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April 24, 2015

Mr. Frank S. Borris, Director
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-302
Washington, DC 20590

Dear Mr. Borris:

Subject: RQ14-005: NVS-214kmb

In its March 19, 2015 response to RQ14-005, Ford Motor Company ("Ford") informed the Agency that it had identified documents that relate to or may relate to the alleged defect in the subject vehicles that we were unable to submit with our response at that time.

We have included the Request 8 and our response from the March 19th submission below as a reference.

Request 8

Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford, including all such actions related to the subject recall. For each such action, provide the following information:

- a. Action title or identifier;*
- b. The actual or planned start date;*
- c. The actual or expected end date;*
- d. Brief summary of the subject and objective of the action;*
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and*
- f. A brief summary of the findings and/or conclusions resulting from the action.*

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Answer

Ford advised the Agency in phone conversations on Tuesday, March 17, 2015 that the data in Appendix H and I may not be complete at the time of submission. Ford is working with our OGC and engineering to ensure we have the documents that meet the intent of the requested information. To the extent that the information requested is available, it is included in the documents provided. Ford will be sending updated Appendix H and I as soon as we have all of the information gathered and reviewed. If the Agency should have questions concerning any of the documents, please advise.

Ford is construing this request broadly and is providing not only studies, surveys, and investigations related to the alleged defect, but also notes, correspondence, and other communications that were located pursuant to a diligent search for the requested information. Ford is providing the responsive non-confidential Ford documentation in Appendix H.

Ford is submitting additional responsive documentation in Appendix I with a request for confidentiality under separate cover to the Agency's Office of the Chief Counsel pursuant to 49 CFR Part 512. Redacted copies of the confidential documents will be provided under separate cover, on separate media, to the agency's Office of Chief Counsel as Appendix I – Redacted.

Ford is not producing documents responsive to this request that are protected from disclosure by attorney-client privilege, work-product doctrine, or other applicable immunity. Documents protected from disclosure on these bases are described in a privilege log contained in Appendix J.

In the interest of ensuring a timely and meaningful submission, Ford is not producing materials or items containing little or no substantive information. Examples of the types of materials not being produced are meeting notices, raw data lists (such as part numbers or VINs) without any analytical content, duplicate copies, non-responsive elements of responsive materials, and draft electronic files for which later versions of the materials are being submitted. Through this method, Ford is seeking to provide the agency with substantive responsive materials in our possession in the timing set forth for our response. We believe our response meets this goal. If the Agency would like additional materials, please advise.

Enclosed are two CDs containing Appendix H with the documents that were not included in the original submission. In addition we have included TSB 15-054 which was revised subsequent to our response as a result of the newly released calibrations in appendix G.

If you have any questions concerning this response, please, feel free to contact me.

Sincerely,



Todd Fronckowiak

Attachment

RQ14-005

FORD

4/24/2015

Appendix G

tsb15-0054

FORD:

2011-2015 F-Super Duty

This article supersedes TSB **15-0029** to update the production fix date and the Service Procedure.

ISSUE

Some 2011-2015 F-Super Duty vehicles equipped with a 6.7L diesel engine and built on or before 1/30/2015 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 for normal diagnostics.
 - b. Yes - proceed to Step 2.
2. Based on the DTCs retrieved in Step 1, replace the corresponding EGT sensor(s) as instructed below. Refer to the Workshop Manual (WSM), Section 303-14, Engine Control Components for EGT sensor locations and replacement procedure.
 - DTCs P0544, P0545, P0546, P2080, P2081, P2478 replace EGT11.
 - DTCs P2031, P2032, P2033, P2084, P2085, P2479 replace EGT12.
 - DTCs P242A, P242B, P242C, P242D, P242E, P247A replace EGT13.
 - DTCs P246E, P246F, P2470, P2471, P2472, P247B replace EGT14.
 - DTCs P06EA, P06EB, P200C and/or P200E, proceed to Step 3.
3. Is DTC P200C and/or P200E stored in PCM memory with no other EGT DTCs present?
 - a. No - proceed to Step 5.
 - b. Yes - proceed to Step 4.
4. 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 WSM, Section 303-14 Engine Control Components for EGT sensor locations and replacement procedure.
 - If 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.

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 supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

- 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.
5. Based on the DTCs retrieved in Step 1, replace the corresponding EGT sensor(s) as instructed below. Refer to the WSM, Section 303-14, Engine Control Components for EGT sensor locations and replacement procedure.
 - DTC P06EA on 2011-2012 pickups replace EGT14 and on 2011-2012 chassis cabs replace EGT13.
 - DTC P06EA on all 2013-2015 F-Super Duty models replace EGT12.
 - DTC P06EB replace EGT14.
 6. Is the vehicle a 2014-2015 pickup (Chassis-Cert) model and built on 11/7/2013 and through 12/10/2014?
 - a. No - repair is complete.
 - b. Yes - Reprogram the PCM to the latest calibration using IDS release 94.04 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-C	EGT Sensor

OPERATION	DESCRIPTION	TIME
150054A	2011-2015 F-Super Duty 6.7L: Diagnose And Replace One (1) EGT Sensor (Can Be Claimed With Operation E, F, G And/ Or H) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.5 Hr.
150054B	2011-2015 F-Super Duty 6.7L: Diagnose And Replace Two (2) EGT Sensors (Can Be Claimed With Operation E, F, G And/Or H) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.6 Hr.
150054C	2011-2015 F-Super Duty 6.7L: Diagnose And Replace Three (3) EGT Sensors (Can Be Claimed With Operation E, F, G And/Or H) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.8 Hr.
150054D	2011-2015 F-Super Duty 6.7L: Diagnose And Replace Four (4) EGT Sensors (Can Be Claimed With Operation E, F, G And/Or H) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.9 Hr.
150054E	2014 F-Super Duty Pick Up 6.7L: Reprogram PCM/TCM Includes Time To Connect Battery Charger (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.5 Hr.
150054F	2015 F-Super Duty Pick Up 6.7L: Reprogram PCM Includes Time To Connect Battery Charger (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.3 Hr.
150054G	2011-2015 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-D) (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.1 Hr.
150054H	2011-2015 F-Super Duty (FX4 Model) 6.7L: If Required, Additional Time To Remove And Install Fuel Shield To Access Lifting Points (Do Not Use With Any Other Labor Operations Outside Of This Article)	0.3 Hr.

TSB 15-0054 (Continued)

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