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August 14, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N05 - Supplement #1**
 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

REF: **New! NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Emission Recall 22E02
 Dated: August 14, 2023

New! REASON FOR THIS SUPPLEMENT

- **REF:** 22E02 has been added to the program.
- **Program Terms, Expiration Date, Vehicles Covered Under This Program, Reason for Providing A DPF Repair, Service Action, and OASIS Activation:** The following sections have been updated to include recall 22E02.

New! PROGRAM TERMS

After completion of Emissions Recall 22E05 *or* 22E02 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 *or* 22E02 repair completion date, or on December 31, 2026, whichever occurs first.

Coverage is automatically transferred to subsequent owners.

New! EXPIRATION DATE – (whichever occurs first)

- One Year after the 22E05 *or* 22E02 repair completion date
- Or December 31, 2026

RECALL 22E05 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.

New! RECALL 22E02 VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
<i>Super Duty</i>	<i>2022</i>	<i>Kentucky Truck</i>	<i>May 13, 2022, through August 5, 2022</i>
		<i>Ohio Assembly</i>	<i>June 13, 2022, through August 9, 2022</i>

US population of affected vehicles: dependent upon completion of applicable vehicles covered in Field Service Action (FSA) 22E02. Affected vehicles will be identified in OASIS upon FSA 22E02 completion.

New! REASON FOR PROVIDING A DPF REPAIR

Before the completion of Emissions Recall 22E05 *or* 22E02, 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.

New! SERVICE ACTION

Conditional requirements:

- Emissions Recall 22E05 *or* 22E02 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 *or* 22E02 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. Owner letters for 22E02, which includes reference to 22N05, are expected to be mailed the week of August 28, 2023. Dealers should repair any affected vehicles that experience DTC **P2002** after the completion of 22E05 or 22E02, whether or not 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

- Administrative Information Attachment
- Labor Allowances and Parts Ordering Information Attachment
- Technical Information Attachment
- Mobile Service Repair Assessment Attachment
- Mobile Repair/Vehicle Pickup and Delivery Record Attachment
- 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 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 that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized "S" and "B".

Stacy L. Balzer

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

New! OASIS ACTIVATION

OASIS will be activated after the completion and claim of 22E05 *or* 22E02 are 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.

Labor Allowances and Parts Ordering Information Attachment

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Diagnostics for DTC P2002	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 Or 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.

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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 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 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 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 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 22E02 or 22E05 has been completed and claimed for this Vehicle Identification Number (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 22E02 or 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.



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**MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY
RECORD**

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 23E02 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

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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)

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   – 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