

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. Is the DPF part number NC3Z-5H270-A?

Yes - Contact the Special Service Support Center (SSSC) for approval before the repair if DPF NC3Z-5H270-A replacement is required. Send photos of the R.O., the door tag showing the VIN, and image of DTC P2002 set in memory, and the vehicle mileage when contacting the SSSC. Upon approval, continue to Step 3.

No - Continue to Step 3.

3. 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.





Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 22, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N05 - Supplement #2**
Certain 2022 Model Year Super Duty with 6.7L Diesel Engine
One-Time Replacement for Diesel Particulate Filter Assembly If Required After
Dealer Evaluation

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Customer Satisfaction Program 22N05 - Supplement #1
Dated: August 14, 2023

New! REASON FOR THIS SUPPLEMENT

- **Parts Requirement/Ordering Information:** Parts list has been updated. The Diesel Particulate filter (DPF) assembly **NC3Z-5H270-A** has been placed on restrictive order.
- **Photo Submission:** Photo submission has been added, and SSSC approval is required for DPF assembly **NC3Z-5H270-A** replacement.
- **Rentals:** Rentals are now available for the parts on SSSC restrictive order.
- **Technical Instructions:** SSSC approval process information has been added to the technical instructions.

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 completion date of the 22E05 or 22E02 repair, or on December 31, 2026, whichever occurs first.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (US population of affected vehicles 80,000):

Vehicle	Model Year	Assembly Plant	Build Date Range
Super Duty	2022	Kentucky Truck	April 25, 2022, through August 5, 2022
		Ohio Assembly	June 03, 2022, through August 9, 2022

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

Before the completion of Emissions Recall 22E05 or 22E02, if a DPF were cracked or damaged, the DTC (Diagnostic Trouble Code) would not set or illuminate the Malfunction Indicator Light (MIL), and the ability to detect and report DTC P2002 (Diesel Particulate Filter (DPF) Efficiency Below Threshold (Bank 1)) 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 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.

This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

New! FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See the Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See the Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	Yes	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See the Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	No	See the Pickup & Delivery section in the FSA Policy document.
Towing	No	See the Towing section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See the Administrative Allowance section in the FSA Policy Document, and if applicable, the Labor Allowances table below.

Owner Refunds	No	See Owner Refunds section below, if applicable.
Photo Submission	Yes	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

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.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

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.

Customer Service Division

Customer Satisfaction Program 22N05 – Supplement #2**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Not a Mobile Service Repair

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.

SOLD & IN-STOCK VEHICLES

- For more information regarding dealership obligations to identify and repair sold and in-stock vehicles, consult Ford's Policy Document For Field Service Actions, which can be found in the FSA Landing page on PTS.

BRANDED / SALVAGED TITLE VEHICLES

Branded/salvaged title vehicles and vehicles with canceled warranty coverage are eligible for this program unless emission coverage is explicitly canceled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTIES CANCELLED, INCLUDING EMISSIONS

OWNER REFUNDS

Refunds are not approved for this program.

New! RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

Customer Satisfaction Program 22N05 – Supplement #2

New! REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA for part number NC3Z-5H270-A.

- *The SSSC must provide approval prior to performing the repair using part number NC3Z-5H270-A.*
- *Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Photos of the R.O, the door tag showing VIN, an image of DTC P2002 set in memory, and the vehicle mileage are requested. This can be done in two ways:*
 - *Directly in the SSSC contact request form while submitting your contact on your desktop.*
 - *Via PTS Mobile under the Images / Files Upload menu selection*
 - *You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photo(s) will be associated with your SSSC contact during submission.*
 - *If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.*
- *Upon approval of part number NC3Z-5H270-A, the SSSC will provide an approval code that must be used for claiming.*

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 the new vehicle bumper-to-bumper warranty coverage**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

Customer Satisfaction Program 22N05 – Supplement #2**New! CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Note:** All repairs for this program should be claimed using the claim entry direction below, regardless of whether 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 22N05 if the 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
 - Sub Code: 22N05
 - Customer Concern Code (CCC): E29 – “Check Engine” Light Troubles
 - Condition Code (CC): 39 – Missing Part
 - Causal Part Number: 5H270, Quantity 0
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - 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.
- **Rentals:** *For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code “RENTAL”.*

IMPORTANT: Click the Related Damage Indicator radio button.

Customer Satisfaction Program 22N05 – Supplement #2

LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Replace DPF Assembly. This labor operation code closes the FSA.	22N05C	1.9 Hours

New! SUPPLEMENTAL LABOR ALLOWANCES **These labor operation codes DO NOT close the FSA.**

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
Diagnostics for DTC P2002	MT22N05B	Up to 0.5 Hours
<i>Time allowed to submit photos only for part number NC3Z-5H270-A.</i> <i>1. Attach a photo of the vehicle mileage.</i> <i>2. Attach a photo of the DTC P2002 set in memory.</i> <i>3. Attach a photo of the door tag showing VIN.</i> <i>4. Attach a photo of the R.O.</i>	22N05ZZ	0.2

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Restricted Part Ordering:

To place an order for the catalyst and DPF assembly NC3Z-5H270-A, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

If parts are on backorder, the vehicle must be present in the dealership. The VIN-specific part order must provide the following:

- 1. Attach a photo of the vehicle mileage.***
- 2. Attach a photo of the DTC P2002 set in memory.***
- 3. Attach a photo of the door tag showing VIN.***
- 4. Attach a photo of the R.O.***

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NC3Z-5H270-A	1	As Needed	1	Pickup - Catalyst and DPF Assembly

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Customer Satisfaction Program 22N05 – Supplement #2

New! Order the parts below through normal order processing channels:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LC3Z-5H270-G	1	As Needed	1	Chassis Cab - Catalyst and DPF Assembly
LC3Z-5H270-H	1	As Needed	1	F-600 Chassis Cab - Catalyst and DPF Assembly
W520113-S441	6	2	4	Exhaust Nut
W718005-S900	2	1	2	Exhaust Bolt
BC3Z-5E241-B	2	2	1	Exhaust Pipe Gasket
FC4Z-5J287-A	1	1	1	Reductant Injector Gasket

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

If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.