



# FCSD Field Service Action 21P08

**Important Note:** The contents of this document are confidential. Specific details or copies of this document must not be given to any person or company outside the Ford Dealer network without prior authorisation from Ford Motor Company.

To: All Ford Dealerships  
Attention: Ford Dealer Principal  
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers  
Ford Dealer Stock Controllers & Campaign Coordinators

July 23, 2021

## DEALER NOTIFIED SERVICE PROGRAM

**Subject: 21P08 - Endura - 2.0L EcoBlue (Panther) EGR Mesh Filter Blockage**

**Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.**

### **Introduction**

Certain Endura vehicles equipped with a 2.0L EcoBlue (Panther) Engine have been affected by the blocking of the EGR mesh filter. This blocking is caused by deposits from the Urea / SCR emission after-treatment system. If the mesh filter becomes blocked a MIL (Malfunction Indicator Lamp) can be set by DTC P049B due to a low flow condition in the low pressure EGR system.

Dealers are required to wash the EGR Cooler and install a revised EGR mesh filter.

Ford will NOT be writing to customers regarding this Field Service Action.

**NOTE:** Dealers are reminded that it is Ford's recommendation that every customer (including FSA customers) receive a completed Vehicle Report Card before they collect their car.

### **Xtime FSA/ Recall Integration**

For Dealers who have registered for and completed FSA/Recall operation code integration setup with Xtime, please firstly create the corresponding operation code in your DMS using your preferred choice of prefix and the new field service action number of 21P08, eg: 99FOFSA20108. The operation code that you create in your DMS can allow for labour time and/or parts required to complete this FSA. Please contact Xtime support on 03 8585 3000 if you are unsure of the operation code format prior to the creation.

### **Vehicles Affected**

Certain 2019 through 2020 Model Year Endura vehicles produced between 17<sup>th</sup> May 2018 and 30<sup>th</sup> September 2019.

**NOTE:** Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service-related purposes. **All** vehicles should be checked on SERVIS2 for Field Service Action eligibility and **any** outstanding Field Service Actions completed **prior** to vehicle departure in accordance with the Warranty and Policy Manual, Section E 3.4 and I 3.

**NOTE:** All Dealers can obtain a copy of the Program (which includes a sample copy of the Customer Letter) via the **FMC Dealer** or **PTS** websites.

**NOTE:** Dealers can obtain a list of eligible vehicles from the **PTS Website** [www.proservicetech.com](http://www.proservicetech.com) by selecting **Quick Links** and then **FSA VINs**.

**Service Procedure**

Refer to the attached procedure.

**Parts Requirement**

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
HG9Z 9J469 B	EGR Mesh Filter / Gasket	1
HG9Z 8527 A	28.85mm O-Ring	1
Obtain Locally	Distilled Water	500ml

**Claim Instructions**

Claim Type 41, Causal Part No. 21P08, Condition Code 79.

<u>Pre-Defined Repair</u>	<u>PDR No.</u>	<u>Time (Hrs)</u>
EGR Mesh Filter Replacement and EGR Cooler Cleaning	FSA21P081	0.7

**Completion Date**

It is estimated that this program will be completed by July 31, 2022. If, however, the program remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

**TIM NETHERCOTE**

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## **21P08 - Endura - 2.0L EcoBlue (Panther) EGR Mesh Filter Blockage**

### **RECOMMENDED REWORK PROCEDURES**

Thoroughly read and understand rework instructions prior to rework.

#### **OVERVIEW**

Certain Endura vehicles equipped with a 2.0L EcoBlue (Panther) Engine have been affected by the blocking of the EGR mesh filter. This blocking is caused by deposits from the Urea / SCR emission after-treatment system. If the mesh filter becomes blocked a MIL (Malfunction Indicator Lamp) can be set by DTC P049B due to a low flow condition in the low pressure EGR system.

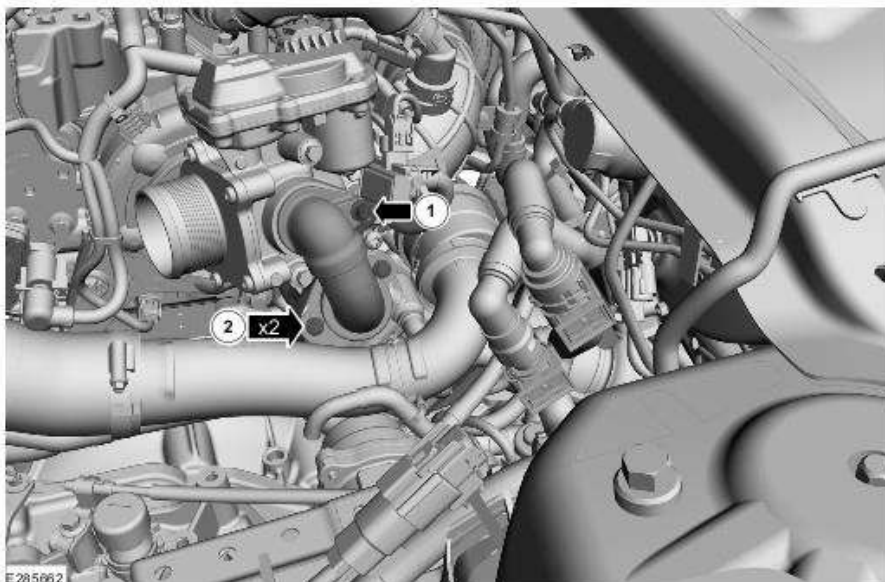
Dealers are required to wash the EGR Cooler and install a revised EGR mesh filter.

#### **SERVICE PROCEDURE**

##### **EGR Mesh Filter Replacement and EGR Cooler Cleaning**

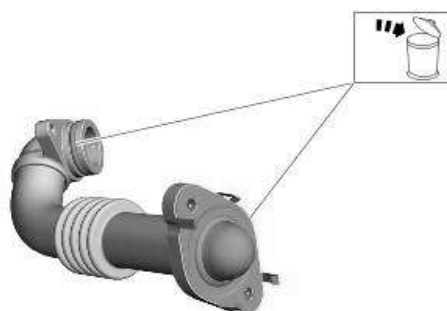
**⚠CAUTION:** Allow the engine to cool down before removing the component.

1. Remove the EGR cooler to EGR valve tube. Please refer to the Workshop Manual Section 303-08. See Figure 1.



**FIGURE 1**

2. Remove and discard the gasket and O-ring. See Figure 2.



**FIGURE 2**

3. Use about 500 ml of hot, distilled water and clean the top end of the EGR cooler. Spray the water as shown in [video](#). Please refer to Exhaust Gas Recirculation (EGR) Valve Cleaning (303-08H Engine Emission Control, General Procedures).

**NOTE:** In the video the EGR cooler is shown removed for clarification.

**NOTE:** Install new gasket / O-ring.

4. Reassemble the EGR cooler to EGR valve tube by reversing the removal procedure.
5. Start the engine (recommend doing this outside) and let it run at increased speed for a few minutes. The water should evaporate and drain out the exhaust or the silencer holes.

[END]