



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

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

November 4, 2021

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

**SUBJECT: Customer Satisfaction Program 21M03**  
Certain 2015-2019 Model Year Transit Vehicles with a 3.2L Diesel Engine  
EGR Cooler Replacement

**PROGRAM TERMS**

This program extends the warranty coverage of the Exhaust Gas Recirculation (EGR) cooler to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program may be used multiple times as long as the vehicle is within time and mileage limits of the program. Once the program has expired, SPW and ESP may be eligible.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through May 31, 2022.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2015-2019	Kansas City	June 4, 2015 through October 24, 2019

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In some of the affected vehicles, the EGR cooler may crack and allow coolant to enter the combustion chamber when EGR is enabled. A cracked EGR cooler may cause malfunction indicator light (MIL) illumination, reduced power, engine overheating, white smoke from the exhaust, and/or coolant level low without an exterior leak.

**SERVICE ACTION**

If an affected vehicle exhibits any of the conditions listed above, dealers must perform Workshop Manual (WSM) and/or Powertrain Control/Emissions Diagnosis (PC/ED) manual diagnostics to determine the root cause of the failure. If the EGR cooler is found to be at fault, dealers are to replace the EGR cooler. 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 December 6, 2021. Dealers should repair any affected vehicles that experience an EGR cooler failure, whether or not the customer has received a letter.

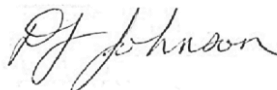
**ATTACHMENTS**

- 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,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson

**Customer Satisfaction Program 21M03**  
Certain 2015-2019 Model Year Transit Vehicles with a 3.2L Diesel Engine  
EGR Cooler Replacement

**OASIS ACTIVATION**

OASIS will be activated on November 4, 2021.

**FSA VIN LISTS ACTIVATION**

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

**SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Do not perform this program unless the affected vehicle exhibits the covered condition.

**TITLE BRANDED / SALVAGED VEHICLES**

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

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

**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 November 30, 2022.
- 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 cooler replacement.

**RENTAL VEHICLES**

Dealers are pre-approved for up to two days for a rental vehicle. Follow Extended Service Plan (ESP) 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 two rental days is required from the SSSC via the SSSC Web Contact Site.

**Customer Satisfaction Program 21M03**  
Certain 2015-2019 Model Year Transit Vehicles with a 3.2L Diesel Engine  
EGR Cooler Replacement

**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, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **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 21M03 if 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. The FSA number (21M03) is the sub code.
      - Customer Concern Code (CCC): E23 – Engine Overheats/Radiator Troubles
      - Condition Code (CC): 42 – Does Not Operate Properly
      - Causal Part Number: 9U433 – EGR Cooler
      - 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 same claim type and sub code as described in Claim Entry above.
- IMPORTANT:** Click the Related Damage Indicator radio button.
- **Provision for Locally Obtained Supply:** Includes Penetrating and Lock Lubricant (XL-1), High Temperature Nickel Anti-Seize Lubricant (XL-2), Motorcraft® Yellow Concentrated Antifreeze/Coolant (VC-13G) or Motorcraft® Yellow Prediluted Antifreeze/Coolant (VC-13DL-G), 5W40 Diesel Motor Oil and one 1/4-inch to 5/8-inch (6 mm to 16 mm) diameter Conventional (Worm) Clamp.
    - Program Code: **21M03**
    - Misc Expense: OTHER
    - Amount: Actual cost up to \$6.00 if Antifreeze/Coolant is not required. Actual cost up to \$30.00 if Antifreeze/Coolant is required.

**Customer Satisfaction Program 21M03**  
Certain 2015-2019 Model Year Transit Vehicles with a 3.2L Diesel Engine  
EGR Cooler Replacement

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 21M03
  - 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.

**Customer Satisfaction Program 21M03**  
 Certain 2015-2019 Model Year Transit Vehicles with a 3.2L Diesel Engine  
 EGR Cooler Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Diagnose EGR cooler using published diagnostics in WSM and PC/ED – includes drive in/drive out, etc. (Use in combination with 21M03C only)	MT21M03B	Actual time up to 1.5 Hours*
Replace EGR cooler	21M03C	5.9 Hours

\* Dealers are authorized to claim up to 1.5 hours actual time without contacting the SSSC Web Contact Site for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual. Claims for additional parts and/or labor over 1.5 hours should be submitted to the SSSC as a Related Damage contact. If contacting SSSC, please provide the complete tech details and time stamps to support the request for the additional time.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-9U433-D	EGR Cooler	1	1
CK4Z-9D476-A	EGR Cooler Gasket	1	1
BK2Z-9E464-A	EGR Valve Gasket	1	1
6C1Z-9E464-A	Mixer Tube Gasket	1	1
BB3Z-6C653-A	Throttle Body Gasket	1	1
CK4Z-9F481-A	EGR Cooler Vee-Clamp	1	1
W520101-S437	EGR Cooler Vee-Clamp Nut	1	1
XL-1	Penetrating and Lock Lubricant *	MISC. OTHER	
XL-2	High Temperature Nickel Anti-Seize Lubricant*		
XO-5W40-5Q3SD	Motorcraft® SAE 5W-40 Full Synthetic Diesel Motor Oil*		
VC-13G	Motorcraft® Yellow Concentrated Antifreeze/Coolant**		
VC-13DL-G	Motorcraft® Yellow Prediluted Antifreeze/Coolant**		
Obtain Locally	One 1/4-inch to 5/8-inch (6 mm to 16 mm) Diameter Conventional (Worm) Clamp		

\* The listed chemicals can be used for multiple repairs.

\*\* Antifreeze/Coolant is only required if the vehicle has lost coolant as the result of an EGR cooler failure, or if cooling system top-off is required after repairs are completed.

NOTE: Both antifreeze/coolant listed above are approved for the vehicles.

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

**Customer Satisfaction Program 21M03**  
Certain 2015-2019 Model Year Transit Vehicles with a 3.2L Diesel Engine  
EGR Cooler Replacement

**DEALER PRICE**

For latest prices, refer to DOES II.

**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 in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with 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 dealers 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 from 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 clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

## **CERTAIN 2015-2019 MODEL YEAR TRANSIT VEHICLES WITH A 3.2L DIESEL ENGINE — EGR COOLER REPLACEMENT**

### **SERVICE PROCEDURE**

1. Using published diagnostics in Workshop Manual (WSM) and the Powertrain Control/Emissions Diagnosis (PC/ED) manual, determine the root cause of the customer concern.
2. Is the Exhaust Gas Recirculation (EGR) cooler the root cause of the customer concern?

No - This program does not apply.

Yes - Replace the EGR Cooler. Please follow the WSM procedures in Section 303-08C.

