



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 26, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 26N03**
Certain 2017-2019 Model Year Super Duty Vehicles w/ 6.7L Diesel Engines
Diesel Particulate Filter Replacement, If Required After Dealer Evaluation

REF: **NEW VEHICLE DELIVERY HOLD**
Emissions Recall 26E02
Dated: August 26, 2026

PROGRAM TERMS

After completion of Emissions Recall 26E02 and a claim has been submitted and paid, this customer satisfaction program provides a one-time repair, free of charge (parts and labor), if required after dealer evaluation, to the diesel particulate filter.

This one-time repair offer will expire one year after the completion date of the 26E02 repair, or on December 31, 2029, whichever occurs first.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 226,663*):

Vehicle	Model Year	Assembly Plant	Build Date Range
F-350 - 550	2017	Kentucky Truck	October 8, 2015 through November 18, 2017
		Ohio	February 11, 2016 through November 22, 2017
	2018	Kentucky Truck	May 2, 2017 through July 9, 2018
		Ohio	August 1, 2017 through July 31, 2018
	2019	Kentucky Truck	March 6, 2018 through November 3, 2019
		Ohio	May 7, 2018 through November 13, 2019

Affected vehicles are identified in OASIS.

***NOTE:** U.S. population of affected vehicles is the population of F-350-F-550 vehicles from Emissions Recall 26E02.

REASON FOR PROVIDING THIS PROGRAM

The affected vehicles may develop a clogged crankcase ventilation (CCV) system filter. A clogged CCV filter may result in elevated engine oil consumption, which increases the risk of reduced diesel particulate filter performance and elevated exhaust emissions levels. If the diesel particulate filter is no longer functioning properly, the Service Engine Soon light will illuminate, diagnostic trouble code (DTC) P2002 will be stored in the Powertrain Control Module (PCM) memory, and tailpipe emissions may exceed the standards.

SERVICE ACTION

Under the Program Terms, after completion of Emissions Recall 26E02, and if required after dealer evaluation to confirm that DTC P2002 is set in the vehicle, a replacement of the diesel particulate filter, free of charge (part and labor), is available. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.
Pickup & Delivery (PDL)	No	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See 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 Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	No	See Owner Refunds section below, if applicable.
Photo Submission	No	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 are expected to be mailed the week of October 12, 2026 or sooner.

ATTACHMENTS

- Technical Instructions

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer 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 26N03**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

🚫 - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on August 26, 2026.

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.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

The CRC Dealer Portal Job Aids can be referenced from FMCDealer:

[Central Loaner Support Guide](#)

[CRC Dealer Job Aid: Central Loaner - Field Service Action \(FSA\) Program](#)

Customer experience may require potential rentals. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the Centralized Loaner Support Team via the CRC Dealer Portal. Follow eligibility guidelines for vehicles within 5 years and 60,000 miles leveraging Dealer Loaner Assistance (PRENT).

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.
 - F-250/F-350/F-450/F-550 – 3 years or 36,000 miles
 - F-650/F-750 trucks – 2 years, regardless of miles driven
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

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CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The FSA repair 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 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 26N03 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: 26N03
 - Customer Concern Code (CCC): E29
 - Condition Code (CC): 42
 - 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.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Provision for Locally Obtained Supplies:** Includes nickel free anti-seize and penetrating lubricant. Submit on the same line as the repair.
 - Program Code: 26N03
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$5.00

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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 the catalytic converter and particulate filter assembly with DTC P2002 present. This labor operation code closes the FSA.	26N03B	2.0

PARTS REQUIREMENTS / ORDERING INFORMATION

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
HC3Z-5H270-A	1	1	1	Catalytic Converter and Particulate Filter Assembly - Pickup
HC3Z-5H270-C	1	1	1	Catalytic Converter and Particulate Filter Assembly - Chassis Cab
BC3Z-5E241-B	1	1	1	Gasket - Exhaust - Converter to Exhaust Extension Pipe
FC4Z-5J287-A	1	1	1	Gasket - Reductant Injector
W718005-S900	2	1	2	Bolt - M10 X 93MM - Downpipe to Exhaust Converter
W520113-S441	3	3	1	Nut - M10 - Catalyst to Extension Pipe

Order your parts requirements through normal order processing channels. 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 SIGNATURE

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

CERTAIN 2017-2019 SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L DIESEL ENGINE — DIESEL PARTICULATE FILTER REPLACEMENT, IF REQUIRED AFTER DEALER EVALUATION

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market became effective for repair orders opened on or after August 31, 2024. The Field Service Action (FSA) repair will be rejected and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

1. Has Emissions Recall 26E02 been completed for this vehicle?

Yes - Continue to Step 2.

No - This FSA does not apply.

2. Is the MIL illuminated with DTC P2002 set?

Yes - Continue to Step 3.

No - This FSA does not apply.

3. Replace the Catalyst and Particulate Filter Assembly. 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.

