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Ford Customer Service Division

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

May 16, 2016

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

**SUBJECT: Customer Satisfaction Program 16N01**  
Certain 2013-2015 Model Year Police Interceptor Utility and Sedan Vehicles  
Paint Peeling and/or Rust around Lock Cylinder on Liftgate or Luggage  
Compartment Lid

**PROGRAM TERMS**

This program extends the coverage for repairing peeling paint and/or rust around the lock cylinder on the liftgate (Police Interceptor Utility) or luggage compartment lid (Police Interceptor Sedan) to 5 years of service from the warranty start date of the vehicle, regardless of mileage. This is a one-time repair program. If a vehicle has already exceeded this time limit, coverage will last through October 31, 2016. This extended coverage is available only to original owners of vehicles that are currently in police or law enforcement service.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2013-2015	Chicago	August 25, 2011 through May 3, 2015
Police Interceptor Sedan			August 25, 2011 through April 14, 2014

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED COVERAGE**

In some of the affected vehicles, the paint may peel and/or rust may develop around the lock cylinder on the liftgate or luggage compartment lid.

**SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to repair the area around the lock cylinder as necessary following the paint manufacturer's prescribed procedures. 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 May 31, 2016. Dealers should repair any affected vehicles that exhibit peeling paint and/or rust around the lock cylinder, whether or not the customer has received a letter.

**NOTE:** Repairs to body damage on the area approved for refinishing is the responsibility of the vehicle owner and may not be claimed under this Field Service Action.

**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,



Michael A. Berardi

**Customer Satisfaction Program 16N01**

Certain 2013-2015 Model Year Police Interceptor Utility and Sedan Vehicles  
Paint Peeling and/or Rust around Lock Cylinder on Liftgate or Luggage Compartment Lid

**OASIS ACTIVATION**

OASIS will be activated on May 16, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

**SOLD VEHICLES**

Only original owners of vehicles that are currently in police or law enforcement service that exhibit the covered condition will be directed to dealers for repairs.

**TITLE BRANDED / SALVAGED VEHICLES**

Vehicles with cancelled warranties are not 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:

- Exterior trim removed in preparation for refinishing is considered reusable and will not require replacement.
- Name plates, emblems and decals damaged during removal may be replaced and claimed under this field service action.
- 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.

**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 **October 31, 2016**.
- 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 repairing paint peeling and/or rust around the lock cylinder on the liftgate or luggage compartment lid.

**RENTAL VEHICLES**

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

**Customer Satisfaction Program 16N01**

Certain 2013-2015 Model Year Police Interceptor Utility and Sedan Vehicles  
Paint Peeling and/or Rust around Lock Cylinder on Liftgate or Luggage Compartment Lid

**CLAIMS PREPARATION AND SUBMISSION**

- This is a one-time repair program and also applies to vehicles that are within the New Vehicle Limited Warranty coverage period. When a vehicle is determined to exhibit this concern, repairs should be claimed against Program Code 16N01.
- 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 16N01 is the sub code.
- Sublet repairs must be claimed using labor operations, parts, and MISC expense listed in this bulletin. Do not claim as Outside Labor (OSL).
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Request the paint material allowance by entering "PAINT" as the base part number and refer to the Labor Allowances table in Attachment II for the amount to enter in the parts quantity field. Refer to the Warranty and Policy Manual for additional information.
- Submit refunds on a separate repair line.
  - Program Code: 16N01
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Submit locally procured parts, such as fleet specific decals, on the same repair line as the repair.
  - Program Code: 16N01
  - Misc. Expense: OTHER
  - Misc. Expense: Claim Actual Cost up to \$100.00

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

**Customer Satisfaction Program 16N01**

Certain 2013-2015 Model Year Police Interceptor Utility and Sedan Vehicles  
Paint Peeling and/or Rust around Lock Cylinder on Liftgate or Luggage Compartment Lid

**LABOR ALLOWANCES**

Description	Paint Material Quantity	Labor Operation	Labor Time
Repair Paint Peeling and/or Rust around Lock Cylinder - Police Interceptor Utility	3.4	16N01B	3.4 Hours
Repair Paint Peeling and/or Rust around Lock Cylinder - Police Interceptor Sedan	3.0	16N01C	3.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
PAINT	Paint Material Allowance	Refer to Paint Material Quantity in Labor Allowances table
*-42528-*	Name Plate (varies by application - use Ford Catalog Advantage to identify part(s) by VIN)	As required
DG1Z-7842528-A	Lock Cylinder Trim Ring	As required

The DOR/COR number for this program is 51042.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Order your paint materials through normal channels.

If any aftermarket parts are required, such as fleet specific decals, please contact the fleet owner for sourcing assistance.

**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 2013-2015 MODEL YEAR POLICE INTERCEPTOR UTILITY AND SEDAN VEHICLES - PAINT PEELING AND/OR RUST AROUND LOCK CYLINDER ON LIFTGATE OR LUGGAGE COMPARTMENT LID

### OVERVIEW

In some of the affected vehicles, the paint may peel and/or rust may develop around the lock cylinder on the liftgate (Police Interceptor Utility) or luggage compartment lid (Police Interceptor Sedan). If an affected vehicle exhibits this condition, dealers are to repair the area around the lock cylinder as necessary following the paint manufacturer's prescribed procedures.

### SERVICE PROCEDURE

1. Is paint peeling and/or rust present around the lock cylinder? See Figure 1.

NO - This program does not apply.

YES - Proceed to Step 2.



**FIGURE 1**

2. Wash the repair area with detail wash or pH-neutral soap and water.
3. Remove any trim, emblems and/or graphics from the area, as needed.
4. Remove the lock cylinder. Please follow the Workshop Manual (WSM) procedures in Section 501-14A.
5. Sand or media blast the surface to remove the corrosion near the lock cylinder surface, keeping the repair area as minimal as possible.
6. Treat any bare metal surface to prevent flash corrosion, and prime and block sand as necessary prior to refinishing.



7. Mask the adjacent panels to protect from overspray.
8. Spot repair the base coat as necessary, following the paint manufacturer's prescribed procedures.
9. Apply clear coat to the entire panel, following the paint manufacturer's prescribed procedures.





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

June 2016

Customer Satisfaction Program 16N01  
Programa de satisfacción del cliente 16N01

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

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?**

On your vehicle, the paint may peel and/or rust may develop around the lock cylinder on the liftgate (Police Interceptor Utility) or luggage compartment lid (Police Interceptor Sedan). We are pleased to let you know that Ford Motor Company is extending the coverage to repair this condition to a total of 5 years from the warranty start date, regardless of mileage.

If your vehicle has already exceeded the time limit listed above, this extended coverage will last through October 31, 2016. This Customer Satisfaction Program is available only to original owners of vehicles that are currently in police or law enforcement service.

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

If your vehicle has peeling paint and/or rust around the rear lock cylinder and your vehicle is within the indicated time limitation, Ford Motor Company has authorized your dealer to repair this condition free of charge. This is a one-time repair program.

**How long will it take?**

The time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

You do not need to return to your dealer for this repair unless you have paint peeling and/or rust around the rear lock cylinder. Please keep this letter as a reminder of the extended coverage for your vehicle. If paint peeling and/or rust develops around the rear lock cylinder, and your vehicle is within the indicated time limitation, contact your dealer for a service date.



**What should you do?  
(continued)**

Provide the dealer with the VIN of your vehicle and request a service date for Customer Satisfaction Program 16N01. The VIN is printed near your name at the beginning of this letter. Your dealer will perform the repair 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.

**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 paint peeling and/or rust around the rear lock cylinder. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **October 31, 2016**. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer  
own this vehicle?**

You received this notice because our records indicate that you are the original owner. If you no longer own this vehicle, no action is required.

**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.

**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).

**Para asistencia en  
Español**

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/tools/account/maintenance/recalls.html>

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.

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

Ford Customer Service Division