



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

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

September 8, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 22N14
 Certain 2011-2012 Model Year F-Series Super Duty Vehicles
 Equipped with a 6.7L Diesel Engine
 Powertrain Control Module Reprogramming for Inspection and Maintenance Testing

PROGRAM TERMS

This program provides a one-time repair (if needed) to reprogram the Powertrain Control Module (PCM) for unlimited years of service and unlimited miles from the warranty start date of the vehicle.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-Series Super Duty	2011	Kentucky Truck	November 3, 2009 through July 22, 2011
	2012		March 22, 2011 through October 23, 2012

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A ONE-TIME REPAIR

In all of the affected vehicles, diagnostic trouble code (DTC) P2073 (Manifold Absolute Pressure/Mass Air Flow – Throttle Position Correlation at Idle) and/or P2074 (Manifold Absolute Pressure/Mass Air Flow – Throttle Position Correlation at Higher Load) if set are unable to self-heal and will remain in Powertrain Control Module (PCM) memory as a permanent DTC. These permanent DTC(s) may cause a vehicle to fail an Inspection/Maintenance (I/M) test in a state or region that requires annual I/M testing for vehicle registration.

SERVICE ACTION (CONTINUED ON NEXT PAGE)

Dealers are to reprogram the PCM using Integrated Diagnostic Software (IDS) release 127.02 or higher, in the event:

- An affected vehicle located in a state or region with I/M testing for annual vehicle registration has failed an I/M test, due to DTC P2073 and/or P2074 being present as indicated on a Vehicle Inspection Report (VIR). Owners will be requested to provide the dealer the VIR as proof of a failed I/M test.
- An affected vehicle requires a new repair to address a currently set illuminated MIL due to the presence of P2073 and/or P2074. Proper repairs must be completed prior to updating the PCM.

NOTE: This program only applies for reprogramming the PCM in the event of either scenario listed above. The program does not cover any diagnostics and/or repairs required to address any other causes of a failed I/M test or the root cause of the MIL to illuminate.

This service must be performed at no charge to the vehicle owner.

SERVICE ACTION (CONTINUED)

NOTE: Please notify the customer that they will need to perform the Readiness for Inspection/Maintenance (I/M) testing drive cycle, prior to the vehicle having the ability to pass an I/M test. This information was provided with the owner letter and can also be found in the Owner Manual.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of December 12, 2022. Dealers should repair any affected vehicles that have failed a I/M test due to the description stated above, whether or not the customer has received a letter.

ATTACHMENTS

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

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Customer Satisfaction Program 22N14
Certain 2011-2012 Model Year F-Series Super Duty Vehicles
Equipped with a 6.7L Diesel Engine
Powertrain Control Module Reprogramming for Inspection and Maintenance Testing

OASIS ACTIVATION

OASIS will be activated on September 8, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires September 8, 2023.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 a previous replacement of the Powertrain Control Module due to permanent DTC P2073 and/or P2074 not self-healing, thus causing the inability for the vehicle to pass a I/M test.

RENTAL VEHICLES

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

Customer Satisfaction Program 22N14
Certain 2011-2012 Model Year F-Series Super Duty Vehicles
Powertrain Control Module Reprogramming for Inspection and Maintenance Testing

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22N14 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number (22N14) is the sub code.
 - Customer Concern Code (CCC): E29 – Check Engine Light Troubles
 - Condition Code (CC): X9 – Incorrect Configuration of Programmable Electronic Control Units
 - Causal Part Number: 12A650
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22N14
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - 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.

Customer Satisfaction Program 22N14
Certain 2011-2012 Model Year F-Series Super Duty Vehicles
Powertrain Control Module Reprogramming for Inspection and Maintenance Testing

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PCM using IDS release 127.02 or higher. NOTE: For vehicles that require annual I/M testing for vehicle registration, please notify the customer that they will need to perform the Readiness for Inspection/Maintenance (I/M) testing drive cycle, prior to the vehicle having the ability to pass an I/M test. This information was provided with the owner letter and can also be found in the Owner Manual.	22N14B	0.7 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2011-2012 MODEL YEAR F-SERIES SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L DIESEL ENGINE — POWERTRAIN CONTROL MODULE REPROGRAMMING FOR INSPECTION AND MAINTENANCE TESTING

SERVICE PROCEDURE

1. Does the vehicle meet the following criteria below?

- An affected vehicle located in a state or region with Inspection/Maintenance (I/M) testing for annual vehicle registration has failed an I/M test, due to DTC P2073 and/or P2074 being present as indicated on a Vehicle Inspection Report (VIR).
- An affected vehicle received a repair to address DTC's P2073 and/or P2074 being present and after repairs were completed DTC's P2073 and/or P2074 remained as permanent DTC's.

NOTE: This program only applies for reprogramming the PCM in the event of either scenario listed above. The program **does not** cover any diagnostics and/or repairs required to address any other causes of a failed I/M test or the root cause of the MIL to illuminate.

YES - Proceed to Step 2.

NO - No further action is required at this time.

2. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

3. Using IDS, reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release **127.02** or higher.

NOTE: Make sure the IDS computer does not enter sleep mode during programming.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

4. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

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: Please notify the customer that they will need to perform the Readiness for I/M testing drive cycle, prior to the vehicle having the ability to pass an I/M test. This information was provided with the owner letter and can also be found in the Owner Manual.



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 12V 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 connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and 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.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.
- c. 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.
- d. 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 loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. 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.

