



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
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June 24, 2026

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **Customer Satisfaction Program 25N14**  
Certain 2022 Model Year F-250 - F-600 with 6.7L Diesel Engines  
One-Time Replacement for Diesel Particulate Filter Assembly Failures, If Required  
After Dealer Evaluation

### **PROGRAM TERMS**

After completion of Emissions Recall 25E09 and a claim has been submitted and paid, this customer satisfaction program provides a one-time repair (if needed) to the Diesel Particulate Filter (DPF) if a vehicle has already exceeded either the time or mileage warranty limits. This one-time repair will expire one year after the 25E09 repair completion date, or on December 31, 2029, whichever occurs first.

Coverage is automatically transferred to subsequent owners.

### **AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 1,649):**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Date Range</b>
F-250 - F-600	2022	Kentucky Truck	May 13, 2022, through August 5, 2022
F-250 - F-600	2022	Ohio	June 13, 2022, through August 9, 2022

Affected vehicles are identified in OASIS.

### **REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR**

Before the completion of Emissions Recall 25E09, if the catalyst and DPF assembly is cracked or damaged, the DTC would not set or illuminate the Malfunction Indicator Light (MIL), and the ability to detect and report Diagnostic Trouble Code (DTC) P2002 was disabled. After completion of 25E09, the installed software can detect a cracked or damaged DPF. 25N14 will provide the customer with a one-time repair to the DPF if it needs to be replaced.

### **SERVICE ACTION**

Conditional requirements:

- Emissions Recall 25E09 has been completed and claimed
- Malfunction Indicator Lamp (MIL) is displayed
  - Several customer drive cycles may be needed before the diagnostic system alerts to the fault in the DPF
- Only Diagnostic Trouble Code (DTC) P2002 is set

If the above conditions are met, dealers are to replace the catalyst and DPF assembly.

This service must be performed at no charge (parts and labor) to the vehicle owner if a vehicle has already exceeded either the time or mileage warranty limits.

This one-time repair will expire one year after the 25E09 repair completion date, or on **December 31, 2029**, whichever occurs first.

For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	See the <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See the <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	No	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	No	See the <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	No	See the <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	No	See the <b>Towing</b> section below, if applicable.
Essential Special Service Tools (ESST)	No	See <b>Technical Instructions</b> and/or <b>Workshop Manual (WSM)</b> as needed.
Administrative Allowance	No	See the <b>Administrative Allowance</b> section in the FSA Policy Document, and if applicable, the <b>Labor Allowances</b> table below.
Owner Refunds	No	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	No	See <b>Repair Photo Submission</b> 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 for 25E09, which includes reference to 25N14, are expected to be mailed the week of June 29, 2026. Dealers should repair any affected vehicles that experience DTC P2002 after the completion of 25E09, whether or not the customer has received a letter.

**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](http://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](http://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.

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**Customer Satisfaction Program 25N14****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

 - Not a Mobile Service Repair

**OASIS ACTIVATION**

OASIS will be activated after the completion and claim of 25E09 is submitted.

**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.

**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 and 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 the new vehicle bumper-to-bumper warranty coverage**
  - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

## Customer Satisfaction Program 25N14

**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs 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 and Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 25N14 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: 25N14
    - Customer Concern Code (CCC): **E29** – “Check Engine” Light Troubles
    - Condition Code (CC): **39** – Missing Part
    - 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.

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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 catalyst and DPF assembly if Diagnostic Trouble Code (DTC) P2002 is present. <b>This labor operation code closes the FSA.</b>	25N14C	1.9

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NC3Z-5H270-A	1	As Needed	1	Pickup - Catalyst and DPF Assembly
LC3Z-5H270-G	1	As Needed	1	Chassis Cab - Catalyst and DPF Assembly
LC3Z-5H270-H	1	As Needed	1	F-600 Chassis Cab - Catalyst and DPF Assembly
W520113-S441	6	2	4	Exhaust Nut
W718005-S900	2	1	2	Exhaust Bolt
BC3Z-5E241-B	2	2	1	Exhaust Pipe Gasket
FC4Z-5J287-A	1	1	1	Reductant Injector Gasket

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 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 2022 MODEL YEAR F-250 - F-600 VEHICLES EQUIPPED WITH A 6.7L ENGINE — ONE-TIME REPLACEMENT FOR DIESEL PARTICULATE FILTER ASSEMBLY FAILURES, IF REQUIRED AFTER DEALER EVALUATION

### SERVICE PROCEDURE

1. Are ALL of the following 3 conditions met?

- a. Emissions Recall 25E09 has been completed and claimed for this Vehicle Identification Number (VIN)?
- b. Is the Malfunction Indicator Lamp (MIL) displayed?
- c. Is Diagnostic Trouble Code (DTC) P2002 present?

- No to **ANY** of the 3 Conditions - This program does not yet apply.
- Yes to **ALL** 3 of the conditions - Proceed to Step 2.

**NOTE:** Several customer drive cycles may be needed after 25E09 before the diagnostic system alerts the fault in the Diesel Particulate Filter (DPF) and sets a code.

2. Install a *new* DPF. 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.

