



TECHNICAL SERVICE BULLETIN

12.3 Inch Instrument Cluster Display Screen - Various IPC Concerns

23-2386

30 November
2023

Model:

Ford
2023 F-Super Duty

Issue: Some 2023 F-Super Duty vehicles equipped with a 12.3 inch instrument cluster display screen may exhibit various concerns with the instrument panel cluster (IPC). This may be due to the software in the IPC. To correct the condition, follow the Service Procedure to reprogram the IPC.

NOTE: The IPC software update that addresses the symptom listed in this bulletin may have been sent via Ford Power-Up software updates delivered over-the-air (OTA) to connected vehicles that have automatic updates enabled through the center display screen. Enter the vehicle identification number (VIN) in Professional Technician System (PTS) and check the OTA Dashboard under the Connected Vehicle tab for OTA update history. If an update to the IPC has successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2023 F-Super Duty equipped with a 12.3 inch instrument cluster display
- At least one of the following conditions:
 - Fuel economy displayed intermittently drops to 0-1 miles per gallon (MPG)
 - Resets to home screen after a key cycle
 - Farewell screen displays a Platinum truck

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

| Description | Operation No. | Time |
|---|---------------|-------------|
| 2023 F-Super Duty 12.3 Inch Cluster Display Screen: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations) | MT232386 | Actual Time |

Repair/Claim Coding

| | |
|-----------------|-------|
| Causal Part: | 10849 |
| Condition Code: | 04 |

Service Procedure

1. Reprogram the IPC using the latest software level of the Ford Diagnosis and Repair System (FDRS) diagnostic scan tool.

described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.