



Field Service Action 22N13

To: All Ford Dealerships

July 05, 2022

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

EXTENDED WARRANTY SERVICE PROGRAM

SUBJECT: 22N13 - EVEREST - ADBLUE WARNING AND CHECK ENGINE LIGHT ON

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

Introduction

On the affected vehicles, the driver may experience a malfunction indicator light (MIL) 'ON' in cluster due to an AdBlue heater pot malfunction.

Dealers are requested to replace the AdBlue heater pot service kit following the workshop manual. This service must be performed at no charge to the vehicle owner.

This Program extends the warranty coverage of the AdBlue Heater Pot to 7 years of service. There is no mileage limit for this program.

This is a one-time service program. Coverage is automatically transferred to subsequent owners.

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 22N13, eg: 99FOFSA22N13. 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 2015 to 2019 Model Year Everest vehicles produced between 6th April 2015 and 11th June 2019. A total of 15,189 vehicles are affected in Australia.

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 & Policy Manual, Section E 3.4 and I 3.

NOTE: All Dealers can obtain a copy of the Campaign via the FMC Dealer or PTS websites.

NOTE: Dealers can obtain a list of eligible vehicles from the PTS Website www.proservicetech.com by selecting Quick Links and then FSA VINs.



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Service Procedure

Refer to the attached procedure.

Parts Requirement

<u>Description</u>	<u>Part Number</u>	<u>Quantity</u>
CK4Z 5L227 F	Kit AdBlue Heater & Sender Assembly	1
W713331 S300	Pin	*As required
W708633 S300	Trim Pin	*As required
W708515 S300	Grommet	*As required
W711304 S300	clip	*As required
PM27JUG (or locally Sourced AdBlue)	Diesel Exhaust Fluid	18.5L

* These parts are only required in case of damage during AdBlue kit replacement.

Claim Instructions

Claim Type 42, Causal Part No. 22N13, Condition Code 79.

<u>Pre-Defined Repair</u>	<u>PDR No.</u>	<u>Labour Time</u>
Replace AdBlue heater pot	FSA22N131	1.3 Hours

Displaced Parts

All displaced parts (if any) must be handled in accordance with the Warranty and Policy Manual (Section G, Attachment G).

Completion Date

It is estimated that this campaign will be completed by July 31, 2023. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

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RELEASE OF EXTENDED WARRANTY SINGLE REPAIR 22N13 EVEREST - ADBLUE WARNING AND CHECK ENGINE LIGHT ON

RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

OVERVIEW

On the affected vehicles, the driver may experience a malfunction indicator light (MIL) 'ON' in cluster due to an AdBlue heater pot malfunction.

Dealers are requested to replace the AdBlue heater pot service kit following the workshop manual.

SERVICE PROCEDURE

1. Replace the AdBlue heater pot service kit following the Workshop Manual (WSM) procedures in Section 303-08C Engine Emission Control - 3.2L Puma - Reductant Heater and Sender Unit.
2. Replace AdBlue fluid.

[END]