



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

September 16, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 14B05

Certain 2013-2014 Model Year MKS, MKT Livery, Police Interceptor Sedan and Police Interceptor Utility with 3.5L or 3.7L TiVCT Engine
Reprogram Powertrain Control Module

PROGRAM TERMS

This program will be in effect through September 30, 2015. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Years	Assembly Plant	Build Date Range
MKS	2013-2014	Chicago	February 13, 2012 through April 19, 2014
MKT Livery	2013-2014	Oakville	September 22, 2011 through April 25, 2014
Police Interceptor Sedan	2013-2014	Chicago	August 27, 2011 through April 17, 2014
Police Interceptor Utility	2013-2014	Chicago	August 25, 2011 through April 12, 2014

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on September 16, 2014.

REASON FOR THIS PROGRAM

In all of the affected vehicles, certain driving maneuvers that are typically associated with police and livery fleet vehicles can cause accelerated catalyst degradation and loss of catalyst efficiency. The Malfunction Indicator Lamp (MIL) may illuminate with a P0420 and/or P0430 Diagnostic Trouble Code (DTC) present in memory. In the interest of customer satisfaction, Ford Motor Company has developed an updated powertrain calibration that will help slow the rate of premature catalyst efficiency loss.

SERVICE ACTION

Dealers are to check the Powertrain Control Module (PCM) for codes.

- If neither P0420 nor P0430 are present, reprogram the PCM using IDS 90.02 or higher.
- If P0420 and/or P0430 are present, replace the affected catalytic converter(s) and reprogram the PCM to the latest level.

One of the above services 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 22, 2014. 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
- Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

DELIVERY HOLD - Customer Satisfaction Program 14B05
Certain 2013-2014 Model Year MKS, MKT Livery, Police Interceptor Sedan and
Police Interceptor Utility with 3.5L or 3.7L TiVCT Engine
Reprogram Powertrain Control Module

OASIS ACTIVATED?

Yes, OASIS will be activated on September 16, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on September 16, 2014. Owner names and addresses will be available by October 10, 2014.

NOTE: Your FSA VIN list 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.

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.

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.

TITLE BRANDED / SALVAGED VEHICLES

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

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

DELIVERY HOLD - Customer Satisfaction Program 14B05
Certain 2013-2014 Model Year MKS, MKT Livery, Police Interceptor Sedan and
Police Interceptor Utility with 3.5L or 3.7L TiVCT Engine
Reprogram Powertrain Control Module

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, 2015.
- 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. There is no expiration date for emergency repair refunds. 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 replacing the catalytic converter(s).

RENTAL VEHICLES

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

LINCOLN CLIENT SPECIAL HANDLING (Applies to sold vehicles only)

To “surprise & delight” Lincoln Owners; Lincoln Dealers are authorized to provide the following services to Lincoln owners under Customer Satisfaction Program 14B05 up to a maximum combined value of \$100.

- Lincoln Service Loaner
- Fuel Fill
- Vehicle Pick-up and Delivery
- Vehicle Wash and Vacuum (this is expected as part of the Lincoln Commitment Program)

This program is exclusive to Lincoln Dealers. Ford Stand-alone Dealerships servicing Lincoln Owners are not authorized to claim the special handling allowance. Owners will not be notified of this service in owner mailings.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- For Lincoln Client Special Handling (sold vehicles only), claim up to a maximum combined value of \$100. All Special Handling claims must be on the same repair line.
 - **Rental:**
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
 - **Fuel Fill:**
 - Misc. Expense Code: FUEL
 - Misc. Expense Amount: Total amount

DELIVERY HOLD - Customer Satisfaction Program 14B05
Certain 2013-2014 Model Year MKS, MKT Livery, Police Interceptor Sedan and
Police Interceptor Utility with 3.5L or 3.7L TiVCT Engine
Reprogram Powertrain Control Module

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Vehicle Pick-up and Delivery:**

- Misc. Expense Code: LCHP
- Misc. Expense Amount: Total amount

NOTE: Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

- Additional labor and/or parts must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and /or parts require prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 14B05
 - 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.
- PROGRAM TERMS: This program will be in effect through September 30, 2015. There is no mileage limit for this program.

DELIVERY HOLD - Customer Satisfaction Program 14B05
 Certain 2013-2014 Model Year MKS, MKT Livery, Police Interceptor Sedan and
 Police Interceptor Utility with 3.5L or 3.7L TiVCT Engine
 Reprogram Powertrain Control Module

LABOR ALLOWANCES**All Vehicles (no P0420 or P0430 stored)**

Description	Labor Operation	Labor Time
Check DTCs and reprogram the PCM	14B05B	0.3 Hours

MKS/MKT (P0420 and/or P0430 code present)

Description	Labor Operation	Labor Time
FWD - Check DTCs, replace the right catalytic converter and reprogram the PCM	14B05C	1.7 Hours
AWD - Check DTCs, replace the right catalytic converter and reprogram the PCM		1.9 Hours
FWD/AWD - Check DTCs, replace the left catalytic converter and reprogram the PCM	14B05D	1.6 Hours
FWD - Check DTCs, replace both catalytic converters and reprogram the PCM	14B05E	2.5 Hours
AWD - Check DTCs, replace both catalytic converters and reprogram the PCM		2.8 Hours

Police Interceptor Sedan (P0420 and/or P0430 code present)

Description	Labor Operation	Labor Time
FWD - Check DTCs, replace the right catalytic converter and reprogram the PCM	14B05C	1.6 Hours
AWD - Check DTCs, replace the right catalytic converter and reprogram the PCM		1.8 Hours
FWD/AWD - Check DTCs, replace the left catalytic converter and reprogram the PCM	14B05D	1.6 Hours
FWD - Check DTCs, replace both catalytic converters and reprogram the PCM	14B05E	2.7 Hours
AWD - Check DTCs, replace both catalytic converters and reprogram the PCM		2.9 Hours

DELIVERY HOLD - Customer Satisfaction Program 14B05
 Certain 2013-2014 Model Year MKS, MKT Livery, Police Interceptor Sedan and
 Police Interceptor Utility with 3.5L or 3.7L TiVCT Engine
 Reprogram Powertrain Control Module

Police Interceptor Utility (P0420 and/or P0430 code present)

Description	Labor Operation	Labor Time
FWD - Check DTCs, replace the right catalytic converter and reprogram the PCM	14B05C	2.0 Hours
AWD - Check DTCs, replace the right catalytic converter and reprogram the PCM		2.3 Hours
FWD - Check DTCs, replace the left catalytic converter and reprogram the PCM	14B05D	1.6 Hours
AWD - Check DTCs, replace the left catalytic converter and reprogram the PCM		1.7 Hours
FWD - Check DTCs, replace both catalytic converters and reprogram the PCM	14B05E	2.9 Hours
AWD 3.5L - Check DTCs, replace both catalytic converters and reprogram the PCM		3.1 Hours
AWD 3.7L - Check DTCs, replace both catalytic converters and reprogram the PCM		3.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**Catalytic Converters**

Part Number	Description	Quantity
DA8Z-5G232-C	Left (Front) Catalytic Converter	1
DA8Z-5G232-D	Right (Rear) Catalytic Converter	1

Related Parts

Engine	Exhaust Manifold Nut (4 pcs per pkg)	Exhaust Manifold Stud (12 pcs per pkg)	Exhaust Manifold Gasket	Y-Pipe Nut (4 pcs per pkg)	Manifold to Y-Pipe Gasket	Y-Pipe to Tailpipe Gasket
3.5L	W716011-S430 Qty 6 per side	W712244-S300 Qty 6 per side	DG1Z-9448-A Qty 1 per side	W520414-S441 Qty 4	7T4Z-9450-AA Qty 1	N/A
3.7L	W716011-S430 Qty 6 per side	W712244-S300 Qty 6 per side	DG1Z-9448-A Qty 1 per side	W520414-S441 Qty 8	7T4Z-9450-AA Qty 1	DA5Z-9450-A Qty 1

The DOR/COR number for this program is 50557.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DELIVERY HOLD - Customer Satisfaction Program 14B05

Certain 2013-2014 Model Year MKS, MKT Livery, Police Interceptor Sedan and
Police Interceptor Utility with 3.5L or 3.7L TiVCT Engine
Reprogram Powertrain Control Module

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 2013 THROUGH 2014 MODEL YEAR MKS, MKT LIVERY, POLICE INTERCEPTOR SEDAN AND POLICE INTERCEPTOR UTILITY WITH 3.5L OR 3.7L TIVCT ENGINE — REPROGRAM POWERTRAIN CONTROL MODULE

SERVICE PROCEDURE

1. Using IDS, check the Powertrain Control Module (PCM) for Diagnostic Trouble Codes (DTCs) P0420 and P0430.
 - If neither DTCs P0420 nor P0430 are present, reprogram the PCM to the latest level using IDS 90.02 or higher. Refer to "Module Programming" below.
 - If DTCs P0420 and/or P0430 are present, replace the affected catalytic converter(s) (right bank for P0420 and left bank for P0430) and reprogram the PCM to the latest level using IDS release 90.02 or higher. For additional information, refer to Workshop Manual (WSM) Section 309-00 and "Module Reprogramming" below.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Module Reprogramming

NOTE: Clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Reprogram the PCM using IDS release 90.02 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.



**Recovering a module when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the Data Link Connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





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

September 2014

Customer Satisfaction Program 14B05
Programa de Satisfacción del Cliente 14B05

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program 14B05 for your vehicle with the VIN shown above.

Why are you receiving this notice? In the interest of your satisfaction, Ford Motor Company has developed an updated powertrain calibration strategy that will help alleviate potential damage to your vehicle's catalytic converters.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to update the Powertrain Control Module. In addition, the dealer may need to replace the catalyst if the Service Engine Soon light is illuminated. This service will be performed free of charge (parts and labor). This Customer Satisfaction Program will be in effect until September 30, 2015 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? 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.

What should you do? Please call your dealer and request a service date. When you do, please reference your VIN number (listed above) and Customer Satisfaction Program number 14B05. Your Advisor will help to schedule an appointment convenient for you. If you do not already have a servicing dealer, you can access www.Fordowner.com to locate a dealer, address, map or driving instructions.

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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at 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).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you can contact us at www.fleet.ford.com.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

September 2014

Customer Satisfaction Program 14B05
Programa de Satisfacción del Cliente 14B05

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At The Lincoln Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program 14B05 for your vehicle with the VIN shown above.

Why are you receiving this notice?

In the interest of your satisfaction, The Lincoln Motor Company has developed an updated powertrain calibration strategy that will help alleviate potential damage to your vehicle's catalytic converters.

What will Lincoln and your dealer do?

The Lincoln Motor Company has authorized your dealer to update the Powertrain Control Module. In addition, the dealer may need to replace the catalyst if the Service Engine Soon light is illuminated. This service will be performed free of charge (parts and labor). This Customer Satisfaction Program will be in effect until September 30, 2015 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

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.

What should you do?

Please call your dealer and request a service date. When you do, please reference your VIN number (listed above) and Customer Satisfaction Program number 14B05. Your Advisor will help to schedule an appointment convenient for you.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com to locate a dealer, address, map or driving instructions.

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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at www.Lincolnowner.com.

For the hearing impaired call 1-800-232-5952 (TDD).
Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you can contact us at www.fleet.ford.com.

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

The Lincoln Motor Company