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Ford Customer Service Division

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

December 13, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 23B63**

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

REF: **Customer Satisfaction Program 22N14 – Supplement #1**

Dated: October 24, 2023

PROGRAM TERMS

This program will be in effect through January 15, 2027. There is no mileage limit for this program.

NOTE: FSA 22N14 is also active for all of the affected vehicles in the event that a customer does not have the Powertrain Control Module (PCM) reprogrammed within the terms of this program. Vehicles that have the PCM reprogrammed via FSA 23B63 will automatically have FSA 22N14 closed.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-Series Super Duty	2011	Kentucky Truck	November 20, 2009 through July 22, 2011
	2012		March 9, Through October 19, 2012

US population of affected vehicles: 20,606. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

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 DTC(s) may cause a vehicle to fail an Inspection and Maintenance (I/M) registration 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).

SERVICE ACTION

Dealers are to reprogram the PCM using Integrated Diagnostic Software (IDS) 129.09 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

To assist vehicle owners to have this repair completed, 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.

SERVICE ACTION (CONTINUED)

- Pick-up and delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of January 2, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 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 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, appearing to read "Stacy L. Balzer". The signature is fluid and cursive, with the first name "Stacy" being more prominent.

Stacy L. Balzer

Customer Satisfaction Program 23B63

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: Integrated Diagnostic Software (IDS)

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.

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 will be activated on December 13, 2023.

Customer Satisfaction Program 23B63**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on December 13, 2023. Owner names and addresses will be available by January 19, 2024.

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.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

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

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 February 28, 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. 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

Rental vehicles are not approved for this program.

Customer Satisfaction Program 23B63**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.

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

CLAIMS PREPARATION AND SUBMISSION

- **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: 23B63
 - 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.

Customer Satisfaction Program 23B63

CLAIMS PREPARATION AND SUBMISSION (CONTINUED)

- **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: 23B63 - 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.
- **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 23B63MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).

Labor Allowances and Parts Ordering Information

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Customer Satisfaction Program 23B63

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the PCM using IDS release 129.09 or higher	23B63B	0.7 Hour(s)
Mobile Service: This allowance is only for <u>non-eligible</u> 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.	23B63MM	0.5 Hours
Vehicle Pick-Up and Delivery Allowance: This allowance is only for <u>non-eligible</u> 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.	23B63PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



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

January 2024

Customer Satisfaction Program 23B63
Customer Satisfaction Program 22N14

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 Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

The vehicle Inspection and Maintenance (I/M) programs in California and Delaware have specific requirements for vehicle diagnostic software. Your vehicle does not fully meet these requirements.

What is the effect?

If your vehicle is registered in California or Delaware, your vehicle might not pass the I/M registration test.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module (PCM) free of charge (parts and labor) under the terms of Customer Satisfaction Program 23B63.
This Customer Satisfaction Program will be in effect until January 15, 2027 regardless of mileage.
Coverage is automatically transferred to subsequent owners.

VEHICLE SALE NOTIFICATION FOR 23B63

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



**What will Ford and
your dealer do?
(Continued)**

**The information below pertains only to Customer Satisfaction Program
22N14:**

If you do not have the PCM reprogrammed during the period in which Customer Satisfaction Program 23B63 is in effect, you may be eligible to have the PCM reprogrammed via Customer Satisfaction Program 22N14; however, to have the PCM reprogrammed under 22N14, your vehicle must meet the eligibility criteria listed below.

Ford Motor Company has authorized your dealer to reprogram the PCM free of charge (parts and labor) in the event that either:

- Your vehicle has failed an I/M test due to the presence of diagnostic trouble codes (DTCs) P2073 and/or P2074 stored in memory, as indicated by a failing Vehicle Inspection Report (VIR).

OR

Your vehicle is registered in California or Delaware and DTC P2073 and/or P2074 is currently causing the Service Engine Soon Light to be illuminated.

This is a one-time repair program. This one-time repair is available for unlimited years of service and unlimited miles from the warranty start date.

Coverage is automatically transferred to subsequent owners.

NOTE: If your vehicle has failed an I/M registration test due to the presence of the permanent DTCs listed above in PCM memory, then a photo or copy of your failing VIR is required as proof of a failed I/M registration test. Failure to provide your dealer your failing VIR, may result in the dealer not reprogramming the PCM.

NOTE: If the service engine soon indicator is currently illuminated due to the presence of DTC's P2073 and/or P2074, proper hardware repairs must be completed prior to the PCM being reprogrammed. Repairs completed to address your service engine soon indicator currently being illuminated are not covered by this program. In addition, your dealer will require a copy of your vehicle's current registration as proof of residency. Failure to provide your dealer with a copy of your current registration may result in your dealer not reprogramming the PCM. Customer Satisfaction Program 22N14 is a one-time repair program available for unlimited years of service and unlimited miles from the warranty start date and should only be used in the event that you do not have Customer Satisfaction Program 23B63 performed. Please keep this letter as a reminder of the one-time repair offer to reprogram the PCM.

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.

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What should you do?	Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 23B63. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. 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 service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. If your dealer performs the PCM reprogramming, you must complete the following drive cycle: • Allow the vehicle to sit for at least eight hours without starting the engine. Then, start the engine, letting it warm up to its normal operating temperature. • Once started, do not turn off the engine until the following driving cycle is complete: 15 minutes of steady driving on an expressway / highway followed by 20 minutes of stop-and-go driving with at least 30-second idle periods. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass 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.
Have you previously paid for this repair?	If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct procedures were used. If you paid to repair the conditions described above <u>prior to</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for prior reprogramming or replacement of the PCM. To verify eligibility and <u>expedite reimbursement</u>, give your paid original receipt to your dealer before February 28, 2025. To avoid delays, do not send receipts to Ford Motor Company.
What if you no longer own this vehicle?	Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return in the included prepaid envelope if you have sold the vehicle. 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.
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: ford.com/support. 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 Ford Pro Contact Center at 1-800-34-FLEET, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com. Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

Customer Satisfaction Program 23B63

**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 23B63 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 23B63

Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a 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 23B63

 – 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

SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after reprogramming, follow normal diagnostic service procedures.

1. 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.

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 129.09 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. 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.

- 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.

