

DELIVERY HOLD - Customer Satisfaction Program 12B33

Certain 2011 and 2012 F-Super Duty Vehicles Equipped with a 6.7L Diesel Engine
PCM and NOx Sensor Module Recalibration

OASIS ACTIVATED?

Yes, OASIS will be activated on April 11, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on April 11, 2012. Owner names and addresses will be available by May 2, 2012.

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 program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

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 service action.

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 service action performed on a timely basis.

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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

Refunds are not authorized for this program.

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.
- PROGRAM TERMS: This program will be in effect through April 30, 2013. There is no mileage limit for this program.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Retrieve DTCs. Reprogram PCM, TCM, and NOx Module. (No NOx related DTCs retrieved)	12B33B	0.7 Hours
Retrieve DTCs. Reprogram PCM, TCM, and NOx Module, and replace NOx Sensor (NOx related DTCs were retrieved)	12B33C	1.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
BC3Z-9D378-G	NOx Sensor (Only if needed due to NOx related DTCs retrieved)	1

The DOR/COR number for this service action is 50465.

NOTE: Approximately 5% of the affected vehicle population is expected to require NOx Sensor replacement.

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 for "Parts Retention and Return Procedures."

EXCESS STOCK RETURN

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

CERTAIN 2011 AND 2012 F-SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L DIESEL ENGINE — PCM AND NOX SENSOR MODULE RECALIBRATION

OVERVIEW

Before delivering any of the vehicles involved in this program, dealers are to read Diagnostic Trouble Codes (DTCs) and reprogram the Powertrain Control Module (PCM), Nitrogen Oxide (NOx) Sensor Module, and Transmission Control Module (TCM) (if applicable). For vehicles that have NOx related DTCs, dealers are also to replace the NOx Sensor.

SERVICE PROCEDURE

1. Verify that the IDS is updated to version 76.01 or higher.
2. Using IDS check the PCM for the following NOx related DTCs:
P207F, P20EE, P2200, P2201, P2209, P164A, P2A00 and/or P0133.
 - If NOx related DTCs **are present**, replace the NOx Sensor.
Refer to Workshop Manual (WSM), Section 303-14B for NOx sensor replacement, then proceed to "Module Reprogramming" on Page 2.
 - If NOx related DTCs **are not present**, proceed to "Module Reprogramming" on Page 2.



Module Reprogramming

Important Information For Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.), close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Reprogram the PCM, TCM (if applicable), and NOx Sensor Module to the latest calibration using IDS release 76.01 or higher. When reprogramming the PCM, the NOx Module will be automatically reprogrammed to the latest level. Calibration files may be obtained at www.motorcraft.com.
2. If the NOx sensor was replaced, reset/clear the NOx sensor adaptive learn tables. This will prevent false NOx codes from being set. Resetting/clearing of the adaptive learn tables can be accomplished with IDS. To reset/clear the NOx adaptive learn tables:
 - a. From the IDS main menu, click the "Toolbox" icon.
 - b. Select "Powertrain."
 - c. Select "Service Functions."
 - d. Select "Reset/Clear Specified Function" and select "Yes" when prompted.
 - e. Select "Nitrogen Oxide."



NOTE: For vehicles equipped with an automatic transmission, 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.

**Recovering a PCM/Body Control Module (BCM) when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION!**

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
4. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle bin" icon at the lower right of the previous session screen. This will load any deleted sessions and allow you to look through them. Double-click the session to restore it.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, Programmable Module Installation (PMI) or Module Reprogramming.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS will prompt you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





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

April 23, 2012

Customer Satisfaction Program 12B33

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 12B33) for your vehicle, with the Vehicle Identification Number shown above.

- What is the issue?** On your vehicle, the Nitrogen Oxide (NOx) Sensor in the exhaust system may become inoperative and cause the Check Engine Light to turn on. If the NOx sensor is inoperative, engine power may be reduced under some conditions.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram your Powertrain Control Module (PCM) and NOx Sensor Module, and if necessary, replace your NOx Sensor free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until April 30, 2013, 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. In addition, your vehicle will require inspection prior to determining if parts need to be ordered.
- What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 12B33. 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 for dealer addresses, maps, and driving instructions.
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

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.

Thank you for your attention to this important matter.

Ford Customer Service Division