



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

March 25, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Safety Recall 15S09

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 March 25, 2015

Safety Recall 13S10, Exhaust Gas Temperature Sensor Replacement
Dated October 30, 2013

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.

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.

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 94.04 or higher. This will prevent a single EGT sensor fault from causing the vehicle to enter a Stop Safely Now event.

Some vehicles in Safety Recall 15S09 are also affected by Emission Recall 14E03. Dealers are to check OASIS to determine if 15S09 and 14E03 are open.

NOTE: If both 15S09 and 14E03 are open, perform 15S09 only. The software update contained in 15S09 also includes the content in 14E03. The Ford system will automatically close 14E03 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 \$7,000 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

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

DELIVERY HOLD - Safety Recall 15S09

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

OASIS ACTIVATED?

Yes, OASIS will be activated on March 25, 2015.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list 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 LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

DELIVERY HOLD - Safety Recall 15S09

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the Special Service Support Center.

DELIVERY HOLD - Safety Recall 15S09

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

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 6.7 L DIESEL ENGINE — REPROGRAM POWERTRAIN CONTROL MODULE

SERVICE PROCEDURE

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 94.04 or higher:
 - 2011-2014 model year vehicles, reprogram the Powertrain Control Module / Transmission Control Module.
 - 2015 model year vehicles, reprogram the Powertrain Control Module.

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.

