



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

May 1, 2015

TO: All U.S. Ford and Lincoln Dealers

SB-10058085-7557

SUBJECT: Customer Satisfaction Program 15M01
Certain 2011-2012 Model Year F-Super Duty Vehicles with 6.7L Diesel Engine
Exhaust Gas Temperature Sensor Extended Coverage

PROGRAM TERMS

This program extends the coverage of the Exhaust Gas Temperature (EGT) sensors to 8 years or 80,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this extended coverage will last through November 30, 2015. Coverage is automatically transferred to subsequent owners.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty Powertrain coverage. Repairs for vehicles covered by New Vehicle Limited Warranty Powertrain coverage should be claimed using the Labor Operation Codes provided in TSB 15-0054.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Engine	Assembly Plant	Build Dates
F-Super Duty	2011-2012	6.7L Diesel	Kentucky	Job #1 through October 23, 2012

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED COVERAGE

In some of the affected vehicles, the Service Engine Soon indicator may illuminate due to a malfunction with one or more of the EGT sensors.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the faulty EGT sensor(s). Coverage under this program begins after the expiration of the New Vehicle Limited Warranty. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 18, 2015. Dealers should repair any affected vehicles that experience the condition covered by this program, whether or not the customer has received a letter.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 15M01
Certain 2011-2012 Model Year F-Super Duty Vehicles with 6.7L Diesel Engine
Exhaust Gas Temperature Sensor Extended Coverage

OASIS ACTIVATED

OASIS will be activated on May 1, 2015.

FSA VIN LIST ACTIVATED

FSA VIN list will not be activated for this service action.

STOCK VEHICLES

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

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Affected vehicles which have had the Entire Vehicle Warranty cancelled are not eligible for this service action. Warranty cancellation is identified in the "Warning" area on OASIS.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Additional parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires November 30, 2015.
- 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 repair description.

Customer Satisfaction Program 15M01
Certain 2011-2012 Model Year F-Super Duty Vehicles with 6.7L Diesel Engine
Exhaust Gas Temperature Sensor Extended Coverage

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and /or parts require prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 15M01 - 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.
- PROGRAM TERMS: This program extends the coverage of the EGT sensors to 8 years of service or 80,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this coverage will last through November 30, 2015.
- This program **DOES NOT** apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 15-0054. If the vehicle is beyond coverage of the New Vehicle Limited Warranty and covered by an Extended Service Plan (ESP), claim repairs to this program (FSA 15M01) instead of the ESP Plan.

Customer Satisfaction Program 15M01
 Certain 2011-2012 Model Year F-Super Duty Vehicles with 6.7L Diesel Engine
 Exhaust Gas Temperature Sensor Extended Coverage

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Diagnose and replace one EGT sensor	15M01B	0.5 Hours
Diagnose and replace two EGT sensors	15M01C	0.6 Hours
Diagnose and replace three EGT sensors	15M01D	0.8 Hours
Diagnose and replace four EGT sensors	15M01E	0.9 Hours
If required, additional time to remove and install fuel shield to access lifting points (can be claimed with operation B-E)	15M01F	0.1 Hours
If required (FX4 only), additional time to remove and install fuel shield to access lifting points (can be claimed with operation B-E)	15M01G	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
AC3Z-5J213-B	EGT Sensor	Up to 4

The DOR/COR number for this program is 50589.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2011-2012 MODEL YEAR F-SUPER DUTY VEHICLES WITH 6.7L DIESEL ENGINE — EXHAUST GAS TEMPERATURE SENSOR EXTENDED COVERAGE

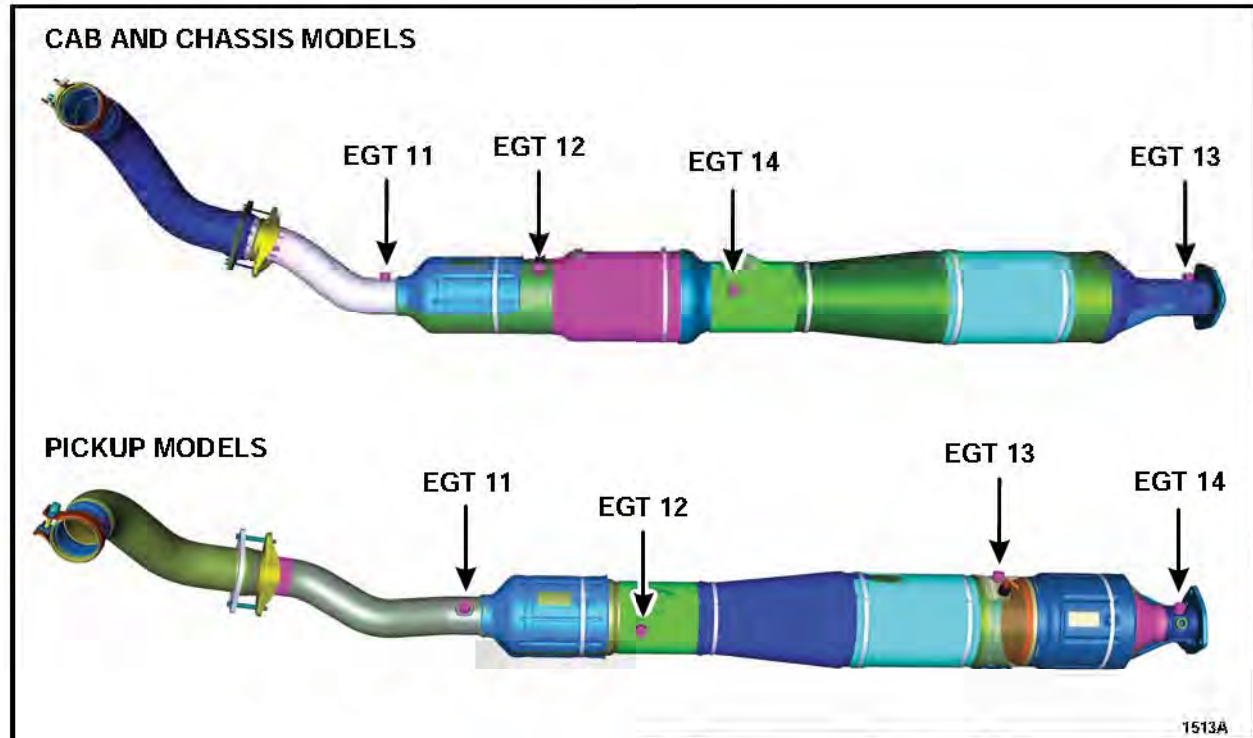


FIGURE 1

SERVICE PROCEDURE

1. Is DTC P0544, P0545, P0546, P06EA, P06EB, P2031, P2032, P2033, P200C, P200E, P2080, P2081, P2084, P2085, P242A, P242B, P242C, P242D, P242E, P246E, P246F, P2470, P2471, P2472, P2478, P2479, P247A and/or P247B present?
 - a. No - this program does not apply. Refer to Powertrain Controls and Emissions Diagnostics (PC/ED) Manual for normal diagnostics as required.
 - b. Yes - proceed to Step 2.
2. Based on the DTCs retrieved in Step 1, replace the corresponding Exhaust Gas Temperature (EGT) sensor(s) as instructed below. Please refer to the Workshop Manual (WSM), Section 303-14, Engine Control Components for EGT sensor locations and replacement procedure.
 - DTCs P0544, P0545, P0546, P2080, P2081, P2478 replace EGT-11.
 - DTCs P2031, P2032, P2033, P2084, P2085, P2479 replace EGT-12.
 - DTCs P242A, P242B, P242C, P242D, P242E, P247A replace EGT-13.
 - DTCs P246E, P246F, P2470, P2471, P2472, P247B replace EGT-14.
 - DTCs P06EA, P06EB, P200C and/or P200E, proceed to Step 3.



3. Is DTC P200C and/or P200E stored in PCM memory with no other EGT DTCs present?
 - a. Yes - proceed to Step 4.
 - b. No - proceed to Step 5.

4. Use Integrated Diagnostic System (IDS) freeze frame data readings to confirm when DTC P200C and/or P200E were set. Replace the corresponding EGT sensor as instructed below. Please refer to the WSM, Section 303-14, Engine Control Components for EGT sensor locations and replacement procedure.
 - If EGT-12 temperature is 650 °C (1292 °F) greater than EGT-11 temperature, replace EGT-12.
 - If EGT-13 temperature is above 900 °C (1742 °F), replace EGT-13.
 - If EGT-13 temperature is 650 °C (1292 °F) greater than EGT-12 temperature, replace EGT-13.
 - If EGT-14 temperature is above 900 °C (1742 °F) replace EGT-14.
 - If EGT-14 temperature is 650 °C (1292 °F) greater than EGT-13 temperature, replace EGT-14.
 - If two or more EGT sensors are reading 900 °C (1562 °F) or higher this article does not apply. Refer to Powertrain Controls and Emissions Diagnostics (PC/ED) Manual for normal diagnostics as required.

5. Based on the DTCs retrieved in Step 1, replace the corresponding EGT sensor(s) as instructed below. Refer to the WSM, Section 303-14, Engine Control Components for EGT sensor locations and replacement procedure.
 - Pickup Truck Vehicles replace EGT-14
 - Cab and Chassis Vehicles replace EGT-13
 - DTC P06EB replace EGT-14.





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

May 2015

Customer Satisfaction Program 15M01
Programa de satisfacción del cliente 15M01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice and providing a no-charge Customer Satisfaction Program 15M01 for your vehicle with the VIN shown above.

Why are you receiving this notice?

We are pleased to let you know that for your peace of mind, Ford Motor Company is extending the coverage on the Exhaust Gas Temperature (EGT) sensors in your vehicle. This increases your coverage to a total of 8 years or 80,000 miles from the warranty start date, whichever occurs first.



Service Engine Soon indicator

NOTE: The Service Engine Soon indicator will illuminate if an EGT sensor is not functioning properly.

If your vehicle has already exceeded the time and/or mileage limits listed above, this extended coverage will last through November 30, 2015. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If any of the four EGT sensors on your vehicle requires replacement, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace any malfunctioning EGT sensor free of charge (parts and labor).

How long will it take?

If one or more EGT sensors require replacement, 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. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

You do not need to return to your dealer for this repair unless you have the MIL illuminated. Please keep this letter as a reminder of the extended coverage for your covered component. If an EGT sensor requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with

the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 15M01. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

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

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 service related to replacement of EGT sensors. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2015. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records 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: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

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

Ford Customer Service Division