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

**SUBJECT: Customer Satisfaction Program 20M02**  
Certain 2015-2019 Model Year Transit Vehicles Equipped with 3.2L Diesel Engines  
Reductant Heater and Sender Assembly

### **PROGRAM TERMS**

This program extends the warranty coverage of the reductant heater and sender assembly to 11 years of service or 120,000 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 October 31, 2020.

Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Transit	2015-2019	Kansas City	January 17, 2014 through July 31, 2018

Affected vehicles are identified in OASIS.

### **REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In some of the affected vehicles, the reductant heater and sender assembly may fail causing the malfunction indicator lamp (MIL) to illuminate and, in some instances, may cause the engine to go into a reduced power de-rate strategy. If this condition exists, diagnostic trouble codes (DTCs) related to the reductant heater and sender assembly will be present in the powertrain control module.

### **SERVICE ACTION**

If an affected vehicle has a MIL illuminated, dealers are to retrieve diagnostic trouble codes (DTCs) using Integrated Diagnostic Software (IDS) release 116.05 or higher.

#### **2015 MY Vehicles:**

- If only DTC P2043 is present, dealers will reprogram the PCM to the latest software level.
- If any of the following DTCs (P203A, P203B, P203C, P203D, P203E, P20BA, P20B0, P20B9, P205C, P205D) are present, replace the reductant heater and sender assembly, vent valve and reprogram the PCM to the latest level.

2016-2019 MY Vehicles:

- If any of the following DTCs (P2043, P203A, P203B, P203C, P203D, P203E, P20BA, P20B0, P20B9, P205C, P205D) are present, replace the reductant heater and sender assembly, and vent valve.

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 March 30, 2020. Dealers should repair any affected vehicles that experience a MIL illumination and applicable DTCs, 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 Society (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 20M02**

Certain 2015-2019 Model Year Transit Vehicles Equipped with 3.2L Diesel Engines  
Reductant Heater and Sender Assembly

**OASIS ACTIVATION**

OASIS will be activated on February 18, 2020.

**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 March 31, 2021.
- 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 reductant heater and sender assembly replacement, with service base part number 5L227.

**RENTAL VEHICLES**

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

**Customer Satisfaction Program 20M02**

Certain 2015-2019 Model Year Transit Vehicles Equipped with 3.2L Diesel Engines  
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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 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
- 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 20M02 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 (20M02) 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.

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**LABOR ALLOWANCES**

Model Year	Description	Labor Operation	Labor Time
2015	Check for DTC P2043, Reprogram the PCM using IDS release 116.05 or higher, no parts replaced.	20M02B	0.3 Hours
2015	Check for DTCs P203A, P203B, P203C, P203D, P203E, P20BA, P20B0, P20B9, P205C, P205D if present replace reductant heater and sender assembly, and vent valve, and reprogram the PCM to the latest level.	20M02C	1.8 Hours
2016-2019	Check for DTCs P2043, P203A, P203B, P203C, P203D, P203E, P20BA, P20B0, P20B9, P205C, P205D, if present replace reductant heater and sender assembly, and vent valve NOTE: This does not include reprogramming the PCM.	20M02D	1.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-5L227-F	Kit - Reductant Heater and Sender Assembly	1	1
W716331-S439	Cross Member Bolts (4 required, 4 in package)	1	1
BC3Z-5L227-J	Vent Assembly	1	1
PM-27-GAL	Motorcraft Diesel Exhaust Fluid (1 Gallon, up to 5 as needed)	As Needed	

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 2015-2019 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH A 3.2L DIESEL ENGINE — REDUCTANT HEATER AND SENDER ASSEMBLY AND VENT VALVE REPLACEMENT

### SERVICE PROCEDURE

1. Does the vehicle have an illuminated Malfunction Indicator Lamp (MIL) on?

Yes - Proceed to Step 2.

No - This program does not apply.

2. Using the Integrated Diagnostic Software (IDS), release 116.05 or higher, perform a key on engine off self test on the Powertrain Control Module (PCM). Are any of the following Diagnostic Trouble Codes (DTC's) present (P2043, P203A, P203B, P203C, P203D, P203E, P20BA, P20B0, P20B9, P205C or P205D)?

Yes - Proceed to Step 3.

No - This program does not apply.

3. Determine the appropriate repair based on the Model Year and the DTC(s) present.

**For 15 MY Vehicles:** For 16-19 MY vehicles refer to Page 2.

- If only DTC P2043 is present, reprogram the PCM to the latest software level. Proceed to the PCM Reprogramming procedure on Page 3.
- If any of the following DTC's (P203A, P203B, P203C, P203D, P203E, P20BA, P20B0, P20B9, P205C, P205D) are present, replace the Reductant Heater and Sender Assembly, vent valve and reprogram the PCM to the latest level. Please follow the Workshop Manual (WSM) procedures in Section 303-08C and the NOTE below, then proceed to the PCM Reprogramming procedure on Page 3.

**NOTE:** The replacement Reductant Heater and Sender Assembly is not shipped with a vent valve. Install a *new* Reductant Heater and Sender Assembly vent valve prior to installing the reductant pump, refer to Step 4 on Page 2 of this campaign for installation details.



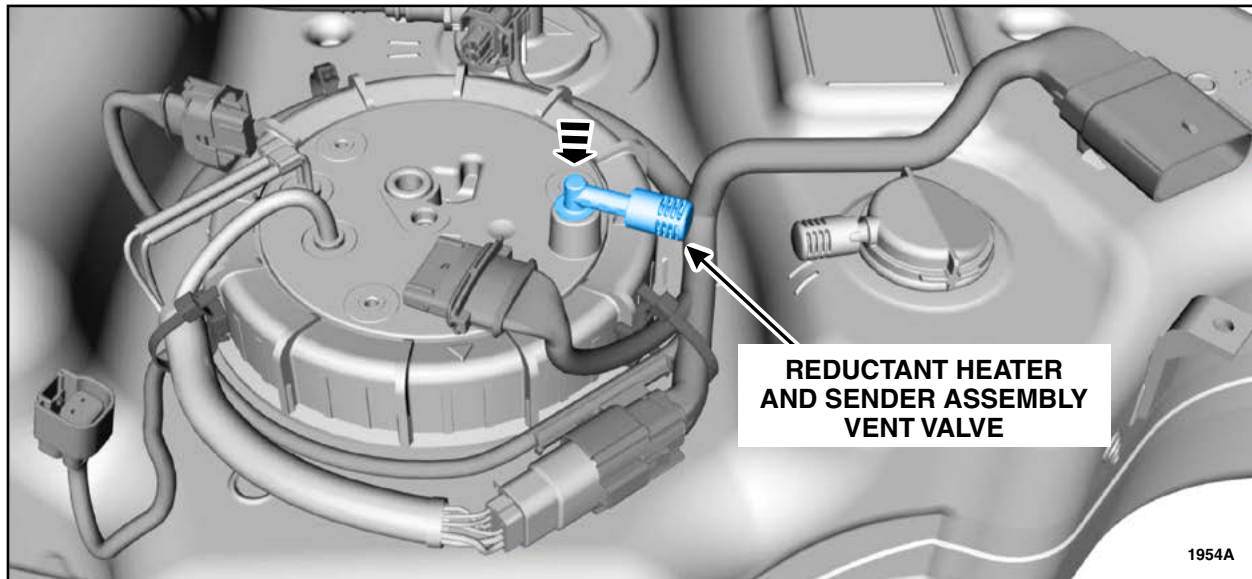
**NOTE:** There are no software updates available for 2016-2019 MY vehicles, Do Not attempt to reprogram the PCM.

**For 16-19 MY Vehicles:**

- If any of the following DTC's (P2043, P203A, P203B, P203C, P203D, P203E, P20BA, P20B0, P20B9, P205C, P205D) are present, replace the Reductant Heater and Sender Assembly and vent valve. Please follow the Workshop Manual (WSM) procedures in Section 303-08C and the NOTE below.

**NOTE:** The replacement Reductant Heater and Sender Assembly is not shipped with a vent valve. Install a *new* Reductant Heater and Sender Assembly vent valve prior to installing the reductant pump, refer to Step 4 on Page 2 of this campaign for installation details.

4. Install a *new* Reductant Heater and Sender Assembly vent valve by aligning the vent valve with the Reductant Heater and Sender Assembly vent port and with light hand pressure, push the vent valve straight down until seated. See Figure 1.



**FIGURE 1**



## PCM Reprogramming

**NOTE:** Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a re-learning process. This re-learning process may result in firmer than normal upshifts and downshifts for several days.

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.
2. Reprogram the PCM using Integrated Diagnostic Software (IDS) release 116.05 or higher.

**NOTE:** Calibration files may also be obtained at [www.motorcraftservice.com](http://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 the 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.

