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June 16, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 16B24 - Supplement #1**
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

New! REASON FOR THIS SUPPLEMENT

- **Program Terms:** *This Customer Satisfaction Program is being extended by one year and will be in effect through June 30, 2018, to encourage dealers and customers to have this service performed.*
- **Owner Mailing:** *Owners will be notified again the week of June 26, 2017, to inform them of the program extension.*

New! PROGRAM TERMS

This program will be in effect through June 30, **2018**. 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.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of June 20, 2016. Owners will be notified again the week of June 26, 2017, to inform them of the program extension. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! 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

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OASIS ACTIVATION

OASIS was activated on June 7, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on June 7, 2016. Owner names and addresses were made 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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New! 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, 2018. 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.

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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.