



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

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

January 9, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 23M01**
Certain 2015-2019 Ford Transit 3.2L Diesel
Replace Diesel Particulate Filter (DPF)

PROGRAM TERMS

This program provides a no-cost replacement of the diesel particulate filter (DPF) for 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 the 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 no-cost repair will last through January 31, 2025.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Ford Transit	2015-2019	Kansas City	17-Jan-2014 through 24-Oct-2019

US population of affected vehicles: 28,008. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST REPAIR

In some of the affected vehicles, unmetered exhaust hydrocarbons and/or high exhaust temperatures may cause the DPF to fail, and Diagnostic Trouble Code (DTC P2002) will be set, illuminating the Malfunction Indicator Light (MIL).

SERVICE ACTION

If an affected vehicle has an illuminated MIL with corresponding DTC P2002, dealers are to replace the DPF. 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 February 5, 2024. Dealers should repair any affected vehicles that experience DTC P2002, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Information
- Mobile Service Repair Assessment
- Owner Notification Letters

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.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

Customer Satisfaction Program 23M01
Certain 2015-2019 Model Year Ford Transit 3.2L Diesel
Replace Diesel Particulate Filter

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

All repairs in this program have the following assessment level.

⊘ - Not Mobile Service Eligible

OASIS ACTIVATION

OASIS will be activated on January 9, 2024.

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 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

- 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 October 31, 2024.
- 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 replacing the DPF.

RENTAL VEHICLES

Dealers are pre-approved for up to one day 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 one rental day is required from the SSSC via the SSSC Web Contact Site.

Customer Satisfaction Program 23M01
Certain 2015-2019 Model Year Ford Transit 3.2L Diesel
Replace Diesel Particulate Filter

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount more than the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

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 emissions 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 – 5 years or 50,000 miles
- For vehicles outside emissions warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

Customer Satisfaction Program 23M01
Certain 2015-2019 Model Year Ford Transit 3.2L Diesel
Replace Diesel Particulate Filter

CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below even if the vehicle is still under the Emissions Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 23M01 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: 23M01
 - Customer Concern Code (CCC): E29
 - Condition Code (CC): 42
 - Causal Part Number: 9U433 qty. of 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 the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23M01 - 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 23M01
 Certain 2015-2019 Model Year Ford Transit 3.2L Diesel
 Replace Diesel Particulate Filter

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Check for DTC P2002, if present, Replace DPF per shop manual Service # CK4Z-5H270-A* = 2015 GK4Z-5H270-A* = 2016-2019 Perform two manual regens with 10 minute soak in-between	23M01B	4.9 hours
Extra time for removing running boards (if equipped)	23M01C	0.3 hours
Vehicles without Lane Departure-Check and correct front toe	23M01D	0.8 hours
Vehicles with Lane Departure-Check and correct front toe	23M01E	1.2 hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for the DPF submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-5H270-A* = 2015	DPF 2015 model year only	1 as required	1 as required
GK4Z-5H270-A* = 2016-2019	DPF 2016-2019 model year only	1 as required	1 as required

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 23M01
Certain 2015-2019 Model Year Ford Transit 3.2L Diesel
Replace Diesel Particulate Filter

Order the parts below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
W711137-S442	Steering Column Shaft-bolt	1	1
W702449	Lower Load Path Bar-rear bolt	4	4
W500634	Lower Load Path Bar-front bolt	8	8
W711076-S442	Lower Ball Joint Nut	2	2
W505275-S442	Front Stabilizer Bar Bracket-bolts	4	4
W717354-S442	Front Stabilizer Bar Bracket/shield stud	1	1
W718943-S439	Front Subframe-rearward bolts	2	2
BK2Z-00812-A	Steering Gear-mounting bolts	3	3
W520514-S440	Particulate Filter Assembly-nuts	3	3
CK4Z-9450-A	Gasket-A	1	1
CK4Z-9450-B	Gasket-B	1	1

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

DEALER PRICE

For the 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 by all applicable local, state, and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

Customer Satisfaction Program 23M01
Certain 2015-2019 Model Year Ford Transit 3.2L Diesel
Replace Diesel Particulate Filter

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 dealer 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.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- 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 of 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 identified on the Repair Order. If multiple FSAs 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 23M01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

February 2024

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 Diesel Particulate Filter (DPF) is likely functioning normally, we are pleased to let you know Ford Motor Company is offering a repair if the DPF requires replacement within certain time and vehicle mileage limitations.

What is the effect?



On your vehicle, the DPF may become damaged due to hydrocarbon contamination. The Malfunction Indicator Light (MIL) in your dashboard may illuminate. If required, replacement of your vehicle's DPF is available. This repair is available for 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 repair offer will last through February 28, 2025. This Program is automatically transferred to subsequent owners.

What will Ford and your dealer do?

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

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than 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 before performing this repair. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

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VEHICLE SALE NOTIFICATION FOR 23M01

If you no longer own this vehicle and do not know the current owner, no further action is required.

I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567
TEST OWNER NAME
12345 TEST STREET
TEST CITY, XX 12345



What should you do? Please keep this letter as a reminder of the repair offer for your DPF. If the DPF requires replacement, and your vehicle is within the indicated time/mileage limitations, you may provide your dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 23M01. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access ford.com/support 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 parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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 services related to the repair described. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **February 28, 2025**. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle? Please complete and detach the Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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 ford.com/support.

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

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, 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: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (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

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CERTAIN 2015 - 2019 MODEL YEAR TRANSIT VEHICLES EQUIPPED WITH A 3.2L DURATORQ - TDCI ENGINE — DIESEL PARTICULATE FILTER ASSEMBLY REPLACEMENT

SERVICE PROCEDURE

1. Is DTC P2002 present?

YES - Replace the Diesel Particulate Filter Assembly. Follow the Workshop Manual (WSM) procedures in Section 309-00C.

NO - This recall does not apply. Continue with normal diagnostics.

2. Connect the Integrated Diagnostic Software (IDS) and identify the vehicle.

3. Select the **tool box, PowerTrain, Service Function, Diesel Particulate Regeneration System, DPF Manual Regeneration** and then click the **Tick**. See Figure 1.

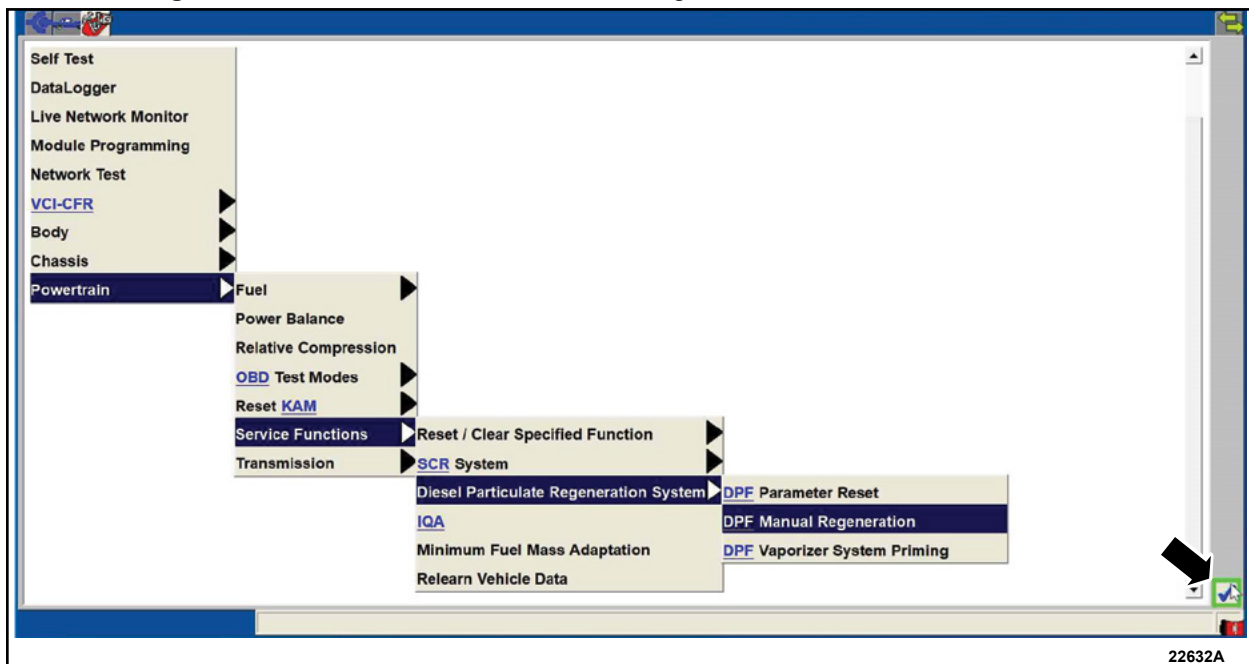


FIGURE 1



4. Follow the prompts on the screen carefully. When prompted with the screen shown below select **YES**. See Figure 2.

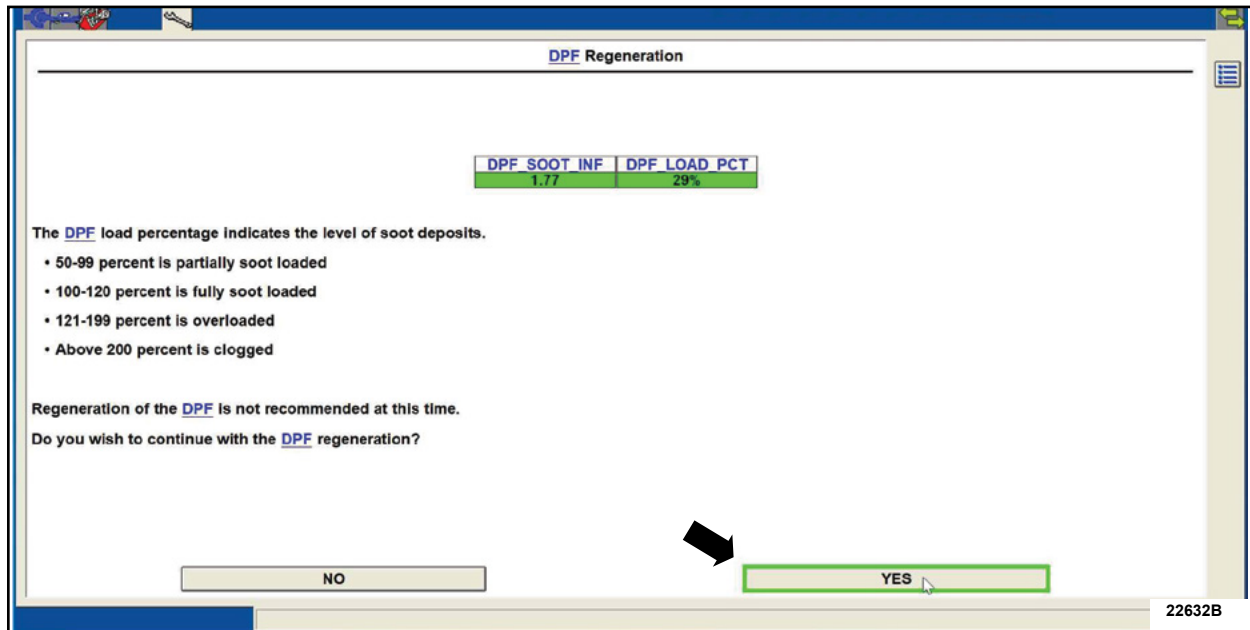


FIGURE 2

5. Continue to follow the prompts on the screen carefully. Once the manual regeneration procedure is complete, Turn off the vehicle, close the door and allow the vehicle to sit for 10 minutes.
6. Run the manual regeneration procedure a second time by repeating Steps 2-4. Follow the prompts on the screen until the second manual regeneration procedure is completed.
7. Check and clear all DTCs. This completes the FSA.

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.



Customer Satisfaction Program 23M01
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Replace Diesel Particulate Filter













Mobile Service Repair Assessment

The following assessment will be used to indicate how mobile friendly a program is.


Dealer Bulletin



This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not Mobile Service Capable

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Customer Satisfaction Program 22M01
Certain 2015-2019 Model Year Ford Transit 3.2 L Diesel
Replace Diesel Particulate Filter

   – Enhanced Mobile Service

- ***Anytime a procedure requires work under the vehicle to have a two-person process***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock maybe required.

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialize Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not Mobile Service Repair Capable

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle