



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

August 2021

Emission Recall 21E01
Customer Satisfaction Programs 21N02, 21N05, and 21N06

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be equipped with an improperly functioning emissions-related on-board diagnostic system.

What is the issue? Your vehicle's on-board diagnostic system may not illuminate the malfunction indicator light (MIL) on your dashboard to alert you when certain faults are present in your vehicle's emissions control system.

What is the effect? If your vehicle's emissions control system is not functioning properly, exhaust emissions may be elevated while you drive, and your vehicle's diagnostics system might not be able to alert you of the faults. Once your vehicle's powertrain control module (PCM) is reprogrammed with the updated calibration, the diagnostic system will detect if your nitrogen oxides (NOx) sensors and the catalytic converter portion of the selective catalyst reduction (SCR) system are functioning properly. A malfunction indicator light (MIL) will later be displayed on the dashboard panel if the NOx sensors or SCR is not functioning properly.

What will Ford and your dealer do? Under Emissions Recall 21E01, Ford Motor Company has authorized your dealer to reprogram the PCM free of charge (parts and labor). You are eligible for this free service even if you previously used non-Ford parts to service your vehicle or had your vehicle serviced at a non-Ford dealer.

If you do not have this service performed:

- Your vehicle may not pass emission or smog tests, which may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.
- Your emissions warranty may be reduced.

**What will Ford and
your dealer do?
(continued)**

After your vehicle's PCM has been reprogrammed under Emissions Recall 21E01, it may take several driving trips before the diagnostic system will alert you if there is a fault in the NOx sensors or SCR. Please see the "Readiness for Inspection and Maintenance (I/M) Testing" section in your Owner Manual for details on the required driving cycles for the diagnostic system to complete its checks. If your vehicle later displays a MIL in the dashboard panel, and your dealer determines that there is a fault in the NOx sensors or SCR that sets a specific diagnostic trouble code (DTC), Ford Motor Company is extending the warranty coverage of the following parts for twelve months of service, beginning on the date the PCM is reprogrammed under Emissions Recall 21E01:

- The front NOx Sensor under Customer Satisfaction Program 21N02.
- The rear NOx Sensor under Customer Satisfaction Program 21N05.
- The SCR (converter) under Customer Satisfaction Program 21N06.

If your vehicle's front NOx sensor, rear NOx sensor, or SCR (converter) requires replacement and your vehicle is within the indicated program terms, Ford Motor Company has authorized your dealer to replace these components free of charge (parts and labor). **These Customer Satisfaction Extended Warranty programs only apply for certain diagnostic trouble codes for the NOx Sensor (DTC P2201 or P229F) and SCR system (DTC P20EE).** Programs 21N02, 21N05, and 21N06 are each one-time repair programs.

NOTE: Vehicles must have Emissions Recall 21E01 completed by **December 31, 2023**, before Programs 21N02, 21N05 or 21N06 become activated for eligibility. Customer Satisfaction Programs 21N02, 21N05, and 21N06 all **expire twelve months after Emissions Recall 21E01 is completed or December 31, 2024**, whichever occurs first. Vehicles will no longer be eligible for free service under Programs 21N02, 21N05, or 21N06 after December 31, 2024 with or without Emissions Recall 21E01 performed. After Programs 21N02, 21N05, and 21N06 expire, the NOx Sensors and SCR (converter) remain covered under your original warranty terms and conditions. Emissions Recall 21E01 will continue to be eligible until your vehicle is repaired. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for Emissions Recall 21E01, and subsequent customer satisfaction programs 21N02, 21N05, and 21N06 are each less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. For Programs 21N02, 21N05, and 21N06 additional time may be required to allow the engine to cool prior to performing this repair and will require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay to request a service appointment for Emission Recall **21E01**. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

**What should you do?
(continued)**

Ford has not issued instructions to stop driving your vehicle under this emissions recall. You should contact their dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. Emission Recall 21E01 detail should be available immediately, however Programs 21N02, 21N05, and 21N06 detail will be available only after 21E01 is fully completed by a servicing dealer. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

**Have you previously
paid for this repair?**

If you had your powertrain control module reprogrammed after January 15, 2020, it is possible that the diagnostic system was corrected at that time to begin to detect faults in the NOx sensors and SCR. If you paid to have a NOx sensor or SCR (converter) replaced after January 15, 2020 but before the date of this letter, you may be eligible for a refund for the cost of those components. To ensure your vehicle is updated with the latest calibration, your vehicle must complete Emissions Recall 21E01 before a refund will be honored. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **July 2022**. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer
own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: owner.ford.com

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

California and Massachusetts Registration Requirements

The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emission recall repair, you will receive a Vehicle Emission Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.

In order to ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division