



Michael A. Berardi
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Ford Customer Service Division

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

June 7, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 16B24**
Certain 2011-2012 Model Year F-Super Duty Chassis Cab Vehicles
Equipped with a 6.7L Diesel Engine
Powertrain Control Module Reprogramming

REF : Safety Recall 15S09-S1 - Reprogram Powertrain Control Module
Dated June 7, 2016
Emission Recall 14E03-S2 - Reprogram Powertrain Control Module
Dated June 7, 2016

PROGRAM TERMS

This program will be in effect through June 30, 2017. There is no mileage limit for this program.

URGENCY

Dealers should utilize their FSA VIN Lists name and address (available by June 24, 2016) to contact customers with affected vehicles. This will help minimize the number of vehicles that may experience turbocharger damage, which requires a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2011-2012	Kentucky	November 4, 2009 through October 19, 2012

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the powertrain control module (PCM) strategy may not protect against some operating conditions that can result in fatigue of the turbocharger turbine blades. If operated under these conditions for prolonged periods of time, turbocharger damage can occur and may result in engine noise, reduced power and/or a Malfunction Indicator Lamp on with Diagnostic Trouble Codes for low boost performance.

SERVICE ACTION

Dealers are to reprogram the PCM to the latest calibration using Integrated Diagnostic Software (IDS) release 99.05 or higher.

NOTE: Some of the affected vehicles are also included in Safety Recall 15S09 and Emission Recall 14E03. Reprogramming the PCM with the software contained in IDS version 99.05 or higher provides a single repair for 16B24, 15S09 and 14E03. If affected, the Ford system will automatically close 15S09 and 14E03 upon claim payment of 16B24.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of June 20, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, 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

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 Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 16B24
Certain 2011-2012 Model Year F-Super Duty Chassis Cab Vehicles
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OASIS ACTIVATION

OASIS will be activated on June 7, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 7, 2016. Owner names and addresses will be available by June 24, 2016.

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 program 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 service action.

STOCK VEHICLES

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

TITLE BRANDED / SALVAGED VEHICLES

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

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

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CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 16B24 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through June 30, 2017. There is no mileage limit for this program.

NOTE: If affected, the Ford system will automatically close 15S09 and 14E03 upon claim payment of 16B24.

Customer Satisfaction Program 16B24
Certain 2011-2012 Model Year F-Super Duty Chassis Cab Vehicles
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram Powertrain Control Module using IDS Release 99.05 or higher NOTE: If affected, the Ford system will automatically close 15S09 and 14E03 upon claim payment of 16B24.	16B24B	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2011-2012 MODEL YEAR F-SUPER DUTY CHASSIS CAB VEHICLES EQUIPPED WITH A 6.7L DIESEL ENGINE — POWERTRAIN CONTROL MODULE REPROGRAMMING

OVERVIEW

In all of the affected vehicles, the powertrain control module (PCM) strategy may not protect against some operating conditions that can result in fatigue of the turbocharger turbine blades. If operated under these conditions for prolonged periods of time, turbocharger damage can occur and may result in engine noise, reduced power and/or a malfunction indicator lamp (MIL) on with diagnostic trouble codes (DTCs) for low boost performance. Dealers are to reprogram the PCM to the latest calibration using Integrated Diagnostic Software (IDS) release 99.05 or higher.

NOTE: Some of the affected vehicles are also included in Safety Recall 15S09 and Emission Recall 14E03. Reprogramming the PCM with the software contained in IDS version 99.05 or higher provides a single repair for 16B24, 15S09 and 14E03. If affected, the Ford system will automatically close 15S09 and 14E03 upon claim payment of 16B24.

SERVICE PROCEDURE

Module Reprogramming

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.
2. Reprogram the PCM using IDS release 99.05 or higher.

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

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

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



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.





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

June, 2016

Customer Satisfaction Program 16B24
Programa de satisfacción del cliente 16B24

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Why are you receiving this notice?

Driving your vehicle under certain operating conditions may cause damage to the turbocharger. Turbocharger damage can result in engine noise, reduced power and/or illumination of the service engine soon indicator (shown to the right).



What will Ford and your dealer do?

In the interest of customer satisfaction and to prevent turbocharger damage, Ford Motor Company has authorized your dealer to reprogram the powertrain control module free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until June 30, 2017 regardless of mileage. Coverage is automatically transferred to subsequent owners.

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 and request a service date for Customer Satisfaction Program 16B24. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

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

- What should you do?
(continued)** Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.
- 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, which are based primarily on state registration and title data, 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).
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.
- Para asistencia en Español** Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/tools/account/maintenance/recalls.html>
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.

Thank you for your attention to this important matter.

Ford Customer Service Division