



TECHNICAL SERVICE BULLETIN

2015-2019 Transit, 2018-2020 F-150, 2017-2020 F-Super Duty - Diesel Engines - Illuminated MIL With DTC P2002

21-2332
24 September
2021

This bulletin supersedes 20-2272. Reason for update: New Part/Procedure For Same Condition

Model:

Ford 2015-2019 Transit	Engine: 3.2L
2018-2020 F-150	Engine: 3.0L
2017-2020 F-Super Duty	Engine: 6.7L

Summary

This article supersedes TSB 20-2272 to update the Service Procedure.

Issue: Some 2017-2020 Super Duty vehicles equipped with a 6.7L engine built on or after 13-May-2017, 2015-2019 Transit vehicles equipped with a 3.2L engine and 2018-2020 F-150 vehicles equipped with a 3.0L engine may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble code (DTC) P2002 stored in the powertrain control module (PCM). This may be due to a crack in the diesel particulate filter (DPF) substrate. To correct the condition, follow the Service Procedure steps to replace the DPF and then reprogram the PCM.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- One of the following vehicles:
 - 2015-2019 Transit with 3.2L engine
 - 2018-2020 F-150 with 3.0L engine
 - 2017-2020 Super Duty with 6.7L engine and built on or after 13-May-2017
- DTC P2002 is stored in the PCM

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

Parts

Part Number		Description	Quantity
F-Super Duty Part List			
HC3Z-5H270-A	-	Catalyst And Particle Filter Assembly (2017-2019 F-Super Duty Pickup)	1
HC3Z-5H270-C	-	Catalyst And Particle Filter Assembly (2017-2019 F-Super Duty Chassis Cab)	1
LC3Z-5H270-A	-	Catalyst And Particle Filter Assembly (2020 F-Super Duty Pickup)	1
LC3Z-5H270-D	-	Catalyst And Particle Filter Assembly (2020 F-Super Duty Chassis Cab)	1
W520113-S441	Package Contains 4 Pieces, 6 Pieces Required	Exhaust Nut	2
W718005-S900	Package Contains 2 Pieces, 2 Pieces Required	Exhaust Bolt	1
BC3Z-5E241-A	Package Contains 1 Piece, 2 Pieces Required	Exhaust Pipe Gasket Assembly	2

F-150 Part List			
JL3Z-5H270-A	-	Catalyst And Particle Filter Assembly	1
FR3Z-5C226-A	-	Exhaust Pipe Gasket Assembly	1
JL3Z-5E241-A	-	DPF To Exhaust Gasket Assembly	1
W710382-S900	-	Exhaust Bolt	1
W520514-S440	Package Contains 1 Piece, F-150 Requires 2 Pieces	DPF To Turbocharger Nut	2
Transit Part List			
GK4Z-5H270-A	-	Catalyst And Particle Filter Assembly	1
BK2Z-00812-A	Package Contains 1 Piece, 3 Pieces Required	Steering Gear Mounting Bolts	3
CK4Z-9450-A	-	DPF To Catalytic Converter Gasket	1
CK4Z-9450-B	-	DPF To Turbocharger Gasket Assembly	1
W505275-S442	Package Contains 4 Pieces, 3 Pieces Required	Stabilizer Bar Bracket Bolts	1
W520215-S442	Package Contains 4 Pieces, 2 Pieces Required	Subframe Nuts	1
W520514-S440	Package Contains 1 Piece, Transit Requires 3 Pieces	DPF To Turbocharger Nut	3
W711076-S442	Package Contains 4 Pieces, 2 Pieces Required	Lower Ball Joint Nut	1
W711137-S442	Package Contains 4 Pieces, 1 Piece Required	Steering Column Shaft Bolt	1
W717155-S442	Package Contains 4 Pieces, 2 Pieces Required	Subframe Bolts (Transit Built On Or Before 22-Sep-2016)	1
W718943-S439	Package Contains 4 Pieces, 2 Pieces Required	Subframe Bolts (Transit Built On Or After 23-Sep-2016)	1
W717354-S442	Package Contains 4 Pieces, 1 Piece Required	Stabilizer Bar Bracket Bolt/Stud	1

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool. For repairs covered by the NVLW, completion of the procedure outlined in this TSB does not require obtaining Prior Approval or completion of a Cost Cap.

Labor Times

Description	Operation No.	Time
2018-2020 F-150 Diesel: Retrieve DTCs, Replace The Particulate Filter Assembly (Do Not Use With Any Other Labor Operations)	DR212332A	3.1 Hrs.
2017-2020 F-Super Duty 6.7L: Retrieve DTCs, Replace The Particulate Filter Assembly (Do Not Use With Any Other Labor Operations)	DR212332B	2.3 Hrs.
2015-2019 Transit Diesel: Retrieve DTCs, Replace The Particulate Filter Assembly (Do Not Use With Any Labor Operations Outside Of This Article) (Can Be Claimed With Operation D Or	DR212332C	4.1 Hrs.

E)		
2015-2019 Transit Diesel: Additional Time To Check And Adjust Front Toe (Can Be Claimed With Operations C Transit Only)	DR212332D	0.7 Hrs.
2015-2019 Transit Diesel With Lane Departure Warning System: Additional Time To Check And Adjust Front Toe Includes Time To Align Camera (Can Be Claimed With Operations C Transit Only)	DR212332E	0.9 Hrs.

Repair/Claim Coding

Causal Part:	5H270
Condition Code:	01

Service Procedure

For repairs covered by the New Vehicle Limited Warranty, completion of the procedure outlined in this TSB does not require obtaining Prior Approval or completion of a Cost Cap.

NOTE: Correct any other DTCs other than P2002 before performing this article.

1. Check for DTCs. Is P2002 the only DTC stored in PCM memory?

(1). Yes - proceed to Step 2.

(2). No - refer to the Powertrain Control/Emissions Diagnosis (PC/ED) Manual for all other DTCs through normal diagnostics first. Then proceed to Step 2 for DTC P2002.

2. Replace the catalyst and particulate filter assembly. Refer to Workshop Manual (WSM), Section 309-00.

3. For F-Super Duty vehicles only, reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.

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 relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

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