



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

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

December 12, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 17M06 - Supplement #1**
Certain 2014 Model Year Police Interceptor Sedan and
2014-2016 Model Year Police Interceptor Utility Vehicles
Canister Purge Valve Leaks

New! REASON FOR THIS SUPPLEMENT

SERVICE ACTION: *An additional canister purge valve (CPV) test has been added to Attachment III in the event that DTCs P1450, P0443, P0456, P2196, or P2198 are not present.*

PROGRAM TERMS

This program extends the warranty coverage of the CPV to 10 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through August 31, 2018. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Police Inceptor Sedan	2014	Chicago	February 18, 2013 through June 1, 2014
Police Inceptor Utility	2014-2016	Chicago	February 28, 2013 through February 26, 2016

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, the malfunction indicator lamp (MIL) will illuminate *as a result of an on-board diagnostic (OBD) leak check* and the powertrain control module may store one or more diagnostic trouble codes (DTCs) due to a faulty CPV.

New! SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to check for the following DTCs: P1450, P0443, P0456, P2196, and P2198. If one or more of these DTCs are present, dealers are to replace the CPV. *If these DTCs are not present, test the CPV for leaks, and replace if necessary.* 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 February 19, 2018. Dealers should repair any affected vehicles that exhibit the covered condition, whether or not the customer has received a letter.

New! 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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

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OASIS ACTIVATION

OASIS was activated on October 2, 2017.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

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

TITLE BRANDED / SALVAGED VEHICLES

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

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.

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 August 31, 2018.
- 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. 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 CPV replacement, with one or more of the following DTCs present: P1450, P0443, P0456, P2196, and P2198, or failure of the CPV leak test.

RENTAL VEHICLES

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

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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 (17M06) 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: 17M06 - 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.

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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<i>Check for the following DTCs: P1450, P0443, P0456, P2196, and P2198. If one or more of these codes are present, replace the CPV.</i>	<i>17M06B</i>	<i>0.3 Hours</i>
<i>Check for the following DTCs: P1450, P0443, P0456, P2196, and P2198. If not present, perform leak test and, if failed, replace CPV.</i>	<i>17M06C</i>	<i>0.4 Hours</i>

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
AU5Z-9C915-B	Canister Purge Valve	1	1

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.