

CSC-10034713-5108



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

September 2010

Customer Satisfaction Program 10B18

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 10B18) for your vehicle, with the Vehicle Identification Number shown above.

- What is the issue?** On your Low Cab Forward vehicle, the Electronic Control Module (ECM) calibration is not optimized for injector performance. Over time, this condition may cause accelerated engine wear and degrade performance.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Electronic Control Module free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until September 30, 2011 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 10B18. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.  
If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

**What should you do?  
(continued)**

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

**What if you no longer own this vehicle?**

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

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

**Can we assist you further?**

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

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:  
[www.Fordowner.com](http://www.Fordowner.com)

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

Ford Customer Service Division

## CERTAIN 2008 AND 2009 MODEL YEAR LOW CAB FORWARD VEHICLES — INJECTOR RELIABILITY IMPROVEMENT

### OVERVIEW

In some of the affected vehicles, the current Engine Control Module (ECM) calibration (which controls injector spool movement timing, diesel particulate filter regeneration frequency, and idle control) is not optimized for injector performance. Over time, this condition may cause accelerated engine wear and degrade performance. This calibration will optimize injector performance and improve injector reliability.

### SERVICE PROCEDURE

#### Module Reprogramming

**NOTE:** Reprogramming concerns / errors may be caused by the following:

- The IC4, Nav-Link or the 9-pin Engine Diagnostic Connector becoming disconnected.
  - Allowing the laptop PC to enter any type of sleep mode. Make sure that the screen saver has been set to 30 minutes or more.
  - Low voltage on the laptop PC.
  - Low voltage in the vehicle battery (use of a battery charger is recommended).
1. Make sure that all accessories (radio, interior fan, headlights, etc.) are switched off.
  2. Verify that the latest version of NETS (version 5.3.4. or higher) is being used.
  3. Connect the IC4 or Nav-Link cable to the laptop PC.
  4. Connect the IC4 or Nav-Link cable adapter to the round 9-pin Engine Diagnostic Connector under the dash. Attach the IC4 or Nav-Link cable to the 9-pin adapter.
  5. Turn the ignition ON.
  6. Select NETS from the top of the Medium Duty (MD) Truck main screen.
  7. On the left of the screen, select LAUNCH NETS.
  8. Select GET from the NETS main screen.



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9. Enter the chassis number (last 8 digits of the VIN) in the provided chassis number box.
10. Make sure the screen indicates REFLASH - INSTALL NEW CALIBRATION. This should be the default setting.
11. Select the GET button at the bottom of the screen and follow the directions.
12. **NOTE:** Make sure the laptop PC is hooked up to High Speed Internet before starting the SEND function.  
  
Select the SEND button from the NETS main screen.
13. Highlight the correct chassis number, and select the SEND button at the bottom of the screen.
14. At the login screen, enter the NETS User ID and Password information and select LOGIN. (Contact the Ford Technical Hotline if your dealership has not been issued a NETS User ID and Password.)
15. A message window will indicate "UPLOAD COMPLETE". Press OK and close the window to continue.
16. Select RECEIVE from the NETS main screen.
17. Highlight the correct chassis number and select the RECEIVE button at the bottom of the screen.
18. At the login screen, enter the User ID and Password information and select LOGIN.
19. A message window will indicate "IS NOW READY FOR PROGRAMMING". Press OK and close the window to continue.
20. Select PROGRAM from the NETS main screen.
21. Highlight the correct chassis number, and select the PROGRAM button at the bottom of the screen and follow the directions.

If programming problems are encountered, contact the Ford Technical Hotline.

