



David J. Johnson
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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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May 17, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21M04 - Supplement #1**
Certain 2011-2014 Model Year Super Duty Vehicles Equipped with a 6.7L Diesel Engine Exhaust Gas Recirculation Cooler with Diagnostic Trouble Codes P0401 and/or P2457

New! REASON FOR THIS SUPPLEMENT

- *The program eligible through date has been updated to April 30, 2023.*

New! PROGRAM TERMS

This program provides a no-cost repair (if needed) to the exhaust gas recirculation (EGR) cooler when diagnostic trouble codes (DTC's) P0401 and/or P2457 are stored in the powertrain control module (PCM), for 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

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 no-cost repair is still eligible through *April 30, 2023*.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2011-2014	Kentucky Truck	November 03, 2009 through March 14, 2014

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST REPAIR

In some of the affected vehicles, customers may experience an illuminated malfunction indicator light due to the EGR cooler becoming plugged with hydrocarbon or soot at high mileage. Diagnostic trouble codes (DTC's) for EGR cooler efficiency below threshold (DTC P0401) and/or insufficient EGR flow at idle (DTC P2457) are stored when the malfunction indicator light is illuminated.

SERVICE ACTION

If an affected vehicle has an illuminated malfunction indicator light and DTC's P0401 and/or P2457 are present, dealers are to follow the technical instructions and replace the EGR cooler, if needed. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed the week of April 11, 2022. Dealers should repair any affected vehicles that experience an illuminated malfunction indicator light with DTC's P0401 and/or P2457 as outlined in the technical instructions, whether or not the customer has received a letter.

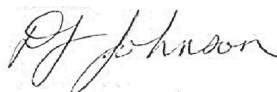
ATTACHMENTS

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 System (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. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on January 14, 2022.

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 April 30, 2023.
- 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 an EGR cooler replacement due to an illuminated malfunction indicator light with both DTC's P0401 and/or P2457 stored in the PCM, and present in an IDS session file and/or similar (such as a computer scan from Auto Zone, etc.). Refunds without the proper documentation should not be approved.

RENTAL VEHICLES

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

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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:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 21M04 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:
 - Claim type 31: Field Service Action. The FSA number 21M04 is the sub code.
 - Customer Concern Code (CCC): E29 – “Check engine” light troubles.
 - Condition Code (CC): 55 – Plugged/Restricted.
 - Causal Part Number: 9V425
 - Part Quantity: 0
 - 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.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 21M04 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect for DTC's P0401 and/or P2457 – Can be used with 21M04C, MT21M04D and 21M04E	21M04B	0.2 Hours
Replace the exhaust gas recirculation (EGR) cooler – Used when both DTC's are present - Can be used with 21M04B	21M04C	3.0 Hours
Perform pin-point test for DTC P0401 or P2457 - Can be used with 21M04B and 21M04E	MT21M04D	Up to 1.0 Hour
Replace the exhaust gas recirculation (EGR) cooler – Used when directed by pin-point test - Can be used with 21M04B and MT21M04D	21M04E	3.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
BC3Z-9V425-A	EGR Cooler	1	1
BC3Z-9P455-B	EGR Cooler Gasket Kit	1	1
BC3Z-9439-C	Upper Intake Manifold Gaskets – 2 per package	1	1
BC3Z-9439-A	Upper Intake Manifold Gasket	1	1
BC3Z-9439-B	Upper Intake Manifold Gasket	1	1
W500214-S437	EGR Inlet Tube Bracket Bolts – 4 per package	1	2
VC-3-B	Coolant – 2 gallons required, container equals 1 gallon	2	2
TA-26	Threadlock	As Required	

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, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

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EXCESS STOCK RETURN

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

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2011-2014 MODEL YEAR SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L ENGINE — EXHAUST GAS RECIRCULATION COOLER WITH DIAGNOSTIC TROUBLE CODES P0401 AND/OR P2457

SERVICE PROCEDURE

1. Using an Integrated Diagnostic Scan Tool (IDS) perform a continuous memory check for Diagnostic Trouble Codes (DTCs). Is DTC P0401 and/or P2457 present with no other Exhaust Gas Recirculation (EGR) system related codes?

No - This program does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual to further diagnose this concern outside of this program.

Yes - Proceed to Step 2.

2. Using an IDS Scan Tool perform a key on engine running (KOER) self test. Are both DTC's P0401 and P2457 now present?

No - Refer to PC/ED pin point test for the specific DTC that is present. If in the course of the pin point test the EGR cooler core is found plugged / fouled, proceed to Step 3.

Yes - Both DTC's P0401 and P2457 are present. Proceed to Step 3.

3. Replace the EGR cooler. Please follow the Workshop Manual (WSM) procedures in Section 303-08.

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 21M04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

April 2022

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?

Ford Motor Company is offering a customer satisfaction program on your vehicle's exhaust gas recirculation (EGR) cooler. The EGR cooler on your vehicle may become plugged with soot or hydrocarbons at high mileage.

What is the effect?



Malfunction Indicator Lamp

This customer satisfaction program is available for a total of 11 years or 120,000 miles from the warranty start date on your vehicle, whichever occurs first.

NOTE: Your vehicle may experience an illuminated malfunction indicator light (icon shown to the left) due to the EGR cooler becoming plugged with soot or hydrocarbons at high mileage. This may result in a reduction of power.

If your vehicle has already exceeded either time or mileage limits listed above, this customer satisfaction program is still eligible up through April 30, 2023. Customer satisfaction program eligibility is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's EGR cooler requires replacement due to an illuminated malfunction indicator light with specific diagnostic trouble codes (DTC's) stored in the powertrain control module (PCM) and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the EGR cooler free of charge (parts and labor).

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 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 malfunction indicator light. Please keep this letter as a reminder of the repair offer for your EGR cooler. If the EGR cooler requires replacement, 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 21M04. 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 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 before 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 expedite reimbursement, give your paid original receipt to your dealer before January 31, 2023. 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).

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.

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

Ford Customer Service Division