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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Dealer Bulletin - Emission Recall 23E01 - Supplement #1**

2021 Model Year F-150, 2022 Model Year Super Duty and 2023 Model Year F-650 / F-750 Truck Vehicles Equipped with Diesel Engines
 Powertrain Control Module Reprogramming

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Dealer Bulletin - Emission Recall 23E01**

Dated: May 4, 2023

New! REASON FOR THIS SUPPLEMENT

- **Owner Notification:** Updated owner mail timing.
- **Labor Allowances:** F-150 3.0L Powertrain Control Module (PCM) software update fix is now available.
- **Mobile Repair and Pick-Up and Delivery Claiming:** Updated to latest standard details.
- **Owner Refunds:** Refunds are now available for customers who have previously paid to replace the NOx Sensor.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150 3.0L	2021	Dearborn Assembly	January 8, 2020 through November 9, 2021
Super Duty 6.7L	2022	Kentucky Truck	August 5, 2022 through October 26, 2022
Super Duty 6.7L	2022	Ohio Assembly	August 9, 2022 through October 27, 2022
F-650 / F-750 6.7L	2023	Ohio Assembly	July 18, 2022 through November 1, 2022

US population of affected vehicles: 48,957. Affected vehicles are identified in OASIS and Field Service Action (FSA) VIN Lists.

REASON FOR THIS EMISSION RECALL

In all of the affected vehicles, the Nitrogen Oxides (NOx) sensor preheat is not functional in the powertrain calibration. Under certain conditions, this can lead to thermal shock and failure of the NOx sensor and illumination of the Malfunction Indicator Light (MIL). This can also lead to potentially higher tailpipe emissions.

For F-150s only, certain On-Board Diagnostics (OBD) monitors are not functioning as intended, due to a Powertrain Control Module (PCM) software error.

New! SERVICE ACTION

Before delivering any new in-stock vehicles involved in this recall, dealers are to update the PCM with the latest level software using the FDRS diagnostic tool for Super Duty and F-150 vehicles or IDS version 130.03 or later for F-650 / F-750 vehicles. This service must be performed at no charge to the vehicle owner.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

To assist vehicle owners to have this repair completed when parts are available, 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.
- Pick-up and delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters, except for F-150 3.0L vehicle customers, were mailed the week of August 14, 2023. Pending Agency approval, owner letters *for F-150 3.0L customers* are expected to be mailed the week of *August 12, 2024*. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory before delivery.

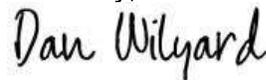
ATTACHMENTS

- *Administrative Information*
- *Labor Allowances* and Parts Ordering Information
- *Technical Instructions*
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter – Original
- *Owner Notification letter – 2021 MY F-150 3.0L*

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,



Dan Wilyard

Emission Recall 23E01 – Supplement #1**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: IDS/FDRS Setup

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.

OASIS ACTIVATION

OASIS has been activated since March 31, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since March 31, 2023. Owner names and addresses were made available in the third quarter of 2023.

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 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.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this emission recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- 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.

Emission Recall 23E01 – Supplement #1**STOCK VEHICLES**

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

New! OWNER REFUNDS (F-150 only)

- *This emissions recall must be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.*
- *Ford Motor Company is offering a refund for certain owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires August 31, 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. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.*
- *Refunds will only be provided for the cost associated with replacing the NOx Sensor if the sensor previously failed.*

RENTAL VEHICLES

Rental vehicles are not approved for this program.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 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.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 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.

Emission Recall 23E01 – Supplement #1**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
 - F-650/F-750 trucks – 2 years, regardless of miles driven
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

New! CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 23E01 is the subcode.
 - 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 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: 23E01
 - 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.

Emission Recall 23E01 – Supplement #1**New! CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Pick-Up & Delivery:**
 - *Dealers participating in the Remote Experience Program –*
 - *Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.*
 - *Dealers NOT participating in the Remote Experience Program –*
 - *Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.*
 - *Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.*
- **Mobile Repair:**
 - *Dealers participating in the Remote Experience Program –*
 - *Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.*
 - *Lincoln Retailers - refer to EFC14164, 2024 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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.*
 - *Claim the mobile repair allowance Labor Operation Code 23E01MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).*

Emission Recall 23E01 – *Supplement #1*

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the PCM – 2022 MY Super Duty, 2023 MY Medium Truck, and <i>2021 MY F-150</i> .	23E01B	0.6 Hours
Vehicle Pick-up and Delivery Allowance: This allowance is only for non-eligible 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.	23E01PP	0.5 Hours
Mobile Service: This allowance is only for non-eligible 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.	23E01MM	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.