



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

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

August 9, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Special Field Action 22L03

Certain 2021-2022 Model Year Econoline, Super Duty Chassis Cab, F53 Motor Home, F59 Step Van, and F650/F750 Medium Duty Chassis Cab Vehicles Equipped with a Premium Rated 7.3L Engine Engine Horsepower Credit

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
E-Series	2021-2022	Ohio	11-May-2019 through 02-Feb-2022
Super Duty Chassis Cab	2021-2022	Ohio	08-Sep-2020 through 02-Feb-2022
F650/F750	2021-2022	Ohio	13-May-2019 through 02-Feb-2022
Super Duty	2021-2022	Kentucky Truck	14-Jul-2020 through 02-Feb-2022
F53/F59 Stripped Chassis	2021-2022	Detroit Chassis	13-Oct-2020 through 02-Feb-2022

US population of affected vehicles: 161,512.

REASON FOR THIS ACTION

NOTE: This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether they still own the vehicle or not.

In all of the affected vehicles, the revised horsepower (hp) and torque values did not match the marketing and advertising materials.

Customers that are the original owners of sold units will receive financial compensation for the reduced hp rated engines as follows:

- All E-Series vehicles have reduced max hp by 25, reduced rated engine speed by 150 rpm, and reduced max torque by 18 lb.-ft.
 - Original owners/lessees will be compensated with \$300.00 USD per VIN.
- All other vehicles included in the program have reduced max hp by 15 and reduced rated engine speed by 150 rpm.
 - Original owners/lessees will be compensated with \$100.00 USD per VIN.

SERVICE ACTION

No action is required from the dealers at this time.

OWNER NOTIFICATION MAILING SCHEDULE

For currently sold vehicles, owner letters are expected to be mailed the week of August 14, 2023. For any unsold vehicles, future owner letter mailings will occur in the quarter following the sale being reported.

Customers with fleet accounts that have 15 or more effected VINs in this program will be contacted by their Ford Pro account manger to discuss program administration. Any customer with a fleet account with 14 or less effected VINs will receive an owner letter with instructions explaining how to request the financial compensation.

EXPIRATION DATE

At the time of this program's publication, any sold vehicles currently in service will have an expiration date of August 31, 2024. For unsold vehicles, the program will be open for a period of approximately 1 year from the warranty start date.

ATTACHMENTS

- Administrative Information
- Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the 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,



Stacy L. Balzer

Special Field Action 22L03

OASIS ACTIVATION

OASIS will not be activated for this service action.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

For currently sold vehicles, owner letters are expected to be mailed the week of August 14, 2023.

STOCK VEHICLES

No action is required from the dealers at this time. For any unsold vehicles, future owner letter mailings will occur in the quarter following the sale being reported.



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

August 2023

Customer Satisfaction Program 22L03

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also, to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a \$300.00 credit for your vehicle with the VIN shown above.

Why are you receiving this notice? The marketing material for the 2021-2022 model year Econoline equipped with a premium rated 7.3L engine incorrectly overstated the power ratings by 25 horsepower and 18 lb.ft. of torque.

What will Ford and your dealer do? Ford is providing a \$300 credit to the original purchaser or lessee. This offer will be in effect until August 31, 2024 regardless of mileage.

What should you do? If you are the original purchaser or lessee of the vehicle, please visit **www.fordownershpcare.com** or scan the QR code below with your mobile device. This letter lists a PIN that is required to access the website to request your reimbursement. Please keep this document until the process is complete.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle? This program is only applicable to the original purchaser or lessee of the vehicle, regardless of whether they still own the vehicle. You received this notice because our records, which are based primarily on state registration and title data, indicate you are the original owner.

If you are not the original purchaser or lessee of this vehicle, and have an address for the original owner, please forward this letter to the original owner.

Can we assist you further?

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Personal Identification Number (PIN)

<1A2B3C4D>

QR code for direct link to the reimbursement website



Thank you for your attention to this important matter.

Ford Customer Service Division



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August 2023

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Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also, to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a \$100.00 credit for your vehicle with the VIN shown above.

Why are you receiving this notice? The marketing material for the 2021-2022 model year Super Duty Chassis Cab, F53 Motor Home, F59 Step Vans and F650/F750 Medium Duty Chassis Cabs equipped with a premium rated 7.3L engine incorrectly overstated the power ratings by 15 horsepower and 150 engine RPM.

What will Ford and your dealer do? Ford is providing a \$100 credit to the original purchaser or lessee. This offer will be in effect until August 31, 2024 regardless of mileage.

What should you do? If you are the original purchaser or lessee of the vehicle, please visit www.fordownershpcare.com or scan the QR code below with your mobile device. This letter lists a PIN that is required to access the website to request your reimbursement. Please keep this document until the process is complete.

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