY P473 6.7L (Post J1) Dyno Cert – Exhaust Gas Temperature (EGT) Layout



2013/ F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles built after 11/10/12 and equipped with 6.7L diesel engines set the following DTCs:	**Repair Procedure (proposed)**
P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT14, confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (4th EGT in order of exhaust flow)
P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13 , confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (3rd EGT in order of exhaust flow)

RQ14-005 000036 FC

2011MY and 2012MY P473 6.7L Dyno Cert – Exhaust Gas Temperature (EGT) Layout



2011-2012 F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles equipped with 6.7L diesel engines set the following DTCs:	Repair Procedure
<u>EGT SENSOR 14</u> P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT14, confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (4th EGT in order of exhaust flow)
<u>EGT SENSOR 13</u> P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13 , confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (3rd EGT in order of exhaust flow)

DEALER EXECUTIVE SUMMARY

DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine Exhaust Gas Temperature Sensor Replacement

PROGRAM

Program Type	Safety Recall
Stop Sale	No
Demonstration Hold	Yes
Delivery Hold	Yes
Program Expiration	None

PARTS & SERVICE

Parts Required	Yes
Parts Available	Yes
Interim Repair Available	Not Required
Repair Universe/Percentage of vehicles expected to require a repair	100% of affected vehicles
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No, SSSC Approval Required
Labor Time	0.3 hours

CUSTOMER HANDLING

Towing Reimbursement	Not Required
Rental Assistance	Not Required
Refunds Authorized	Yes
Special Handling	No
Vehicle Storage	Not Required

ADMINISTRATION

OASIS On	October 30, 2013
Owner Notification	Begins the week of November 11, 2013

From: Boone, Bill (W.P.)
Sent: Thursday, February 14, 2013 2:18 PM
To: Opolsky, Norman (N.H.); Gabor, John (J.J.)
Cc: Curtis, Andrew (A.); Pastorino, Anthony (A.); Boyd, Evan (E.)
Subject: RE: 2013 6.7L EGT sensor order

For 2013, my understanding is that EGT numbering is 11, 12, 13, 14 front to back for all variants. The text below appears to be from 2011/12.

Bill Boone
(313) 516-2302

From: Opolsky, Norman (N.H.)
Sent: Thursday, February 14, 2013 8:52 AM
To: Gabor, John (J.J.); Boone, Bill (W.P.)
Cc: Curtis, Andrew (A.); Pastorino, Anthony (A.); Boyd, Evan (E.)
Subject: RE: 2013 6.7L EGT sensor order

John/Bill,
Can you please reply. It looks right.

From: Boyd, Evan (E.)
Sent: Wednesday, February 13, 2013 4:38 PM
To: Opolsky, Norman (N.H.)
Cc: Curtis, Andrew (A.); Pastorino, Anthony (A.)
Subject: 2013 6.7L EGT sensor order

Norm,

I'm looking to confirm that the EGT sensor order (from front to back) for 2013 6.7Ls is: 11,12,13,14 for both Narrow Frame and Wide Frame trucks.

The reason I ask is that the online PC/ED is currently showing the 2011/2012 information(screen shot below), and I was going to submit a SPECs case to get it corrected. –Thanks

The EGT sensor is a resistance temperature detector (RTD) type sensor. The EGT sensor is an inpu temperature of the exhaust gas passing through the exhaust system. The electrical resistance of the sen increases, and resistance decreases as the temperature decreases. The varying resistance changes th terminals and provides electrical signals to the PCM corresponding to temperature.

The PCM uses the input from 4 EGT sensors to monitor the exhaust gas temperature. For wide frame a placed in the following order:

- Before the oxidation catalytic converter (OC) (EGT11)
- Between the OC and selective catalytic reduction (SCR) catalyst (EGT12)
- Between the SCR catalyst and diesel particulate filter (EGT13)
- After the diesel particulate filter (EGT14)

For narrow frame applications, the EGT sensors are placed in the following order:

- Before the OC (EGT11)
- Between the OC and diesel particulate filter (EGT12)
- Between the diesel particulate filter and SCR catalyst (EGT14)
- After the SCR catalyst (EGT13)

Evan Boyd
Ford Technical Hotline-Service Engineer
6.7L Engine SME
Medium Duty SME
Cube# 309
313-317-9291
eboyd10@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, February 20, 2014 1:12 PM
To: Johnson, Seth (S.); Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.)
Cc: Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.); Dixon, Mark (M.R.); Wagers, Sue (S.K.); Cervenan, Neil (N.J.)
Subject: RE: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition
Attachments: tsb13-10-01.pdf; tsb13-10-02.pdf

We may want to consider using PT causal part number(5J213) in TSB release rather than 14406 ESE causal part. If we use 14406 ESE Management approval will be required and historically that takes months. Can we discuss in 2/21/14 2:30PM P473 V29 meeting ?

P200E
P200C
P2031
P2032
P2033
P2471
P2084
P2479
P242A
P242D
P246E
P0544
P247B

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Johnson, Seth (S.)
Sent: Thursday, February 20, 2014 7:58 AM
To: Rinkevich, Daniel (D.J.); Bushman, Thomas (T.S.); McDonagh, Scot (S.M.)
Cc: Hamilton, Steven (S.C.); Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.)
Subject: RE: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

I agree. This type of repair direction is resulting from the past TSBs we had that told you to replace an EGT sensor that read higher temp than the others in freeze frame. Without a different direction in a TSB or SSM the sensors will continue to get replaced for this.

Regards,

Seth H. Johnson
Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Rinkevich, Daniel (D.J.)
Sent: Thursday, February 20, 2014 7:55 AM
To: Bushman, Thomas (T.S.); Johnson, Seth (S.); McDonagh, Scot (S.M.)
Cc: Hamilton, Steven (S.C.); Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.)
Subject: RE: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

I think the directed repair TSB is a great idea for 2013 MY and 2014 MY trucks built before 12/15/2013.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Bushman, Thomas (T.S.)
Sent: Thursday, February 20, 2014 7:47 AM
To: Johnson, Seth (S.); Rinkevich, Daniel (D.J.); McDonagh, Scot (S.M.)
Cc: Hamilton, Steven (S.C.); Hale, Curt (B.C.); Hutchinson, Rob (R.); Taylor, Perry (P.A.)
Subject: FW: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

Seth – can we issue an ISM to the hot line – we need to coach them up on EGT P-Codes. Anything built before 12/15/13 could have a suspect connector on the -14406-. The first GCQIS report below shows EGT #3 off by 100 F compared to the other three at start up. This is a classic bad crimp. What we want them to do is recommend replacing the connector first before they replace the EGT. If the connector change fixes it then charge repair to the -14406-.

Scot / Dan – What do you guys think about issuing a TSB with the same direction?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Hale, Curt (B.C.)
Sent: Thursday, February 20, 2014 4:17 AM
To: Bushman, Thomas (T.S.)
Subject: 2014 F-SD V29 - Report Summary(s) from a GCQIS Query Disposition

This email contains 6 report summary(s).

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X4 ,F350 ,CRW CAB,PICKUP ,1FT8W3BT0EE[redacted]			**Build Date:**	08/21/2013
Odometer :	3,427 M	**Engine:**	6.7L DI	**Calibration:**	EFA17C0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 03609 Newins Bay Shore Ford, Inc.			**Phone#:**	631-665-1300

City:	Bay Shore	**State:**	New York	**Country :**	USA

Originator: MICHAEL DIGIUSEPPE
Symptom: 2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON
Status:
VFG: V29 CHECK ENGINE LIGHT
Additional Symptom: CEL EGT FAULT
Fix: **Causal Component :** --
Condition Code:

Hotliner: DJOHN748 **Phone:** **Regn Cd:** N1 New York
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:P2080
KOEC:
KOER:

Comments :

REPAIR 02/19/2014 09:32AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CHECK ENGINE LIGHT P2080 EGT 1
FAULT DIAGNOSTICS: VERIFIED CONCERN RETRIEVED P2080 EGT 1 EVALUATED
FREEZE FRAME FOUND CONCERN AT START UP SENSOR READING 158 ALL OTHERS
READING 58 VISUAL GOOD,MONITORED PIDS DEF FLUID READING 99% FULL STILL
ABLE TO ADD 2.5 GALLONS OF FLUID. PARTS REPLACED: NONE TECH
QUESTION: REPEAT FAILURE OF MULTIPLE EGT SENSORS AND DEF READING IS
CONFUSING.I REALIZE DEF TANK LEVEL IS AN INFERRED READING BUT 99% AND
STILL TOOK 2.5 GALLONS OF FLUID.ANY PATH TO TAKE AS TO MULTIPLE EGT
SENSOR FAILURE?SSM 44358 ALREADY PERFORMED,HARNESS REPLACED. 154 HRS
ON VEHICLE.ANY INPUT IS GREATLY APPRIECIATED

RECOMM **02/19/2014 09:32AM DANIEL JOHNSTON MSS - FCSD - TECH SVC HOTLINE**
MICHAEL, WITH THE EGT #1 SENSOR READING 158 DEGREE FAHRENHEIT AND
THE OTHERS READING 58 DEGREE FAHRENHEIT AT STARTUP SHOWS A 100 DEGREE
FAHRENHEIT DIFFERENCE FROM ONE ANOTHER. DTC 2080 SETS WHEN THE PCM
DETECTS THAT THE SENSOR READINGS ARE NOT WITHIN RANGE OF WHAT IT

EXPECTS TO SEE. IF ONLY ONE SENSOR IS PROVING TO BE THE CONCERN THEN RECOMMEND PERFORMING PINPOINT TEST RC ON THE SUSPECT EGT SENSOR.
IF MORE THAN ONE EGT SENSOR IS SUSPECTED TO BE THE CONCERN RECOMMEND CHECKING SPLICE 408 FOR DAMAGE OR OTHER ELECTRICAL CONCERN.
THIS SPLICE SUPPLIES GROUND TO ALL THE EGT SENSORS AS WELL AS THE DPF PRESSURE SENSORS. A CONCERN PRESENT IN THIS SPLICE OR GROUND RETURN COULD AFFECT ALL THESE CIRCUITS. INFORMATION ON THE DEF REDUCTANT HEATER AND SENDER ASSEMBLY CAN BE FOUND ON THE ONLINE PC/ED > DECRYPTION AND OPERATION > ENGINE CONTROL COMPONENTS > REDUCTANT HEATER AND SENDER ASSEMBLY. THIS ARTICLE EXPLAINS THE NORMAL OPERATION
OF THE SENDER UNIT.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F550 4X4 SD ,F550 ,REG CAB,CHASCAB ,1FDUF5HT2EE[redacted]			**Build Date:**	10/29/2013
Odometer :	248 M	**Engine:**	6.7L DI	**Calibration:**	EFA17M0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 05762 All-State Ford Truck Sales, LL			**Phone#:**	502-459-0550
City:	Louisville	**State:**	Kentucky	**Country :**	USA
Originator:	PATRICK BLANFORD				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	MIL				
Fix:	**Causal Component :**		--		
Condition Code:					

Hotliner: GBARRAG1 **Phone:** 001-313-2482922 **Regn Cd:** G3 Cincinnati

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:P2A01

KOEC:

KOER:

Comments :

REPAIR 02/19/2014 04:08PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CK ENGINE LIGHT ON DIAGNOSTICS: RAN PIN POINT TEST RD FOR CODE P2A01 PARTS REPLACED: NONE TECH QUESTION: THIS TRUCK JUST HAD A BUMP BED INSTALLED COULD THIS CODE HAVE BEEN SET
BY BEING UNPLUG WITH KEY ON OR ARE WE HAVING ISUSSES WITH NOXS SENSOR
12

RECOMM 02/19/2014 04:08PM GENARO BARRAGAN MSS - FCSD - TECH SVC HOTLINE
PATRICK, WITH THE DUMP BED JUST INSTALLED, IT IS POSSIBLE FOR THE CODE TO HAVE SET DUE TO THE BODY BUILDER DISCONNECTING THE SENSOR. AT
THIS TIME IT IS RECOMMENDED TO CLEAR THE CODE AND SEE IF THE CONCERN IS STILL PRESENT. IF THERE IS A MESSAGE IN THE INSTRUMENT CLUSTER THAT INDICATES €EXHAUST FLUID SYSTEM FAULT€ THEN IT WOULD BE CAUSED BY THE CODE THAT IS PRESENT. THE 6.7L ENGINES HAVE AN ANTI-TAMPERING STRATEGY THAT IF AN EXHAUST SYSTEM SENSOR IS DISCONNECT
OR CIRCUIT CODE IS PRESENT, IT WILL GO INTO AN ANTI-TAMPERING STRATEGY. TO GET THE VEHICLE OUT OF THE ANTI-TAMPERING STRATEGY IT IS NECESSARY TO ADDRESS THE CODE THAT IS PRESENT AND CLEAR THE CODE. ONCE THE CODE IS RESOLVES AND ERASED, THEN IT IS RECOMMENDED TO PUT THE VEHICLE IN PARK OR NEUTRAL. RAISE THE RPM TO APPROXIMATELY 1800 UNTIL ALL FOUR EXHAUST GAS TEMPERATURE (EGT) SENSORS READ ABOVE 230°F
AND MAINTAIN THIS TEMPERATURE FOR A MINIMUM OF 2 MINUTES. THEN DRIVE THE VEHICLE AND PERFORM MULTIPLE DECELERATION EVENTS, NECESSARY
TO PERFORM 2 OR MORE. EACH DECELERATION EVENT NEEDS TO BE A MINIMUM OF
5 SECONDS IN DURATION WITH NO ACCELERATOR PEDAL POSITION INPUT. ONCE COMPLETE ENSURE THAT EGT13 TEMPERATURE IS GREATER THAN 362°F AND PERFORM MULTIPLE (2 OR MORE) MEDIUM TO HARD ACCELERATION EVENTS. EACH ACCELERATION EVENT HAS TO BE A MINIMUM OF 3 SECONDS IN DURATION. ONCE THIS PROCEDURE IS PERFORMED AND NO CODES ARE PRESENT,

THEN THE MESSAGE SHOULD CLEAR.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT9EE[redacted]			**Build Date:**	08/22/2013
Odometer :	5,699 M	**Engine:**	6.7L DI	**Calibration:**	EFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	CAN B2555 Auto Desrosiers Ford Inc.			**Phone#:**	819-326-8944
City:	Ste-Agathe-Nord	**Province**	Quebec	**Country :**	CAN
Originator:	Dominic Daigneault				
Symptom:	2 27 Q 39 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,INTERMITTENT				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:					
Fix:	**Causal Component :**		--		
Condition Code:					

Region Code: 02 **Region Name:** 02 Quebec District

DTCs:
KOEO:P209F:00-68
KOEC:
KOER:

Comments :

CONCER	02/19/2014 09:26AM DTC P209F.
TECH/C	**02/19/2014 09:26AM** DTC P209F; non-identifiable root cause. Reference SSM 44411 - waiting on Engineering.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F450 4X4 SD ,F450 ,CRWCAB ,4X4 ,1FT8W4DT7EE[redacted]			**Build Date:**	08/22/2013
Odometer :	2,893 M	**Engine:**	6.7L DI	**Calibration:**	EFA17D0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	CAN B6234 Spruceland Ford Sales Ltd.			**Phone#:**	780-778-4777
City:	Whitecourt	**Province**	Alberta	**Country :**	CAN
Originator:	ALBERT STEENBERGEN				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL				
Fix:	**Causal Component :**		--		
Condition Code:					

Hotliner: WWEISE **Phone:** 001-313-3177060 **Regn Cd:** 06 06 Western District

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:P209F
KOEC:
KOER:

Comments :

REPAIR 02/19/2014 04:44PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CEL ON DIAGNOSTICS: ENGINEERING INVESTIGATING SSM 44411 PARTS REPLACED: NONE TECH QUESTION: WAS DENIED ACCESS TO 'REPORT VEHICLE CONCERN' FOR A GCR. PLEASE REFER THIS INFO TO WHOMEVER NEEDS IT.

RECOMM 02/19/2014 04:44PM WILHELM WEISE MSS - FCSD - TECH SVC HOTLINE
ALBERT, THANK YOU FOR THE INFORMATION. IT WILL BE ADDED TO OUR DATABASE. PLEASE CONTINUE TO MONITOR PTS FOR UPDATES RELATED TO THE P209F IN THE FUTURE.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F250 4X4 ,F250 ,CRW CAB,PICKUP ,1FT7W2BT4EE[redacted]			**Build Date:**	07/15/2013
Odometer :	12,929 M	**Engine:**	6.7L DI	**Calibration:**	EFA17A0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 01362 Bob Ruth Ford, Inc.			**Phone#:**	717-432-9614
City:	Dillsburg	**State:**	Pennsylvania	**Country :**	USA
Originator:	NATE MILLER				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL, P207F, DERATE				
Fix:	**Causal Component :**		--		
Condition Code:					

Hotliner:	TTENNANT	**Phone:**	001-313-3179387	**Regn Cd:**	N3 Philadelphia
Engineering:		**Phone:**		**TAR:**	
Dlr Contact:		**Phone:**		**Title Cde:**	T

DTCs:
KOEO:P207F
KOEC:
KOER:

Comments :

REPAIR 02/19/2014 02:40PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CHECK ENGINE LIGHT IS ON, VEHICLE INSTRUMENT
CLUSTER IS DISPLAYING 'IN 35 MILES SPEED WILL BE LIMITED TO 50 MPH, EXHAUST SYSTEM FAULT' DIAGNOSTICS: PERFORMED KOER SELF TEST, FOUND DTC P207F REDUCTANT QUALITY PERFORMANCE. PERFORMED PINPOINT TEST RK7
IN PC/ED, TEST STATES TO PERFORM SCR DOSAGE TEST, PERFORMED TEST, SCR INJECTOR PUT OUT 50ML OF DEF AND PUMP ACHIEVED SPECIFIED PRESSURE AND

DUTY CYCLE DURING TEST, BASED ON THESE RESULTS I WAS REFERRED TO STEP RD4, I DO NOT HAVE A REFRACTOMETER TO CHECK THE UREA LEVEL OF THE FLUID SO I DRAINED THE DEF TANK AND REFILLED IT. I CLEARED THE DTC AND HAD VEHICLE DRIVEN, MIL CAME BACK ON AND CODE RETURNED. PARTS REPLACED: NONE TECH QUESTION: I SEE SEVERAL SSMS FOR THE SCR SYSTEM BUT NONE FOR THIS CONCERN. ARE THERE ANY KNOWN ISSUES THAT MAY AID ME
IN DIAGNOSIS OR SHOULD I CONTINUE WITH PC/ED PINPOINT TESTS?

RECOMM 02/19/2014 02:40PM TIMOTHY TENNANT MSS - FCSD - TECH SVC HOTLINE

NATE, WITH THE SETTING OF THE P207F DTC, THE PCM IS SEEING A READING OF THE NOX IN THE SYSTEM THAT IS OUTSIDE OF THE SPECIFICATION VERSUS THE AIR FLOW THROUGH THE ENGINE. IF THE CONDITIONS IN THE ENGINE ARE AFFECTING THE NOX DEVELOPMENT IN THE ENGINE, THE DTC MAY SET. IT WOULD BE RECOMMENDED TO INSPECT THE AIR FILTER CONDITION AND NOTE IF IT IS A CLEAN STOCK PAPER/CELLULOSE DESIGN NOT AN OIL/FOAM STYLE FILTER. INSPECT THE REST OF THE AIR INTAKE AND AIR BOX FOR ANY MODIFICATIONS AS THIS MAY ALSO AFFECT THE AIRFLOW IN TO THE ENGINE AND
PAST THE MAF SENSOR. IF DIRECTED IN THE REPLACEMENT OF THE NOX SENSOR BY THE PPT RD, THE SCR PARAMETER RESET AND NOX ADAPTIVE RESET USING THE IDS MUST BE DONE TO ENSURE THAT THE SYSTEM IS RESET PROPERLY. DIRECTLY AFTER, KEY-OFF THE VEHICLE FOR NO LESS THAN 3 MINUTES TO ALLOW THE PCM TO SHUT DOWN COMPLETELY. WHEN RESTARTED IT
WILL REBOOT WITH THE NEW SCR RESET VARIABLES. A CHECK OF THE INTAKE AND EXHAUST SYSTEM SHOULD BE DONE AS PER PINPOINT TEST KA FROM
THE ONLINE PC/ED SECTION 5. THIS LINE OF TESTING WILL NOT ONLY TEST THE TURBOCHARGER FOR ANY FAULTS AFFECTING THE AIR FLOW, BUT IT WILL CHECK THE SENSORS FOR ANY BIAS AND THE INTAKE SYSTEM FOR LEAKS. WHEN
PERFORMING THE PRESSURE TEST LISTED IN PPT KA3, ENSURE THAT BOTH THE INTAKE AND EXHAUST SYSTEM ARE CAPPED AT THEIR ENDS AS THIS WILL PREVENT ANY CROSS FLOW THROUGH THE INTERNAL SYSTEM WITHIN THE ENGINE.
BE SURE TO USE A SEPARATE 20 PSI REGULATED AIR SOURCE OTHER THAN THE SMOKE GENERATOR. MOST SMOKE MACHINES ONLY PRODUCE 2 PSI OF PRESSURE
WHICH IS NOT ENOUGH TO PROPERLY TEST A TURBOCHARGED SYSTEM. IF NO FAULTS ARE FOUND IN THE PPT KA, THEN PINPOINT TEST W FROM THE ONLINE PC/ED SECTION 5 SHOULD BE PERFORMED TO ENSURE PROPER OPERATION OF THE
EGR SYSTEM. THE EGR AND EGR COOLER MAY AFFECT THE NOX BEING

PRODUCED
IN THE ENGINE AND OFFSET THE NOX SENSOR READINGS SETTING THE P207F DTC. WHEN PERFORMING PPT W, PLEASE PLACE AN EMPHASIS ON NOTING THE SPECIFIC RESULTS OF W13. THIS WILL AID IN DETERMINING IF THE EGR COOLER IS POTENTIALLY CONTRIBUTING TO THIS CONCERN. IF THE TESTING FAILS PPT W13, IT WILL DIRECT YOU TO PINPOINT TEST AZ FROM THE ONLINE PC/ED SECTION 5 TO FURTHER TEST THE OPERATION OF THE EGR COOLER ITSELF. IF DIRECTED IN PINPOINT TEST AZ TO REPLACE THE EGR COOLER THEN REPLACE THE UNIT AND RETEST FOR ANY ADDITIONAL DTCS OR THE RETURN OF THE P207F. IF NO FAULTS ARE FOUND IN THIS LINE TESTING, THEN THE SCR/DPF FILTER ASSEMBLY SHOULD BE REPLACED AS PER PPT RD (PRIOR APPROVAL REQUIRED). ENSURE THAT THE SCR PARAMETER RESET AND NOX ADAPTIVE RESET WITH IDS ARE COMPLETED WITH A 3 MINUTE KEY OFF CYCLE AFTERWARDS TO ALLOW THE PCM TO RESET ONCE AGAIN.

Attachments : 0

Report# :	[redacted]			**Received:**	02/19/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F350 4X2 ,F350 ,REGCAB ,CHASCAB ,1FDRF3GT9EE[redacted]			**Build Date:**	11/21/2013
Odometer :	860 M	**Engine:**	6.7L DI	**Calibration:**	EFA17N0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 04404 VonDerAu Ford			**Phone#:**	979-543-2753
City:	El Campo	**State:**	Texas	**Country :**	USA
Originator:	ADAM CORONA				
Symptom:	2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON				
Status:					
VFG:	V29 CHECK ENGINE LIGHT				
Additional Symptom:	CEL ON				
Fix:	**Causal Component :**		--		
Condition Code:					

Hotliner: ZSOVA **Phone:** 001-313-3221845 **Regn Cd:** C2 Houston

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:P205E:00

KOEC:

KOER:

Comments

:

REPAIR 02/19/2014 06:24PM ZAK SOVA MSS - FCSD - TECH SVC HOTLINE

RO#: 15993RO DATE:2/14/2014WARRANTY TYPE:FACTORY WARRANTY REQUEST SPW

INSTALL MILEAGE: SPW INSTALL DATE: 1. PLEASE DESCRIBE CUSTOMERS CONCERN. INCLUDE AS MANY DETAILS AS POSSIBLE. CHECK ENGINE LIGHT IS ON 2. WHY IS THE COMPONENT BEING REPLACED? PERFORMED SELF TEST AND RETRIEVED DTC P205E. PERFORMED PPT RI1 DTC P205E IS PRESENT. PPT RI3 MESAURED RESISTANCE BETWEEN REDUCTANT HEATER AND SENDER PIN 3 TO PCM

PIN 8 AND BETWEEN REDUCTANT HEATER AND SENDER PIN 5 AND PCM PIN 32 RESISTANCES LESS THAN 5 OHMS. PPT 4 MEASURE RESISTANCE BETWEEN PCM PIN

8 TO GROUND AND PCM PIN 32 TO GROUND RESISTANCES GREATER THAN 10KOHMS.

PPT 5 MEASURE VOLTAGE BETWEEN PCM PIN 8 TO GROUND ADN PCM PIN TO GROUND NO VOLTAGE IS PRESENT. PPT 6 MEASURE RESISTANCE BETWEEN REDUCTANT HEATER AND SENDER PIN 3 AND PIN 5 BOTH COMPONENT SIDE AND RESISTANCE IS NOT BETWEEN 1.1 KOHM AND 300 KOHM INSTALL NEW REDUCTANT

HEATER AND SENDER ASSEMBLY. 3. 6.7L DEF PUMP ONLY: HAS THE DIESEL EXHAUST FLUID BEEN TESTED FOR PETROLEUM CONTAMINATION USING ROTUNDA

PART# 328-44-863/328-00012? IF SO, WHAT WERE THE RESULTS? 32.5% 4.

PROVIDE ANY ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL

INFORMATION THAT YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR APPROVAL REQUEST. NONE 5. WHAT ARE THE TOTAL HOUR AND IDLE HOUR READINGS FROM THE INSTRUMENT CLUSTER? TOTAL ENGINE HOURS ARE 24 AND

IDLE HOURS ARE 8 6. PLEASE LIST THE QUALIFYING BASE PART NUMBER WHICH WAS REPLACED PREVIOUSLY THAT MAKES THIS REPAIR ELIGIBLE FOR SPW

COVERAGE: 5J225

RECOMM 02/19/2014 06:24PM ZAK SOVA MSS - FCSD - TECH SVC HOTLINE

ADAM, BASED ON THE TEST RESULTS FROM PPT RI, REPLACEMENT OF THE

REDUCTANT HEATER/LEVEL SENDER WOULD BE CONSIDERED WARRANTABLE. WHEN
REPLACING THE REDUCTANT HEATER AND SENDER ASSEMBLY REFER TO WORKSHOP
MANUAL SECTION 303-08 FOR PROPER TANK CLEANING PROCEDURES AS WELL AS
REMOVAL AND INSTALLATION PROCEDURES TO PREVENT CONTAMINATION AND
DAMAGE TO THE REDUCTANT HEATER AND SENDER
ASSEMBLY.

NOTE: DO NOT USE ANY LUBRICANTS ON
EITHER THE REDUCTANT HEATER AND SENDER ASSEMBLY OR SEALS. USE ONLY
FRESH DIESEL EXHAUST FLUID (DEF) AS A LUBRICANT FOR THE O-RING SEALS.
USE OF OTHER FLUIDS OR LUBRICANTS WILL CAUSE DAMAGE. DCPA APPROVED*
APPROVAL CODE: PAAST

6.7L—MIL ON DTCS P2031, P2032, P2033, P2471, P2084, P2479, P242A, P242D, P246E, P0544 AND/OR P247B—EGT SENSOR REPLACEMENT

TSB 13-10-1

FORD:
2011-2012 F-Super Duty

The article supersedes TSB **12-7-2** to update the Title, Issue Statement and Service Procedure.

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may experience a malfunction indicator lamp (MIL) on concern with any or all of the following diagnostic trouble codes (DTCs): P2031, P2032, P2033, P2471, P2084, P2479, P242A, P242D, P246E, P0544 and/or P247B.

ACTION

Follow Service Procedure Steps to correct condition.

SERVICE PROCEDURE

1. Using the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool, check all continuous memory diagnostic trouble codes (CMDTCS). Are any DTCs P2031, P2032, P2033, P2084, P2471, P2479, P242A, P242D, P246E, P0544 and/or P247B present?

   a. No - this article does not apply, refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose the concern.

   b. Yes - replace the exhaust gas temperature (EGT) sensor. Refer to Workshop Manual, Section 303-14B, exploded view for sensor locations.
      - DTC P0544, replace EGT 11
      - DCTs P2031, P2032, P2033, P2084 and/or P2479 replace EGT sensor 12
      - DTCs P242A and/or P242D replace EGT sensor 13
      - DTCs P2471, P246E and/or P247B replace EGT sensor 14

PART NUMBER	PART NAME
AC3Z-5J213-B	EGT Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
131001A	2011-2012 F-Super Duty 6.7L: Check DTC And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.
131001B	2011-2012 F-Super Duty 6.7L: Check DTC And Replace Two (2) EGT Sensors (Do Not Use With Any Other Labor Operations)	0.7 Hr.
131001C	2011-2012 F-Super Duty 6.7L: Check DTC And Replace Three (3) EGT Sensors (Do Not Use With Any Other Labor Operations)	0.8 Hr.

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 or Lincoln 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.

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131001D	2011-2012 F-Super Duty 6.7L: Check DTC And Replace Four (4) EGT Sensors (Do Not Use With Any Other Labor Operations)	1.0 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

6.7L DIESEL—STOP SAFELY NOW INSTRUMENT MESSAGE—MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODES (DTC) P200E AND P200C

TSB 13-10-2

FORD:
2011-2012 F-Super Duty

This article supersedes TSB **12-7-1** to update the Issue Statement and Service Procedure.

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a Stop Safely Now instrument cluster message with the MIL on with DTCs P200E and P200C.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using the Integrated Diagnostic System (IDS) or equivalent scan tool, retrieve all continuous memory DTCs. Are DTCs P200E and P200C present?
   a. No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
   b. Yes - proceed to Step 2.
2. Obtain the exhaust gas temperature (EGT) readings from freeze frame data when DTCs P200E or P200C were set. (Figure 1)
   a. If only one EGT sensor is reading 850 °C (1562 °F) or higher, replace that sensor. Refer to Workshop Manual, Section 303-14B.
   b. If two or more EGT sensors are reading 850 °C (1562 °F) or higher, this article does not apply. Refer to PC/ED manual pinpoint test RC to diagnose the concern. EGT locations are different for chassis cab (narrow frame and pickup truck (wide frame). (Figure 2)

PART NUMBER	PART NAME
AC3Z-5J213-B	EGT Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
131002A	2011-2012 F-Super Duty 6.7L: Diagnose, And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	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 or Lincoln 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.

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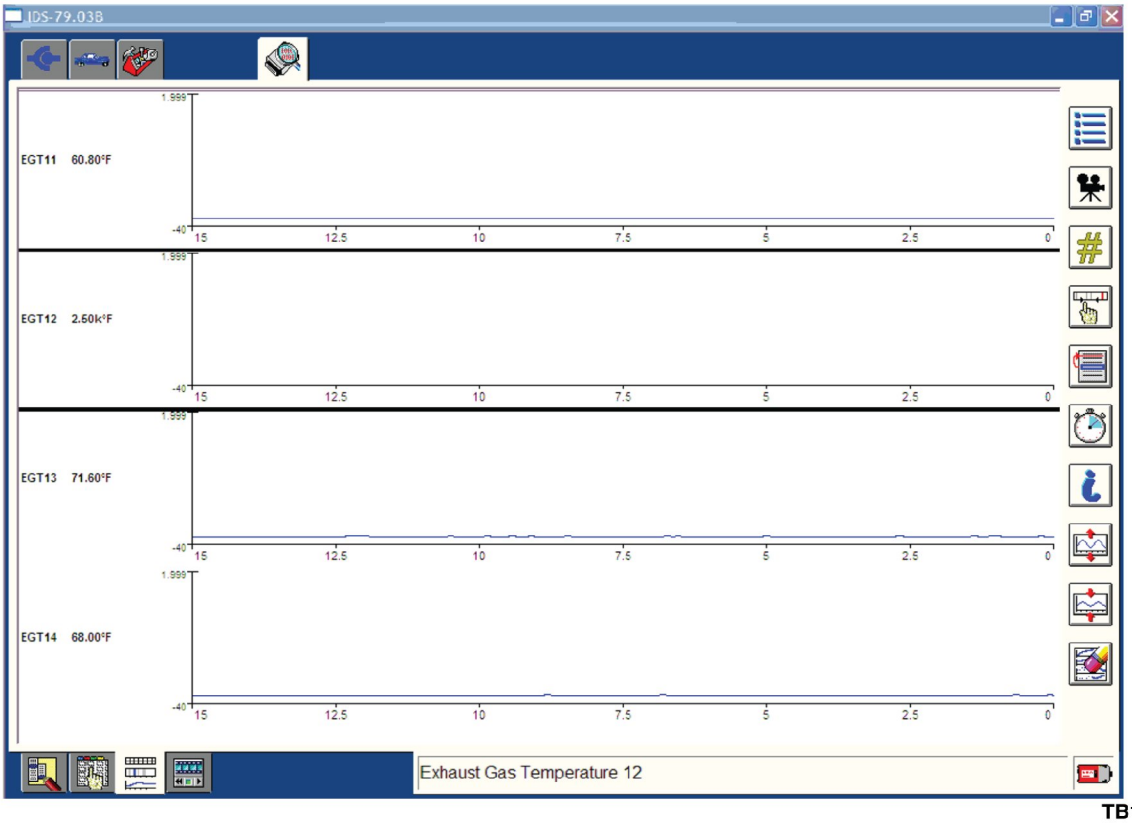


Figure 1 - Article 13-10-2

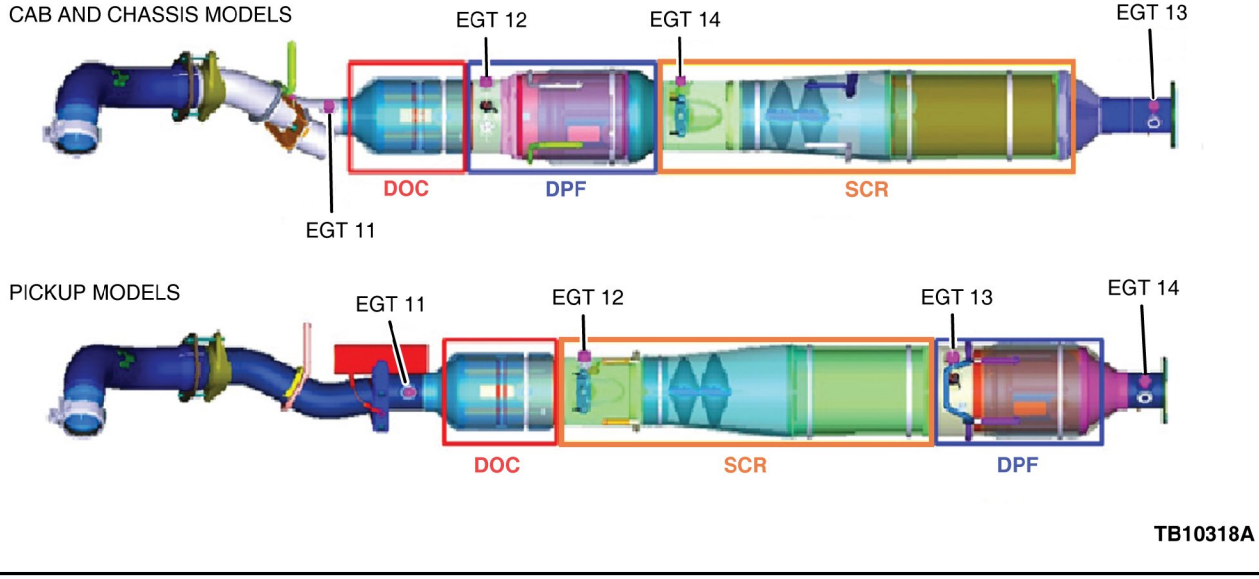


Figure 2 - Article 13-10-2

From: Hale, Curt (B.C.)
Sent: Thursday, January 09, 2014 12:42 PM
To: Williams, Brent (B.A.); Austin, Aaron (A.A.)
Cc: Chacon, Jose (A.)
Subject: RE: 2014 P473 V17, V19, V81, V83 - Report Summary(s) from a GCQIS Query Disposition

This was updated to include 2014

Article Number: 44126
Article Type: S
Author: SJOHN274
Global Concern Number: 103-2012-0006
Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	08/07/2013	08/22/2013

Title:
2011-2014 F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On with Various GPCM, Exhaust Reductant System or NOx Control Module DTCs

Text:
Some 2011-2014 6.7L diesel equipped vehicles may exhibit various MIL DTC's related to the glow plug control module (GPCM), the exhaust reductant system or the NOx control module due to a loose, missing, modified or damaged ground G400. During vehicle modifications, G400 may be relocated by the body builders/outfitters from it's original location. Inspect G400 to ensure it is present, properly secured, and that the bolt head has not broken off prior to performing normal diagnostics. G400 should be located on a main frame rail and not on a cross-member or welded extension. Repairs performed due to vehicle modifications are not covered under normal vehicle manufacturers warranty.

Vehicles:

2011-2014	F-SERIES SUPER DUTY (00028)

From: Williams, Brent (B.A.)
Sent: Thursday, January 09, 2014 6:58 AM
To: Austin, Aaron (A.A.); Hale, Curt (B.C.)
Cc: Chacon, Jose (A.)
Subject: RE: 2014 P473 V17, V19, V81, V83 - Report Summary(s) from a GCQIS Query Disposition

This SSM was published back in 2011 (I think)....

Author: SJOHN274
Tracking Number: 070-2013-1505
Global Concern Number: 103-2012-0006
Title: 6.7L Diesel - Malfunction Indicator Light (MIL) On with Various GPCM, Exhaust Reductant System or NOx Control Module DTC's
Article Type: SSM (US)

SSM Text:
Some 2011-2013 6.7L diesel equipped vehicles may exhibit various MIL DTC's related to the glow plug control module (GPCM), the exhaust reductant system or the NOx control module due to a loose, missing, modified or damaged ground G400. During vehicle modifications, G400 may be relocated by the body builders/outfitters from it's original location. It is advisable to inspect G400 to ensure

it is present, properly secured, and that the bolt head has not broken off prior to performing normal diagnostics. **G400 should be located on a main frame rail and not on a cross-member or welded extension**. Repairs performed due to vehicle modifications are not covered under normal vehicle manufacturers warranty.

Category: 12 months
Request Type: Non-QSF
Activity Code: F-Series >8500#
Vehicle Applications:

Vehicle Lines	Model Year Start	Model Year End	Assembly Plants	Body Styles	Engine	Trans Axles	Build From	Build To
F-250	2011	2013			6.7L 4V V8 TC DIESEL			
F-350	2011	2013			6.7L 4V V8 TC DIESEL			
F-450	2011	2013			6.7L 4V V8 TC DIESEL			
F-550	2011	2013			6.7L 4V V8 TC DIESEL			

Brent A. Williams

Electrical PVT Supervisor, KTP - P473/U22x
F Super Duty/Expedition/Navigator
Desk - 502-429-2979
Cell - 313-805-8512
Email: bwillia8@ford.com

From: Austin, Aaron (A.A.)
Sent: Wednesday, January 08, 2014 3:47 PM
To: Hale, Curt (B.C.)
Cc: Williams, Brent (B.A.); Chacon, Jose (A.)
Subject: RE: 2014 P473 V17, V19, V81, V83 - Report Summary(s) from a GCQIS Query Disposition

Curt,

The repairman asked "AFTER CHECK G400 OK BUT IT'S MOUNT ON CROSS MEMBER DO I NEED MOVE G400 TO MAIN FRAME ?" and the hotline proceeded to say if it is in a good location to leave it alone. The cross member is not a location we would approve for a ground it actually fails to meet our System Design Specification. The G400 should be located on the frame rail.

Aaron Austin

Electrical PVT Analyst
V18-Wiring & EDS Components
Kentucky Truck Plant
Cell: (502) 612-8087
FordNet: 429-3664
Desk: (502) 339-3664
aausti41@ford.com

From: Hale, Curt (B.C.)
Sent: Wednesday, January 08, 2014 4:12 AM
To: Austin, Aaron (A.A.)
Subject: 2014 P473 V17, V19, V81, V83 - Report Summary(s) from a GCQIS Query Disposition

Attachments : 0

Report# :	[redacted]			**Received:**	01/07/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F550 4X4 SD ,F550 ,REG CAB,CHASCAB ,1FDUF5HT3EE[redacted]			**Build Date:**	10/29/2013
Odometer :	1,627 M	**Engine:**	6.7L DI	**Calibration:**	EFA17M0A
Transmission:	6R140-LGDS	**Axle:**		**A/C:**	YES
Dealer:	USA 08203 Carmenita Truck Center			**Phone#:**	562-921-1411
City:	Santa Fe Springs	**State:**	California	**Country :**	USA
Originator:	DARREN NGUYEN				
Symptom:	2 27 B 68 AID/INFO,WNG IND/MESS/C,DIESEL FLUID,STAYS ON				
Status:					
VFG:	V83 INSTRUMENTATION FUNCTION				
Additional Symptom:	LOOSE G400				
Fix:	**Causal Component :**		--		
Condition Code:					

Hotliner: SBUTLE76	**Phone:** 001-313-3177044	**Regn Cd:** W1 Los Angeles
Engineering:	**Phone:**	**TAR:**
Dlr Contact:	**Phone:**	**Title Cde:** T

DTCs:

KOEO:P130E:00 P208A:00 P20BC:00 P20C0:00

KOEC:

KOER:

Comments :

REPAIR 01/07/2014 04:20PM STEVEN BUTLER MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES THE DEF LOW LIGHT IS ON AND
THE TANK IS FULL DIAGNOSTICS: PERFROM EEC QUICK TEST FOUND DTC P130E ; P208A ; P20BC ; P20C0 ; FOUND SSM # 44154 CHECK AND VERIFY G400 IS PRESENT WAS MOVED TO CROSS MEMBER SECURED AND CLEAN ; ALSO FOUND SSM # 44181 CLEAR DTC AND PERFORM KOEO SELF TEST PASS ; KOER GLOW PLUG MONITOR SELF TEST PASS NO DTC PRESENT PARTS REPLACED: NONE TECH QUESTION: FOLLOW SSM ABOVE ,AFTER CHECK G400 OK BUT IT'S

MOUNT ON CROSS MEMBER DO I NEED MOVE G400 TO MAIN FRAME ? AND DTC WAS
CLEAR BUT MESSAGE CENTER STILL SHOW SPEED LIMITED 50 MPH IN 12 MI ; PLEASE LET ME KNOW ANY WAY REPAIR THIS CONCERN ;HOW CAN I CLEAR MESSAGE CENTER ?

RECOMM 01/07/2014 04:20PM STEVEN BUTLER MSS - FCSD - TECH SVC HOTLINE

DARREN, WHAT THE MESSAGE CENTER IS DISPLAYING IS PART OF AN ANTI-TAMPERING STRATEGY MANDATED BY THE EPA. WHENEVER A SCR OR DEF CIRCUIT IS DISCONNECTED AND THE PCM DOES ITS SELF-CHECK THIS STRATEGY IS STARTED. THE G400 IS THE REDUCTANT PUMP GROUND SO WHEN THEY MOVED
IT WITH THE KEY ON THE PCM THOUGHT SOMEONE WAS BYPASSING IT. IF THE G400 IS AT A GOOD GROUNDING POINT IT SHOULD BE GOOD. TO GET IT OUT OF THIS STRATEGY PERFORM THIS DRIVE CYCLE. TO TURN THE MESSAGE OFF, HEAT THE UNIT WATCHING THE PIDS ON THE EGT TILL THEY ARE AT 110 DEGREES C WITH THE VEHICLE STATIONARY. THEN DRIVE THE UNIT GIVING IT MULTIPLE 5 SECOND DECELERATION EVENTS WITH NO THROTTLE INPUT DURING DECELERATION. DRIVE UNIT TILL EGRT IS A MINIMUM OF 362 DEGREES F, AND THEN MULTIPLE WIDE OPEN THROTTLE EVENTS, THEN DRIVE AT A CONSTANT SPEED OVER 48 KPH TILL THE LIGHT GOES OFF. YOU MAY HAVE TO REPEAT THE EVENTS TO GET THE PCM TO COMMAND THE LIGHT OFF. THERE ARE REPORTS OF THIS TAKING 20 MINUTES. YOU STILL HAVE TIME TO DRIVE THIS EVEN IF IT GOES INTO LIMITED TO 80 KPH.

From: Kue, Ace (K.)
Sent: Wednesday, October 31, 2012 4:16 PM
To: Hamilton, Steven (S.C.); McDonagh, Scot (S.M.); Curtis, Andrew (A.)
Cc: Leisenring, Kenneth (K.C.); Zilinskas, Steve (S.E.)
Subject: RE: 6.7L EGT QSF Service Closure Plan



P473 EGT v5_tsb.pptx

Updated slides

-----Original Appointment-----
From: Hamilton, Steven (S.C.)
Sent: Tuesday, October 30, 2012 10:12 AM
To: Hamilton, Steven (S.C.); McDonagh, Scot (S.M.); Kue, Ace (K.); Curtis, Andrew (A.)
Cc: Leisenring, Kenneth (K.C.); Zilinskas, Steve (S.E.)
Subject: 6.7L EGT QSF Service Closure Plan
When: Wednesday, October 31, 2012 9:30 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Audio

Discuss plan to resolve/close 6.7L EGT Service QSF

Steven Hamilton invites you to an Audio Only Personal Conference Meeting.

Audio conference information

US Toll Free Number: +1-888-628-3668
FordNet 248-3668 / Toll: +1-313-248-3668
FordNet 248-3668 / Toll*: +1-313-248-3668
Global call-in numbers: https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=186870722&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Attendee access code: 222 182 60

* FordNet 248-3668 / Toll should only be used if the primary number does not work.

Use information below only if directed to by the host

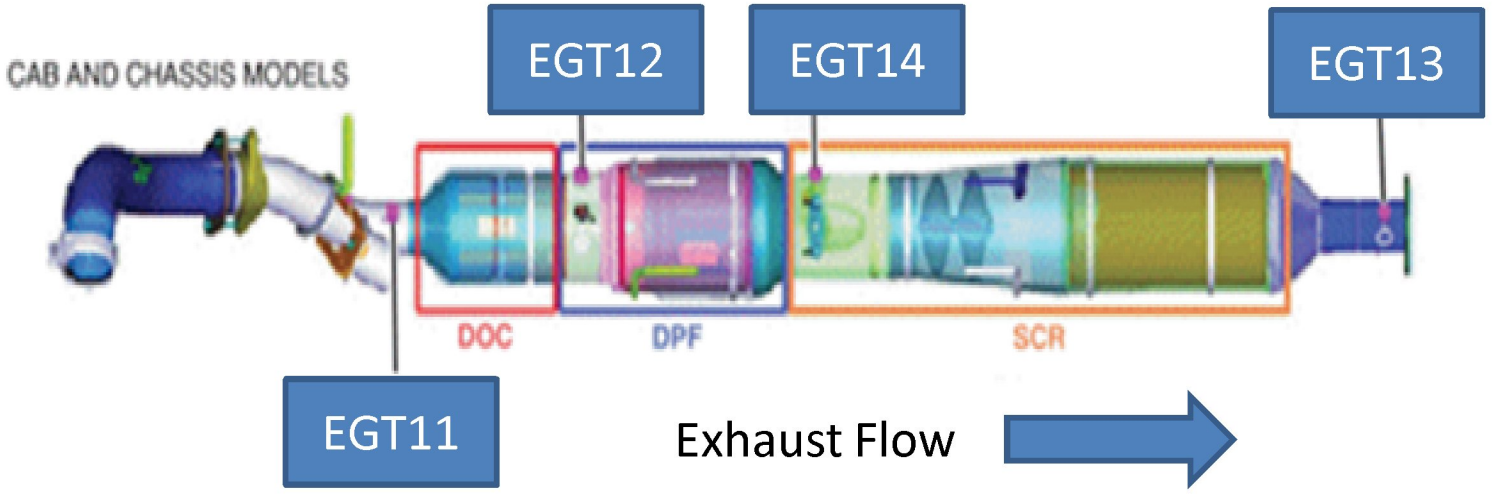
Optional WebEx Link: https://ford.webex.com/mc
Meeting Number: 710 602 919
Meeting Password: 22218260

RQ14-005 000062 FC

MC08

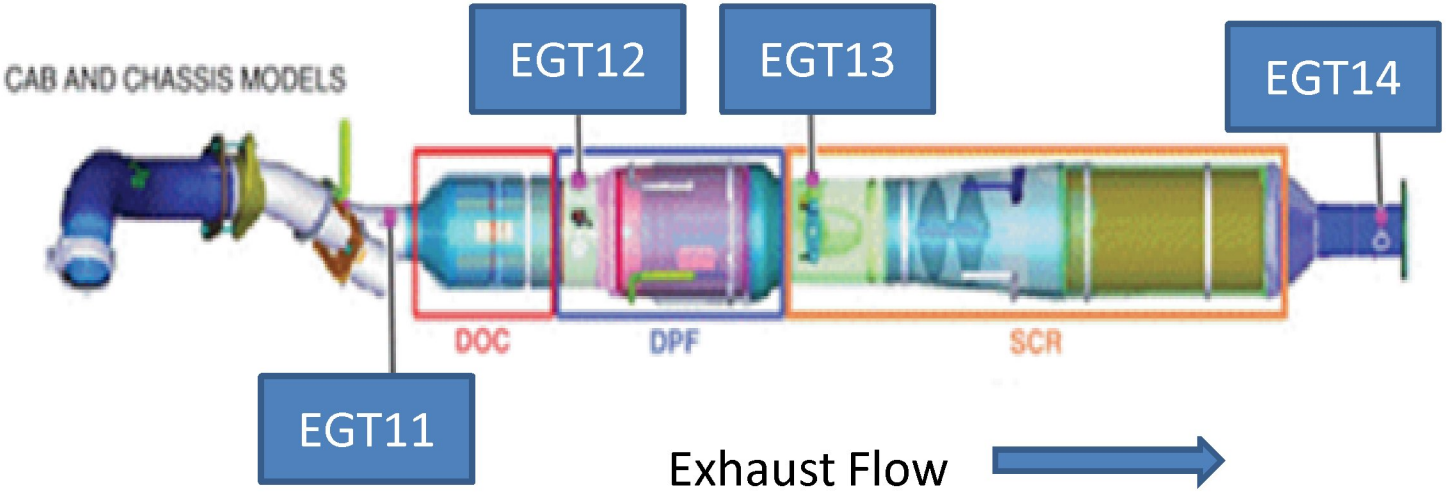
http://www.webex.com

2011MY and 2012MY P473 6.7L Dyno Cert – Exhaust Gas Temperature (EGT) Layout



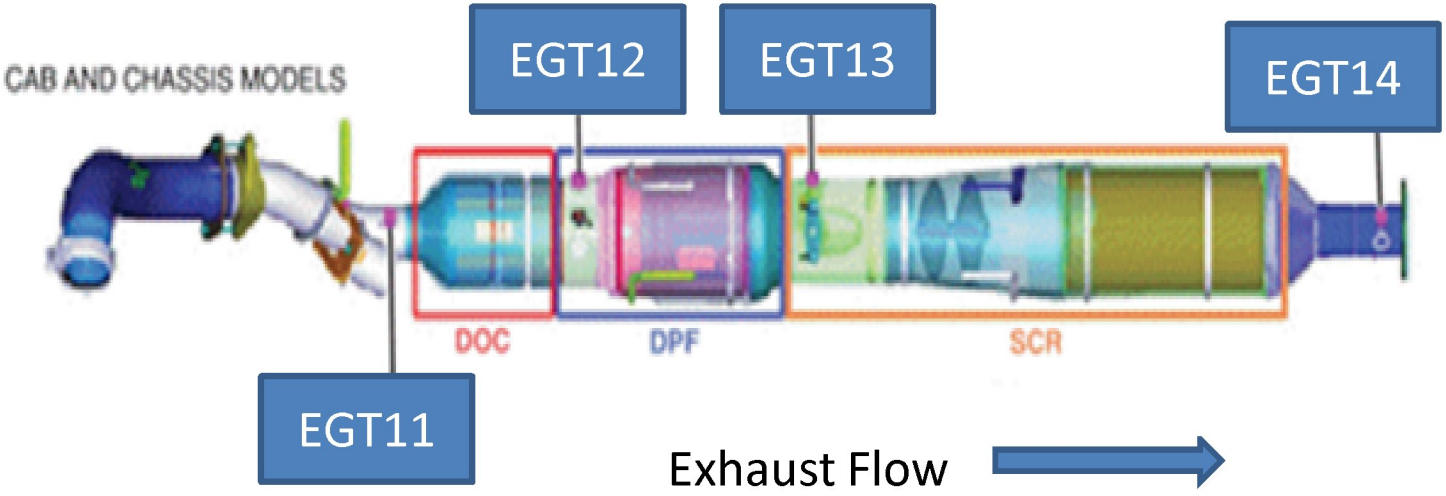
2011-2012 F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles built after 11/5/12 and equipped with 6.7L diesel engines set the following DTCs:	**Repair Procedure (proposed)**
P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT14 (3rd EGT in order of exhaust flow) , confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (3rd EGT in order of exhaust flow)
P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13 (4th EGT in order of exhaust flow) , confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (4th EGT in order of exhaust flow)

2013 MY P473 6.7L (J1) Dyno Cert – Exhaust Gas Temperature (EGT) Layout



2013/ F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles built after dd/mm/12 and equipped with 6.7L diesel engines set the following DTCs:	**Repair Procedure (proposed)**
P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT14 (4th EGT in order of exhaust flow), confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (4th EGT in order of exhaust flow)
P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13 (3rd EGT in order of exhaust flow) , confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (3rd EGT in order of exhaust flow)

2013 MY P473 6.7L (Post J1) Dyno Cert – Exhaust Gas Temperature (EGT) Layout



2013/ F350-550 Super-Duty Chassis Cab (Narrow Frame) vehicles built after dd/mm/12 and equipped with 6.7L diesel engines set the following DTCs:	**Repair Procedure (proposed)**
P246E - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 4) P246F - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 4) P2470 - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 4) P2471 - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 4) P200C - Particulate Filter Over Temperature (Bank 1) P200E - Catalyst System Over Temperature (Bank 1)	Disconnect EGT14, confirm that PID EGT14_V sensor voltage is reading 5V. If 5V then replace EGT14 sensor (4th EGT in order of exhaust flow)
P242A - Exhaust Gas Temperature Sensor Circuit (Bank 1 Sensor 3) P242B - Exhaust Gas Temperature Sensor Circuit Range/Performance (Bank 1 Sensor 3) P242C - Exhaust Gas Temperature Sensor Circuit Low (Bank 1 Sensor 3) P242D - Exhaust Gas Temperature Sensor Circuit High (Bank 1 Sensor 3)	Disconnect EGT13 , confirm that PID EGT13_V sensor voltage is reading 5V. If 5V then replace EGT13 sensor (3rd EGT in order of exhaust flow)

From: McDonagh, Scot (S.M.)
Sent: Monday, August 26, 2013 8:11 PM
To: Hale, Curt (B.C.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Ricks, Kevin (K.J.)
Subject: RE: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*
Attachments: RE: P473 EGT INVESTIGATION; tsb12-07-01.pdf; tsb12-07-02.pdf

VIN1FDUF4HT1CE[redacted](1/19/12) referenced below was built before Powder fill EGT Sensors went into Production(10/10/12). We released the (2) enclosed TSB s for 11-12MY. Currently working to identify concerns with Post powder fill EGT replacements. So far Post 10/10/12 warranty return sensors are TNI-NPF per Supplier(Stoneridge). Can the FSE ship me EGTs from subject vehicles ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Hale, Curt (B.C.)
Sent: Monday, August 26, 2013 3:53 PM
To: McDonagh, Scot (S.M.)
Subject: FW: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Who has lead on EGTs? Have we made any recent improvements?

From: Dodds, Dave (D.C.)
Sent: Monday, August 26, 2013 2:36 PM
To: Allen, Michael (M.C.); Ricks, Kevin (K.J.)
Cc: Chacon, Jose (A.); Hale, Curt (B.C.); Hughes, Leo (L.H.); Knitter, Alan (A.R.); McCormick, Patrick (P.J.); Buss, Donna (D.M.); Tyrpak, Steve (S.); Humphries, Glenn (G.L.); Sands, Adam (A.); Hamilton, Steven (S.C.); Brandt, Andrew (D.)
Subject: ACTION HOT - McDowell County EMS *Critical Failures 6.7L Engines*

Mike/Kevin/Team:

I know Steve and Glenn are on Vacation so that's why I am reaching out to you directly.

I hesitate to get you involved in this issue however I am seeking your help to avoid this situation from getting further out of hand. I am asking for help on this one. TAR that is currently open is DDVCK006.

Pat McCormick = Please open an escalated handling TFOAMs today for dispatch to the appropriate PCE.

Alan Knitter is the Lead for this issue in the Charlotte Region however I think we are going to need to take a more aggressive
direction in getting this one resolved for obvious reasons pointed out below. We are going to have to rally together via phone/webex
etc. so we can move this along quickly.

RQ14-005 000067 FC

Please let Alan know (aknitter@ford.com) how you think we should proceed and let me know what you need from me/us.

Alan is currently gathering information from the vehicle with a VCMII which has been on the vehicle for a little over a month.
We are trying to get the customer back in to remove the VCMII for analysis of the data (which is documented in GCQIS) however
this is turning out to be more difficult as he vehicle is in service daily.

Please let me know of questions.

.

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
==========
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Knitter, Alan (A.R.)
Sent: Monday, August 26, 2013 12:10 PM
To: Hamilton, Steven (S.C.); Chacon, Jose (A.); Hale, Curt (B.C.)
Cc: Dodds, Dave (D.C.); McCormick, Patrick (P.J.); Knitter, Alan (A.R.); Tyrpak, Steve (S.); Keady, Christopher (C.M.); Buss, Donna (D.M.); Jonathan.lankford@crossroadscars.com
Subject: FW: McDowell County EMS *Critical Failures 6.7L Engines*

Steve, Jose, Curt,

Please see the note below from the McDowell County Director EMS, McDowell County, NC; a fleet in my area. We have been interacting with them for years as they have been loyal Ford Super Duty customers, however I'm concerned we are going to lose them based on their concern(s) below. Their territory covers some of the steepest, mountainous areas of NC and one of the main roads traveled (I-40), contains the steepest grade east of the Mississippi River; which places an enormous amount of stress on the vehicle. Elevation ranges in their district vary from 900 to 5300 feet.

Their main concern with the 6.7L is the failure of EGT sensors that place the trucks in derate mode, most often when they are transporting patients or responding to a call. I have recently had a VDR on one of their vehicles for about one months' time and will be collecting it to find out if there is any data that can be useful in determining why this fleet keeps experiencing issues with EGT's. They are now inquiring if EMS vehicles can have the derate portion of the strategy turned off when 1 EGT sensor goes out of range.

Alan R. Knitter
Field Service Engineer
Ford Motor Company
Charlotte Region
704-968-5837 Cell
866-637-2297 Fax
aknitter@ford.com

From: William Kehler [mailto:wkehler@mcdowellems.com]
Sent: Monday, August 26, 2013 9:02 AM

To: Tyrpak, Steve (S.); Buss, Donna (D.M.); Knitter, Alan (A.R.); Keady, Christopher (C.M.)
Cc: jonathan.lankford@crossroadscars.com
Subject: McDowell County EMS *Critical Failures 6.7L Engines*

Please allow this email to serve as additional notification of critical failures being experienced by our agency due to the failed design of the 6.7L exhaust system. This issue has posed grave danger to our patients as units have shut down while responding to hospitals with critical patients as well as responding to calls.

It is totally unacceptable for our agency to continue with the status quo of towing these vehicles and replacing exhaust temp sensors only to repeat the process over and over at our expense and jeopardizing public safety.

Ford has shown their commitment in the past to bring engineers together to evaluate issues and formulate a corrective action plan. This must be done immediately to resolve this issue.

McDowell County EMS Unit 11 a 2012 F450 6.7L diesel VIN# 1FDUF4HT1CE[redacted] has experienced 2 critical failures in the last 4 weeks. This vehicle's mileage is 45,000 miles. The first incident the vehicle warned "Pull over safely now" and shut down 4 minutes from a critical patient who had wrecked on a motorcycle. The closest ambulance to respond was 20 minutes away. On August 24 this vehicle was transporting a critical patient to Mission Hospital in Asheville when it warned "pull over safely" and shut down immediately. However once the vehicle had time to sit it fired up at the dealership with no problem.

The exhaust temp sensor programming in our opinion is a flawed design. Why would a system be programmed to shut the engine down completely based upon one temp sensor. My understanding of how this system works is that the 4 sensors are in line with each other and therefore the system should be able to compare and sense a false reading should a sensor go bad.

This issue requires your immediate attention as patient safety and care is being compromised. I wrote an initial email on June 10 highlighting issues we have had with the 6.7 engine. It can be found below. I welcome a complete inspection of all our service records, parts / fluid purchases as you will find them to be exactly as Ford recommends including all Ford products and services performed at Ford recommended intervals. Crossroads Fords has been more than helpful in repairing these issues however this problem is beyond their control.

I look forward to hearing from you and your plan of action to rapidly correct this issue in the interest of public safety.

Respectfully,

cc: Jonathan Lankford, Service Manager
EMS Administrators

William J. Kehler IV
NRP, CCEMT-P, NC Level II
Director, Emergency Medical Services
McDowell County
60 East Court Street
Marion, NC 28752
828-652-3241 (Office)
828-652-0100 (Fax)
wkehler@mcdowellems.com
www.mcdowellems.com
Commitment...Compassion...Service...

-------- Original Message --------
Subject: McDowell County EMS
From: "William Kehler" <wkehler@mcdowellems.com>
Date: Mon, June 10, 2013 10:48 am
To: "Steve Tyrpak" <styrpak@ford.com>
Cc: "Craig Walker" <cwalker@mcdowellems.com>, "David Stepp" <dstepp@mcdowellems.com>, "Donnie Tipton" <dtipton@mcdowellems.com>, "Eugene Edwards" <eedwards@mcdowellems.com>, "Johnsie Parker" <jparker@mcdowellems.com>, "Supervisor" <supervisor@mcdowellems.com>

McDowell County EMS
Unit 1 - 2012 - 1FDUF4HT3BE[redacted]
-Blown Engine
-Blown Turbo
-Multiple sensors replaced
Unit 2 - 2012 - 1FDUF4HT4BE[redacted]
Blown engine at 8,561 miles
Had 3 turbo's replaced
Multiple sensors / replacement of EGR valve

Steve,

It is with great disappointment that I write this email in attempt to communicate our agency's extreme displeasure with the 6.7L diesel. We took delivery of 2 units in early 2012 with hopes of escaping the troubles of the 6.4 and 6.0L. Sadly these units continue to cause just as much trouble as our 6.4 and 6.0 units. McDowell County EMS has been a very loyal customer of Ford and have worked closely in trying to identify remedies for each of the issues that surface. Each of the 6.7L units had blown engines prior to 40000 miles with the one unit being replaced at 8,561 miles. The units continue to throw check engines lights multiple times per month which requires travel to Crossroads Ford in Morganton 30 miles from our location. Diagnosis has primarily been exhaust temperature sensors which have caused the unit to shut down multiple times during emergency transports, posing threat to patient lives. We have voiced complaints multiple times on the failed programming of the exhaust temp sensors. This issue poses a LIFE THREAT to our patients. The frustration and concern is just not centered around the exhaust temp issue. If you review the history on these two units you will find that each unit has been to Crossroads nearly 17 times each for various issues.

In 2008 McDowell County EMS met with Ford engineers and other corporate reps from Ford to discuss issues related to our fleet with a number of recommendations being given to us from Ford engineers. We immediately implemented those recommendations including servicing our fleet every 5000 miles or 200 hours, using all Ford products including oil, filters, coolant, Cetane, etc. While the issues scaled back slightly on the 6.0 and 6.4, Ford's 6.7 diesel product continues to demonstrate serious flaws. I have asked on numerous occasions for Ford to discuss the possibility of utilizing our agency as a test site to further enhance the diesel product. Our units are ran under less than ideal conditions due to being an EMS agency. As well, McDowell County EMS response district contains the steepest grade on I-40, east of the Mississippi River which places an enormous amount of stress on the vehicle. Elevation ranges in our district ranges from 900 to 5300 feet. I cannot think of a better test site for these engines to improve the overall performance of this product.

Our agency is looking for technical assistance to resolve these issues and serious consideration of being a test site for the diesel product. We cannot nor will we continue to invest in a product that requires bi monthly and in some cases weekly travel to the Ford dealership costing us thousands of dollars in repairs. It is our hope that Ford steps up and provides the support needed to resolve the repetitive failures our ambulances are encountering.

I look forward to speaking with you concerning this issue.

William J. Kehler IV
CCP, NREMT-P, NC Level II,
Director, Emergency Medical Services
McDowell County
60 East Court Street
Marion, NC 28752
828-652-3241 (Office)
828-652-0100 (Fax)
wkehler@mcdowellems.com
www.mcdowellems.com
Commitment...Compassion...Service...

From: Rinkevich, Daniel (D.J.)
Sent: Thursday, August 15, 2013 5:34 PM
To: Johnson, Seth (S.); Hutchinson, Rob (R.)
Cc: Dixon, Mark (M.R.); Moylan, James (J.J.); Bushman, Thomas (T.S.); Eis, Peter (P.R.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.)
Subject: RE: P473 EGT INVESTIGATION

Here's what we need to do on the FAVs.

Seth,
Please add Rob Hutchison to the FAVs.

Rob,
Here is what I recommend as a script for when we you call on an FAV:

- Get service manager, and technicians names and whoever you talk to. Also get the vehicle odometer reading. Ask about the customer's story. We need to understand if there was any unique conditions when it happened, weather conditions, road conditions, trailer towing, at start or driving, time of day, and etc. to help complete the is/is-not chart.
- If the truck has not been serviced yet:
    1. Request the technician to hook up the IDS and get the DTCs and send the freeze frame/session data for the failure mode to us. If the DTCs are for the catalyst temp sensors continue on. If there are other unrelated DTCs, then the following steps may not matter as the problem might be elsewhere.
    2. Ask the technician to do wiggle test on the sensors with the limit set to 10°C (18°F) above and below current reading for each sensor (EGT11 (TEMP), EGT12 (TEMP), EGT13 (TEMP), and EGT14 (TEMP) PIDs). Set the trigger to both beep and record data if the limits are hit. If the temps are dropping quickly, the technician can open up the lower limit a bit to avoid it inadvertently hitting the lower limit during the wiggle test due to the vehicle cooling off.
    3. If one of the sensors is sensitive to the wiggle test ask him/her to not touch the connection and as gently as possible remove the sensor and pigtail together and return them to us.
    4. If no issue is seen ask the technician to let the vehicle cool off to room temp (6 hours) and look at all 4 EGT1x (TEMP)s and the AAT (TEMP). They should all be within 20°C (36°F). If not, we need the sensor and connector together as in step 3 above.
    5. If no issues are seen, then clear the codes and release the truck.
- If the truck has already been serviced:
    - Ask about what they saw, and what lead them to do what they did.
    - Ask the technician to send the freeze-frame/session data.
    - Ask them to return the sensor to us.
- Reply to all on the FAV and ask Seth to do a CQIS report. Include names, mileage, what you recommended and what you learned.

Dan Rinkevich
Powertrain Quality
(313) 32-23653 (Desk)
(313) 676-9572 (Cellular)

From: Johnson, Seth (S.)
Sent: Thursday, August 15, 2013 9:51 AM
To: Bushman, Thomas (T.S.); Eis, Peter (P.R.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Moylan, James (J.J.)
Subject: RE: P473 EGT INVESTIGATION

Tom,

To answer your questions yes we can direct the dealer to cut off the mating connector when we get an FAV but only by having someone call the dealer and advising them to do that.

Best Regards,

Seth H. Johnson
Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Bushman, Thomas (T.S.)
Sent: Thursday, August 15, 2013 9:47 AM
To: Eis, Peter (P.R.); Johnson, Seth (S.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Moylan, James (J.J.)
Subject: RE: P473 EGT INVESTIGATION

Peter / Seth – I'm OK with a higher CPU on 10 to 20 units – we need the other half of the circuit in order to get to the root cause – without these connectors we have too many questions left unanswered.

So – the question stands – can we direct the Dealer to cut off the mating connector when we get the FAV notification for an EGT?

Thanks.

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Eis, Peter (P.R.)
Sent: Thursday, August 15, 2013 8:37 AM

To: Bushman, Thomas (T.S.); Johnson, Seth (S.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Moylan, James (J.J.)
Subject: RE: P473 EGT INVESTIGATION

Tom, I believe Seth could answer the FAV question, but in these situations, would the direction to the tech to cut off existing mating connector and replace with pigtail if available or cut from new harness? Traditionally if they found poor connections they would inspect and either replace or reconnect and get the customer on their way. If we would want tech to perform some repair (replacing connector so we could get back for engineering evaluation) we would have to recognize we would have some higher cost warranty claims submitted in these instances.

Thanks,

Peter Eis
Program Manager
Ford Motor Company
Ford Customer Service Division
(313) 390-9702
peis@ford.com

From: Bushman, Thomas (T.S.)
Sent: Wednesday, August 14, 2013 4:20 PM
To: Johnson, Seth (S.); McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Eis, Peter (P.R.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Moylan, James (J.J.)
Subject: RE: P473 EGT INVESTIGATION

Seth / Scot / Steve / Peter –

Don't we have an FAV active for the EGT? Could we use the FAV effort to request back some of the mating connectors where the Freeze Frame Data shows that we had an open circuit in the suspect EGT?

Regards,

Thomas S. Bushman
P473 Powertrain Engineering Supervisor
Kentucky Truck Assembly Plant
(502)339-3941 or (757)435-7442

From: Johnson, Seth (S.)
Sent: Wednesday, August 14, 2013 3:09 PM
To: McDonagh, Scot (S.M.); Hamilton, Steven (S.C.); Eis, Peter (P.R.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bushman, Thomas (T.S.); Moylan, James (J.J.)
Subject: RE: P473 EGT INVESTIGATION

I have some questions with the proposed SSM:

What would be the direction if the DTC's do not return? Would we want them to replace the connector pigtail so we can get them back for review?

If the DTC's do not return and he vehicle is released with no further repairs how long before it returns? I don't see how disconnecting and reconnecting the connector is a permanent fix especially if we believe there is an interface problem at that connection.

If we do require parts to be replaced then this would be TSB material.

Thanks,

Seth H. Johnson

Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, August 14, 2013 1:53 PM
To: Hamilton, Steven (S.C.); Eis, Peter (P.R.); Johnson, Seth (S.)
Cc: Rinkevich, Daniel (D.J.); Dixon, Mark (M.R.); Bushman, Thomas (T.S.); Moylan, James (J.J.)
Subject: FW: P473 EGT INVESTIGATION

Still trying to determine root cause of Post 10/10/12(Powder Fill) EGT Sensor replacements. ~100 EGT warranty returns analyzed by Supplier(Stoneridge) are TNI-NPF. There are some theories that root cause may be 14406 vehicle harness to 5J213 EGT sensor connector interface. We launched P473 Diesel with a new EGT connector as lesson learned from P356 6.4L. Can we release an SSM advising Dealers to perform below procedure before replacing 5J213 EGT sensors or will TSO require TSB release ? Will ask the PT Team to provide input on below SSM Draft. Thanks

SSM DRAFT
2013-2014 Model Year Super-Duty equipped with 6.7L Diesel engines may exhibit EGT Sensor Diagnostic Troubles Code(DTC) P200C, P200E, P246E, P246F or P22FF stored in Powertrain Control Module memory. Identify suspect EGT sensor based on DTC. Make sure ignition key is in the off position. Disconnect and Reconnect suspect EGT Sensor. Clear diagnostic Trouble Code(s). If DTC repeats perform normal PCED Diagnostics referenced in Pin Point Test RC. Engineering investigation in progress. Monitor OASIS for future updates.

<< Message: Minutes 8-9-2013: Diesel Exhaust Sensor TNI-NPF >>

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Wednesday, July 17, 2013 12:42 PM
To: Rinkevich, Daniel (D.J.); Moylan, James (J.J.); Hamilton, Steven (S.C.); Johnson, Seth (S.)
Cc: Dixon, Mark (M.R.); Jeff.Philbin@stoneridge.com; Kue, Ace (K.)
Subject: P473 EGT INVESTIGATION

(128) Post 10/10/12 5J213 claims to date according to latest PT AWS Pivot Tables

(124) Claims are Pick-Up 1FT VINs

(24) Claims are Chassis Cab 1FD VINs

(4) Repeat repair VINs

2nd enclosed Excel file contains DTCs and total Count from (128) AWS claims

Steve/Seth- Do we have Top (10) DTCs referenced in DTC COUNT file covered in our FAV Requests ?

Jeff - How many Post 10/10/12(Powder Fill) EGT returns have you received to date ? I provided (33) parts according to my records. Curious how many you have received via Hi-Stat WPAC request. Thanks

<< File: 13MY_5J213.xlsx >> << File: DTC-COUNT.xlsx >>

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

6.7L DIESEL—STOP SAFELY NOW INSTRUMENT MESSAGE—MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODES (DTC) P200E AND P200C

TSB 12-7-1

FORD:
2011-2012 F-Super Duty

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a Stop Safely Now instrument cluster message with the MIL on with DTCs P200E and P200C. DTCs P2471, P2479, P242D and P247B may or may not be stored in the powertrain control module (PCM) continuous memory.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Using the Integrated Diagnostic System (IDS) or equivalent scan tool, retrieve all continuous memory DTCs. Are DTCs P200E and P200C present with or without DTCs P2471, P2479, P242D and P247B?
   a. No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
   b. Yes - proceed to Step 2.
2. Obtain the exhaust gas temperature (EGT) readings from freeze frame data when DTCs P200E or P200C were set. (Figure 1)
   a. If one EGT sensor is reading 850 °C (1562 °F) or higher, replace that sensor. Refer to Workshop Manual, Section 303-14B.
   b. If two or more EGT sensors are reading 850 °C (1562 °F) or higher, this article does not apply. Refer to PC/ED manual pinpoint test RC to diagnose the concern. EGT locations are different for chassis cab (narrow frame and pickup truck (wide frame). (Figure 2)

PART NUMBER	PART NAME
AC3Z-5J213-A	EGT Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB.
Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120701A	2011-2012 F-Super Duty 6.7L: Diagnose, And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	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 or Lincoln 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.

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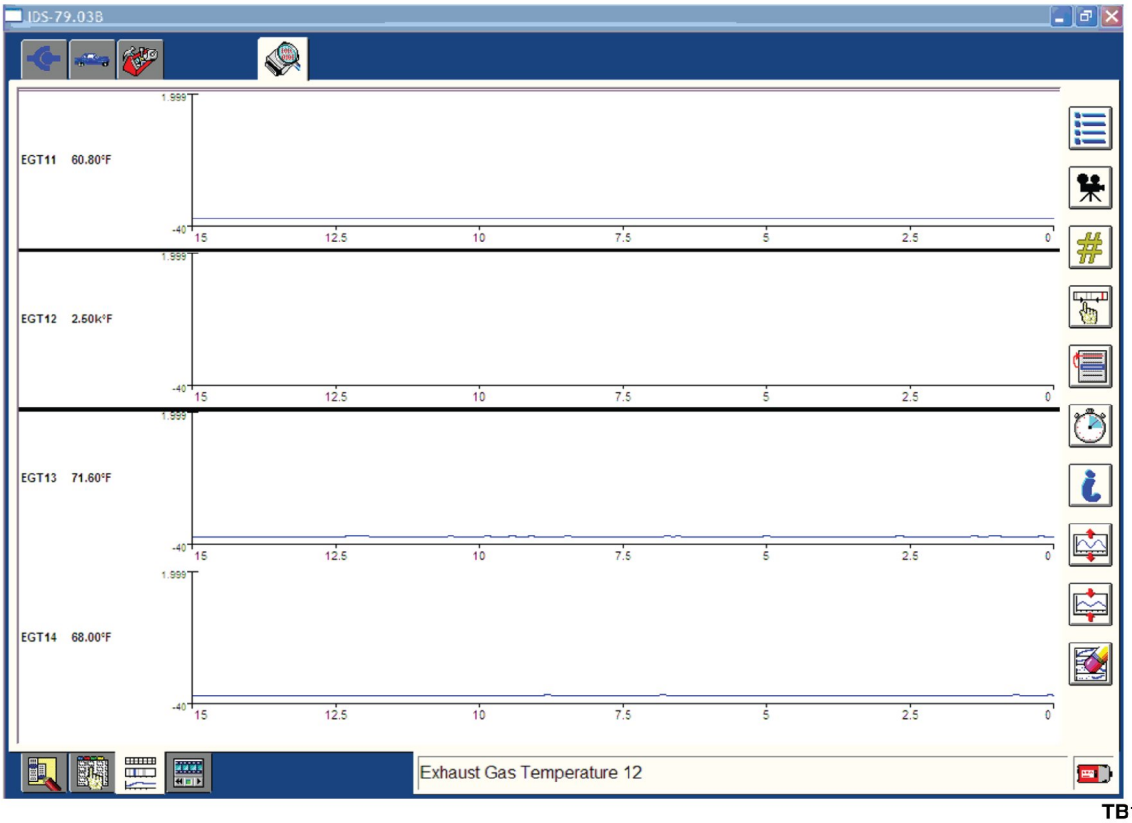


Figure 1 - Article 12-7-1

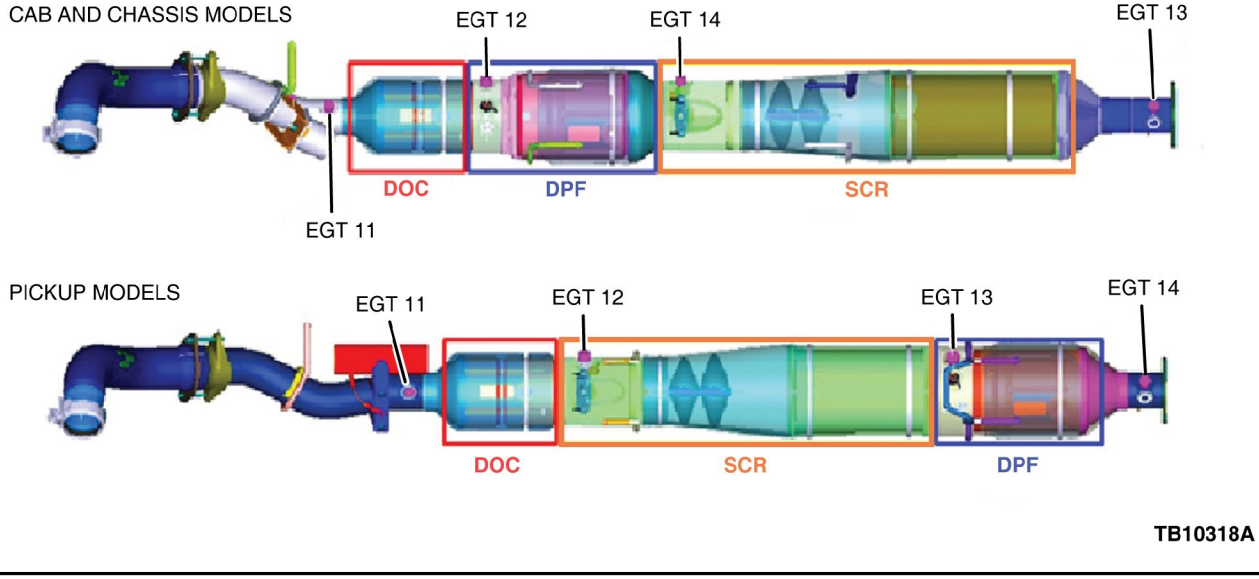


Figure 2 - Article 12-7-1

6.7L—MALFUNCTION INDICATOR LAMP (MIL) ON DIAGNOSTIC TROUBLE CODES (DTCS) P2031, P2032 AND/OR P2033

TSB 12-7-2

FORD:
2011-2012 F-Super Duty

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with a 6.7L diesel engine may experience a MIL on concern with any or all of the following DTCs P2031, P2032 and/or P2033.

ACTION

Follow service procedure to correct condition.

SERVICE PROCEDURE

1. Using the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool, check all continuous memory diagnostic trouble codes (CMDTCS). Are any or all of the following DTCs present? P2031, P2032, P2033?

   a. No - this article does not apply, refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose the concern.

   b. Yes - replace the exhaust gas temperature (EGT12) sensor. This is the second sensor downstream of the turbo charger. Refer to Workshop Manual, Section 303-14B the exploded view.

PART NUMBER	PART NAME
AC3Z-5J213-A	EGT12 Sensor

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB.
Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120702A	2011-2012 F-Super Duty 6.7L: Check DTCs, And Replace One (1) EGT Sensor (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

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From: McDonagh, Scot (S.M.)
Sent: Tuesday, January 20, 2015 4:02 PM
To: Bogema, John (P.)
Cc: Wagers, Sue (S.K.); Goodwin, William (W.R.); Dixon, Mark (M.R.); Rinkevich, Daniel (D.J.)
Subject: RE: Auto News article on Super Duty stalling
Attachments: R13S10.pdf; R13S103.pdf

Per your request

2011-2012MY TSB 12-07-01: 7/10/12

2011-2012MY TSB 12-07-02: 7/10/12

2011-2012MY TSB 13-10-01: 10/3/13(Superseded TSB 12-07-02)

2011-2012MY TSB 13-10-02: 10/3/13(Superseded TSB 12-07-01)

2011-2012MY EGT TSB 14-0174: 9/17/14(Superseded TSB 13-10-01 & 13-10-02)

2013-2014MY EGT TSB 14-0108: 5/22/14

2013-2014MY EGT TSB 14-0122: 6/18/14

2013-2015MY EGT TSB 14-0184: 10/1/14(Superseded TSB 14-0108 & 14-0122)

2013-2015MY EGT TSB 14-0203: 10/31/14(Superseded TSB 14-0184)- Republishing TSB 14-0203 when Laser Weld EGTs are confirmed in Production at KTP- ~1/30/15)

2011-2012 Ambulance EGT14 Safety Recall 13S10: 10/30/13

2011-2014MY Built <11/6/13 Emissions Recall 14E03: 1/21/15

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Bogema, John (P.)
Sent: Tuesday, January 20, 2015 9:45 AM
To: McDonagh, Scot (S.M.)
Cc: Wagers, Sue (S.K.); Goodwin, William (W.R.)
Subject: RE: Auto News article on Super Duty stalling

Let's focus on two areas:

1) What TSBs were issued for EGT replacement (and dates)
2) What was the field timing of calibrations with the EGT "and" condition
    a. Calibration numbers coming shortly.

John P. Bogema
Manager, Diesel Feature Calibration and Calibration Tools
Office Bldg 2 – 22K08
20000 Rotunda Drive
Dearborn, MI 48124
Ph. 313.805.4942
Mail jbogema@ford.com

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From: Baum, Joe (J.M.)
Sent: Tuesday, January 20, 2015 9:38 AM
To: Bogema, John (P.); McDonagh, Scot (S.M.)
Cc: Lyon, Peter (P.M.); Wagers, Sue (S.K.)
Subject: FW: Auto News article on Super Duty stalling

During our 1-on-1 today, let's review the history of the steps already taken for this issue. Scot, please help with TSB numbers and dates.

Joe Baum
Chief Engineer
Powertrain Calibration
Cell (313) 805-8846

From: Davis, John (J.M.)
Sent: Tuesday, January 20, 2015 9:00 AM
To: Baum, Joe (J.M.); O'Leary, Matt (Matthew C.)
Subject: FW: Auto News article on Super Duty stalling

Joe –
Per our discussion. Can you forward the meeting info on the design review you mentioned for Friday? Thanks.

Matt – FYI, if you saw the news report this weekend.

John Davis
Chief Program Engineer,
Ford Commercial Vehicle Programs
cell: (313) 805-3588
email: jdavis3@ford.com

From: Felker, Kelli (K.F.)
Sent: Tuesday, January 20, 2015 8:48 AM
To: Levine, Michael (M.); Rathsburg, Brian (B.F.); Davis, John (J.M.); Graham, Robert (S.); Ives, David (D.C.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Cc: Winger, Brock (B.M.)
Subject: RE: Auto News article on Super Duty stalling

I was on jury duty last week, but the only think we can comment is to say that we are cooperating with NHTSA on this investigation, as we always do. We can't say anything further, sorry.

Thanks!
Kelli

Kelli Felker
Safety Communications Manager
Ford Motor Company
313.322.1790 - office
313.205.2722 - cell

-----Original Message-----
From: Levine, Michael (M.)
Sent: Tuesday, January 20, 2015 08:22 AM Eastern Standard Time
To: Rathsburg, Brian (B.F.); Davis, John (J.M.); Graham, Robert (S.); Ives, David (D.C.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Cc: Winger, Brock (B.M.); Felker, Kelli (K.F.)
Subject: RE: Auto News article on Super Duty stalling

+Kelli Felker for background, if available.

From: Rathsburg, Brian (B.F.)
Sent: Tuesday, January 20, 2015 8:20 AM
To: Davis, John (J.M.); Graham, Robert (S.); Ives, David (D.C.); Ludlow, Jamie (J.M.); Rauch, Jim (J.R.); Beltramo, Joel (J.J.); Provagna, John (J.D.)
Cc: Levine, Michael (M.); Winger, Brock (B.M.)
Subject: FW: Auto News article on Super Duty stalling
Importance: High

All, please see article. We have had numerous inquiries (dealers, customers, etc.) and need some help on both the background and what our media response is. We have a team at the Houston Auto Show for F-150 media events today, and this may come up. We need to arm them with an explanation as well as a response on what our next steps are. Pls advise asap. Thanks.

The Auto News article seems to describe the situation when DEF runs out. Could that be the case? Do we have any info on the 30 complaints referenced in the article?

Brian Rathsburg
Super Duty/Expedition Marketing Mgr
PH: (313) 390-4087

From: Scott, Douglas (D.W.)
Sent: Monday, January 19, 2015 5:50 PM
To: Rathsburg, Brian (B.F.); Winger, Brock (B.M.)
Subject: Auto News article on Super Duty stalling

FYI.

http://www.autonews.com/article/20150117/OEM11/150119750/ford-super-duty-pickups-face-u-s-probe-after-stalls-stranded-drivers?cciid=email-autonews-daily

Doug Scott

Ford Motor Company

Truck Group Marketing Manager

313-516-0691 I Mobile

313-337-5821 I Office

dscott10@ford.com I Email

<< OLE Object: Picture (Device Independent Bitmap) >>

Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

October 30, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10**
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine – Exhaust Gas Temperature Sensor Replacement

AFFECTED VEHICLES

Certain 2011 and 2012 model year F-Super Duty vehicles with 6.7L engine and Ambulance Package built at the Kentucky Assembly Plant from Job #1, 2011 through Job Last, 2012. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit https://web.fsavinlists.dealerconnection.com. This information will be available on October 30, 2013.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, if the Exhaust Gas Temperature (EGT 14) sensor located directly behind the Diesel Particulate Filter (DPT) becomes open or shorted, the vehicle will go into shutdown mode and set Diagnostic Trouble Codes P200C and P200E. If this occurs, the warning "Stop Safely Now" will display in the message center followed by five chimes; engine power will reduce progressively until the vehicle speed is under four miles per hour; and then the engine will shut off. The engine will be prevented from restart for at least one hour. If this were to occur when the ambulance is transporting a patient, it may delay medical treatment and increase the risk of injury.

SERVICE ACTION

Dealers are to install a revised EGT 14 sensor. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: EGT 14 sensor is always located directly behind the Diesel Particulate Filter.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of November 11, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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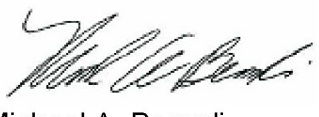
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621

Sincerely,



Michael A. Berardi

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine Exhaust Gas Temperature Sensor Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on October 30, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through https://web.fsavinlists.dealerconnection.com on October 30, 2013. Owner names and addresses will be available by November 22, 2013.

NOTE: Your FSA VIN list 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 recall 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 recall.

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.

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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine
Exhaust Gas Temperature Sensor Replacement

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with diagnosis and replacement of EGT 14 sensor located behind the Diesel Particulate Filter.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
  - Program Code: 13S10
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine Exhaust Gas Temperature Sensor Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install revised EGT 14 sensor	13S10B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
AC3Z-5J213-B	EGT Sensor	1

The DOR/COR number for this recall is 50523.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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CERTAIN 2011 AND 2012 MODEL YEAR F-SUPER DUTY AMBULANCE PACKAGE VEHICLES WITH 6.7L ENGINE — EXHAUST GAS TEMPERATURE SENSOR REPLACEMENT

OVERVIEW

In some of the affected vehicles, if the Exhaust Gas Temperature (EGT 14) sensor located directly behind the Diesel Particulate Filter (DPF) becomes open or shorted, the vehicle will go into shutdown mode and set Diagnostic Trouble Codes (DTCs) P200C and P200E. If this occurs, the warning "Stop Safely Now" will display in the message center followed by five chimes; engine power will reduce progressively until the vehicle speed is under four miles per hour; and then the engine will shut off. The engine will be prevented from restart for at least one hour. If this were to occur when the ambulance is transporting a patient, it may delay medical treatment and increase the risk of injury. Dealers are to install a revised EGT 14 sensor.

NOTE: EGT 14 sensor is always located directly behind the DPF.

SERVICE PROCEDURE

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to Workshop Manual (WSM) Section 100-02.

2. Locate EGT 14 sensor. See Figure 1.

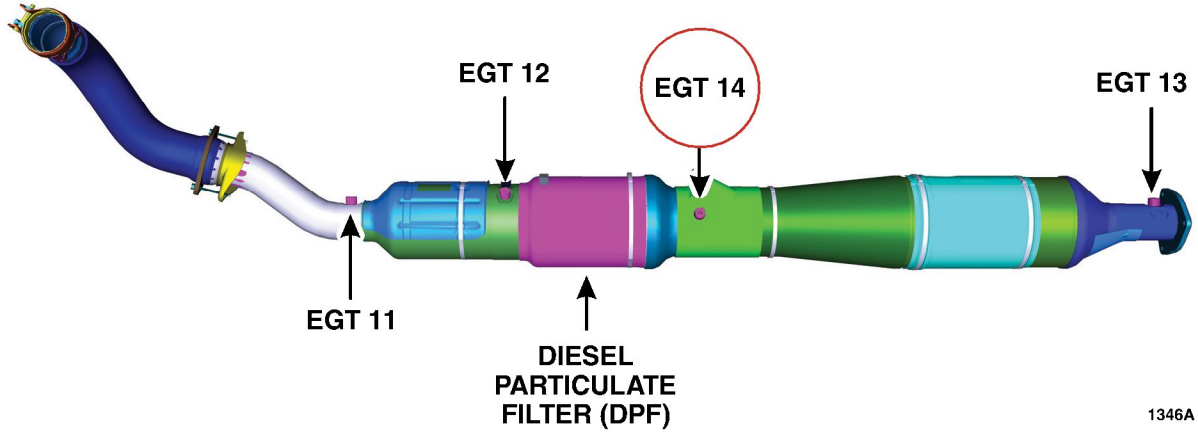


FIGURE 1

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DEARBORN, MICHIGAN 48121
10/2013

3. Disconnect the EGT sensor electrical connector and cut it near the base of the sensor. See Figure 2.

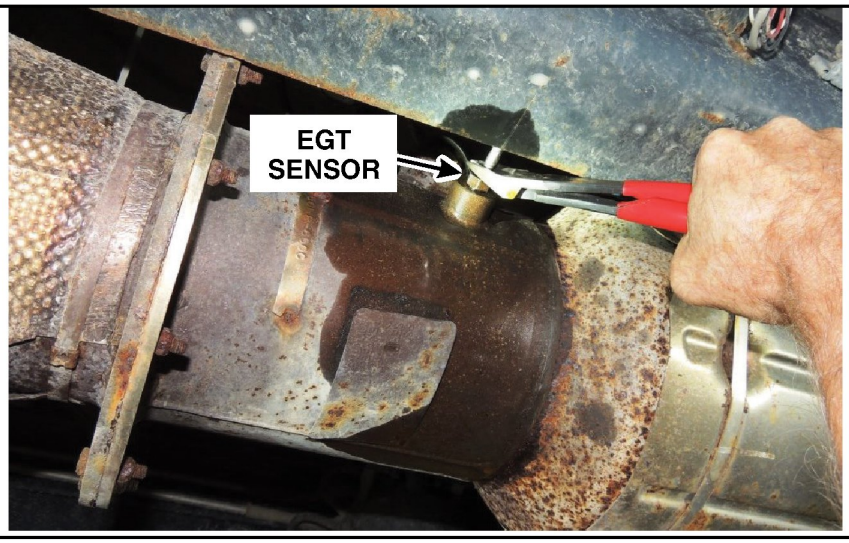


FIGURE 2

4. Remove the EGT sensor using a six point wrench. See Figure 3.

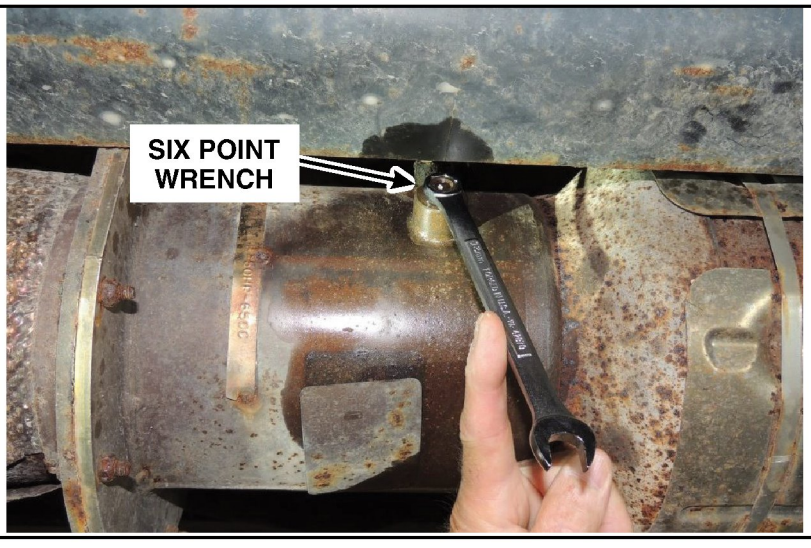


FIGURE 3

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DEARBORN, MICHIGAN 48121
10/2013

5. Install a *new* revised EGT sensor and connect the electrical connector.
    - Tighten EGT sensor to 30 Nm (22 lb-ft).
6. Return the vehicle to the customer.

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10/2013

From: Johnson, Seth (S.)
Sent: Thursday, January 16, 2014 6:47 PM
To: Hamilton, Steven (S.C.); Chacon, Jose (A.)
Cc: Mifsud, Ann (A.); Eis, Peter (P.R.); Hale, Curt (B.C.)
Subject: RE: EGT Job Aid/Broadcast Message

Steven and Ann,

I was the author of the SSM. The SSM was an update to the original SSM that only included 11-12 MY. EGT locations for chassis cabs changed with the 13 MY to align with the pickup truck locations. The 2013 job aid only covers the 13 MY which is aligned with the message in terms of EGT locations. However, the job aids pull up based on the VIN you use or the MY you enter. Running a 2011-2012 VIN will pull the 2011-2012 EGT sensor job aid listed below. The goal was to have only 1 SSM for EGT locations that covered all model years and their differences. Maybe I am overlooking something but I am not seeing where the SSM does not align with the current job aids available. Is there a particular concern this is causing in the field as I have not heard anything from the Hotline?



2011_2012_67L_...

Best Regards,

Seth H. Johnson

Diesel Commodity Concern Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Hamilton, Steven (S.C.)
Sent: Thursday, January 16, 2014 1:23 PM
To: Johnson, Seth (S.); Chacon, Jose (A.)
Cc: Mifsud, Ann (A.); Eis, Peter (P.R.); Hale, Curt (B.C.)
Subject: EGT Job Aid/Broadcast Message

Seth or Jose,

Ann Mifsud contacted me with the following issue:

Not sure who put out the following broadcast message but it does not align with the attached Job Aid that is only applied to 2013 MY in PTS.

Jan 09 2014 4492 -2011-2014 - F-Super Duty - 6.7L Diesel - Exhaust Gas Temperature (EGT) Sensor Locations

2011-2014 F-Super Duty Chassis Cab (Narrow Frame) vehicles equipped with a 6.7L diesel display EGT_13 and EGT_14 in different order when monitoring PID data or freeze frame data depending on model year. For 2011-2012 chassis cab vehicles, the EGT sensors are labeled from front to rear: EGT11, EGT12, EGT14, EGT13. For 2013-2014 chassis cab vehicles, the EGT sensors are labeled in order from front to rear: EGT11, EGT12, EGT13, EGT14. It is important to note the differences in location for different model years when diagnosing/replacing an EGT sensor. A Job Aid is also available on the PTS web site. This Job Aid illustrates EGT locations based on vehicle build and model year. To access this Job Aid from the PTS web site select Service Tips > Reference Guides > '6.7L EGT Sensor Locations'.

<< File: 2013_6_7L_EGT_locations.pdf >>
Ann's question is should the broadcast message be corrected or does the Job Aid need to be published for all model years 2011-2014? Please respond to Ann with the proper direction.

Thanks.

Best regards,

Steve Hamilton
Ford Motor Company
Technical Hotline Prior Approval Manager
(313)390-7750

2011-2012 6.7L Chassis Cab (Narrow Frame) EGT sensor locations and diagnostics

Introduction

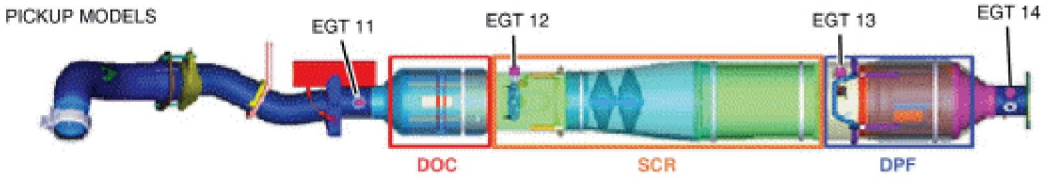
The Exhaust Gas Temperature (EGT) sensors on the 2011-2012 6.7L diesel engine are in different order depending on whether the vehicle is a Pickup Truck (Wide Frame) or Chassis Cab (Narrow Frame). The difference in EGT locations may result in the improper sensor being replaced. Chassis Cab vehicles may report EGT13 and EGT14 in reversed order when monitoring PID data and or Freeze Frame data. EGT Diagnostic Trouble Codes (DTC) may also report EGT13 and EGT14 in reversed order.

Objectives

1. Illustrate EGT sensor location Pickup Truck vs. Chassis Cab
2. Aid in proper Chassis Cab EGT replacement when DTCs, PID data or Freeze Frame data reports EGT13 and or EGT14 to be out of range (temperature or voltage)

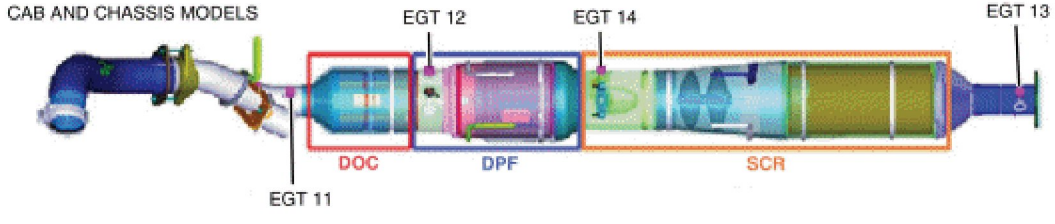
Pickup EGT Locations

The EGT sensors on the Pickup Trucks are in order of exhaust flow from the engine to the tailpipe. See figure below



Chassis Cab EGT Locations

The EGT sensors on the Chassis Cabs are in order of the exhaust components vs. exhaust flow from the engine to the tailpipe. See figure below



November 2012

Pickup Truck circuit DTCs, PID data and Freeze Frame data monitoring

DTCs, PID data and Freeze Frame data all report to the correct EGT in order of exhaust flow when diagnosing a Pickup Truck vehicle.

Example: DTC, PID/Freeze Frame data reports EGT13 out of range would result in replacing EGT13 (third sensor in exhaust flow).

Chassis Cab circuit DTCs, PID data and Freeze Frame data monitoring – Vehicles built on or after 11/5/2010

Circuit DTCs, PID data and Freeze Frame data will report EGT13 and EGT14 in reversed order. If you receive a circuit DTC or determine EGT13 or EGT14 are out of specification when reviewing PID data or Freeze Frame data the opposite sensor should be replaced.

Example: DTC, PID/Freeze Frame data reports EGT13 (last in order of exhaust flow) is out of range then replace EGT14 (third in order of exhaust flow).

Chassis Cab circuit DTCs, PID data and Freeze Frame data monitoring – Vehicles built before 11/5/2010

Circuit DTCs, PID data and Freeze Frame data may report EGT13 and EGT14 in reversed order depending upon the vehicle calibration level. When diagnosing an EGT temperature/voltage concern on a chassis cab you must first unplug either EGT13 (forth in order of exhaust flow) or EGT14 (third in order of exhaust flow) and monitor the PID data to determine which EGT is reported as being unplugged. If the opposite sensor reports to be unplugged in PID data, then the opposite sensor is the cause of the over temperature or DTC.

Example: DTC, PID/Freeze Frame data reports that EGT13 is out of range or an EGT13 circuit code is set. Unplug EGT13 (forth sensor in order of exhaust flow) and monitor EGT13 and EGT14 voltage PIDs. If EGT13 reports 5 volts, then replace EGT13. If EGT14 reports 5 volts when EGT13 is unplugged, then replace EGT14 (third sensor in exhaust flow).

From: McDonagh, Scot (S.M.)
Sent: Friday, January 23, 2015 1:52 PM
To: Dixon, Mark (M.R.); Goodwin, William (W.R.); Rinkevich, Daniel (D.J.); Wagers, Sue (S.K.)
Cc: Bogema, John (P.); Parrish, Kirk (K.A.)
Subject: RE: files
Attachments: R13S10.pdf

2011-2012MY Ambulance Recall 13S10 was EGT Position 14

Ambulance FSA

Replaced EGT sensor 3 to avoid shutdown conditions with new 2013 MY powder change
No software actions at that time

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Dixon, Mark (M.R.)
Sent: Friday, January 23, 2015 7:36 AM
To: Goodwin, William (W.R.); Rinkevich, Daniel (D.J.); Wagers, Sue (S.K.)
Cc: McDonagh, Scot (S.M.)
Subject: RE: files

Bill, attached.

Is this now at the latest level?

From: Goodwin, William (W.R.)
Sent: Friday, January 23, 2015 7:33 AM
To: Rinkevich, Daniel (D.J.); Wagers, Sue (S.K.); Dixon, Mark (M.R.)
Subject: files

Dan, Sue or Mark,

Could you please send me back my word summary document. My computer has failed today (again).

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com

Tel: (313) 805-9111
ONE FORD: ONE Plan - ONE Team - ONE Goal

Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

October 30, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10**
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine – Exhaust Gas Temperature Sensor Replacement

AFFECTED VEHICLES

Certain 2011 and 2012 model year F-Super Duty vehicles with 6.7L engine and Ambulance Package built at the Kentucky Assembly Plant from Job #1, 2011 through Job Last, 2012. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit https://web.fsavinlists.dealerconnection.com. This information will be available on October 30, 2013.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, if the Exhaust Gas Temperature (EGT 14) sensor located directly behind the Diesel Particulate Filter (DPT) becomes open or shorted, the vehicle will go into shutdown mode and set Diagnostic Trouble Codes P200C and P200E. If this occurs, the warning "Stop Safely Now" will display in the message center followed by five chimes; engine power will reduce progressively until the vehicle speed is under four miles per hour; and then the engine will shut off. The engine will be prevented from restart for at least one hour. If this were to occur when the ambulance is transporting a patient, it may delay medical treatment and increase the risk of injury.

SERVICE ACTION

Dealers are to install a revised EGT 14 sensor. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: EGT 14 sensor is always located directly behind the Diesel Particulate Filter.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of November 11, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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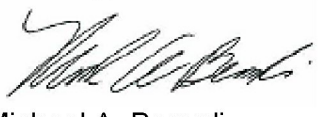
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621

Sincerely,



Michael A. Berardi

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine
Exhaust Gas Temperature Sensor Replacement

OASIS ACTIVATED?

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FSA VIN LIST ACTIVATED?

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- Owners of affected vehicles will be directed to dealers for repairs.
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TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine
Exhaust Gas Temperature Sensor Replacement

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
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The use of rental vehicles is not authorized for this program.

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- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
  - Program Code: 13S10
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.
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Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine Exhaust Gas Temperature Sensor Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install revised EGT 14 sensor	13S10B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
AC3Z-5J213-B	EGT Sensor	1

The DOR/COR number for this recall is 50523.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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From: Kue, Ace (A.)
Sent: Thursday, August 05, 2010 12:30 PM
To: Webb, Timothy (T.J.); Lyon, Peter (P.M.)
Cc: Erickson, Tom (T.C.); Bogema, John (P.); Leisenring, Kenneth (K.C.)
Subject: RE: R20 Content Confirmation

The changes is in the pre-1470 software, it's reading the PID correctly.

But, your team can validated with the different cal for dyno & chassis.

From: Webb, Timothy (T.J.)
Sent: Wednesday, August 04, 2010 3:46 PM
To: Lyon, Peter (P.M.)
Cc: Erickson, Tom (T.C.); Kue, Ace (A.); Bogema, John (P.); Leisenring, Kenneth (K.C.)
Subject: RE: R20 Content Confirmation

I think the below gets added in 1470, R33:

EGT Sensor Voltage PID Values(SSM 21332) - Job 2

From: Kue, Ace (A.)
Sent: Monday, July 26, 2010 10:37 AM
To: Bogema, John (P.); Webb, Timothy (T.J.)
Cc: Erickson, Tom (T.C.)
Subject: RE: R20 Content Confirmation

EGT will be in 1470.

1467 is fixes to cruise control buttons DFC during KOER & IQA programming.

Ace K. Kue
Diesel Controls
(313) 805-5431

From: Bogema, John (P.)
Sent: Friday, July 23, 2010 7:49 AM
To: Webb, Timothy (T.J.); Kue, Ace (A.)
Subject: RE: R20 Content Confirmation

EGT PID Changes are NOT in 14.67. They will be in Job 2.

Ace, please confirm.

R20 FSA/TSB Content

P132B- EGR Valve Learning/Delay Monitor - IN
P0299- PCR gain/Monitor Revisions - IN
P050E- Monitor Revisions - IN
Low Oil Pressure Warning- Cluster S/W release to delay OPS for 10 seconds - CLUSTER ACTION ONLY/Not Engine OBD
Speed Control Enhancements - Not Engine OBD
Erratic DEF Messages- DEF Message will clear on next key cycle- Job 2
PCV/VCV Noise at Idle- Run CPC mode at Idle - Not Engine OBD
PTO- Coolant and Trans oil temp minimums- 20F - Not Engine OBD
EGT Sensor Voltage PID Values(SSM 21332) - Job 2

John P. Bogema
PTE Diesel OBD/SCR Calibration Supervisor
Office APTE ED07
Ph. 313.805.4942
Mail jbogema@ford.com

"The information herein is FORD PROPRIETARY information and may include FORD CONFIDENTIAL information as defined in Ford's Global Information Standard II. Reproduction of this document, disclosure of the information, and use for any purpose other than the conduct of business with Ford is expressly prohibited."

From: Webb, Timothy (T.J.)
Sent: Thursday, July 22, 2010 5:23 PM
To: Bogema, John (P.)
Subject: FW: R20 Content Confirmation

Please confirm.

From: McDonagh, Scot (S.M.)
Sent: Thursday, July 22, 2010 4:00 PM
To: Webb, Timothy (T.J.); Campbell, James (J.); Bogema, John (P.); Korpics, Frank (F.M.); Lyon, Peter (P.M.)
Cc: Lusardi, Tony (T.K.); Hale, Curt (B.C.); Dixon, Mark (M.R.)
Subject: R20 Content Confirmation

Having trouble deciphering Calibration speak in Whitepapers provided by Tim. Need confirmation that all below content is included in the R20 calibration releases.

R20 FSA/TSB Content
P132B- EGR Valve Learning/Delay Monitor
P0299- PCR gain/Monitor Revisions
P050E- Monitor Revisions
Low Oil Pressure Warning- Cluster S/W release to delay OPS for 10 seconds
Speed Control Enhancements
Erratic DEF Messages- DEF Message will clear on next key cycle
PCV/VCV Noise at Idle- Run CPC mode at Idle
PTO- Coolant and Trans oil temp minimums- 20F
EGT Sensor Voltage PID Values(SSM 21332)

SSM# 21332 2011MY Super-Duty 6.7L Diesels Exhaust Gas Temperature Sensor DTCs Diagnostic Tip - EGT Sensor PID Values Incorrectly Displayed

Some 2011 F250-550 Super-Duties equipped with 6.7L Diesel engines may exhibit Diagnostic Trouble Codes (DTC's) P242A, P200C or P200E. When performing pinpoint test 'RC' and monitoring Exhaust Gas Temperature (EGT) PID's, ONLY use the EGT TEMPERATURE PID's to verify shorts, opens or sensor performance between sensors. These sensors typically run between 90C(194F) - 200C(392F) at idle, depending on idle time when not in Regeneration mode. DO NOT use the EGT VOLTAGE PID's due to incorrect sensor reference values being displayed. Engineering is currently investigating the issue. Monitor OASIS for future updates. **Released- 5/6/10**

Scot G. McDonagh

PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Tuesday, September 30, 2014 7:51 PM
To: Wagers, Sue (S.K.); gsiplus@marketingassociates.com; Rinkevich, Daniel (D.J.); Pusta, Ionut (I.); Chacon, Jose (A.); tzelek1@ford.com
Subject: RE: TSB (US) Courtesy Copy: 070-2014-2843: 2013-2015 F-Super Duty - 6.7L Diesel - Engine Only Idles - Exhaust Fluid System Fault - Displayed In Message Center

Already corrected and we added 15MY R11 8/20/14 KTP production clean date. I think we are all guilty of concentrating on the PCM recovery procedure so much that we missed the Typos ☺ THANKS

Scot G. McDonagh
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From: Wagers, Sue (S.K.)
Sent: Tuesday, September 30, 2014 3:41 PM
To: gsiplus@marketingassociates.com; Rinkevich, Daniel (D.J.); Pusta, Ionut (I.); Chacon, Jose (A.); McDonagh, Scot (S.M.); tzelek1@ford.com
Subject: RE: TSB (US) Courtesy Copy: 070-2014-2843: 2013-2015 F-Super Duty - 6.7L Diesel - Engine Only Idles - Exhaust Fluid System Fault - Displayed In Message Center

I just noticed one other possible concern…in the issue description we only mention 2013-2014. The title is correct, just the description section.

Sue Wagers
Powertrain Calibration Controls NVH [PCCN]
Supervisor, NA Quality
Dearborn - Building 2 Room 24B31
E-mail swagers@ford.com
Tel: (313) 805 7177
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: gsiplus@marketingassociates.com [mailto:gsiplus@marketingassociates.com]
Sent: Monday, September 29, 2014 2:36 PM
To: Rinkevich, Daniel (D.J.); Pusta, Ionut (I.); Chacon, Jose (A.); McDonagh, Scot (S.M.); Wagers, Sue (S.K.); tzelek1@ford.com
Subject: TSB (US) Courtesy Copy: 070-2014-2843: 2013-2015 F-Super Duty - 6.7L Diesel - Engine Only Idles - Exhaust Fluid System Fault - Displayed In Message Center

TSB (US) Courtesy Copy

***** NOTE: The system generated the email. Do not reply to this email *****
***** To be removed from this distribution list, please email Robert Klump at rklump@ford.com *****

This message is being sent on behalf of SJOHN274.
This is a courtesy copy of the following article to advise you this article is currently being processed for publication.

General Information

Last action taken (as of 9/29/2014 6:36:05 PM GMT):	Submit for approval
Comment:	Final draft of Anti-Tamper TSB. Please review with scrutiny.
Author:	SJOHN274
Tracking Number:	070-2014-2843
Global Concern Number:	070-2014-0051
Title:	2013-2015 F-Super Duty - 6.7L Diesel - Engine Only Idles - Exhaust Fluid System Fault - Displayed In Message Center
Article Type:	TSB (US)
Attachment:	

TSB Issue:
Some [redacted] F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a condition where the engine only idles with an instrument cluster anti-tampering warning message that includes the words Engine Idled Exhaust Fluid System Fault. Additional information and a list of the possible messages is included in the Service Procedure section.
TSB Action:
Follow the Service Procedure steps to correct the condition.
TSB Service Procedure:
These messages will be displayed if the vehicle's ignition is keyed on with any of the selective catalyst reduction (SCR) system components or ground G400 disconnected. The messages are triggered when the powertrain control module (PCM) has detected an open circuit condition in any after treatment system component such as the DEF pump, oxides of nitrogen (NOx) sensors or DEF injector. If the engine is started or the vehicle is driven with a fault present, the anti-tamper messages and derate strategy will progress until the vehicle is in idle-only mode. Once the message center displays ENGINE IDLED - SEE OWNER'S MANUAL EXHAUST FLUID SYSTEM FAULT, the SCR system must go through a warm up cycle with no faults present in order to verify the system is operating properly and remove the vehicle from the anti-tamper strategy. The warm up cycle must be performed in the specific sequence outlined in the TSB.

These messages are not related to low diesel exhaust fluid (DEF) level and the procedures listed in the TSB will not correct DEF fluid level messages.

1. Are any DTCs present?

a. Yes - this article does not apply. Refer to the powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.

b. No - Proceed to step 2

2. Is the instrument cluster message one of the following?

a. SPEED LIMITED TO 50 MPH IN XXX MI - EXHAUST FLUID SYSTEM FAULT

b. 50 MPH MAX UPON RESTART - EXHAUST FLUID SYSTEM FAULT

c. SPEED LIMITED TO 50 MPH - EXHAUST FLUID SYSTEM FAULT

d. ENGINE IDLED SOON - EXHAUST FLUID SYSTEM FAULT SEE MANUAL

e. ENGINE IDLED - SEE MANUAL OWNERS MANUAL -EXHAUST FLUID SYSTEM FAULT

NOTE: Vehicles equipped with the standard level instrument cluster with the two line LED display screen will display DEF SYSTEM FAULT instead of EXHAUST FLUID SYSTEM FAULT

a. Yes – proceed to Step 3.

b. No – this article does not apply. Refer to the powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.

3. Is the message center diplaying ENGINE IDLED - SEE OWNER"S MANUAL? See figure 1.

a. Yes – The vehicle is in forced idle - proceed to Step 4.

b. No – The vehicle can still be driven - this procedure does not apply. Follow the SCR System Procedure listed under Drive Cycles in section 2 of the on-line PC/ED to remove warning message from cluster.

4. Reprogram the PCM/TCM to the latest calibration level using IDS release XX.XX or higher. Calibration files may also be obtained at www.motorcraftservice.com. For Pickup trucks Proceed to step 5. For chassis cab vehicles proceed to step 6.

NOTE: ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

5. Using the IDS select Toolbox, Datalogger, Exhaust, PCM. Select the following PIDS: EGT12 (Temp), EGT14(Temp), RPM, REDUCT_TNK_P, REDUCT_INJ_DC#.

a. Verify that EGT12(Temp) is below 65 °C (150 °F). If the EGT temperature is above this, allow the vehicle to cold soak to bring EGT12(Temp) below 65 °C (150 °F).

b. Start the engine. Keep the transmission in Park.

c. Use the accelerator pedal to elevate the RPM to 1500-2000 RPM. Leaving the RPM elevated, monitor the EGT12 (Temp) PID until it reaches 90°C (194 °F). Then decrease the RPM and allow the engine to idle (take foot off pedal).

d. While the engine is at idle, monitor the REDUCT_TNK_P PID for a rise in pressure to approximately 496 kPa (72 psi). Within 90 seconds of the pressure rise, the REDUCT_INJ_DC# should begin a square wave injection pattern and last about 30 seconds. Leave the engine RPM at idle (foot off pedal) for the duration of the injection.

e. When the injection completes, use the pedal to increase the RPM to 2000-2500 RPM. Leaving the RPM elevated, monitor EGT14(TEMP) PID until it reaches 155 °C (311°F) and/or the message in the message center is cleared.

6. Using the IDS select Toolbox, Datalogger, Exhaust, PCM. Select the following PIDS: EGT13 (Temp), EGT14(Temp), RPM, REDUCT_TNK_P, and REDUCT_INJ_DC#.

a. Verify that EGT13(Temp) is below 65 °C (150 °F). If the EGT temperature is above this, allow the vehicle to cold soak to bring the EGT13(Temp) is below 65 °C (150 °F).

b. Start the engine. Keep the transmission in Park.

c. Use the pedal to elevate the RPM to 1500-2000 RPM. Leaving the RPM elevated, monitor EGT13(TEMP) PID until it reaches 90°C(194 °F). Then decrease the RPM and allow the engine to idle.

d. Once the EGT13(TEMP) PID reaches 90°C(194 °F) the EGTREDUCT_TNK_P PID will display a rise in pressure to approximately 496 kPa (72 psi). When this rise occurs, place transmission in drive and begin driving the vehicle. Within 90 seconds of driving, the REDUCT_INJ_DC# should begin a square wave injection pattern and should last about 30 seconds. Continue to drive the vehicle.

e. Drive the vehicle around parking lot in 8 Kmh (5mph) speed limiting mode while monitoring REDUCT_INJ_DC# PID for the square wave pattern. Continue driving for the duration of injection.

f. When the injection cycle completes, stop the vehicle and place it in Park. Use the accelerator pedal to elevate the RPM to 2000-2500 RPM. Leaving the RPM elevated, monitor the EGT14 (TEMP) PID until it reaches 155°C (311 °F) and/or the message in the message center is cleared.

Category:	Service Fix - TSB Only
Request Type:	Non-QSF
Activity Code:	F-Series >8500#

Vehicle Applications:

Vehicle Lines	Model Year Start	Model Year End	Assembly Plants	Body Styles	Engine	Trans Axles	Build From	Build To
P473 SUPER DUTY (VL FA)	2013	2015			6.7L 4V HPCR V8 T/C DSL (EN TR)			
F-250	2013	2015			6.7L 4V V8 TC DIESEL			
F-350	2013	2015			6.7L 4V V8 TC DIESEL			
F-450	2013	2015			6.7L 4V V8 TC DIESEL			
F-550	2013	2015			6.7L 4V V8 TC DIESEL			

If SPECS Case, Select all Other Affected Publications:
Changes Needed in Other Pubs:
TSBs to Supersede: 14-0142
SSMs to Supersede:
ISMs to Supersede:
Other application Articles:
Select the reason for republication: Incorrect Procedure
Procedure verified by CDSID: smcdonag
Describe How The Procedure Was Verified: engineering study
Do you have access to a vehicle for time study? N/A
If Yes, contact for vehicle CDSID:
Are Illustrations Required? Yes
If Yes, Contact information for illustrations:
CDSID(Ford only): sjohn274
Full Name: Seth Johnson
Phone: 313-390-6051
Illustration Notes: Will need 1 image of the cluster in forced idle mode for figure 1.
Are Special Tools Required? No
If yes, describe tools that are required:
Is Recertification/Homologation Required? No
If Yes, email for Recertification/Homologation contact:
Is Environmental/Toxicology Required ? No
If Yes, email for Environmental/Toxicology contact:

Trustmarks affected: Ford
Additional Trustmarks To Notify:
Region Notification: NA, EU, SA, AP, WD
Article Distribution: Canada, Mexico, U.S.A.
DTC Codes and OASIS Service Codes: , 200000, 206000, 400000, 403000, 600000, 606000, 614000, 614500, 614600, 698298

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aides & Information	Warning Indicators/Messages/Chimes	Diesel Fluid	Stays On	227B68
Driver Aides & Information	Warning Indicators/Messages/Chimes	Service Engine Soon (Engine Image)	Stays On	227Q68
Driving Performance	Lack/Loss of Power	Acceleration	Always	554202
Driving Performance	Lack/Loss of Power	Cruise/ Steady Speed	Always	554302

Causal Basic Part # or Finis Code:

Causal Part # or Finis Code	Warranty Condition Codes
RECALEM	Powertrain: 04

Calibrations List:

White Paper Numbers: 6333, 6334

Parts Request Information

Are Parts Required? No

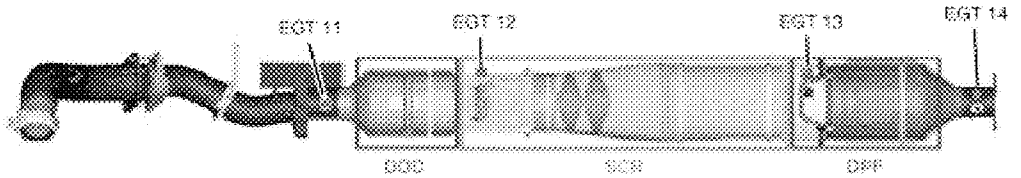
Article Number:
BCM Number:

(End automated email)

From: McDonagh, Scot (S.M.)
Sent: Monday, January 26, 2015 1:30 PM
To: Stanley, Daniel (D.J.); Hehir, Steven (S.R.)
Cc: Taylor, Perry (P.A.); Niland, Tom (T.H.)
Subject: RE: DPF regen
Attachments: tsb14-0203.pdf

Laser Weld EGTs 11-12(Short Tube Nut) went into Production at KTP on 1/9/15. Laser Weld EGTs 13-14(Long Tube Nut) scheduled for Production at KTP on 1/28/15. I will republish TSB 14-0203 when KTP clean date is confirmed and AC3Z-5J213-C Laser Weld EGT is available in Service.

TSB 14-0192: 13-15MY EGT SENSOR: REPUBLISH TO DELETE 13MY PCM REFLASH(DTC P06EA-P06EB). TSB RELEASE PENDING CONFIRMATION OF KTP PRODUCTION CLEAN DATE(~1/28/15) ON LASER WELD EGT SENSORS AND SERVICE AVAILABILITY OF AC3Z-5J213-C SENSORS.



Scot G. McDonagh
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smcdonag@ford.com

From: Stanley, Daniel (D.J.)
Sent: Monday, January 26, 2015 8:17 AM
To: Hehir, Steven (S.R.); McDonagh, Scot (S.M.)
Cc: Taylor, Perry (P.A.); Niland, Tom (T.H.)
Subject: RE: DPF regen

These are the last updates I have:

Recalibration for DPF Early Regen: PCA 09-Dec-2014
EGT Sensor Laser Crimp Welding: PCA 16-Feb-2015

Daniel J. Stanley
Ford Motor Company
Powertrain Engineering
Exhaust VFG Leader
Bldg 3 2B-165
313.805.9717

From: Stanley, Daniel (D.J.)
Sent: Monday, January 26, 2015 8:14 AM
To: Hehir, Steven (S.R.); McDonagh, Scot (S.M.)
Cc: Taylor, Perry (P.A.); Niland, Tom (T.H.)
Subject: RE: DPF regen

Scot,

Can you give Steve the short answer on this. Thanks. So much has evolved that I may not have the latest update.

Daniel J. Stanley
Ford Motor Company
Powertrain Engineering
Exhaust VFG Leader
Bldg 3 2B-165
313.805.9717

From: Hehir, Steven (S.R.)
Sent: Monday, January 26, 2015 8:09 AM
To: Stanley, Daniel (D.J.)
Cc: Taylor, Perry (P.A.); Niland, Tom (T.H.)
Subject: DPF regen

Hi Dan,

In warranty there are several claims for DPFs getting clogged and replaced because they will not regen due to certain DTC codes set in the PCM. I am told this will be fixed by new calibration allowing it to regen even with these stored codes. Do you know when this calibration will be here or if it is already in? This bin is currently showing as contained due to an EGT sensor fix but I do not believe the actual new calibration is in yet.

Thanks,

Steve Hehir
Kentucky Truck Plant
P473 Powertrain PVT Engineer
Desk: 502-429-2775
Cell: 502-419-2168

6.7L - MIL WITH VARIOUS DTCS FOR EXHAUST GAS TEMPERATURE (EGT) SENSORS	TSB 14-0203

FORD:

2013-2015 F-Super Duty

This article supersedes TSB **14-0184** to update the Service Labor Time Standards.

ISSUE

Some 2013-2015 F-Super Duty vehicles equipped with 6.7L diesel engines may exhibit an illuminated malfunction indicator lamp (MIL) with one or more of the following diagnostic trouble codes (DTCs) stored in the powertrain control module (PCM) memory: P0544, P0545, P0546, P06EA, P06EB, P2031, P2032, P2033, P200C, P200E, P2080, P2081, P2084, P2085, P242A, P242B, P242C, P242D, P242E, P246E, P246F, P2470, P2471, P2472, P2478, P2479, P247A, and/or P247B.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Is DTC P0544, P0545, P0546, P06EA, P06EB, P2031, P2032, P2033, P200C, P200E, P2080, P2081, P2084, P2085, P242A, P242B, P242C, P242D, P242E, P246E, P246F, P2470, P2471, P2472, P2478, P2479, P247A and/or P247B present?
   a. No - this article does not apply, refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual to diagnose the concern.
   b. Yes - proceed to Step 2.
2. Is DTC P200C and/or P200E stored in PCM memory with no other EGT DTCs present?
   a. No - proceed to Step 4.
   b. Yes - proceed to Step 3.
3. Use Integrated Diagnostic Service (IDS) freeze frame data readings to confirm when DTC P200C and/or P200E were set. Replace the corresponding EGT sensor as instructed below. Refer to the Workshop Manual (WSM), Section 303-14B:

- If IDS freeze frame data shows EGT12 temperature is 650 °C (1292 °F) greater than EGT11 temperature replace EGT 12.
- If EGT13 temperature is above 900 °C (1742 °F) replace EGT 13.
- If IDS freeze frame data shows EGT13 temperature is 650 °C (1292 °F) greater than EGT12 temperature replace EGT 13.
- If EGT14 temperature is above 900 °C (1742 °F) replace EGT 14.
- If IDS freeze frame data shows EGT14 temperature is 650 °C (1292 °F) greater than EGT13 temperature replace EGT 14.
- If two or more EGT sensors are reading 900 °C (1562 °F) or higher, or if the freeze frame temperature data does not fit the criteria listed in Step 3, this article does not apply. Refer to PC/ED manual pinpoint test RC to diagnose the concern.

4. Based on the DTCs retrieved in Step 1, replace the corresponding EGT sensor(s) as instructed below. Refer to the WSM, Section 303-14B:

- DTCs P0544, P0545, P0546, P2080, P2081, P2478 replace EGT11.
- DTCs P06EA, P2031, P2032, P2033, P2084, P2085, P2479 replace EGT12.

NOTE: The information contained 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.

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- DTCs P242A, P242B, P242C, P242D, P242E, P247A replace EGT13.
- DTCs P06EB, P246E, P246F, P2470, P2471, P2472, P247B replace EGT14.

5. Is the vehicle a 2013 F-Super Duty with DTC P06EA or P06EB stored in PCM memory?
   a. No - repairs complete, no further action is required.
   b. Yes - reprogram the PCM to the latest calibration using IDS release 90.04 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com. Clear all DTCs.

NOTE: ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS

PART NUMBER	PART NAME
AC3Z-5J213-B	EGT Sensor

OPERATION	DESCRIPTION	TIME
140203A	2013-2015 F-Super Duty 6.7L: Diagnose And Replace One (1) EGT Sensor (Can Be Claimed With Operation E, F Or G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.5 Hr.
140203B	2013-2015 F-Super Duty 6.7L: Diagnose And Replace Two (2) EGT Sensors (Can Be Claimed With Operation E, F Or G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.6 Hr.
140203C	2013-2015 F-Super Duty 6.7L: Diagnose And Replace Three (3) EGT Sensors (Can Be Claimed With Operation E, F Or G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.8 Hr.
140203D	2013-2015 F-Super Duty 6.7L: Diagnose And Replace Four (4) EGT Sensors (Can Be Claimed With Operation E, F Or G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.9 Hr.
140203E	2013-2015 F-Super Duty 6.7L: Additional Time To Reprogram The PCM (Can Be Claimed With Operation A-G) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.6 Hr.
140203F	2013-2015 F-Super Duty 6.7L: If Required, Additional Time To Remove And Install Fuel Shield To Access Lifting Points (Can Be Claimed With Operation A-E) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.1 Hr.
140203G	2013-2015 F-Super Duty FX4 6.7L: If Required, Additional Time To Remove And Install Fuel Shield To Access Lifting Points (Can Be Claimed With Operation A-E) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.3 Hr.

WARRANTY STATUS:
Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
5J213	42

From: Evison, Heather (M.)
Sent: Tuesday, June 10, 2014 2:23 PM
To: McDonagh, Scot (S.M.)
Cc: Johnson, Seth (S.); Bissi, Gerald (G.V.)
Subject: RE: TSB APPROVAL

Scot,

This TSB will be approved today on my end. Gerry Bissi and I just traded a whole chain of emails with Lear.

Thank you,
Heather

From: McDonagh, Scot (S.M.)
Sent: Tuesday, June 10, 2014 10:19 AM
To: Evison, Heather (M.)
Cc: Johnson, Seth (S.); Bissi, Gerald (G.V.)
Subject: RE: TSB APPROVAL

Thanks Heather- How many Pigtails are available in Service today ?

Parts List:

	*Type of Part	*Eng #	*Is This Part a Kit?	*Existing Stock#	*Part Name	*Qty/veh.	*Engineering Est. Qty. Needed
	Existing	3U2J-14B475-BXAB	No	Not Applicable	Pigtail Connector	4	3600
1	*Calculated Forecast		*@WERS Notice #		*@WERS Date Released		*@Supplier Company
	5200						
	@1st Contact	@1st Contact Phone	Source Code	Service #	Replaced SVC #	°Replaced Eng. #	°Is Calibration Needed
				3U2Z-14S411-BXAB			No

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From: Evison, Heather (M.)
Sent: Monday, June 09, 2014 3:36 PM
To: McDonagh, Scot (S.M.)

Cc: Johnson, Seth (S.); Bissi, Gerald (G.V.)
Subject: RE: TSB APPROVAL

Hi Scot,

I actually just sent another request to the supplier to find out when they can ship this additional stock just a few minutes ago. They haven't given me a solid date yet, and the main contact was out of the office at the end of last week.
So I don't have a date yet. In the note that I just sent I told them this is urgent.

Thank you,
Heather

From: McDonagh, Scot (S.M.)
Sent: Monday, June 09, 2014 3:31 PM
To: Evison, Heather (M.)
Cc: Johnson, Seth (S.); Bissi, Gerald (G.V.)
Subject: TSB APPROVAL

Hi Heather- Please advise when you will be able to sign off on TSB release. Thanks

2013-2015 F-Super Duty - 6.7L Diesel - Malfunction Indicator Lamp (MIL) Illuminated - Diagnostic Trouble Codes (DTC) P06EA and/or P06EB
TSB Author: SJOHN274
Development Stage: Action Required

Global Concern Number:	070-2014-0044	Started:	5/28/2014 7:59:06 PM
TWAS Tracking Number:	**070-2014-1998**	Completed:	
Article Number:		Last Activity:	6/9/2014 1:16:38 PM
Market:	US	Last Failure:	

<< File: EGT_CONN.pdf >>
Scot G. McDonagh
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Phone: (313)337-8091
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From: Holzheuer, Bill (W.P.)
Sent: Wednesday, August 27, 2014 2:44 PM
To: McDonagh, Scot (S.M.); Pancioli, Tim (T.N.); Goebel, Ken (K.M.)
Cc: Johnson, Seth (S.); Rinkevich, Daniel (D.J.)
Subject: RE: Work Notification: 070-2014-2499: 2011-2012 - F-Super Duty - 6.7L Diesel - MIL With Various DTCs For Exhaust Gas Temperature (EGT) Sensors - See Service Procedure For Complete List Of DTCs
Attachments: R13S10.pdf

The Recall is 13S10 issued last October, 2013.

Ambulance package for 2011/2012 MYs.
Only 2,988 vehicles involved, 80% complete.

It's not the recall driving the demand.

```
SMMPGIMA                    Global Inventory Status            08/27/14 10:29:59
==> _________ ____________________________________________________   Analyst: Q5A
SERVICE PART:      AC3Z-   5J213-B____     SENSOR - EXHAUST GAS - TEMPERATURE
ENGINEERING PART:   AC3A   12B591 AC_____________      ORIGIN:        WERS
SUPPLIER LOC:                                         FINIS:         5229498
Vendor Part:
Motorcraft Part:                                      Prime Suplr:   F903A
                                                      Role:          M
--------Inventory--------  -----Stocking Demand-----  Backcast:
FCSD Available:         2- Current Month:      12410  Max Ord Qty:           0
Pkgr Available:       144- Prior Month:        16104  Volume Group:  A
In-Trans Pkgr:          0  Prior Month 2:      10957  Last Release:  9000011
In-Trans FCSD:       2549  Prior Month 3:       8950  Lead Time:      15
Transfers:           3552  Curr Forecast:      12384  Procure Cd:    2
Back Ord Pcs:       12022  6-Mo Forecast:      75922  Sales Restr:   Y
Tot Inventory:       6067- Out of Tolerance:       Y  Last ASN Qty:       4788
                                                      Last ASN:      08/20/14
Tot Curr Pos:        5612- Back Ord Lines:       4434  Last Rcpt Pkg: 08/22/14
Est'd Max Pos:        N/A  Off B/O Date:              Abnormal Cat:  7
Firm Release:           N  Unit Issue:              1  Design Style:
FAD  Inventory:         0  Pnd Obs:                   Stock Exhaust:
F1=Help  F2=GPMA  F4=PrvPart F5=NxtPart F6=BDLA  F9=DEEA  F10=HIIA
F11=CPHA F13=SYKA F14=SMKA   F15=SCKA   F16=ISBA F17=LXEA F18=RXEA F19=DRIA
RECORD FOUND                                                        LPPEO09
```

```
SMMPSMKA        First Stocking Demand by Month          08/27/14 10:4
==> _________ ____________________________________________________

 SERVICE PART:       AC3Z-  5J213-B____  SENSOR - EXHAUST GAS - TEMPERATU
RECEIVING LOCATION: _____           DEMAND GROUP: __
 CUSTOMER TYPE:      ___            BACKCAST:     Y
 SDI Code:

 A
 C  MONTH YEAR   Quantity   Replaced Part Number  Message
 -  --  ----  ---------  -------------------- ---------------
```

08	2014	12410
07	2014	16104
06	2014	10957
05	2014	8950
04	2014	7656
03	2014	6140
02	2014	4937
01	2014	5334
12	2013	5688
11	2013	6659
10	2013	7866

From: McDonagh, Scot (S.M.)
Sent: Wednesday, August 27, 2014 10:25 AM
To: Pancioli, Tim (T.N.); Holzheuer, Bill (W.P.); Goebel, Ken (K.M.)
Cc: Johnson, Seth (S.); Rinkevich, Daniel (D.J.)
Subject: RE: Work Notification: 070-2014-2499: 2011-2012 - F-Super Duty - 6.7L Diesel - MIL With Various DTCs For Exhaust Gas Temperature (EGT) Sensors - See Service Procedure For Complete List Of DTCs
Importance: High

6.7L Diesel EGT Sensor Recall ?

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Johnson, Seth (S.)
Sent: Wednesday, August 27, 2014 10:10 AM
To: McDonagh, Scot (S.M.); Rinkevich, Daniel (D.J.)
Subject: FW: Work Notification: 070-2014-2499: 2011-2012 - F-Super Duty - 6.7L Diesel - MIL With Various DTCs For Exhaust Gas Temperature (EGT) Sensors - See Service Procedure For Complete List Of DTCs

F.Y.I.

Seth H. Johnson
Diesel/Hybrid/Gasoline Commodity Engineer
1700 Fairlane Business Drive - DSC 1
Phone: (313)-390-6051
SJOHN274@Ford.com

From: Evison, Heather (M.)
Sent: Wednesday, August 27, 2014 7:49 AM
To: Johnson, Seth (S.)
Subject: FW: Work Notification: 070-2014-2499: 2011-2012 - F-Super Duty - 6.7L Diesel - MIL With Various DTCs For Exhaust Gas Temperature (EGT) Sensors - See Service Procedure For Complete List Of DTCs

Hi Seth,

I just wanted to let you know, in case you didn't already, the part in this TSB is included in a Recall right now for Ford and it has over 12,000 backorders. I'll let you know any information on timing as soon as I know. This part is in bad shape.

Thank you,
Heather

From: gsiplus@marketingassociates.com [mailto:gsiplus@marketingassociates.com]
Sent: Tuesday, August 26, 2014 12:46 PM
To: Evison, Heather (M.)
Subject: Work Notification: 070-2014-2499: 2011-2012 - F-Super Duty - 6.7L Diesel - MIL With Various DTCs For Exhaust Gas Temperature (EGT) Sensors - See Service Procedure For Complete List Of DTCs

Work Notification

***** NOTE: The system generated the email. Do not reply to this email *****

You have some work to complete in the Technical Web Authoring System. Please review this information and complete the required work in your TWAS workbox as soon as possible.

Title:	2011-2012 - F-Super Duty - 6.7L Diesel - MIL With Various DTCs For Exhaust Gas Temperature (EGT) Sensors - See Service Procedure For Complete List Of DTCs
Last act and comments by:	SJOHN274as of 8/26/2014 4:45:51 PM GMT
Last action:	Submit for approval
Comment:	

Select this URL to access this instance of work:
http://prodcmsweb01.ford.com/modules/TWASBCMWeb/EditTSBSSM/Default.aspx?idItem=cfa96354-dee6-4131-ac20-61bd210acc43&idWorkboxEntry=5fa83e8c-7bc9-415e-8d7d-d93cbc058f54

Select this URL to access your Workbox:
http://prodcmsweb01.ford.com/modules/TWASBCMWeb/Admin/ViewWorkbox.aspx

(End automated email)

Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

October 30, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10**
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine – Exhaust Gas Temperature Sensor Replacement

AFFECTED VEHICLES

Certain 2011 and 2012 model year F-Super Duty vehicles with 6.7L engine and Ambulance Package built at the Kentucky Assembly Plant from Job #1, 2011 through Job Last, 2012. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit https://web.fsavinlists.dealerconnection.com. This information will be available on October 30, 2013.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, if the Exhaust Gas Temperature (EGT 14) sensor located directly behind the Diesel Particulate Filter (DPT) becomes open or shorted, the vehicle will go into shutdown mode and set Diagnostic Trouble Codes P200C and P200E. If this occurs, the warning "Stop Safely Now" will display in the message center followed by five chimes; engine power will reduce progressively until the vehicle speed is under four miles per hour; and then the engine will shut off. The engine will be prevented from restart for at least one hour. If this were to occur when the ambulance is transporting a patient, it may delay medical treatment and increase the risk of injury.

SERVICE ACTION

Dealers are to install a revised EGT 14 sensor. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: EGT 14 sensor is always located directly behind the Diesel Particulate Filter.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of November 11, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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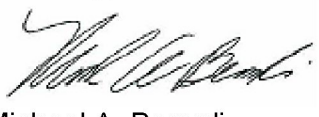
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621

Sincerely,



Michael A. Berardi

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine
Exhaust Gas Temperature Sensor Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on October 30, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through https://web.fsavinlists.dealerconnection.com on October 30, 2013. Owner names and addresses will be available by November 22, 2013.

NOTE: Your FSA VIN list 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 recall 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 recall.

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.

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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine
Exhaust Gas Temperature Sensor Replacement

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with diagnosis and replacement of EGT 14 sensor located behind the Diesel Particulate Filter.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
  - Program Code: 13S10
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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DEMONSTRATION / DELIVERY HOLD - Safety Recall 13S10
Certain 2011 and 2012 Model Year F-Super Duty Ambulance Package Vehicles with 6.7L Engine Exhaust Gas Temperature Sensor Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install revised EGT 14 sensor	13S10B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
AC3Z-5J213-B	EGT Sensor	1

The DOR/COR number for this recall is 50523.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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