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June 30, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Emission Recall 16E02

Certain 2015-2016 Model Year F-Super Duty Chassis Cab Vehicles Equipped with a 6.7L Diesel Engine and Serviced with Fuel Injectors or Fuel System Kits
Inspect and Replace Fuel System Components

AFFECTED VEHICLES

Certain 2015-2016 Model Year F-Super Duty chassis cab vehicles equipped with a 6.7L diesel engine that were serviced with suspect fuel injectors or fuel system kits on or before April 27, 2016. Known affected vehicles were identified through ACESII claims, and are activated in OASIS and FSA VIN Lists.

Vehicle	Model Year	Assembly Plant	Build Dates
F-Super Duty	2015-2016	Kentucky	December 16, 2013 through March 07, 2016

NOTE: Not all vehicles serviced with suspect parts will be identified in OASIS. For vehicles that were serviced with suspect parts, but are not identified in OASIS, dealers will need to contact the Special Service Support Center (SSSC) to have the vehicle added to the recall.

REASON FOR THIS EMISSION RECALL

Some of the affected vehicles could have been serviced with fuel system components not intended for use in a chassis cab application, due to a parts catalog error. The suspect fuel injector kits and fuel system kits are listed below.

Part Number	Description
FC3Z-9H529-A	Fuel Injector Kit (for cylinders 1,2,7,8)
FC3Z-9H529-B	Fuel Injector Kit (for cylinders 3,4,5,6)
FC3Z-9B246-A	Fuel System Kit
FC3Z-9B246-B	Fuel System Kit

SERVICE ACTION

Dealers are to determine if the VIN is included in Attachment IV, and if so, install a new high pressure pump, all 8 injectors and fuel injector supply tubes. If the VIN is not included in Attachment IV, the dealer is to inspect for incorrect fuel injector kits and replace, as needed.

If dealership records indicate that an over-the-counter service part sale occurred, or a vehicle was serviced before April 27, 2016, with one of these kits, and the vehicle is not identified in OASIS, dealers should take the following action to complete this emission recall:

- Contact the customer and schedule a service date.
- When the vehicle arrives, give the customer a copy of the Owner Notification Letter.

SERVICE ACTION (continued)

- Contact the SSSC Web Contact Site, Contact Type: Non-Involved Vehicle to have the vehicle added to the recall. Be prepared to provide the VIN, a copy of the repair order and/or invoice, the suspect kit part number and the date of purchase.
- Proceed with repair once confirmation from the SSSC is received indicating the VIN has been added to the program.

This service must be performed at no charge to the vehicle owner.

NOTE: The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. For vehicles registered in these states, please provide the owner with a Vehicle Emission Recall Proof of Correction certificate after the repair has been performed. These certificates may be obtained by contacting your regional office.

OWNER NOTIFICATION MAILING SCHEDULE

Pending Agency approval, owner letters are expected to be mailed the week of August 15, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

The sale of uncorrected new vehicles to customers could lead to penalties under applicable state and Federal regulations. Correct all vehicles in your new vehicle inventory prior to delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Table of Known VINs Requiring Fuel System Kit Replacement
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,



Michael A. Berardi

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OASIS ACTIVATION

OASIS will be activated on June 30, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by June 30, 2016. Owner names and addresses will be available by August 26, 2016.

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 recall 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 recall.

STOCK VEHICLES

Use OASIS to identify and correct all affected vehicles in your new and used vehicle inventory.

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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - 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.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for 2 days of rental vehicle for personal transportation. A comparable rental vehicle is not authorized. 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 2 rental days is required from the SSSC via the SSSC Web Contact Site.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 16E02 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect injectors – no repairs required	16E02A	1.1 Hours
Inspect and replace one injector (left or right bank)	16E02B	1.8 Hours
Inspect and replace two or more injectors (same bank)	16E02C	2.7 Hours
Inspect and replace two injectors (one on each bank)	16E02D	2.3 Hours
Inspect and replace three or more injectors (one or more on each bank)	16E02E	3.9 Hours
Replace high pressure pump, 8 injectors and fuel injector supply tubes – VIN table on Attachment IV	16E02F	8.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
FC3Z-9B246-C	Fuel System Kit (only use high pressure pump, 8 injectors and fuel injector supply tubes)	1
BC3Z-9H529-A	Fuel Injector Kit (for cylinders 1,2,7,8)	1 - 4
BC3Z-9H529-B	Fuel Injector Kit (for cylinders 3,4,5,6)	1 - 4

The DOR/COR number for this recall is 51049.

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.