



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

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

October 22, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20M06 – Supplement #2**
Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium Duty with 6.7L Diesel Engine
Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

REF: **Emission Recall 20E08**
Extended Idle Diesel Particulate Filter Calibration
Dated February 11, 2021

New! REASON FOR THIS SUPPLEMENT

Claim Preparation and Submission: Updated Customer Concern Code.

Owner Notification Mailing Schedule: Owner Mailing date revised.

PROGRAM TERMS

This program extends the warranty coverage of the diesel particulate filter (DPF) when a diagnostic trouble code P2002 is present in the powertrain control module (PCM). Repairs associated with DTC's other than P2002 and/or DPF plugged due to failure to perform DPF regeneration are not included in this program.

- **Super Duty's up through 14,000 pounds Gross Vehicle Weight Rating (GVWR):** 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.
- **Super Duty's over 14,000 pounds Gross Vehicle Weight Rating (GVWR):** 10 years of service or 110,000 miles from the warranty start date of the vehicle, whichever occurs first.
- **Medium Duty's:** 10 years of service or 185,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using applicable Labor Operation Codes for the Workshop Manual procedure. Additionally, this program may be used multiple times as long as the vehicle is within time and mileage limits of the program. Once the program has expired, SPW and ESP may be eligible.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through March 31, 2022.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2015-2016	Kentucky	September 17, 2013 through July 3, 2016
Medium Duty	2016-2019	Ohio	April 15, 2015 through December 18, 2019

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles that have extended idle times, the DPF may develop a crack due to overheating. A crack in the DPF can cause an increase in particulate matter emissions. The vehicle will also set a P2002 DTC in the PCM.

SERVICE ACTION

If an affected vehicle exhibits a P2002, dealers are to replace the Diesel Particulate Filter per technical instructions. This service must be performed at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of October 25, 2021. Dealers should repair any affected vehicles that experience failed DPF with a P2002 DTC, 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 Letters

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

Customer Satisfaction Program 20M06 – Supplement #2

Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium Duty with 6.7L Diesel Engine

Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

OASIS ACTIVATION

OASIS was activated on February 11, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires October 31, 2022.
- 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. 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 a failed Diesel Particulate Filter due to overheating from extended idle. Coverage does not apply for plugged DPF's due to failure to perform DPF regeneration or other unrelated failures.

RENTAL VEHICLES

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

Customer Satisfaction Program 20M06 – Supplement #2

Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium Duty with 6.7L Diesel Engine
Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

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
 - 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 prior to completing the repair.

New! CLAIMS PREPARATION AND SUBMISSION

- **Note:** This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using applicable Labor Operation Codes for the Workshop Manual procedure.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 20M06 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Super Duty**
 - Claim type 31: Field Service Action. The FSA number 20M06 is the sub code.
 - Customer Concern Code (CCC): **E29**
 - Condition Code (CC): 42
 - Causal Part Number: FC3Z-5H270-D
 - Medium Duty**
 - Claim type 31: Field Service Action. The FSA number 20M06 is the sub code.
 - Customer Concern Code (CCC): **E29**
 - Condition Code (CC): 42
 - Causal Part Number: FC4Z-5H221-A
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

Customer Satisfaction Program 20M06 – Supplement #2

Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium
Duty with 6.7L Diesel Engine

Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

- **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.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20M06
 - 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.

Customer Satisfaction Program 20M06 – Supplement #2

Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium Duty with 6.7L Diesel Engine

Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the Diesel Particulate Filter – Super Duty	20M06B	1.6 Hours
Replace the Diesel Particulate Filter – Medium Duty	MT20M06C	Actual time up to 1.9 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description (For Super Duty Vehicles)	Order Quantity	Claim Quantity
FC3Z-5H270-D	Diesel Particulate Filter	1	1
W718005-S900	Exhaust Downpipe to Catalyst Bolts (2 req, 2 in pkg)	1	2
W705443-S900	Exhaust Downpipe to Catalyst Nuts (2 req, 4 in pkg)	1	2
W520113-S441	Intermediate Pipe Nuts (3 req, 1 in pkg)	3	3
BC3Z-5E241-A	Catalyst Gasket to Intermediate Pipe (1 req, 1 in pkg)	1	1

Part Number	Description (For Medium Duty Vehicles)	Order Quantity	Claim Quantity
FC4Z-5H221-A	Diesel Particulate Filter	1	1
FC4Z-5E241-A	Gasket (2 req, 1 in pkg)	2	2
W705443-S900	Exhaust Downpipe to Catalyst Nuts (14 req, 4 in pkg)	4	14

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2015 THROUGH 2016 MODEL YEAR SUPER DUTY AND 2016 THROUGH 2019 MEDIUM DUTY VEHICLES BUILT WITH A 6.7L DIESEL ENGINE — DIESEL PARTICULATE FILTER WARRANTY EXTENSION WITH DIAGNOSTIC TROUBLE CODE P2002

SERVICE PROCEDURE

1. Read the Diagnostic Trouble Codes (DTCs), using Integrated Diagnostic Software (IDS).
2. Is DTC P2002 present in the Powertrain Control Module (PCM)?
 - Yes, Proceed to Step 3.
 - No, This program does not apply, perform normal WSM diagnostics.
3. Replace the Diesel Particulate Filter (DPF). Please follow WSM procedures in Section 309-00.
4. Check the Online Automotive Service Information System (OASIS) and enter the Vehicle Identification Number (VIN), is recall FSA 20E08 open?
 - Yes - Complete FSA 20E08 prior to returning vehicle to the customer.
 - No - The repair is complete.

NOTE: Make sure IDS is updated to software release 120.06 or higher.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





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

Customer Satisfaction Program 20M06

Mr. John Sample
123 Main Street
Anywhere, USA 12345

October 2021

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Although your vehicle's diesel particulate filter (DPF) is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the DPF.

What is the effect?



Service Engine Soon
Indicator

In some conditions, vehicles that idle for extended period of time may have a DPF that develops a crack during regeneration. A crack in the DPF can cause an increase in particulate matter emission.

NOTE: Your vehicle may illuminate the malfunction indicator lamp.

This increases the DPF warranty coverage to a total of 10 years or 185,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through March 31, 2022. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's DPF requires replacement due to a crack in the DPF or reduced filter efficiency (evident with the Service Engine Soon indicator illuminated with Diagnostic Trouble Code P2002 stored in the Powertrain Control Module), and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the DPF free of charge (parts and labor). Repairs associated with DPF failures other than a crack (for example, a clogged DPF due to failure to complete the active regeneration process) are not included in this program.

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

What should you do?	You do not need to return to your dealer for this repair unless you have an illuminated MIL. Please keep this letter as a reminder of the extended warranty coverage for your DPF. If the DPF requires replacement due to a crack, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20M06. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for 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 paid to have this service done <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and <u>expedite reimbursement</u>, give your paid original receipt to your dealer before October 31, 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 our records 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).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



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Ford Customer Service Division
P. O. Box 1904
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NOTE: Your vehicle may illuminate the malfunction indicator lamp.

This increases the DPF warranty coverage to a total of 10 years or 110,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through March 31, 2022. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's DPF requires replacement due to a crack in the DPF or reduced filter efficiency (evident with the Service Engine Soon indicator illuminated with Diagnostic Trouble Code P2002 stored in the Powertrain Control Module), and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the DPF free of charge (parts and labor). Repairs associated with DPF failures other than a crack (for example, a clogged DPF due to failure to complete the active regeneration process) are not included in this program.

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

What should you do?	You do not need to return to your dealer for this repair unless you have an illuminated MIL. Please keep this letter as a reminder of the extended warranty coverage for your DPF. If the DPF requires replacement due to a crack, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20M06. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
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Have you previously paid for this repair?	If you paid to have this service done <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and <u>expedite reimbursement</u>, give your paid original receipt to your dealer before October 31, 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 our records 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).

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Director
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Ford Customer Service Division

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October 22, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20M06 – Supplement #2**
Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium Duty with 6.7L Diesel Engine
Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

REF: **Emission Recall 20E08**
Extended Idle Diesel Particulate Filter Calibration
Dated February 11, 2021

New! REASON FOR THIS SUPPLEMENT

Claim Preparation and Submission: Updated Customer Concern Code.

Owner Notification Mailing Schedule: Owner Mailing date revised.

PROGRAM TERMS

This program extends the warranty coverage of the diesel particulate filter (DPF) when a diagnostic trouble code P2002 is present in the powertrain control module (PCM). Repairs associated with DTC's other than P2002 and/or DPF plugged due to failure to perform DPF regeneration are not included in this program.

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SERVICE ACTION

If an affected vehicle exhibits a P2002, dealers are to replace the Diesel Particulate Filter per technical instructions. This service must be performed at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of October 25, 2021. Dealers should repair any affected vehicles that experience failed DPF with a P2002 DTC, whether or not the customer has received a letter.

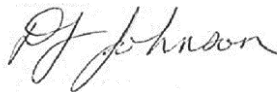
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Sincerely,



David J. Johnson

Customer Satisfaction Program 20M06 – Supplement #2

Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium Duty with 6.7L Diesel Engine

Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

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RENTAL VEHICLES

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

Customer Satisfaction Program 20M06 – Supplement #2

Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium Duty with 6.7L Diesel Engine
Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

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New! CLAIMS PREPARATION AND SUBMISSION

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Customer Satisfaction Program 20M06 – Supplement #2

Certain 2015 through 2016 Model Year Super Duty and 2016 through 2019 Medium
Duty with 6.7L Diesel Engine

Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

- **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.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20M06
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
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Diesel Particulate Filter Warranty Extension with Diagnostic Trouble Code P2002

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the Diesel Particulate Filter – Super Duty	20M06B	1.6 Hours
Replace the Diesel Particulate Filter – Medium Duty	MT20M06C	Actual time up to 1.9 Hours

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W705443-S900	Exhaust Downpipe to Catalyst Nuts (2 req, 4 in pkg)	1	2
W520113-S441	Intermediate Pipe Nuts (3 req, 1 in pkg)	3	3
BC3Z-5E241-A	Catalyst Gasket to Intermediate Pipe (1 req, 1 in pkg)	1	1

Part Number	Description (For Medium Duty Vehicles)	Order Quantity	Claim Quantity
FC4Z-5H221-A	Diesel Particulate Filter	1	1
FC4Z-5E241-A	Gasket (2 req, 1 in pkg)	2	2
W705443-S900	Exhaust Downpipe to Catalyst Nuts (14 req, 4 in pkg)	4	14

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.