



David J. Johnson  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

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

March 13, 2019

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

**SUBJECT:** **Customer Satisfaction Program 19B03 – Supplement #1**  
 Certain 2015-2016 Model Year Transit Vehicles Equipped With 3.2L Diesel Engine  
 Exhaust Gas Recirculation Temperature Sensor Replacement

**New! REASON FOR THIS SUPPLEMENT**

- *Expiration date for owner refund on previously owner-paid repairs, has been extended, see Attachment I.*

**PROGRAM TERMS**

This program will be in effect through April 30, 2021. There is no mileage limit for this program.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2016	Kansas City	January 17, 2014 through August 3, 2016

Affected vehicles are identified in OASIS and FSA VIN lists.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

Some of the affected vehicles may exhibit an illuminated malfunction indicator Light (MIL) with diagnostic trouble code (DTC) P040B and/or P040D. The vehicle may have a reduction of power as a result of a 30% de-rated Failure Mode Effects Management (FMEM). The engine continues to operate with full function of the power steering, power braking, lighting and climate control.

**SERVICE ACTION**

Dealers are to replace the EGR temperature sensor, Bank 1 Sensor 1 located on the exhaust manifold. This service must be performed at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of April 22, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, 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 Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

David J. Johnson

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**OASIS ACTIVATION**

OASIS was activated on February 14, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists was made available through <https://web.fsavinlists.dealerconnection.com> on February 14, 2019. Owner names and addresses will be available by May 7, 2019.

**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 program 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 service action.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**New! 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, 2020**.
- 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 EGR temperature sensor Bank 1, Sensor 1 replacement, which is located on the exhaust manifold.

**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, dealers are pre-approved to claim up to \$20 in related damage.
  - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site prior to 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, select claim type 31: Field Service Action. The FSA number (19B03) is the sub code.
  - 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: 19B03	- 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.

- **Provision for Locally Obtained Supplies:** Includes penetrating and lock lubricant and high temperature nickel anti-seize lubricant.
  - Program Code: 19B03
  - Misc. Expense: OTHER
  - Amount: Actual cost up to \$4.00

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace EGR Temperature Sensor - Bank 1, Sensor 1 Located on Exhaust Manifold (includes clearing any DTCs after sensor replacement)	19B03B	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
CC1Z-12B591-D	Exhaust Gas Temperature Sensor – Bank 1, Sensor 1	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.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

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

## CERTAIN 2015-2016 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH 3.2L DIESEL ENGINE — EXHAUST GAS RECIRCULATION TEMPERATURE SENSOR REPLACEMENT

### OVERVIEW

Some of the affected vehicles may exhibit an illuminated malfunction indicator Light (MIL) with diagnostic trouble code (DTC) P040B and/or P040D. The vehicle may have a reduction of power as a result of a 30% de-rated Failure Mode Effects Management (FMEM). The engine continues to operate with full function of the power steering, power braking, lighting and climate control. Dealers are to replace the EGR temperature sensor, Bank 1 Sensor 1 located on the exhaust manifold. This service must be performed at no charge to the vehicle owner.

### SERVICE PROCEDURE

#### Recommended Tool List:

General Tools	
1/4" Drive Ratchet (Power and Hand Tool)	3/8" Drive 3" Extension
1/4" Drive 10mm Shallow Socket	3/8" Drive Torque Wrench
1/4" Drive Torque Wrench	17mm Wrench
3/8" Drive Ratchet	Trim Tool
3/8" Drive 17mm Crows Foot	

1. Replace the Exhaust Gas Recirculation (EGR) Temperature Sensor Bank 1 Sensor 1. Please follow the Workshop Manual (WSM) procedures in Section 303-08C.
2. If there is an illuminated malfunction indicator Light (MIL) after sensor replacement, connect Ford Integrated Diagnostic System (IDS) service tool to the data link connector (DLC).
3. Does the vehicle have DTC's P040D or P040B?

Yes - Using the IDS clear all DTC's.

No - This article does not apply. Refer to the Powertrain Control/Emissions diagnosis (PC/ED) manual for normal diagnosis.

