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June 7, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Safety Recall 15S09 – Supplement #1

Certain 2011 through 2015 Model Year F-Super Duty Vehicles with Ambulance Prep Package or Fire/Rescue Prep Package and 6.7 L Diesel Engine
Reprogram Powertrain Control Module

REF : Emission Recall 14E03-S1 - Reprogram Powertrain Control Module

Dated June 7, 2016

Safety Recall 13S10, Exhaust Gas Temperature Sensor Replacement

Dated October 30, 2013

Customer Satisfaction Program 16B24 - Powertrain Control Module Reprogramming

Dated June 7, 2016

New! REASON FOR THIS SUPPLEMENT

To communicate an Integrated Diagnostic Software (IDS) version 99.05 that provides a single repair for Safety Recall 15S09, Emission Recall 14E03, and Customer Satisfaction Program 16B24.

AFFECTED VEHICLES

Vehicle	Model Years	Assembly Plant	Build Dates
F-Super Duty with Ambulance or Fire/Rescue Prep Package	2011 - 2015	Kentucky	Job #1 through February 1, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, a single Exhaust Gas Temperature (EGT) sensor fault or over-temperature condition can cause the vehicle to enter a Failure Management Effects Mode (FMEM), resulting in a Stop Safely Now warning and DTC P200C and/or P200E. If this condition occurs, the driver will hear five audible chimes, a Stop Safely Now message will appear in the instrument cluster, and the Powertrain Malfunction light will illuminate. After these warnings, engine power will be reduced over approximately 45 seconds but remain adequate to maintain vehicle speed of 25 – 35 MPH allowing the driver to maneuver the vehicle to a safe location. When the vehicle is stopped by the driver, the engine will be shut off to begin a cool down period. The engine may not restart for 10 – 60 minutes, depending on environmental conditions.

New! SERVICE ACTION

Before delivering any of the vehicles involved in this recall, dealers are to reprogram the Powertrain Control Module (PCM) / Transmission Control Module (TCM) on 2011-2014 model year vehicles, or the PCM on 2015 model year vehicles, using IDS version **99.05** or higher. This will prevent a single EGT sensor fault from causing the vehicle to enter a Stop Safely Now event.

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

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 April 20, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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 will be activated on March 25, 2015.

FSA VIN LIST ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 25, 2015. Owner names and addresses will be available by May 1, 2015.

NOTE: Your FSA VIN list 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 recall 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 recall.

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.

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 recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - 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.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

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 (15S09) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- ***Note:** If affected, the Ford system will automatically close 14E03 and 16B24 upon claim payment of 15S09.*

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PCM/TCM: 2011-2014 model year vehicles	15S09B	0.7 Hours
Reprogram PCM: 2015 model year vehicles		0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2011 THROUGH 2015 MODEL YEAR F-SUPER DUTY VEHICLES WITH AMBULANCE PREP PACKAGE OR FIRE/RESCUE PREP PACKAGE AND 6.7L DIESEL ENGINE — REPROGRAM POWERTRAIN CONTROL MODULE

NEW ! SERVICE PROCEDURE

NOTE: *Some of the affected vehicles are also included in Emission Recall 14E03 and Customer Satisfaction Program 16B24. Reprogramming the powertrain control module (PCM) with the software contained in Integrated Diagnostic Software (IDS) version 99.05 or higher provides a single repair for 15S09, 14E03, and 16B24. If affected, the Ford system will automatically close 14E03 and 16B24 upon claim payment of 15S09.*

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all diagnostic trouble codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.
2. Using IDS version **99.05** or higher:
 - 2011-2014 model year vehicles, reprogram the PCM and transmission control module (TCM).
 - 2015 model year vehicles, reprogram the PCM.

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 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.

