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Ford Motor Company  
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January 29, 2019

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 18M06**  
Certain 2015-2017 Model Year Transit Vehicles with a 3.2L Diesel Engine  
EGR Cooler Replacement

**PROGRAM TERMS**

This program extends the warranty coverage of the Exhaust Gas Recirculation (EGR) cooler to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through July 31, 2019.

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.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2017	Kansas City	January 17, 2014 through June 20, 2017

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In some of the affected vehicles, the EGR cooler may crack and allow coolant to enter the combustion chamber when EGR is enabled. A cracked EGR cooler may cause malfunction indicator light (MIL) illumination, reduced power, engine overheating, white smoke from the exhaust, and/or coolant level low without an exterior leak.

**SERVICE ACTION**

If an affected vehicle exhibits any of the conditions listed above, dealers must perform Workshop Manual (WSM) and/or Powertrain Control/Emissions Diagnosis (PC/ED) manual diagnostics to determine the root cause of the failure. If the EGR cooler is found to be at fault, dealers are to replace the EGR cooler. This service must be performed at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of February 11, 2019. Dealers should repair any affected vehicles that experience an EGR cooler failure, whether or not the customer has received a letter.

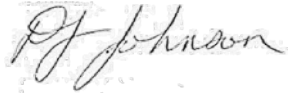
## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification 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,

A handwritten signature in black ink, appearing to read "D.J. Johnson". The signature is written in a cursive style with a large initial "D" and "J".

David J. Johnson

**Customer Satisfaction Program 18M06**  
Certain 2015-2017 Model Year Transit Vehicles with a 3.2L Diesel Engine  
EGR Cooler Replacement

**OASIS ACTIVATION**

OASIS will be activated on January 29, 2019.

**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 July 31, 2019.
- 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 EGR cooler replacement.

**RENTAL VEHICLES**

Dealers are pre-approved for up to two days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than two rental days is required from the SSSC via the SSSC Web Contact Site.

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**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 outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**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 18M06 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, select claim type 31: Field Service Action. The FSA number 18M06 is the sub code.
  - 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 same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Provision for Locally Obtained Supply:** One 1/4-inch to 5/8-inch (6 mm to 16 mm) diameter conventional (worm) clamp.
  - Program Code: **18M06**
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$2.00
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

**Customer Satisfaction Program 18M06**

Certain 2015-2017 Model Year Transit Vehicles with a 3.2L Diesel Engine  
EGR Cooler Replacement

**CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 18M06
  - 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 18M06**  
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 EGR Cooler Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Diagnose EGR cooler using published diagnostics in WSM and PC/ED – includes drive in/drive out, etc. (Use in combination with 18M06B only)	MT18M06A	Actual time up to 1.5 Hours*
Replace EGR cooler	18M06B	5.9 Hours

\* Dealers are authorized to claim up to 1.5 hours actual time without contacting the SSSC Web Contact Site for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual. Claims for additional parts and/or labor over 1.5 hours should be submitted to the SSSC as a Related Damage contact. If contacting SSSC, please provide the complete tech details and time stamps to support the request for the additional time.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-9U433-C	EGR Cooler	1	1
CK4Z-9D476-A	EGR Cooler Gasket	1	1
BK2Z-9E464-A	EGR Valve Gasket	1	1
6C1Z-9E464-A	Mixer Tube Gasket	1	1
BB3Z-6C653-A	Throttle Body Gasket	1	1
CK4Z-9F481-A	EGR Cooler Vee-Clamp	1	1
W520101-S437	EGR Cooler Vee-clamp Nut	1	1
XO-5W40-5Q3SD	Motorcraft® SAE 5W-40 Full Synthetic Diesel Motor Oil	1	1
XL-1	Penetrating and Lock Lubricant	1	1
XL-2	High Temperature Nickel Anti-Seize Lubricant	1	1
VC-3-B	Motorcraft® Orange Concentrated Antifreeze/Coolant	Up to 1 as required	
VC-3DIL-B	Motorcraft® Orange Prediluted Antifreeze/Coolant		
Obtain Locally	One 1/4-inch to 5/8-inch (6 mm to 16 mm) Diameter Conventional (Worm) Clamp	MISC. OTHER	

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

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**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 2015-2017 MODEL YEAR TRANSIT VEHICLES WITH A 3.2L DIESEL ENGINE — EGR COOLER REPLACEMENT**

### **OVERVIEW**

In some of the affected vehicles, the Exhaust Gas Recirculation (EGR) cooler may crack and allow coolant to enter the combustion chamber when EGR is enabled. A cracked EGR cooler may cause malfunction indicator light (MIL) illumination, reduced power, engine overheating, white smoke from the exhaust, and/or coolant level low without an exterior leak.

If an affected vehicle exhibits any of the conditions listed above, dealers must perform Workshop Manual (WSM) and/or Powertrain Control/Emissions Diagnosis (PC/ED) manual diagnostics to determine the root cause of the failure. If the EGR cooler is found to be at fault, dealers are to replace the EGR cooler.

### **SERVICE PROCEDURE**

1. Using published diagnostics in Workshop Manual (WSM) and the Powertrain Control/Emissions Diagnosis (PC/ED) manual, determine the root cause of the engine failure.
2. Is the EGR cooler the root cause of the engine failure?

No - This program does not apply.

Yes - Replace the EGR Cooler. Please follow the WSM procedures in Section 303-08C.

