



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

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

October 24, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N14 – Supplement #1**
 Certain 2011-2012 Model Year F-Series Super Duty Vehicles
 Equipped with a 6.7L Diesel Engine
State Inspection and Maintenance Test Failure Due to DTCs P2073 and/or P2074

REF: **Customer Satisfaction Program 22N14**
 Dated: September 8, 2022

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.

New! REASON FOR THIS SUPPLEMENT

- *Repair description: Updated for clarity.*
- *Reason for providing a one-time repair: Updated for clarity.*
- *Service Action section has been updated: Specific eligibility criteria added.*
- *Owner Letter Mailing: Owner Letter mailing dates have been updated to reflect the anticipated owner letter mailing date.*
- *Administrative Information has been updated:*
 - *Information on Mobile Repair and Pick-Up and Delivery has been added.*
 - *Owner Refund date has been updated.*
 - *Photos are now required to be uploaded for review prior to reprogramming the PCM.*
 - *All affected title-branded and salvage title vehicles are eligible for this repair.*
- *Labor Allowances: Time for Mobile Repair, Pick-Up and Delivery, and Photo Submission has been added.*

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

US population of affected vehicles: 325,950. Affected vehicles are identified in OASIS.

New! REASON FOR PROVIDING A ONE-TIME REPAIR

In 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 after the vehicle has been remedied and will remain in PCM memory as a permanent DTC. These permanent DTCs may cause a vehicle to fail an Inspection and Maintenance (I/M) test in California and Delaware (the states that currently fail heavy-duty diesel vehicles for the presence of Permanent DTCs during annual I/M testing for vehicle registration).

New! SERVICE ACTION

*This program only applies for vehicles registered/obtaining new registration in a state or region that fails heavy-duty diesel vehicles for the presence of permanent fault codes as part of their annual I/M testing, **AND** if the vehicle has DTCs P2073 and/or P2074 stored in the PCM memory (both active memory or permanent memory). If a vehicle fits those criteria, dealers are to reprogram the PCM using Integrated Diagnostic Software (IDS) release 129.09 or higher. **Prior approval is required by the SSSC before the PCM is reprogrammed.***

IMPORTANT NOTES:

- *Proper hardware repairs must be completed prior to the PCM being reprogrammed. **Repairs completed to address the service engine soon indicator currently being illuminated are not covered by this program.***
- ***For vehicles that have recently failed an I/M registration test due to the presence of the DTCs listed above:** A photo or copy of the customer's failing Vehicle Inspection Report (VIR) is required as proof of a failed I/M registration test.*
- ***For vehicles in California and Delaware with the service engine soon indicator currently illuminated due to the presence of the DTCs listed above:** A photo or copy of the vehicle's current registration is required as proof of residency.*

This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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

- *Arrange for a mobile repair at the owner's location, or:*
- *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 and delivery, and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.*

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of **February 5, 2024**. Dealers should repair any affected vehicles that exhibit either of the conditions listed above, whether or not the customer has received a letter.

New! ATTACHMENTS

- *Administrative Information*
- *Labor Allowances and Parts Ordering Information*
- *Technical Instructions*
- *Mobile Service Repair Assessment*
- *Mobile Repair/Vehicle Pick-Up 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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

Customer Satisfaction Program 22N14 – **Supplement #1**

New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- *All repairs in this program have the following assessment level:
🔧 - Mobile Reprogramming*

New! MOBILE REPAIR RECOMMENDATIONS

- *Confirm with the customer a mobile repair is feasible.*
- *Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.*
- *Transportation – due to the simplicity of this repair, a specialty vehicle is not required.*

New! MOBILE REPAIR ADDITIONAL INFORMATION

Please ensure the technician brings the following to the mobile repair destination:

- *Printed Technical Instructions*
- *Printed Repair/Work Order or any other necessary documentation as customer copy(s)*
 - *Documents could also be emailed to the customer.*
- *Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.*
- *Recommended specialty tools: Integrated Diagnostic Software (IDS)*

New! MOBILE REPAIR QUESTIONS AND ASSISTANCE

- *For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.*
- *Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.*

New! MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- *Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.*

Dealers NOT participating in the 2023 Remote Experience Program:

- *For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.*
- *Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.*

OASIS ACTIVATION

OASIS was 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.*

Customer Satisfaction Program 22N14 – Supplement #1**STOCK VEHICLES**

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

New! BRANDED / SALVAGED TITLE VEHICLES

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

New! OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed prior to the date of the Owner Notification Letter. This refund offer expires *February 28, 2025*.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed at a location other than 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 costs associated with a previous PCM reprogramming or replacement if that repair was intended to fix permanent DTC P2073 and/or P2074 not self-healing, which resulted in a failed I/M test.

RENTAL VEHICLES

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

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.

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.

New! REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- *The SSSC must provide approval prior to reprogramming the PCM.*
- *Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review.*
- *Refer to the Service Action section of this bulletin and/or the Technical Instructions for further details on which photo or copy of documentation is required.*
- *Upon approval, the SSSC will provide an approval code that must be used for claiming.*

Customer Satisfaction Program 22N14 – Supplement #1**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 before completing the repair.

New! 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 the 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
 - Sub Code: 22N14
 - Customer Concern Code (CCC): E29 – Check Engine Light Troubles
 - Condition Code (CC): X9 – Incorrect Configuration of Programmable Electronic Control Units
 - Causal Part Number: 12A650, 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.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22N14
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - 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 – **Supplement #1****New!** **CLAIMS PREPARATION AND SUBMISSION (CONTINUED)**

- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & 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.
- **Mobile Repair:**
 - Dealers participating in the Remote Experience Program –
 - Refer to Electronic Field Communication - EFC12071 2023 Remote Experience Program.
 - Dealers NOT participating in the Remote Experience Program –
 - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, retain a copy of the Service Management signed record with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 22N14MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in the Labor Allowances and Parts Ordering Information Attachment).

Customer Satisfaction Program 22N14 – **Supplement #1**

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PCM using IDS release 129.09 or higher. 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.	22N14B	0.7 Hour(s)
<i>Mobile Service:</i> <i>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.</i> <i>Can be used when the repair takes place away from the dealership.</i> <i>If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form</i>	22N14MM	0.5 Hours
<i>Vehicle Pick-Up and Delivery Allowance:</i> <i>This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.</i> <i>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.</i>	22N14PP	0.5 Hours
<i>Time allowed to submit photos.</i>	22N14ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



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

Customer Satisfaction Program 22N14

Mr. John Sample
123 Main Street
Anywhere, USA 12345

January 2024

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 Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Two U.S. states (California and Delaware) have vehicle Inspection and Maintenance (I/M) programs with specific requirements for vehicle diagnostic software. Your vehicle does not fully meet these requirements. While this has no impact on vehicle owners outside these states, we are providing you notice in case your vehicle is later registered in California or Delaware.

What is the effect?

If your vehicle is registered in California or Delaware, your vehicle might not pass their state I/M test.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module (PCM) free of charge (parts and labor) if either:

- Your vehicle has failed an I/M test due to the presence of diagnostic trouble codes (DTCs) P2073 and/or P2074 stored in memory, as indicated by a failing Vehicle Inspection Report (VIR),

OR

Your vehicle is registered in California or Delaware and DTC P2073 and/or P2074 is currently causing the Service Engine Soon Light to be illuminated.

This is a one-time repair program. This one-time repair is available for unlimited years of service and unlimited miles from the warranty start date. Coverage is automatically transferred to subsequent owners.

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VEHICLE SALE NOTIFICATION FOR 22N14

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567
TEST OWNER NAME
12345 TEST STREET
TEST CITY, XX 12345



How long will it take? If your vehicle is eligible for this program, 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 keep this letter as a reminder of this one-time PCM reprogramming offer for your vehicle. You do not need to return to your dealer for this repair unless your vehicle has recently failed an I/M test due to the presence of permanent DTCs P2073 and/or P2074 as indicated by a failing VIR.

NOTE: If your vehicle has recently failed an I/M registration test due to the presence of the permanent DTCs listed above, then a photo or copy of your failing VIR is required as proof of a failed I/M registration test. Failure to provide your dealer your failing VIR, may result in the dealer not reprogramming the PCM.

NOTE: If the service engine soon indicator is currently illuminated due to the presence of DTCs P2073 and/or P2074, proper hardware repairs must be completed prior to the PCM being reprogrammed. Repairs completed to address your service engine soon indicator currently being illuminated are not covered by this program. In addition, your dealer will require a copy of your vehicle's current registration as proof of residency. Failure to provide your dealer with a copy of your current registration may result in your dealer not reprogramming the PCM.

If your dealer performs the PCM reprogramming, you must complete the following drive cycle:

- Allow the vehicle to sit for at least eight hours without starting the engine. Then, start the engine, letting it warm up to its normal operating temperature.
- Once started, do not turn off the engine until the following driving cycle is complete: 15 minutes of steady driving on an expressway / highway followed by 20 minutes of stop-and-go driving with at least 30-second idle periods.

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.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for previous reprogramming or replacement of the Powertrain Control Module due to condition describe above. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before February 28, 2025. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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 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: 8:00 AM – 8:00 PM (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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



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Address Number

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City

State

Zip

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TEST CITY, XX 12345



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What should you do? Please keep this letter as a reminder of this one-time PCM reprogramming offer for your vehicle. You do not need to return to your dealer for this repair unless your vehicle has recently failed an I/M test due to the presence of permanent DTCs P2073 and/or P2074 as indicated by a failing VIR.

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