David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

August 29, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 22B26
Certain 2022 Model Year Super Duty
eRCB Unit with Motor Controls Disabled

PROGRAM TERMS

This program will be in effect through September 30, 2023. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2022	Kentucky Truck	June 9, 2022 through June 17, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the Electronic Recirculating Ball (eRCB) software may be outdated. Outdated eRCB software may result in increased steering effort at low speeds, the Lane Departure Warning System will fail to vibrate the steering wheel and there will be no cluster warnings or messages. Trailer Backup Assist will be non-functional and a message to "Stop Now" will always be displayed during attempted operation.

SERVICE ACTION

Dealers are to update software. 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 September 12, 2022. 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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on August 29, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on August 29, 2022. Owner names and addresses will be available by September 23, 2022.

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.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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 FSA's / 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 prior to 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. The FSA number 22B26 is the sub code.
        - Customer Concern Code (CCC): H50
        - Condition Code (CC): X9
        - Causal Part Number: 3G568
        - Part Quantity: 0
    - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts**: Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
    IMPORTANT: Click the Related Damage Indicator radio button.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
PSCM Reset	22B26B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2022 MODEL YEAR F-SERIES SUPER DUTY VEHICLES — ERCB UNIT MOTOR CONTROLS DISABLED

SERVICE PROCEDURE

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after programming, 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: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the VCM is properly connected to the DLC.

2. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click 'Read VIN from Vehicle' or manually enter the VIN.

NOTE: Available modules are shown on the LH side of the screen, and available procedures are listed on the RH side of the screen. Modules that are communicating are highlighted in green.

4. Select Toolbox tab.

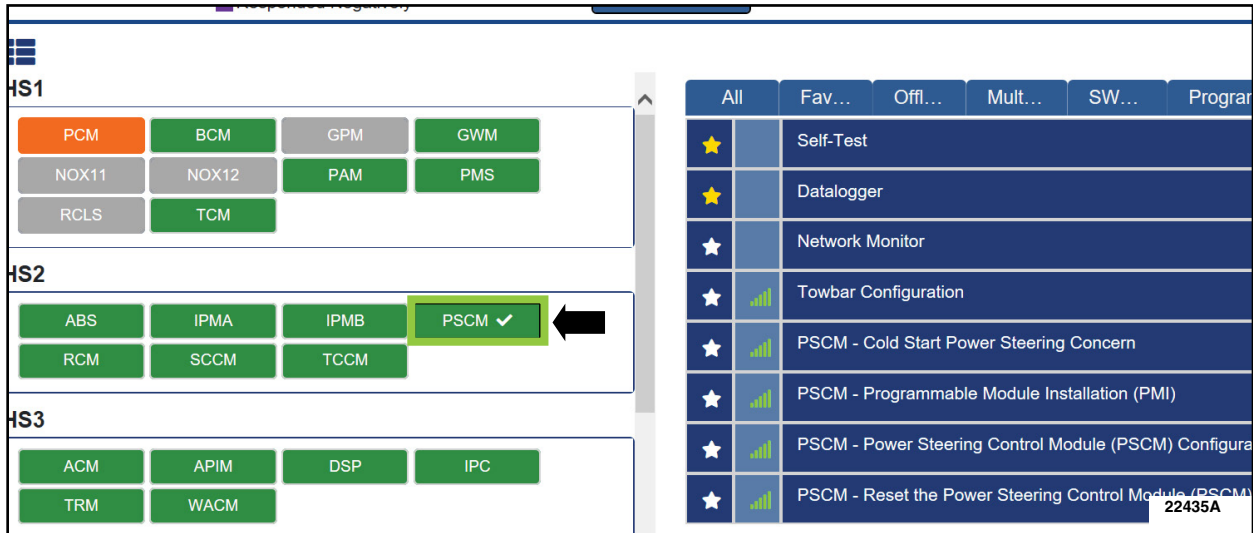5. From the list on the LH side of the screen, select the PSCM. See Figure 1.

FIGURE 1

6. From the list on the RH side of the screen, select PSCM - Reset the Power Steering Control Module (PSCM). See Figure 2.
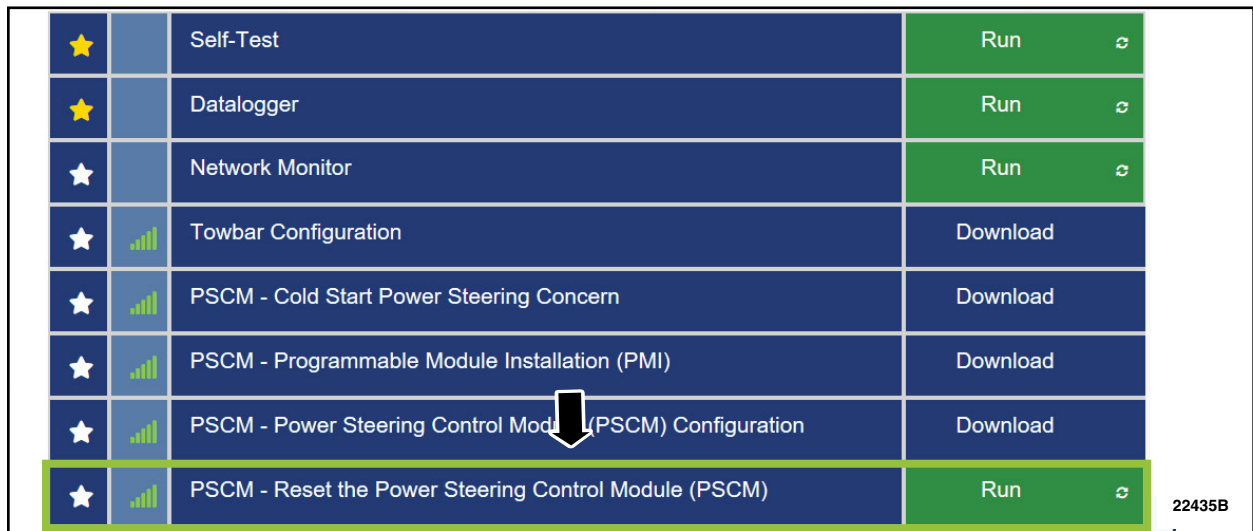

FIGURE 2

7. Click RUN. Follow all on-screen instructions carefully.

8. From the list on the RH side of the screen, select Self-Test and click RUN.

9. Click the Run Selected Tests button in the lower right.

10. Click the Clear & Retest button at the top of the screen to clear DTC's in all modules.

11. Disconnect the battery charger from the 12V battery once the programming has completed.

Important Information for Module Programming

NOTE: When programming 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 FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

• Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) 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 FDRS/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

a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.