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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.

Customer Satisfaction Program 22N14

**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 22N14 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Customer Satisfaction Program 22N14













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)

Customer Satisfaction Program 22N14

   – 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

CERTAIN 2011-2012 MODEL YEAR F-SERIES SUPER DUTY VEHICLES EQUIPPED WITH 6.7L DIESEL ENGINE — STATE INSPECTION AND MAINTENANCE TESTING FAILURE DUE TO DTCS P2073 AND/OR P2074

NEW! SERVICE PROCEDURE

1. Does the vehicle meet the following criteria?

- *This Customer Satisfaction 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 (currently only applies to vehicles registered/obtaining new registration in California and Delaware) **AND** if the vehicle has DTCs P2073 and/or P2074 stored in the PCM memory (both active memory or permanent memory).*

YES - Proceed to Step 2.

NO - No further action is required at this time.

2. *Contact the SSSC and provide the necessary documentation for prior approval to reprogram the PCM (see below for further detail).*

NOTE: *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 DTCs P2073 and/or P2074: 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 DTCs P2073 and/or P2074: A photo or copy of the vehicle's current registration is required as proof of residency.*

3. *Has the SSSC provided approval to reprogram the PCM?*

YES - Proceed to Step 4.

NO - No further action is required at this time.

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



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

5. Using IDS, reprogram the Powertrain Control Module (PCM) using Integrated Diagnostic Software (IDS) release **129.09** or higher.

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

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

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

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

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

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

Important Information for Module Programming

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

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key ON Engine OFF (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

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

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.



d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

e. Once the session is loaded, the failed process should resume automatically.

f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.

g. Follow all on-screen prompts/instructions.

h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

