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 Ford Customer Service Division

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

June 23, 2023

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

**SUBJECT:** **Customer Satisfaction Program 22N05**  
 Certain 2022 Model Year Super Duty 6.7L Diesel Engine  
 One-Time Replacement for Diesel Particulate Filter Assembly Failures

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Emission Recall 22E05 - Supplement #1**  
 Dated: June 23, 2023

**PROGRAM TERMS**

After completion of Emissions Recall 22E05 and a claim has been submitted and paid, this customer satisfaction program provides a one-time repair (if needed) to the Diesel Particulate Filter (DPF) if a vehicle has already exceeded either the time or mileage warranty limits. This one-time repair will expire one year after the 22E05 repair completion date, or on December 31, 2026, whichever occurs first.

Coverage is automatically transferred to subsequent owners.

**NOTE:** 22N05 will be inactive per VIN if 22E05 owner notification is not required. For example:

- A 22E05 repair was completed before the vehicle was delivered to the customer.
- A 22E05 repair was completed before the 22E05 - Supplement #1 was released.

**EXPIRATION DATE** – (whichever occurs first)

- One Year after the 22E05 repair completion date
- Or December 31, 2026

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2022	Kentucky Truck	April 25, 2022, through May 10, 2022
		Ohio Assembly	June 03, 2022 through June 13, 2022

US population of affected vehicles: dependent upon completion of applicable vehicles covered in Field Service Action (FSA) 22E05. Affected vehicles will be identified in OASIS upon FSA 22E05 completion.

**REASON FOR PROVIDING A DPF REPAIR**

Before the completion of Emissions Recall 22E05, if a DPF was cracked or damaged, the DTC will not set or illuminate the Malfunction Indicator Light (MIL), and the ability to detect and report diagnostic trouble code (DTC) P2002 was disabled. After completion of 22E05, the installed software can detect a cracked or damaged DPF. 22N05 will provide the customer with a one-time repair to the DPF if it needs to be replaced.

## **SERVICE ACTION**

Conditional requirements:

- Emissions Recall 22E05 has been completed and claimed
- Malfunction Indicator Lamp (MIL) is displayed
  - Several customer drive cycles may be needed before the diagnostic system alerts the fault in the DPF
- Only diagnostic trouble code (DTC) P2002 is set

If the above conditions are met, dealers are to replace the catalyst and DPF assembly.

This service must be performed at no charge (parts and labor) to the vehicle owner if a vehicle has already exceeded either the time or mileage warranty limits.

This one-time repair will expire one year after the 22E05 repair completion date, or on **December 31, 2026**, whichever occurs first.

**NOTE:** The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters for 22E05, which includes reference to 22N05, are expected to be mailed the week of July 10, 2023. Dealers should repair any affected vehicles that experience DTC **P2002** after the completion of 22E05, whether the customer has received a letter.

## **PLEASE NOTE:**

**The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory before delivery.**

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Mobile Service Repair Assessment

## **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,



Stacy L. Balzer

**Customer Satisfaction Program 22N05**  
Certain 2022 Model Year Super Duty 6.7L Diesel Engine  
One-Time Replacement for Diesel Particulate Filter Assembly Failures

**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:  
Ⓢ - Not a Mobile Service Repair

**OASIS ACTIVATION**

OASIS will be activated after the completion and claim of 22E05 submitted.

**FSA VIN LISTS ACTIVATION**

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

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this emission recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

**BRANDED / SALVAGED TITLE VEHICLES**

Affected branded and salvaged title vehicles are eligible for this recall.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**PICK-UP AND DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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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 FSAs / Related Damage.
- For vehicles within new vehicle powertrain 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 – 5 years or 60,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims,
    - Claim type **31**: Field Service Action
    - Sub Code: **22N05**
    - Customer Concern Code (CCC): **E29** – “Check Engine” Light Troubles
    - Condition Code (CC): **39** – Missing Part
    - Causal Part Number: **5H270**
    - 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 the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- Provision for Locally Obtained Supply: Includes Bostik Never-Seez Regular Grade (nickel free) Anti-Seize and Lubricating Compound or Castrol Molub-Alloy Paste MF (previously called Castrol Optimol Paste MF).
  - Program Code: **22N05**
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$2.00

**PICK-UP AND DELIVERY- Participating Dealers**

- Dealers participating in the Remote Experience Program –
  - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

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 One-Time Replacement for Diesel Particulate Filter Assembly Failures

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Diagnostics for DTC <b>P2002</b>	MT22N05B	Up to 0.5 Hours
Replace DPF Assembly	22N05C	1.9 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
LC3Z-5H270-F	Pickup - Catalyst and DPF Assembly	As Needed	1
LC3Z-5H270-G	Chassis Cab - Catalyst and DPF Assembly	As Needed	1
W520113-S441	Exhaust Nut (Package Contains 4 Pieces, 6 Pieces Required)	2	6
W718005-S900	Exhaust Bolt (Package Contains 2 Pieces, 2 Pieces Required)	1	2
BC3Z-5E241-A	Exhaust Pipe Gasket (Package Contains 1 Piece, 2 Pieces Required)	2	2
FC4Z-5J287-A	Reductant Injector Gasket	1	1

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

**Order the parts below through normal order processing channels:**

Part Number	Description – All Vehicles	Order Quantity	Claim Quantity
Obtain Locally	Bostik Never-Seez Regular Grade (nickel free) Anti-Seize and Lubricating Compound <b>Or</b> Castrol Molub-Alloy Paste MF (previously called Castrol Optimol Paste MF). (One container will service multiple vehicles)		Claim as Misc. Other Up to \$2.00 Total

To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**Customer Satisfaction Program 22N05**  
Certain 2022 Model Year Super Duty 6.7L Diesel Engine  
One-Time Replacement for Diesel Particulate Filter Assembly Failures

**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 by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 2021, or later must be inspected and signed off on the repair order by a member of your dealer 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 1<sup>st</sup>, 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 of 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 identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

## CERTAIN 2022 MODEL YEAR SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L ENGINE — ONE-TIME REPLACEMENT FOR DIESEL PARTICULATE FILTER ASSEMBLY FAILURES

### SERVICE PROCEDURE

1. Are ALL of the following 3 conditions met?
  - a. Emissions Recall 22E05 has been completed and claimed for this VIN?
  - b. Is the Malfunction Indicator Lamp (MIL) displayed.
  - c. Is Diagnostic Trouble Code (DTC) **P2002** Present?

No to **ANY** of the 3 Conditions - This program does not yet apply.  
Yes to **ALL** 3 of the conditions - Proceed to Step 2.

**NOTE:** Several customer drive cycles may be needed after 22E05 before the diagnostic system alerts the fault in the Diesel Particulate Filter (DPF) and sets a code.

2. Install a *new* DPF. Follow the Workshop Manual (WSM) procedures in Section 309-00C.

**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.



**Customer Satisfaction Program 22N05**  
Certain 2022 Model Year Super Duty 6.7L Diesel Engine  
Diesel Particulate Filter Extended Warranty Coverage













**Mobile Service Repair Assessment**

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


**Dealer Bulletin**



Within Attachment I of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair




**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)



**Customer Satisfaction Program 22N05**  
Certain 2022 Model Year Super Duty 6.7L Diesel Engine  
Diesel Particulate Filter Extended Warranty Coverage

   – Enhanced Mobile Service

- **A two-person process is required anytime a procedure requires work under the vehicle**
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

*Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle



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

July 2023

Emission Recall 22E05 and Customer Satisfaction Program 22N05

Mr. John Sample  
 123 Main Street  
 Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle with the VIN shown above. Your vehicle may be equipped with an improperly functioning on-board emission-related diagnostic system that is not meeting regulatory requirements.

**What is the issue?** Your vehicle was built with an incorrect powertrain calibration that disables the functions of the particulate matter (PM) sensor.

**What is the effect?** Due to this calibration, the PM sensor is likely damaged and cannot perform its intended purpose, which is to detect excess emissions.

**What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to replace the PM sensor and reprogram the powertrain control module (PCM) and transmission control module (TCM) free of charge (parts and labor).  
 You are eligible for this free service even if you previously used non-Ford parts to service your vehicle or had your vehicle serviced at a non-Ford dealer.  
 After your vehicle's PCM has been reprogrammed under Emissions Recall 22E05, it may take several driving trips before the diagnostic system will alert you if there is a fault in the diesel particulate filter (DPF). Please see the "**Readiness for Inspection and Maintenance (I/M) Testing**" section in your Owner Manual for details on the required driving cycles for the diagnostic system to complete its checks.  
 If your vehicle later displays the Malfunction Indicator Lamp (MIL) in the dashboard panel and your dealer determines that there is a fault in the DPF that sets the specific diagnostic trouble code (DTC) P2002, then under **Customer Satisfaction Program 22N05**, Ford Motor Company is offering a **one-time replacement of the DPF free of charge** (parts and labor).  
 (continued on next page)

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**VEHICLE SALE NOTIFICATION FOR 22E05**

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number Street

City State Zip

12345678901234567  
 TEST OWNER NAME  
 12345 TEST STREET  
 TEST CITY, XX 12345



**What will Ford and your dealer do? (continued)**

If required, this one-time repair of your vehicle's DPF is available **beginning** on the date Emissions Recall **22E05 was completed and ending twelve months after** Emissions Recall **22E05 was completed or December 31, 2026**, whichever occurs first.

Vehicles will no longer be eligible for Customer Satisfaction Program 22N05 after December 31, 2026, with or without Emissions Recall 22E05 performed. After 22N05 eligibility expires, the DPF remains covered under your original warranty terms and conditions. Emissions Recall 22E05 will continue to be eligible until your vehicle is repaired. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

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.

**What if you no longer own this vehicle?**

Please complete and detach the Vehicle Sale Notification at the bottom of page one (1) and return in the included prepaid envelope if you have sold the vehicle.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**What should you do?**

Please call your dealer without delay to request a service appointment for Emission Recall **22E05**. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this emission recall. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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.

**What happens if you do not have this service performed?**

It is possible that:

- Your vehicle may not pass emission or smog tests that may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.
- Your emissions warranty may be reduced.

**California and  
Massachusetts  
Registration  
Requirements**

The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emission recall repair, you will receive a Vehicle Emission Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

**It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.**

In order to ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division