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January 14, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 21M04

Certain 2011-2014 Model Year Super Duty Vehicles Equipped with a 6.7L Diesel Engine Exhaust Gas Recirculation Cooler with Diagnostic Trouble Codes P0401 and/or P2457

PROGRAM TERMS

This program provides a no-cost repair (if needed) to the exhaust gas recirculation (EGR) cooler when diagnostic trouble codes (DTC's) P0401 and/or P2457 are stored in the powertrain control module (PCM), 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 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 is still eligible up through January 31, 2023.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2011-2014	Kentucky Truck	November 03, 2009 through March 14, 2014

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST REPAIR

In some of the affected vehicles, customers may experience an illuminated malfunction indicator light due to the EGR cooler becoming plugged with hydrocarbon or soot at high mileage. Diagnostic trouble codes (DTC's) for EGR cooler efficiency below threshold (DTC P0401) and/or insufficient EGR flow at idle (DTC P2457) are stored when the malfunction indicator light is illuminated.

SERVICE ACTION

If an affected vehicle has an illuminated malfunction indicator light and DTC's P0401 and/or P2457 are present, dealers are to follow the technical instructions and replace the EGR cooler, if needed. 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 March 7, 2022. Dealers should repair any affected vehicles that experience an illuminated malfunction indicator light with DTC's P0401 and/or P2457 as outlined in the technical instructions, whether or not the customer has received a letter.

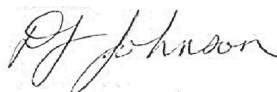
ATTACHMENTS

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 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 "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

Customer Satisfaction Program 21M04

Certain 2011-2014 Model Year Super Duty Vehicles Equipped with a 6.7L Diesel Engine Exhaust Gas Recirculation Cooler with Diagnostic Trouble Codes P0401 and/or P2457

OASIS ACTIVATION

OASIS will be activated on January 14, 2022.

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 January 31, 2023.
- 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 an EGR cooler replacement due to an illuminated malfunction indicator light with both DTC's P0401 and/or P2457 stored in the PCM, and present in an IDS session file and/or similar (such as a computer scan from Auto Zone, etc.). Refunds without the proper documentation should not be approved.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

Customer Satisfaction Program 21M04

Certain 2011-2014 Model Year Super Duty Vehicles Equipped with a 6.7L Diesel Engine Exhaust Gas Recirculation Cooler with Diagnostic Trouble Codes P0401 and/or P2457

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 21M04 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 21M04 is the sub code.
 - Customer Concern Code (CCC): E29 – “Check engine” light troubles.
 - Condition Code (CC): 55 – Plugged/Restricted.
 - Causal Part Number: 9V425
 - 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.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 21M04 - 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 21M04

Certain 2011-2014 Model Year Super Duty Vehicles Equipped with a 6.7L Diesel Engine Exhaust Gas Recirculation Cooler with Diagnostic Trouble Codes P0401 and/or P2457

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect for DTC's P0401 and/or P2457 – Can be used with 21M04C, MT21M04D and 21M04E	21M04B	0.2 Hours
Replace the exhaust gas recirculation (EGR) cooler – Used when both DTC's are present - Can be used with 21M04B	21M04C	3.0 Hours
Perform pin-point test for DTC P0401 or P2457 - Can be used with 21M04B and 21M04E	MT21M04D	Up to 1.0 Hour
Replace the exhaust gas recirculation (EGR) cooler – Used when directed by pin-point test - Can be used with 21M04B and MT21M04D	21M04E	3.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
BC3Z-9V425-A	EGR Cooler	1	1
BC3Z-9P455-B	EGR Cooler Gasket Kit	1	1
BC3Z-9439-C	Upper Intake Manifold Gaskets – 2 per package	1	1
BC3Z-9439-A	Upper Intake Manifold Gasket	1	1
BC3Z-9439-B	Upper Intake Manifold Gasket	1	1
W500214-S437	EGR Inlet Tube Bracket Bolts – 4 per package	1	2
VC-3-B	Coolant – 2 gallons required, container equals 1 gallon	2	2
TA-26	Threadlock	As Required	

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, 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.

Customer Satisfaction Program 21M04

Certain 2011-2014 Model Year Super Duty Vehicles Equipped with a 6.7L Diesel Engine Exhaust Gas Recirculation Cooler with Both Diagnostic Trouble Codes P0401 and P2457

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.

CERTAIN 2011-2014 MODEL YEAR SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L ENGINE — EXHAUST GAS RECIRCULATION COOLER WITH DIAGNOSTIC TROUBLE CODES P0401 AND/OR P2457

SERVICE PROCEDURE

1. Using an Integrated Diagnostic Scan Tool (IDS) perform a continuous memory check for Diagnostic Trouble Codes (DTCs). Is DTC P0401 and/or P2457 present with no other Exhaust Gas Recirculation (EGR) system related codes?

No - This program does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual to further diagnose this concern outside of this program.

Yes - Proceed to Step 2.

2. Using an IDS Scan Tool perform a key on engine running (KOER) self test. Are both DTC's P0401 and P2457 now present?

No - Refer to PC/ED pin point test for the specific DTC that is present. If in the course of the pin point test the EGR cooler core is found plugged / fouled, proceed to Step 3.

Yes - Both DTC's P0401 and P2457 are present. Proceed to Step 3.

3. Replace the EGR cooler. Please follow the Workshop Manual (WSM) procedures in Section 303-08.

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.

