



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

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

January 8, 2019

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 18M04**  
Certain 2011-2012 Model Year 6.7L F-450-F-550 Chassis Cab Vehicles Over 14K GVWR  
NOx Sensor Extended Warranty Coverage

**REF:** **TSB 15-0042** 6.7L - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED – WITH DIAGNOSTIC TROUBLE CODES (DTC) P207F, P20EE, P2200, P2201, P2209, P164A, P2A00 AND/OR P0133 - BUILT ON OR BEFORE 10/11/2011

#### **PROGRAM TERMS**

This program extends the warranty coverage of the NOx sensor to 10 years of service or 110,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 15-0042. Additionally, 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 July 31, 2019.

Coverage is automatically transferred to subsequent owners.

#### **VEHICLES COVERED BY THIS PROGRAM**

| Vehicle       | Model Year | Assembly Plant | Build Dates                              |
|---------------|------------|----------------|------------------------------------------|
| F-450 / F-550 | 2011-2012  | Kentucky Truck | August 24, 2009 through October 11, 2011 |

Affected vehicles are identified in OASIS.

#### **REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In some of the affected vehicles, the NOx sensor element may break, resulting in an illumination of the malfunction indicator lamp (MIL). Additionally, the vehicle may exhibit reduced engine power.

#### **SERVICE ACTION**

If an affected vehicle exhibits this condition, accompanied by DTC P207F, P20EE, P2200, P2201, P2209, P164A, P2A00, or P0133, dealers are to replace the NOx sensor. Additionally, check OASIS to ensure PCM programming has been performed under 14E03, if applicable. 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 4, 2019. Dealers should repair any affected vehicles that exhibit an illuminated MIL as a result of one of the DTCs listed above, whether or not the customer has received a letter.

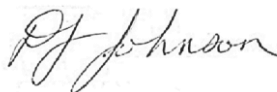
## **ATTACHMENTS**

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 black ink, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

**Customer Satisfaction Program 18M04**

Certain 2011-2012 Model Year 6.7L F-450-F-550 Chassis Cab Vehicles Over 14K GVWR  
NOx Sensor Extended Warranty Coverage

**OASIS ACTIVATION**

OASIS will be activated on January 8, 2019.

**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 July 31, 2019.
- 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 NOx sensor replacement.

**RENTAL VEHICLES**

The use of rental vehicles is 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 & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- 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.

**Customer Satisfaction Program 18M04**

Certain 2011-2012 Model Year 6.7L F-450-F-550 Chassis Cab Vehicles Over 14K GVWR  
NOx Sensor Extended Warranty Coverage

**CLAIMS PREPARATION AND SUBMISSION**

- **Note:** This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using applicable Labor Operation Codes for the Workshop Manual procedure.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 18M04 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, select claim type 31: Field Service Action. The FSA number 18M04 is the sub code.
  - 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: 18M04
  - 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 18M04**

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**LABOR ALLOWANCES**

| Description                                                                           | Labor Operation | Labor Time |
|---------------------------------------------------------------------------------------|-----------------|------------|
| Replace NOx sensor, clear DTCs and adaptive memory                                    | 18M04B          | 0.6 Hours  |
| Additional time to remove mid-ship fuel tank shield if applicable (claim with 18M04B) | 18M04C          | 0.1 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION**

| Part Number  | Description | Order Quantity | Claim Quantity |
|--------------|-------------|----------------|----------------|
| BC3Z-9D378-G | NOx sensor  | 1              | 1              |

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.

## CERTAIN 2011-2012 MODEL YEAR 6.7L F-450 - F-550 CHASSIS CAB VEHICLES OVER 14K GVWR — NOX SENSOR EXTENDED WARRANTY COVERAGE

### OVERVIEW

In some of the affected vehicles, the NOx sensor element may break, resulting in an illumination of the malfunction indicator light (MIL). Additionally, the vehicle may exhibit reduced engine power. If an affected vehicle exhibits this condition, accompanied by DTC: P207F, P20EE, P2200, P2201, P2209, P164A, P2A00, or P0133, dealers are to replace the NOx sensor. Additionally, check OASIS to ensure PCM programming has been performed under 14E03, if applicable.

### SERVICE PROCEDURE

#### Recommended Tool List:

| General Tools                  |                                 |
|--------------------------------|---------------------------------|
| 3/8" Drive Ratchet             | Push Pin Tool                   |
| 3/8" Drive Torque Wrench       | 3/8" Drive 7/8 O2 sensor socket |
| 3/8" Drive Extension - 3", 12" | 3/8" Drive Socket - 13mm, 15mm  |

1. Connect Ford Integrated Diagnostic System (IDS) service tool to the data link connector (DLC).  
Are DTC's P207F, P20EE, P2200, P2201, P2209, P164A, P2A00 or P0133 present?
  - No - This article does not apply. Refer to the Powertrain Control/Emissions diagnosis (PC/ED) manual for normal diagnosis.
  - Yes - Replace the Nitrogen Oxides (NOx) sensor with updated service component. See Figure 1. Please follow the Workshop Manual (WSM), Section 303-14B. Then proceed to Step 2.

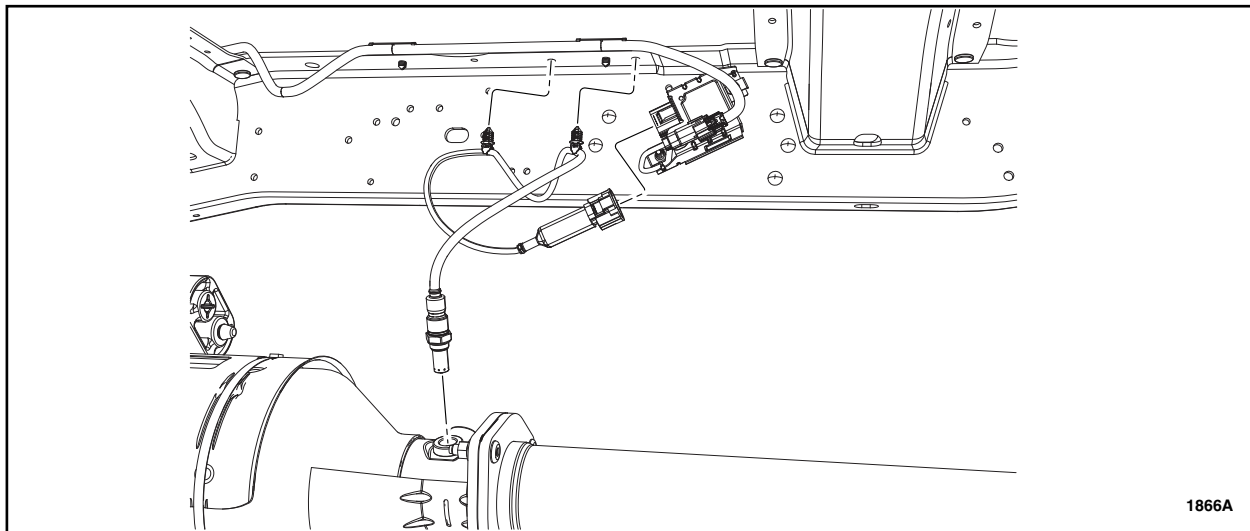


FIGURE 1



2. Reset/clear the NOx sensor adaptive learn tables. Resetting/clearing of the adaptive learn tables can be accomplished with IDS by selecting the following: Start new IDS session, Select Powertrain -> Service Functions -> Reset / Clear Specified Function -> Reset / Clear Functions -> Nitrogen Oxide Sensor 2.

**NOTE:** If emission recall 14E03 is open, be sure to complete service repairs under that recall before releasing the vehicle.





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

## Customer Satisfaction Program 18M04

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

February 2019

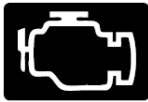
Your Vehicle Identification Number (VIN): 12345678901234567

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 Nitrogen Oxide (NOx) sensor is likely functioning correctly, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the NOx sensor.

### **What is the effect?**



Service Engine Soon  
Indicator

If your NOx sensor breaks and requires replacement, your vehicle will illuminate the service engine soon indicator on the instrument panel cluster, and may exhibit reduced engine power.

This extended coverage program increases the NOx sensor warranty coverage to a total of 10 years or 110,000 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 July 19, 2019. Coverage is automatically transferred to subsequent owners.

### **What will Ford and your dealer do?**

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

### **How long will it take?**

If the NOx sensor requires replacement, the time needed for this repair is less than one-half 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 prior to performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

### **What should you do?**

You do not need to return to your dealer for this repair unless you have an illuminated MIL. Also, the MIL may be accompanied by reduced engine power. Please keep this letter as a reminder of the extended warranty coverage for your NOx sensor. If the NOx sensor requires replacement, and

**What should you do?  
(Continued...)**

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 18M04. 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 [www.Fordowner.com](http://www.Fordowner.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.

**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 NOx sensor replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 31, 2019. 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: [www.Fordowner.com](http://www.Fordowner.com).

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: [www.fleet.ford.com](http://www.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