



Dan Wilyard
 Chief Engineer Recall and CIDR
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 PO Box 1904
 Dearborn, Michigan 48121

April 26, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Dealer Bulletin - Emission Recall 23E01 - Supplement #1**

2021 Model Year F-150, 2022 Model Year Super Duty and 2023 Model Year F-650 / F-750 Truck Vehicles Equipped with Diesel Engines
 Powertrain Control Module Reprogramming

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Dealer Bulletin - Emission Recall 23E01**

Dated: May 4, 2023

New! REASON FOR THIS SUPPLEMENT

- **Owner Notification:** Updated owner mail timing.
- **Labor Allowances:** F-150 3.0L Powertrain Control Module (PCM) software update fix is now available.
- **Mobile Repair and Pick-Up and Delivery Claiming:** Updated to latest standard details.
- **Owner Refunds:** Refunds are now available for customers who have previously paid to replace the NOx Sensor.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 3.0L	2021	Dearborn Assembly	January 8, 2020 through November 9, 2021
Super Duty 6.7L	2022	Kentucky Truck	August 5, 2022 through October 26, 2022
Super Duty 6.7L	2022	Ohio Assembly	August 9, 2022 through October 27, 2022
F-650 / F-750 6.7L	2023	Ohio Assembly	July 18, 2022 through November 1, 2022

US population of affected vehicles: 48,957. Affected vehicles are identified in OASIS and Field Service Action (FSA) VIN Lists.

REASON FOR THIS EMISSION RECALL

In all of the affected vehicles, the Nitrogen Oxides (NOx) sensor preheat is not functional in the powertrain calibration. Under certain conditions, this can lead to thermal shock and failure of the NOx sensor and illumination of the Malfunction Indicator Light (MIL). This can also lead to potentially higher tailpipe emissions.

For F-150s only, certain On-Board Diagnostics (OBD) monitors are not functioning as intended, due to a Powertrain Control Module (PCM) software error.

New! SERVICE ACTION

Before delivering any new in-stock vehicles involved in this recall, dealers are to update the PCM with the latest level software using the FDRS diagnostic tool for Super Duty and F-150 vehicles or IDS version 130.03 or later for F-650 / F-750 vehicles. This service must be performed at no charge to the vehicle owner.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

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, except for F-150 3.0L vehicle customers, were mailed the week of August 14, 2023. Pending Agency approval, owner letters *for F-150 3.0L customers* are expected to be mailed the week of *August 12, 2024*. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory before delivery.

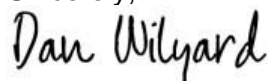
ATTACHMENTS

- *Administrative Information*
- *Labor Allowances* and Parts Ordering Information
- *Technical Instructions*
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter – Original
- *Owner Notification letter – 2021 MY F-150 3.0L*

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,



Dan Wilyard

Emission Recall 23E01 – Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

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

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.

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: IDS/FDRS Setup

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.

OASIS ACTIVATION

OASIS has been activated since March 31, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since March 31, 2023. Owner names and addresses were made available in the third quarter of 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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this emission recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- 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.

Emission Recall 23E01 – Supplement #1**STOCK VEHICLES**

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

New! OWNER REFUNDS (F-150 only)

- *This emissions recall must be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.*
- *Ford Motor Company is offering a refund for certain owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires August 31, 2025.*
- *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. There is no expiration date for emergency repair refunds. 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 replacing the NOx Sensor if the sensor previously failed.*

RENTAL VEHICLES

Rental vehicles are not approved for this program.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 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.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 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.

Emission Recall 23E01 – 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 FSAs / 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
 - F-650/F-750 trucks – 2 years, regardless of miles driven
- 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

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 23E01 is the subcode.
 - 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: 23E01
 - 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.

Emission Recall 23E01 – **Supplement #1**

New! **CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Pick-Up & Delivery:**
 - *Dealers participating in the Remote Experience Program –*
 - *Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.*
 - *Dealers NOT participating in the Remote Experience Program –*
 - *Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.*
 - *Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.*
- **Mobile Repair:**
 - *Dealers participating in the Remote Experience Program –*
 - *Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.*
 - *Lincoln Retailers - refer to EFC14164, 2024 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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.*
 - *Claim the mobile repair allowance Labor Operation Code 23E01MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).*

Emission Recall 23E01 – *Supplement #1*

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the PCM – 2022 MY Super Duty, 2023 MY Medium Truck, and <i>2021 MY F-150</i> .	23E01B	0.6 Hours
Vehicle Pick-up and Delivery Allowance: This allowance is only for non-eligible 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.	23E01PP	0.5 Hours
Mobile Service: This allowance is only for non-eligible 2023 Remote Experience Program Dealers. Can be used when the repair takes place away from the dealership. If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form.	23E01MM	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

March 2026

Emissions Recall 23E01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be equipped with a powertrain calibration that can eventually lead to tailpipe emissions that exceed the standard and that does not meet certain On-Board Diagnostics (OBD) requirements.

What is the issue?

According to Ford's records, your vehicle has not yet visited a dealership to complete Emissions Recall 23E01, or the remedy software for 23E01 may not have been installed correctly during a prior dealership visit. The underlying condition being addressed in Emissions Recall 23E01 may still exist.

On your vehicle, the Nitrogen Oxides (NOx) sensor preheat is not functional in the powertrain calibration, which under certain conditions can lead to thermal shock and sudden failure of the NOx sensor. In addition, your vehicle's OBD system is not capable of detecting certain NOx Sensor and Urea Concentration and Level Sensor faults, due to a Powertrain Control Module (PCM) software error.

What is the effect?

If the NOx sensor preheat function is not working and the NOx sensor fails, then the Malfunction Indicator Light (MIL) will illuminate, potentially causing higher tailpipe emissions. Separately, if the Urea Concentration and Level Sensor or the NOx Sensor fails for certain faults, then the OBD system might not illuminate the MIL.

What will Ford and your dealer do?

Software is available to repair your vehicle. Ford Motor Company has authorized your dealer to update the Powertrain Control Module (PCM) free of charge.

You are eligible for this free service even if you previously used non-Ford parts to service your vehicle or had your vehicle serviced at a non-Ford dealer.

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.

What should you do?

Please call your dealer without delay to request a service appointment for Emissions Recall 23E01. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this emissions recall.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford 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.

Mobile Service

Ford Mobile Service is offered by participating dealers, contact your dealer for details.

Pickup and Delivery

Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.

What happens if you do not have this service performed?

It is possible that:

- Your vehicle may not pass emissions or smog tests that may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.
- Your emissions warranty may be reduced.

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.

If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

California and Massachusetts Registration Requirements

The State of California and the Commonwealth of Massachusetts require the completion of emissions recall repairs before vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emissions recall repair, you will receive a Vehicle Emissions Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.

To ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as a lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Customer Service Division

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What if you no longer own this vehicle?



If you have sold this vehicle, please visit FordVSN.com or scan the QR code and enter the requested information in the associated website.

Alternatively, you may complete and detach the Vehicle Sale Notification form on the reverse side and mail it in the enclosed prepaid envelope.

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.



Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Marzo 2026

Campaña de emisiones 23E01

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Número de identificación del vehículo (VIN): 12345678901234567

Ford Motor Company lo valora como cliente y está comprometida con la calidad del vehículo y con la preservación del medioambiente. Por esta razón, estamos realizando voluntariamente una campaña para su vehículo, con el VIN que aparece más arriba. La calibración del tren motriz de su vehículo, a la larga, puede generar emisiones del tubo de escape que exceden el estándar y no cumplen con algunos requisitos de diagnóstico a bordo (OBD).

¿Cuál es el problema?

Según los registros de Ford, su vehículo aún no ha pasado por un concesionario para realizar la Campaña de emisiones 23E01, o es posible que el software de solución para 23E01 no se haya instalado correctamente durante una visita anterior al concesionario. La condición subyacente que se aborda en la Campaña de emisiones 23E01 podría existir todavía. El precalentamiento del sensor de óxidos de nitrógeno (NOx) no está operativo en la calibración del tren motriz, lo cual en determinadas condiciones podría ocasionar una descarga térmica y una falla repentina del sensor de NOx. Además, el sistema OBD de su vehículo no es capaz de detectar ciertas fallas en los sensores de NOx y de concentración y nivel de urea, debido a un error de software del módulo de control del tren motriz (PCM).

¿Cuál es el efecto?

Si la función de precalentamiento del sensor NOx no funciona y el sensor NOx falla, entonces la luz indicadora de mal funcionamiento (MIL) se iluminará, lo que potencialmente provocará mayores emisiones del tubo de escape. Por otra parte, si el sensor de concentración y nivel de urea o el sensor de NOx fallan debido a ciertas fallas, entonces el sistema OBD podría no encender la MIL.

¿Qué medidas adoptarán Ford y su concesionario?

El software para reparar su vehículo ya se encuentra disponible. Ford Motor Company ha autorizado a su concesionario a actualizar el módulo de control del tren motriz (PCM) sin cargo alguno.

Usted sí puede recibir este servicio gratuito incluso si anteriormente usó piezas que no son Ford para realizar el servicio en su vehículo o si recibió servicio en un concesionario que no era Ford.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para solicitar una cita de servicio para realizar la Campaña de emisiones 23E01. Proporcione el VIN a su concesionario, el cual está impreso junto a su nombre, al comienzo de esta carta.

Ford **no** ha emitido instrucciones de dejar de conducir su vehículo en esta campaña de emisiones.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta campaña en su vehículo. El propietario del vehículo es responsable de realizar los arreglos para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Servicio móvil

El servicio Ford Mobile lo ofrecen los concesionarios participantes; comuníquese con su concesionario para obtener más detalles.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Qué sucede si no realiza este servicio?

Es posible que suceda lo siguiente:

- Es posible que su vehículo no pase las pruebas de emisiones o de humos que se exigen en su región.
- Es posible que el Departamento estatal de vehículos motorizados no renueve el registro de su vehículo.
- La garantía de emisiones podría disminuir.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

Requisitos para el registro en California y Massachusetts

El estado de California y la mancomunidad de Massachusetts exigen llevar a cabo las reparaciones de las campañas de emisiones antes de renovar el registro del vehículo. Si su vehículo está registrado en California o en Massachusetts, está sujeto a estos requerimientos.

Cuando su concesionario finalice esta reparación de la campaña de emisiones, recibirá un certificado de prueba de corrección de la campaña de emisiones en el vehículo. **Asegúrese de que el concesionario le entregue un certificado y consérvelo para presentarlo al momento de renovar el registro del vehículo.**

También es importante que sepa que el certificado se debe devolver al Departamento de Vehículos Motorizados (DMV) solo si el DMV lo solicita. De lo contrario, este certificado debe quedar con usted, para sus registros.

A fin de asegurar protección total conforme a lo estipulado en la garantía de emisiones y para evitar cualquier inconveniente al renovar su registro, se recomienda que lleve el vehículo a servicio tan pronto sea posible. Si no lo hace, podría considerarse como una falta de mantenimiento adecuado del vehículo.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

March 2026

Emissions Recall 23E01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be equipped with a powertrain calibration that can eventually lead to tailpipe emissions that exceed the standard.

What is the issue?

According to Ford's records, your vehicle has not yet visited a dealership to complete Emissions Recall 23E01, or the remedy software for 23E01 may not have been installed correctly during a prior dealership visit. The underlying condition being addressed in Emissions Recall 23E01 may still exist.

On your vehicle, the Nitrogen Oxides (NOx) sensor preheat is not functional in the powertrain calibration, which under certain conditions can lead to thermal shock and sudden failure of the NOx sensor.

What is the effect?

NOx sensor failure will result in the illumination of the Malfunction Indicator Light (MIL) and potentially higher tailpipe emissions.

What will Ford and your dealer do?

Software is available to repair your vehicle. Ford Motor Company has authorized your dealer to update the Powertrain Control Module (PCM) free of charge (parts and labor).

You are eligible for this free service even if you previously used non-Ford parts to service your vehicle or had your vehicle serviced at a non-Ford dealer.

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.

What should you do?

Please call your dealer without delay to request a service appointment for Emissions Recall 23E01. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this emissions recall.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our Ford 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.

Mobile Service	Ford Mobile Service is offered by participating dealers, contact your dealer for details.
Pickup and Delivery	Complimentary vehicle Pickup & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
What happens if you do not have this service performed?	<p>It is possible that:</p> <ul style="list-style-type: none"> • Your vehicle may not pass emissions or smog tests that may be required in your area. • Your State Department of Motor Vehicles may not renew your vehicle registration. • Your emissions warranty may be reduced.
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you have questions or concerns, please contact our Ford Recall Assistance Center (RAC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.</p> <p>If you wish to contact us through the internet, our address is ford.com/support.</p> <p>MOTORHOME OWNERS: If you have questions or concerns, please contact our Motorhome Customer Assistance Center toll-free at 1-800-444-3311. Representatives are available 24 hours a day.</p>
California and Massachusetts Registration Requirements	<p>The State of California and the Commonwealth of Massachusetts require the completion of emissions recall repairs before vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.</p> <p>When your dealer completes this emissions recall repair, you will receive a Vehicle Emissions Recall Proof of Correction certificate. <u>Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.</u></p> <p><u>It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.</u></p> <p>To ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as a lack of proper maintenance of your vehicle.</p>

Thank you for your attention to this important matter.

Customer Service Division

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VEHICLE SALE NOTIFICATION FOR 23E01

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





Ford Motor Company
División de Servicio al Cliente
PO Box 1904
Dearborn, Michigan 48121

Marzo 2026

Campaña de emisiones 23E01

Sr. Juan Pérez
Calle Principal 123
Ciudad, EE. UU. 12345

Número de identificación del vehículo (VIN): 12345678901234567

Ford Motor Company lo valora como cliente y está comprometida con la calidad del vehículo y con la preservación del medioambiente. Por esta razón, estamos realizando voluntariamente una campaña para su vehículo, con el VIN que aparece más arriba. Su vehículo podría estar equipado con una calibración del tren motriz que, a la larga, podría ocasionar emisiones en el tubo de escape que excedan la norma.

¿Cuál es el problema?

Según los registros de Ford, su vehículo aún no ha pasado por un concesionario para realizar la Campaña de emisiones 23E01, o es posible que el software de solución para 23E01 no se haya instalado correctamente durante una visita anterior al concesionario. La condición subyacente que se aborda en la Campaña de emisiones 23E01 podría existir todavía. El precalentamiento del sensor de óxidos de nitrógeno (NOx) no está operativo en la calibración del tren motriz, lo cual en determinadas condiciones podría ocasionar una descarga térmica y una falla repentina del sensor de NOx.

¿Cuál es el efecto?

Una falla en el sensor de NOx hará que se encienda la luz indicadora de mal funcionamiento (MIL) y, posiblemente, generará emisiones mayores en el tubo de escape.

¿Qué medidas adoptarán Ford y su concesionario?

El software para reparar su vehículo ya se encuentra disponible. Ford Motor Company ha autorizado a su concesionario a actualizar el módulo de control del tren motriz (PCM) sin costo alguno (piezas y mano de obra). Usted sí puede recibir este servicio gratuito incluso si anteriormente usó piezas que no son Ford para realizar el servicio en su vehículo o si recibió servicio en un concesionario que no era Ford.

¿Cuánto tiempo tomará?

El tiempo necesario para esta reparación será de menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más.

¿Qué debe hacer?

Llame a su concesionario lo antes posible para solicitar una cita de servicio para realizar la Campaña de emisiones 23E01. Proporcione el VIN a su concesionario, el cual está impreso junto a su nombre, al comienzo de esta carta.

Ford no ha emitido instrucciones de dejar de conducir su vehículo en esta campaña de emisiones.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a ford.com/support para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta campaña en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

**¿Qué debe hacer?
(continuación)**

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación Ford. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

Servicio móvil

El servicio Ford Mobile lo ofrecen los concesionarios participantes; comuníquese con su concesionario para obtener más detalles.

Servicio de retiro y entrega

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

¿Qué sucede si no realiza este servicio?

Es posible que suceda lo siguiente:

- Es posible que su vehículo no pase las pruebas de emisiones o de humos que se exigen en su región.
- Es posible que el Departamento estatal de vehículos motorizados no renueve el registro de su vehículo.
- La garantía de emisiones podría disminuir.

¿Podemos hacer algo más por usted?

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el Gerente de Servicio de su concesionario para solicitar ayuda.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es ford.com/support.

PROPIETARIOS DE CASAS RODANTES: Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia a Clientes de Casas Rodantes sin costo al 1-800-444-3311**. Los representantes se encuentran disponibles las 24 horas del día.

Requisitos para el registro en California y Massachusetts

El estado de California y la mancomunidad de Massachusetts exigen llevar a cabo las reparaciones de las campañas de emisiones antes de renovar el registro del vehículo. Si su vehículo está registrado en California o en Massachusetts, está sujeto a estos requerimientos.

Cuando su concesionario finalice esta reparación de la campaña de emisiones, recibirá un certificado de prueba de corrección de la campaña de emisiones en el vehículo. **Asegúrese de que el concesionario le entregue un certificado y consérvelo para presentarlo al momento de renovar el registro del vehículo.**

También es importante que sepa que el certificado se debe devolver al Departamento de Vehículos Motorizados (DMV) solo si el DMV lo solicita. De lo contrario, este certificado debe quedar con usted, para sus registros.

A fin de asegurar protección total conforme a lo estipulado en la garantía de emisiones y para evitar cualquier inconveniente al renovar su registro, se recomienda que lleve el vehículo a servicio tan pronto sea posible. Si no lo hace, podría considerarse como una falta de mantenimiento adecuado del vehículo.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente

BORRADOR

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¿Qué pasa si usted ya no es el propietario del vehículo?



Si vendió este vehículo, visite FordVSN.com o escanee el código QR e ingrese la información que se solicita en el sitio web asociado.

También puede completar y separar el formulario de Notificación de venta de vehículo en el reverso y enviarlo por correo en el sobre prepago adjunto.

Usted recibió este aviso porque las regulaciones del gobierno exigen el envío de notificaciones al propietario conocido más reciente del registro. Nuestros registros se basan principalmente en datos estatales y de propiedad, que indican que usted es el propietario actual del vehículo.

CERTAIN **2021 MODEL YEAR F-150 VEHICLES EQUIPPED WITH A 3.0L DIESEL ENGINE AND 2022 MODEL YEAR SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L DIESEL ENGINE** — POWERTRAIN CONTROL MODULE REPROGRAMMING

NEW ! SERVICE PROCEDURE

IMPORTANT! *The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.*

Module Programming

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

1. 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 that 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 VCM is properly connected to the DLC.

2. 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.

3. Click "**Read VIN from Vehicle**" or manually enter the 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.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **PCM**.

6. From the list on the RH side of the screen, select **PCM - Powertrain Control Module (PCM) Software Update**.

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



8. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
9. Click the **Run Selected Tests** button in the lower right.
10. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
11. Disconnect the battery charger from the 12V battery once the programming 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.

Important Information for Module Programming

NOTE: When programming 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 FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the 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.
- *Turn the accessories back on after programming has completed.*
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/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

- a. Disconnect the VCM II/VCM III or the VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMIII or the VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMIII or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.



CERTAIN 2023 MODEL YEAR F-650/750 VEHICLES EQUIPPED WITH A 6.7L ENGINE — POWERTRAIN CONTROL MODULE REPROGRAMMING

NEW ! SERVICE PROCEDURE

IMPORTANT! *The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.*

Module Programming

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

2. Reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release 130.03 or higher. Make sure you are connected to the Internet prior to reprogramming.

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

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

3. Check and clear all DTCs.

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.*



Important Information for Module Programming

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

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module III (VCM III) or the Vehicle Communication and Measurement Module (VCMM) and the 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.
- Turn the accessories back on after programming has completed.
- 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 II/VCM III from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM II/VCM III to IDS and then connect to the DLC. Once reconnected, the VCM II/VCM III icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM II/VCM III 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.



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Dealer Bulletin - Emission Recall
23E01 - Supplement #1**

2021 Model Year F-150, 2022 Model Year Super Duty and 2023 Model Year F-650 / F-750
Truck Vehicles Equipped with Diesel Engines
Powertrain Control Module Reprogramming













Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair


Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Dealer Bulletin - Emission Recall
23E01 - Supplement #1**

2021 Model Year F-150, 2022 Model Year Super Duty and 2023 Model Year F-650 / F-750
Truck Vehicles Equipped with Diesel Engines
Powertrain Control Module Reprogramming

   – Enhanced Mobile Service

- **A two-person process is required anytime a procedure requires work under the vehicle**
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

23E01 - *Supplement #1*

Mobile Repair / Vehicle Pick-Up and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 23E01 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date