



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

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

December 3, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21M03 - Supplement #1**
 Certain 2017-2019 Model Year Transit Vehicles with a 3.2L Diesel Engine
 EGR Cooler Replacement

REF: Customer Satisfaction Program 21M03
 Dated November 4, 2021

New! REASON FOR THIS SUPPLEMENT

Vehicles Covered By This Program: The build date range for the affected vehicles was incorrectly listed as June 4, 2015 through October 24, 2019. The correct build date range is June 21, 2017 through October 24, 2019. All affected vehicles were correctly identified in OASIS.

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.

New! VEHICLES COVERED BY THIS PROGRAM

| Vehicle | Model Year | Assembly Plant | Build Dates |
|---------|------------|----------------|----------------------------------------|
| Transit | 2017-2019 | Kansas City | June 21, 2017 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 cursive script that reads "D. Johnson".

David J. Johnson

Customer Satisfaction Program 21M03 - Supplement #1
Certain 2017-2019 Model Year Transit Vehicles with a 3.2L Diesel Engine
EGR Cooler Replacement

OASIS ACTIVATION

OASIS was 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 - Supplement #1
Certain 2017-2019 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 - Supplement #1
Certain 2017-2019 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 - Supplement #1
 Certain 2017-2019 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 - Supplement #1
Certain 2017-2019 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 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 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 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 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.



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

Customer Satisfaction Program 21M03

Mr. John Sample
123 Main Street
Anywhere, USA 12345

November 2021

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Although your vehicle's Exhaust Gas Recirculation (EGR) cooler is likely functioning fine, we are pleased to let you know that Ford Motor Company is extending the warranty coverage on the EGR cooler.

What is the effect?



Service Engine Soon

If the EGR cooler fails, the "Service Engine Soon" warning indicator will illuminate (shown on the left) and in some cases, the engine may go into a reduced power operating mode.

This program increases the EGR cooler warranty coverage to a total of 11 years or 120,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through May 31, 2022. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's EGR cooler requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the EGR cooler free of charge (parts and labor).

How long will it take?

If the EGR cooler requires replacement, the time needed for this repair is approximately one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool and perform necessary diagnostic procedures prior to performing this repair.

What should you do?

You do not need to return to your dealer for this repair unless your vehicle exhibits any of the following conditions: malfunction indicator light (MIL) illumination, reduced power, engine overheating, white smoke from the exhaust, and/or coolant level low without an exterior leak. Please keep this letter as a reminder of the extended warranty coverage for your EGR cooler.

**What should you do?
(continued)**

If the EGR cooler requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 21M03. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

Do you need a rental vehicle?

If your dealer determines that the EGR cooler replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2022. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: owner.ford.com.

Can we assist you further? (continued)

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

MOTORHOME OWNERS: If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division