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September 13, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –
Customer Satisfaction Program 17B25**

Certain 2013-2017 Model Year Police Interceptor Utility Vehicles
Exhaust Odor and Carbon Monoxide Complaints

REF : **Advance Notice – Customer Satisfaction Program 17B25 – Supplement #2**
Dated: August 25, 2017

PROGRAM TERMS

This program will be in effect through September 30, 2018. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of September 30, 2018, to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available by October 6, 2017) to contact customers with affected vehicles.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2013-2017	Chicago	August 25, 2011 through Job Last 2017MY

Affected vehicles built up to September 12, 2017 are identified in OASIS and FSA VIN Lists. Additional vehicles will be periodically added to this program until production ends for the 2017 model year.

Non-Police Ford Explorer vehicles (with body codes other than K7A or K8A as denoted by VIN positions 5, 6, and 7) equipped with police/aftermarket up-fitter modifications and currently in law enforcement duty only may have this program performed by customer request. Contact the Special Service Support Center (SSSC) via the Web Contact Site, using a VIN specific Non-Involved Vehicle Request to request adding a VIN to this program prior to performing this service action.

REASON FOR THIS PROGRAM

When an up-fitter installs customized emergency lighting, radios and other equipment, they may damage vehicle sealing systems and/or drill holes into the rear of the vehicle. This creates an opening where exhaust could enter the cabin if the sealing system is not properly repaired and holes are not properly sealed.

[SEE VIDEO & NEWS RELEASE: Unsealed Holes Contribute to Exhaust Concerns in Police Interceptor Utility](#)

SERVICE ACTION

[Click Here](#) to view a video demonstration of key inspection and repair procedures.

For Police Interceptor Utility vehicles equipped, or formerly equipped with police/aftermarket up-fitter modifications, dealers are to inspect the rear of the vehicle and repair damage to body seals, grommets and liftgate spoiler sealing systems, seal the liftgate interior trim panel, install new muffler tips, reprogram the Climate Control (HVAC) module, and check the Powertrain Control Module (PCM) for diagnostic trouble code (DTC) P0420 and/or P0430 following the technical instructions.

For Police Interceptor Utility vehicles not equipped with police/aftermarket up-fitter modifications, dealers are to install new muffler tips, reprogram the HVAC module, and check the PCM for DTC P0420 and/or P0430 following the technical instructions.

NOTE: Aftermarket lighting and/or equipment mounted to the liftgate spoiler can compromise vehicle sealing and create a leak path for exhaust to enter the vehicle. Ford recommends removal of any aftermarket lighting and/or equipment mounted to the spoiler to prevent a potential path for exhaust to enter the vehicle. Any removed equipment must be returned to the customer. If the customer declines to allow removal of aftermarket lighting and/or equipment from the liftgate spoiler, have the customer sign a copy of the Customer Release Form – Liftgate Spoiler Aftermarket Lighting and/or Equipment (See Attachment V). Retain the signed document in your service records.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 25, 2017. Dealers should repair any affected vehicles that arrive at their dealerships, 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
Attachment IV: Dealer Q & A
Attachment V: Customer Release Form – Liftgate Spoiler Aftermarket Lighting and/or Equipment
Attachment VI: 6 Important Facts About Carbon Monoxide and Police Vehicles
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 was activated on July 28, 2017, for vehicles built up to July 19, 2017, and has been updated to include affected vehicles up to September 12, 2017. Additional 2017MY vehicles will be periodically added to this program until production ends for the model year.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 13, 2017. Owner names and addresses will be available by October 6, 2017.

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 program 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 service action.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

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

- 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 March 31, 2018.
- Refunds will only be provided for the cost associated with the inspection and repair of vehicles with exhaust odor and carbon monoxide complaints using TSB 16-0166 or 17-0044, and exhaust catalyst replacement for DTC P0420 and/or P0430.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 17B25 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
 - Program Code: 17B25
 - 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.
- Sublet repairs must be claimed using labor operations listed in this bulletin. Do not claim as Outside Labor (OSL). Refer to Warranty & Policy Manual for additional information.
- Provision for Locally Obtained Supplies: Includes automotive body seam sealer, anti-corrosion coating, Loctite 414 or 495, and High Temperature Paint.
 - Program Code: 17B25
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$25.00
- PROGRAM TERMS: This program will be in effect through September 30, 2018. There is no mileage limit for this program.

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LABOR ALLOWANCES – All Vehicles (Use One)

Description	Labor Operation	Labor Time
Stock/unsold vehicle (no modifications) <ul style="list-style-type: none"> • Install Liftgate Trim Panel Sealing Kit • Glue Liftgate Drains • Install Muffler Tips • Reprogram the HVAC module 	17B25B	1.0 Hours
Customer/sold vehicle <ul style="list-style-type: none"> • Inspect for modifications • Install Liftgate Trim Panel Sealing Kit • Glue Liftgate Drain Valves • Install Muffler Tips • Reprogram the HVAC module • Check for DTCs 	17B25C	1.1 Hours

LABOR ALLOWANCES – As Required

Description	Labor Operation	Labor Time
Seal grommets, body plugs and holes with body seam sealer and mastic patch as required	MT17B25	Up to 1.0 Hour
Remove liftgate spoiler and replace seals and fasteners	17B25D	0.4 Hours
Replace Air Extractor (one or both)	17B25E	1.0 Hours
Replace Exhaust Catalyst – 3.7L Right Hand	17B25F	1.5 Hours
Replace Exhaust Catalyst – 3.7L Left Hand	17B25G	1.0 Hours
Replace Exhaust Catalysts – 3.7L Both	17B25H	2.1 Hours
Replace Exhaust Catalyst – 3.5L Right	17B25J	0.7 Hours
Replace Exhaust Catalyst – 3.5L Left Hand	17B25K	0.7 Hours
Replace Exhaust Catalysts – 3.5L Both	17B25L	1.2 Hours

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PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
BB5Z-7841617-A	Liftgate Trim Panel Sealing Kit	1	1
DB5Z-5202-A	Muffler Tips – 3.7L Engine (All – 95% of program population)	2	2
FB5Z-5202-A	Muffler Tips – 3.5L GTDI Engine (2016-2017MY – 4% of program population)	2	2
FB5Z-5202-B	Muffler Tips – 3.5L GTDI Engine (2013-2015MY – 1% of program population)	2	2
TA-19-C	Motorcraft Instant Gel Adhesive (or equivalent, including but not limited to Loctite 414 or 495)	As Required	MISC. OTHER
TA-2-B	Motorcraft Seam Sealer (or equivalent, including but not limited to Lord Fusor 802HD, 804HD, 805HD or 806HD and 3M 08367 or 08405)		
PM-13-A	Motorcraft Anti-Corrosion Coating (or equivalent)		
Obtain Locally	High-Temperature Paint		
4M8Z-54280B62-A	Liftgate Drain Valve	As Required	
4L3Z-18203A16-AA	Foil-Backed Mastic Patch	As Required	
BB5Z-61280B62-B	Air Extractor	As Required	
- 78404A06 -	Liftgate Weather Seal (search by application)	As Required	
Refer to Catalog	Exhaust Catalyst (search by application)	As Required	
Refer to Catalog	Exhaust Fasteners and Gaskets (search by application)	As Required	
HB5Z-78442K03-A	Liftgate Spoiler Sealing Kit	As Required	

The DOR/COR number for this program is 51095.

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.