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December 21, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Heated Steering Wheel Performance Upgrade 22G06 – Supplement #1**
Certain 2023 Model Year F-150 Vehicles
Heated Steering Wheel Performance Upgrade

REF: **Heated Steering Wheel Performance Upgrade 22G06**
Dated: September 14, 2023

New! REASON FOR THIS SUPPLEMENT

- **ATTACHMENTS:** *Technical Instructions have been updated for clarity regarding 12" display without Adaptive Steering. Steering wheel replacement may be required on some Lariat and Tremor equipped vehicles.*
- **LABOR ALLOWANCES:** *Additional labor allowances have been added, and the labor allowances E and F have been removed.*
- **PARTS REQUIREMENTS / ORDERING INFORMATION:** *Verbiage added for clarity. Steering wheel part numbers have been added.*

PROGRAM TERMS

This program will be in effect through September 31, 2026. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Heated Steering Wheel Performance Upgrade has an expiration date of September 31, 2026 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN List's name and address to contact customers with affected vehicles. FSA VIN Lists are expected to be available on September 14, 2023.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2023	Dearborn Truck Plant - Rouge Plant	October 24, 2022 through February 28, 2023

US population of affected vehicles: 6,340. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR THIS PROGRAM

A global supply shortage of semiconductor chips caused unavailability of the specific chip within the Steering Column Control Module (SCCM) required for heated steering wheel functionality.

SERVICE ACTION

Dealers are to replace and configure the SCCM and/or the HVAC module, depending on the vehicle configuration. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs
 - Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed on October 2, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

- Administrative Information
- *Labor Allowances and Parts Ordering Information*
- *Technical Instructions*
- Vehicle Pickup and Delivery Record
- Owner Notification Letters

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,



Stacy L. Balzer

Heated Steering Wheel Performance Upgrade 22G06 – **Supplement #1**

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS was activated on September 14, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists has been available through <https://web.fsavinlists.dealerconnection.com> since September 14, 2023. Owner names and addresses have been available since September 29, 2023.

NOTE: Your FSA VIN Lists 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.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED/SALVAGED TITLE VEHICLES

Affected branded/salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

Heated Steering Wheel Performance Upgrade 22G06 – Supplement #1**PICK-UP AND DELIVERY- Non-participating Dealers**

Dealers not participating in the 2023 Remote Experience Program for Pick-up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up & delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-up & Delivery Record with the repair order documentation.

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 – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - 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 before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 22G06
 - Customer Concern Code (CCC): C20
 - Condition Code (CC): 42
 - Causal Part Number: 3F791, 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 the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Pickup & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
 - Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
12" Display <i>without Adaptive Steering</i> : Replace SCCM and HVAC Module with Center Console. Enable the heated steering wheel option using FDRS.	22G06B	1.1 Hours
12" Display <i>without Adaptive Steering</i> : Replace SCCM and HVAC Module without Center Console. Enable the heated steering wheel option using FDRS.	22G06C	1.1 Hours
<i>12" Display with Adaptive Steering: Replace HVAC Module with Center Console. Enable the heated steering wheel option using FDRS. Includes PMI and configuration.</i>	<i>22G06G</i>	<i>0.7 Hours</i>
<i>12" Display with Adaptive Steering: Replace HVAC Module without Center Console. Enable the heated steering wheel option using FDRS. Includes PMI and configuration.</i>	<i>22G06H</i>	<i>0.7 Hours</i>
15" Display <i>without Adaptive Steering</i> : Replace SCCM and enable the heated steering wheel option using FDRS.	22G06D	0.8 Hours
Vehicle Pick-up and Delivery Allowance: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	22G06PP	0.5 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
<i>PL3Z-3F791-AB</i>	Steering Column Module – NOT equipped with Auto Wipers OR Power Adjustable Steering Column	1	1
ML3Z- 3F791-HB	Steering Column Module – Equipped with Power Adjustable Steering Column <i>and Auto Wipers</i>	1	1
NL3Z- 3F791-BA	Steering Column Module – Equipped with Auto Wipers <i>ONLY</i>	1	1
W721079-S437	Steering Wheel Bolt	1	1
NL3Z- 19980-S	HVAC Control Module	1	1
<i>ML3Z-3600-RA</i>	<i>Steering Wheel – Lariat Equipped Vehicles with the Adaptive Cruise Control*</i>	<i>1</i>	<i>1</i>
<i>PL3Z-3600-PA</i>	<i>Steering Wheel - Lariat Equipped Vehicles with the Standard Cruise Control*</i>	<i>1</i>	<i>1</i>
<i>ML3Z-3600-VA</i>	<i>Steering Wheel – Tremor Equipped Vehicles</i>	<i>1</i>	<i>1</i>

**NOTE: See technical instructions for photos that assist with ordering the correct steering wheel.*

Heated Steering Wheel Performance Upgrade 22G06 – Supplement #1

New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

NOTE: Please contact the SSSC if you are unsure which part number to order.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer's fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF (Continued)

NOTE: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

22G06 – Heated Steering Wheel Performance Upgrade – *Supplement #1*

VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

Pick-up and/or delivery service

As outlined below for the 22G06 Field Service Action program.

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2023 MODEL YEAR F-150 AND F-150 LIGHTNING VEHICLES — HEATED STEERING WHEEL ACTIVATION

NEW ! SERVICE PROCEDURE

NOTE: *F-150 Limited Series vehicles are the ONLY vehicles with adaptive steering.*

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NOTE: *If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.*

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Vehicles with a 15" screen without Adaptive Steering

NOTE: Removal steps in this procedure may contain installation details.

NOTE: This step is only necessary when installing a new component.

NOTE: The Programmable Module Installation (PMI) process must begin with the current Steering Column Control Module (SCCM) installed. If the current SCCM does not respond to the diagnostic scan tool, the tool may prompt for As-Built data as part of the repair.

1. Using a diagnostic scan tool, begin the PMI process for the SCCM following the on-screen instructions.
2. Remove the driver airbag. Follow the Workshop Manual (WSM) procedures in Section 501-20B.
3. Disconnect the steering wheel electrical connector(s). See Figure 1.

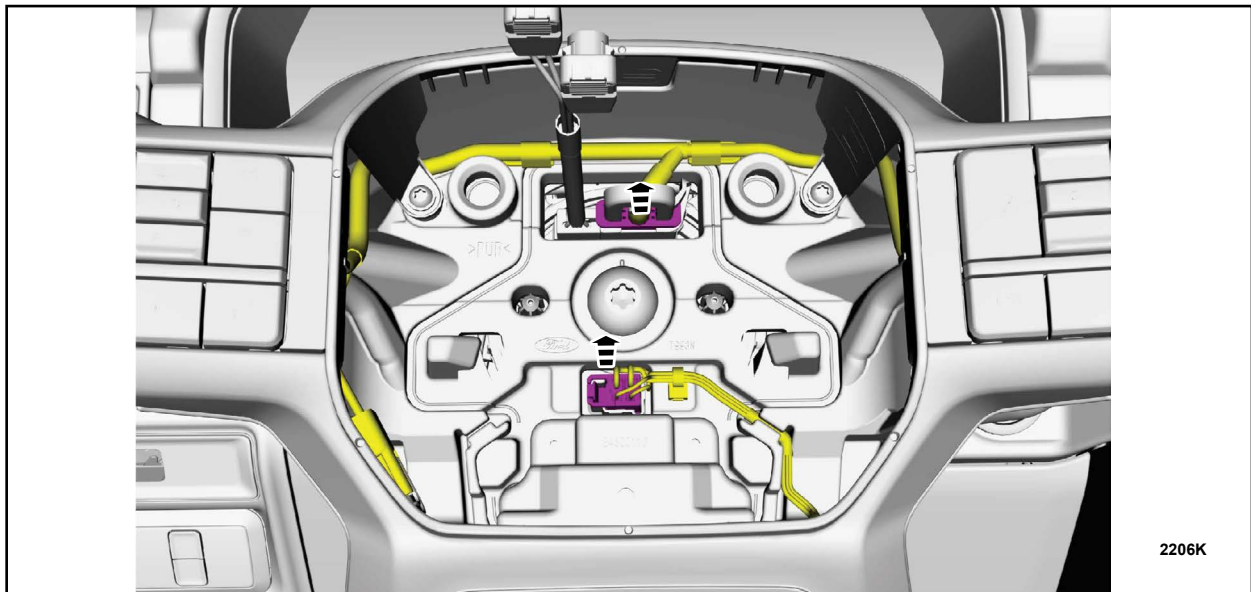


FIGURE 1



NOTE: Make sure the tick-mark on the end of the steering column shaft is on the top position.

4. Remove and discard the steering wheel bolt and remove the steering wheel. See Figure 2.

- Torque: 46 lb.*ft* (62.5 Nm)

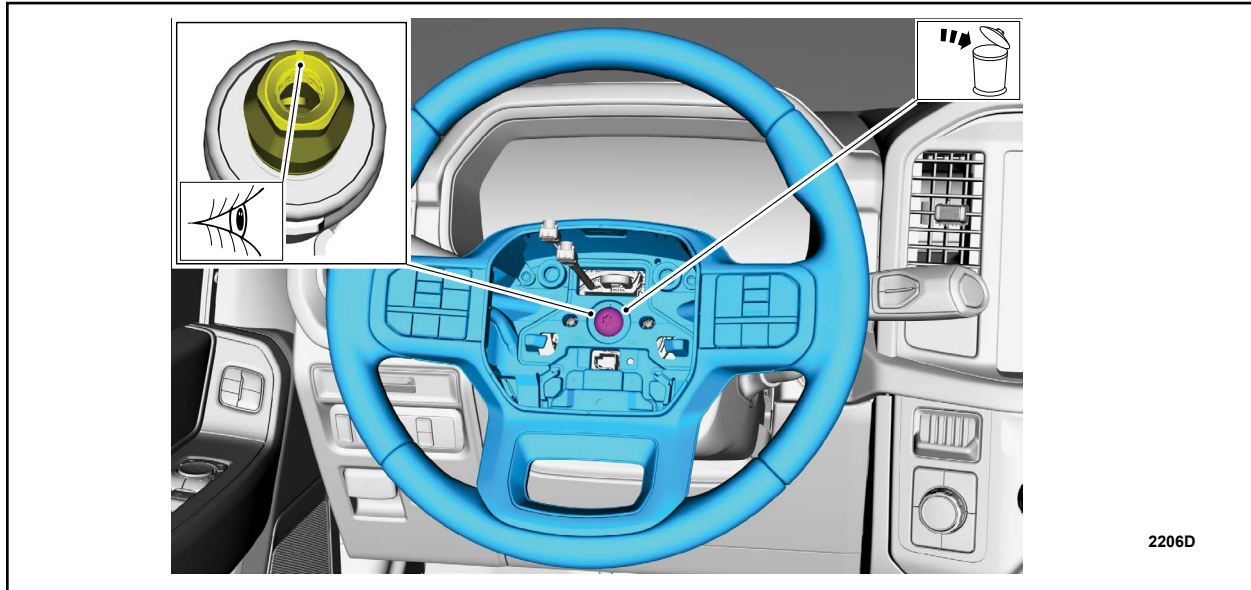


FIGURE 2

5. Remove the steering column shrouds. Follow the WSM procedures in Section 501-05.

NOTE: F-150 Lightning vehicles have a different lower instrument trim panel. See Figure 3.



FIGURE 3



6. Disconnect the SCCM electrical connectors, unclip the pin type retainer and position the harness aside. See Figure 4.

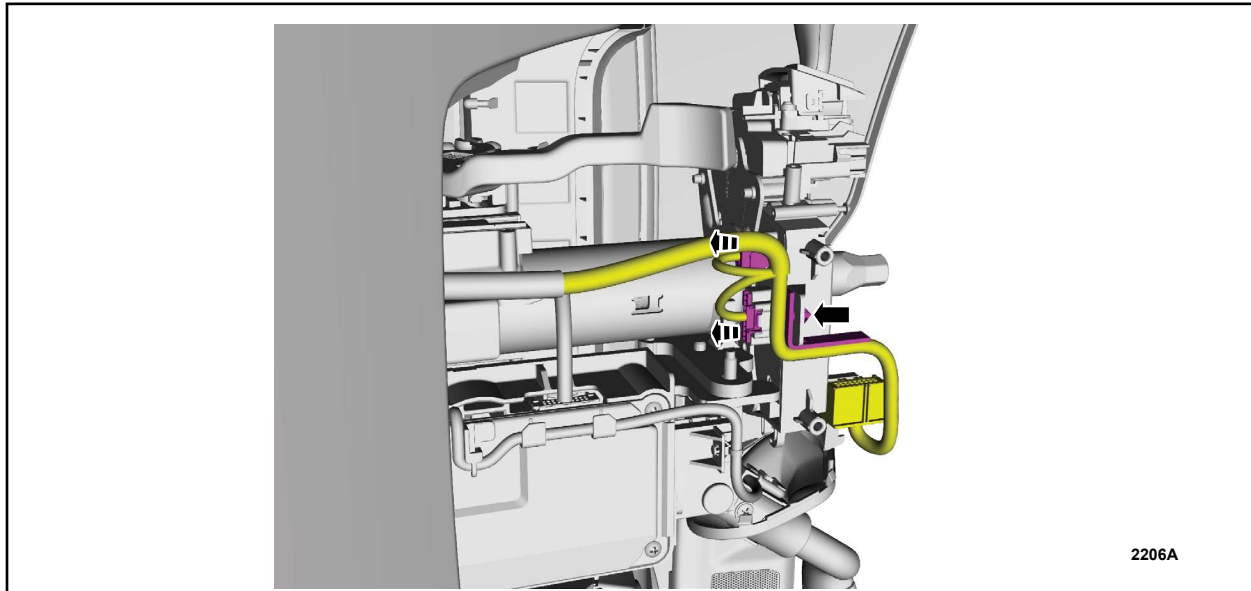


FIGURE 4

7. Remove the retainers and the SCCM. See Figure 5.

- Torque: 28 lb.in (3.2 Nm)

NOTE: Clockspring has been removed for clarity. It is not necessary to remove the clockspring separately.

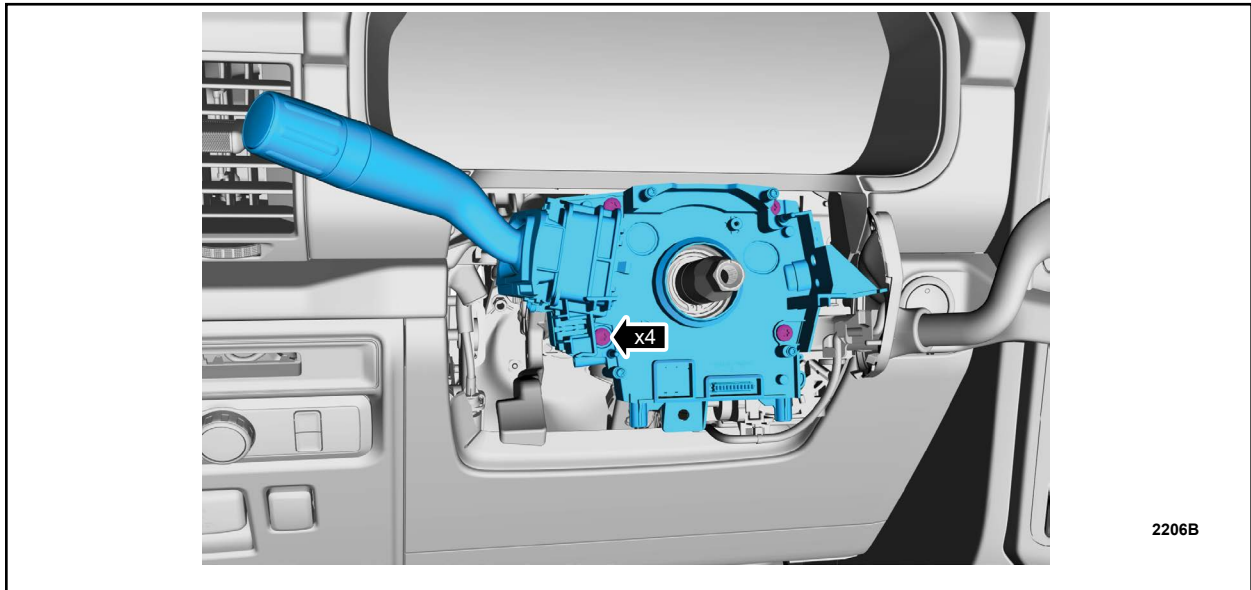


FIGURE 5



8. Install new SCCM. For installation reverse Steps 1-7.

9. Using a diagnostic scan tool, complete the PMI process for the SCCM following the on-screen instructions.

10. Connect a battery charger to the 12 Volt (V) battery.

- *Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.*

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

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

11. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

12. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

13. Select **Toolbox** tab.

14. From the list on the LH side of the screen, select the **SCCM**.

15. From the list on the RH side of the screen, select **SCCM - Enable Heated Steering Wheel**

16. Click **RUN**. Follow all on-screen instructions carefully.

17. Switch the ignition to the OFF position and wait a minimum of 30 minutes.

18. Start vehicle and verify that the soft button is available on the display screen. See Figure 6.



FIGURE 6



Vehicles with a 12" screen with Adaptive Steering

NOTE: *F-150 Limited Series vehicles are the ONLY vehicles with adaptive steering.*

1. Replace the Heating, Ventilation and Air Conditioning (HVAC) Control Module. Follow the WSM procedures in Section 412-00.

NOTE: Use care in separating the HVAC module as it is secured with a clip. Press in on the clips to release. See Figure 7.

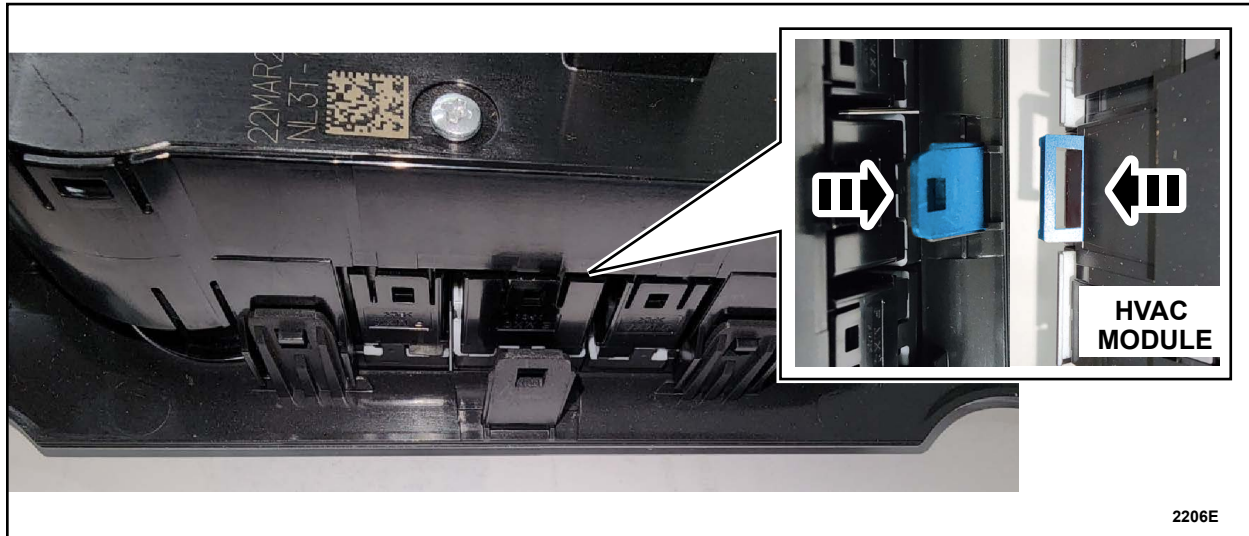


FIGURE 7



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

- *Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.*

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

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

3. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

4. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

5. Select **Toolbox** tab.

6. From the list on the LH side of the screen, select the **SCCM**.

7. From the list on the RH side of the screen, select **SCCM - Enable Heated Steering Wheel**

8. Click **RUN**. Follow all on-screen instructions carefully.

9. Start vehicle and verify that the heated steering wheel is functioning. See Figure 8.



FIGURE 8



Vehicles with a 12" screen without Adaptive Steering

NOTE: Removal steps in this procedure may contain installation details.

NOTE: This step is only necessary when installing a new component.

NOTE: The Programmable Module Installation (PMI) process must begin with the current SCCM installed. If the current SCCM does not respond to the diagnostic scan tool, the tool may prompt for As-Built data as part of the repair.

1. Using a diagnostic scan tool, begin the PMI process for the SCCM following the on-screen instructions.
2. Remove the driver airbag. Follow the WSM procedures in Section 501-20B.

3. Does the vehicle have a heated steering wheel connector and wiring as shown highlighted in green in Figure 9?

Yes - Proceed to Step 4.

No - Order a new steering wheel using Figure 10 and the corresponding part number in the dealer bulletin and Proceed to Step 5.

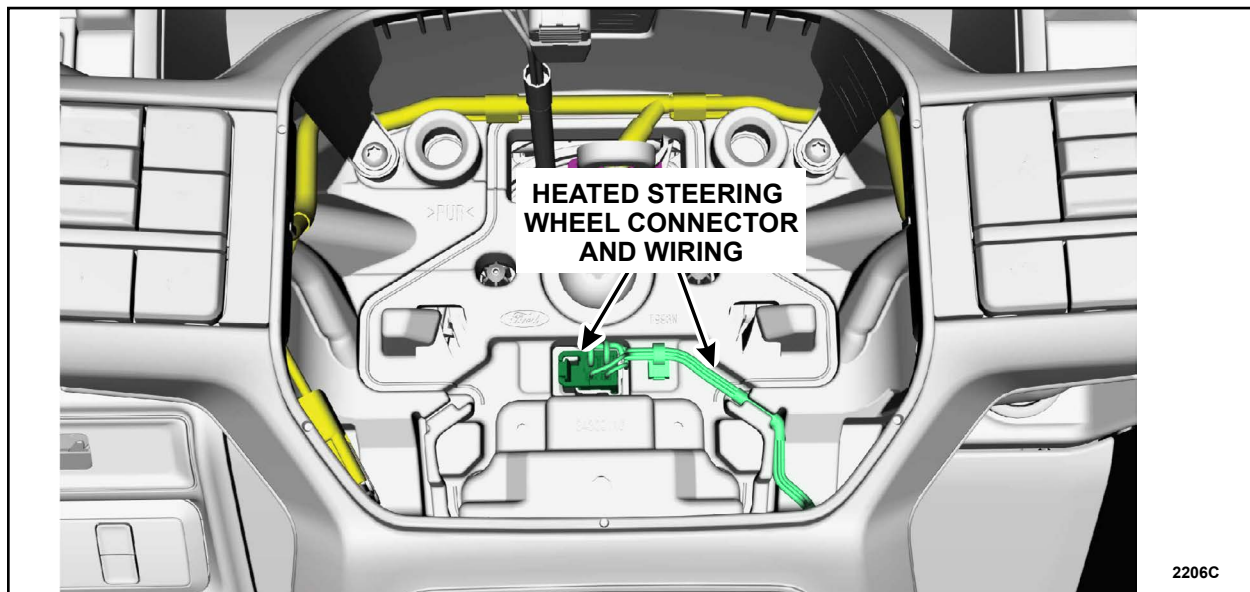


FIGURE 9





FIGURE 10

4. Disconnect the steering wheel electrical connector(s). See Figure 11.

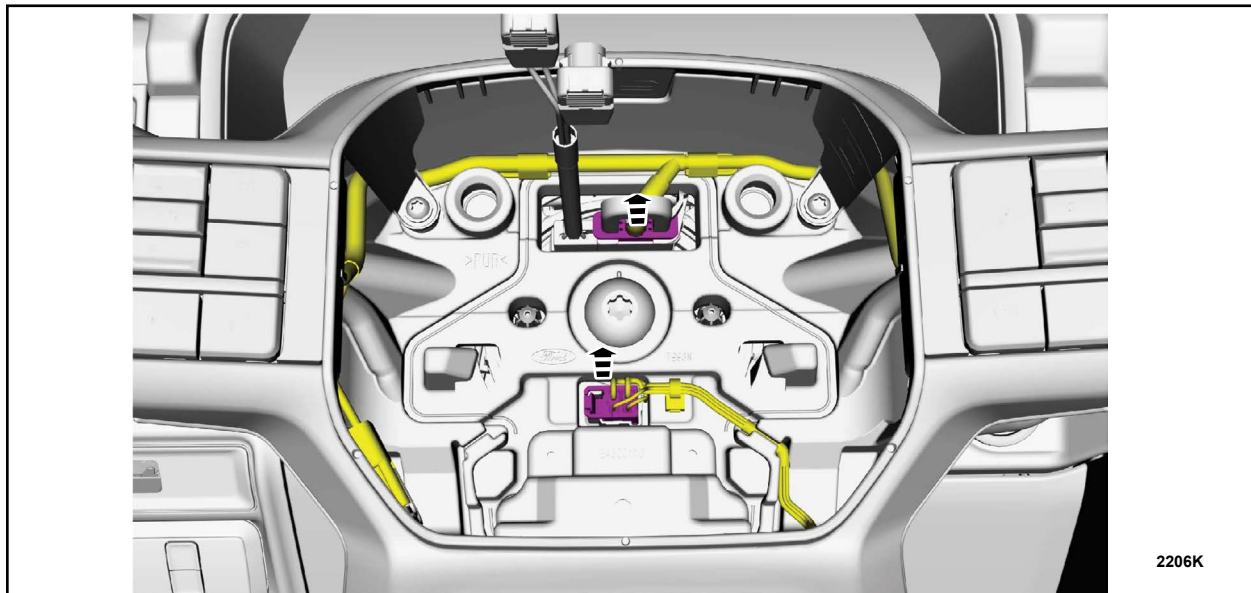


FIGURE 11



NOTE: Make sure the tick-mark on the end of the steering column shaft is on the top position.

5. Remove and discard the steering wheel bolt and remove the steering wheel. See Figure 12.

- Torque: 46 lb.*ft* (62.5 Nm)

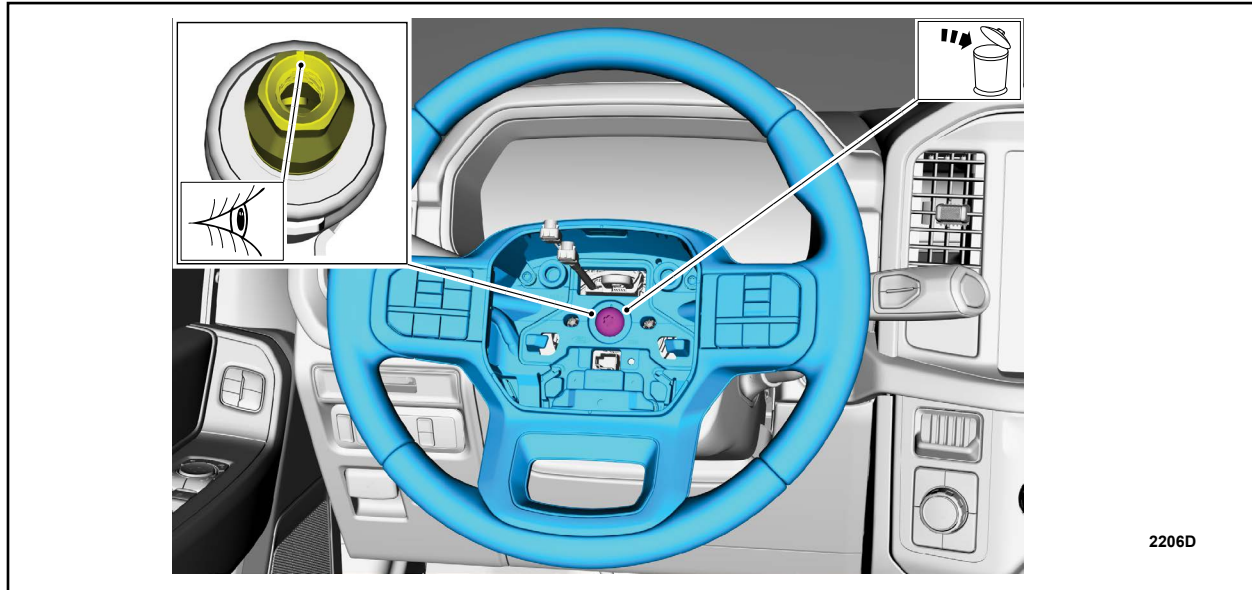


FIGURE 12

6. Remove the steering column shrouds. Follow the WSM procedures in Section 501-05.

7. Disconnect the SCCM electrical connectors, unclip the pin type retainer and position the harness aside. See Figure 13.

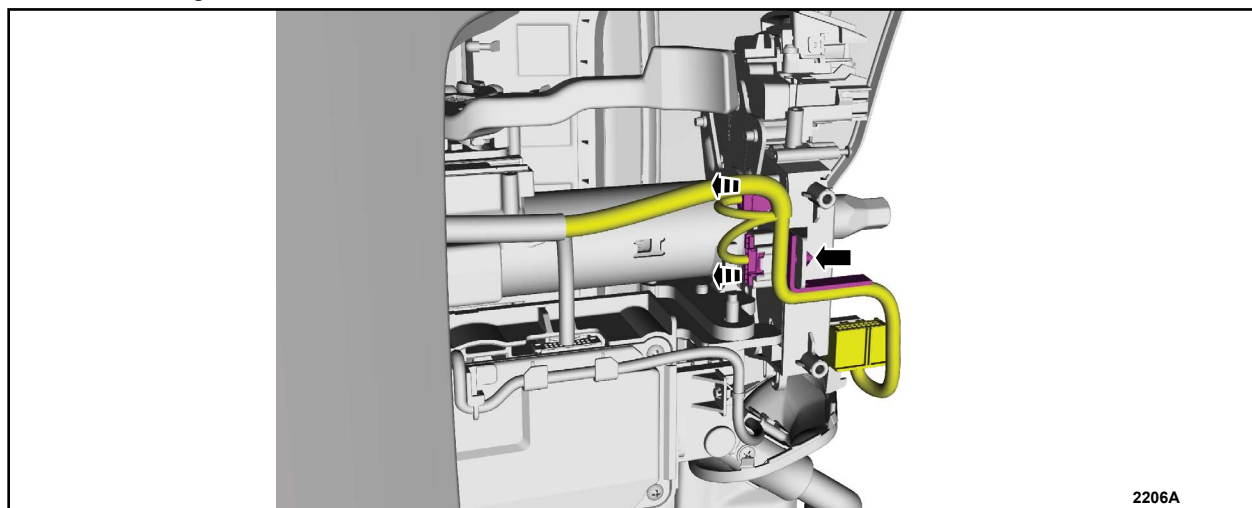


FIGURE 13



8. Remove the retainers and the SCCM. See Figure 14.

- Torque: 28 lb.in (3.2 Nm)

NOTE: Clockspring has been removed for clarity. It is not necessary to remove the clockspring separately.

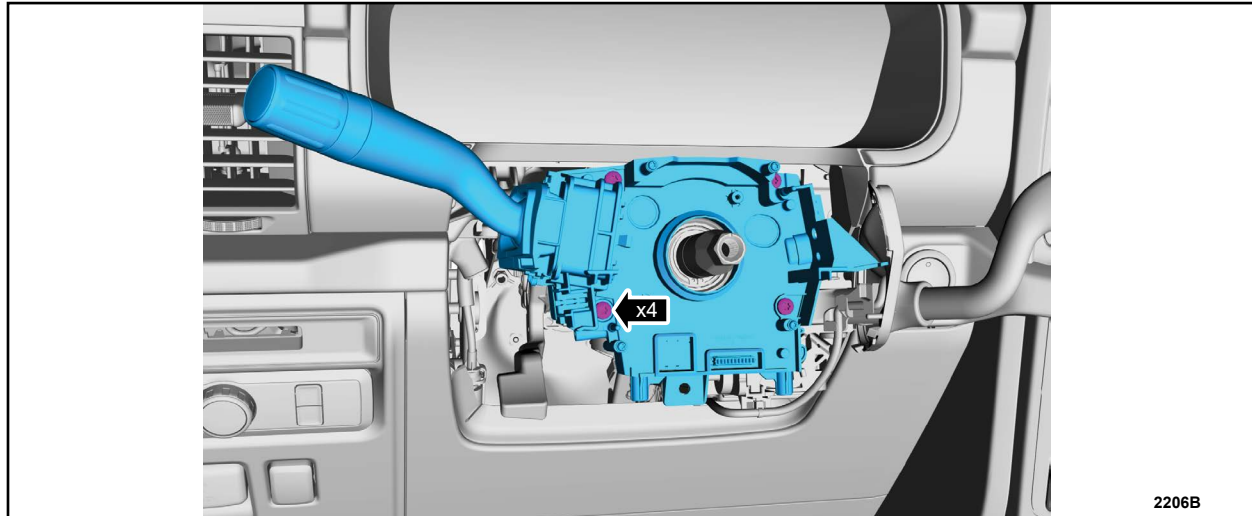


FIGURE 14

9. Install new SCCM, *and a new steering wheel if the vehicle was not equipped with heated steering wheel connector and wiring.* Reverse Steps 1-8.

10. Replace the Heating, Ventilation and Air Conditioning (HVAC) Control Module. Follow the WSM procedures in Section 412-00.

NOTE: Use care in separating the HVAC module as it is secured with a clip. Press in on the clips to release. See Figure 15.

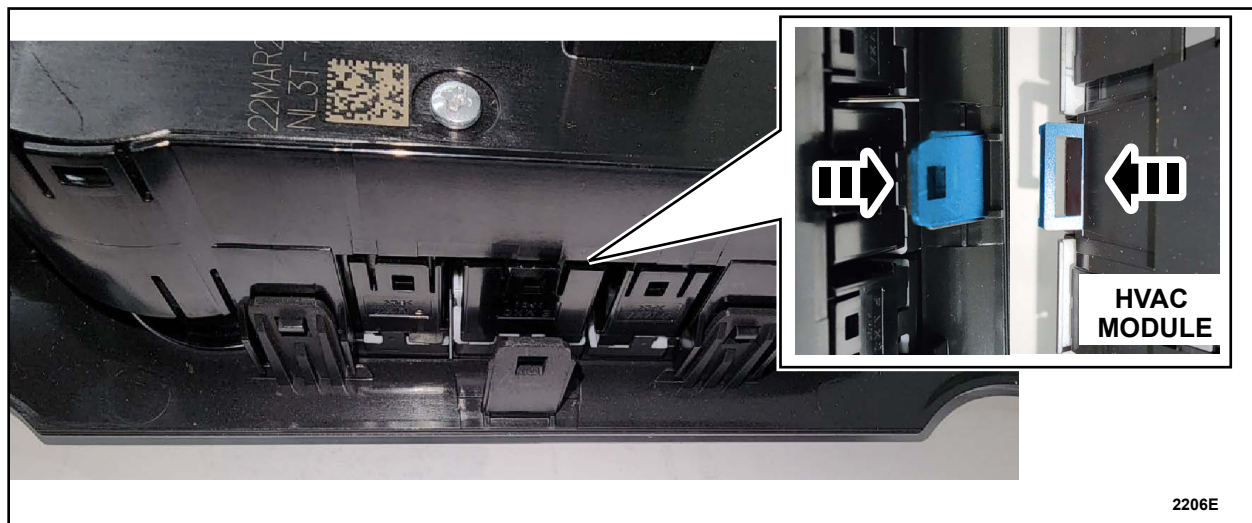


FIGURE 15



11. Using a diagnostic scan tool, complete the PMI process for the SCCM following the on-screen instructions.

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

- *Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.*

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

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

13. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

14. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

15. Select **Toolbox** tab.

16. From the list on the LH side of the screen, select the **SCCM**.

17. From the list on the RH side of the screen, select **SCCM - Enable Heated Steering Wheel**

18. Click **RUN**. Follow all on-screen instructions carefully.

19. Start vehicle and verify that the heated steering wheel is functioning. See Figure 16.

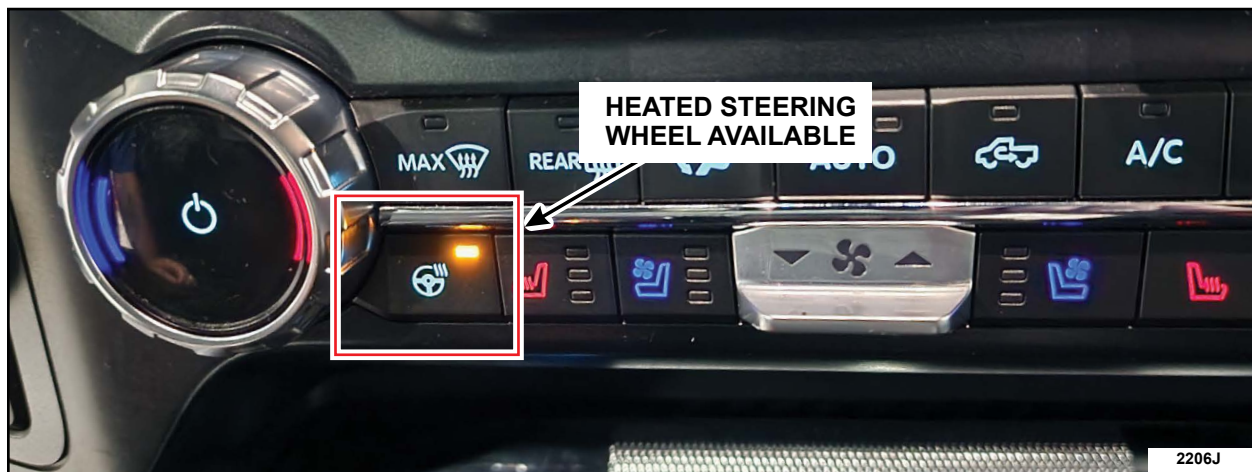


FIGURE 16

