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June 1, 2017

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

**SUBJECT: Customer Satisfaction Program 17N01**  
Certain 2011-2014 Mustang Vehicles Equipped with a 3.7L or 5.0L Engine  
Clear Permanent DTC P0315

### **PROGRAM TERMS**

This is a one-time repair program for vehicles that fail Inspection/Maintenance (I/M) testing in the states of California or Oregon due to the presence of Permanent Diagnostic Trouble Code (DTC) P0315. This program extends the warranty coverage to clear a Permanent DTC P0315 for 10 years, through May 31, 2027 regardless of warranty start date. Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Mustang	2011-2014	Flat Rock	February 17, 2010 through March 21, 2014

Affected vehicles are identified in OASIS for vehicles currently residing in California or Oregon.

### **REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

Some of the affected vehicles may fail I/M testing in California or Oregon due to the presence of Permanent DTC P0315. It is estimated that only 5% of the affected vehicle population will have this condition. The presence of this Permanent DTC alone does not affect vehicle emissions or functionality. However, Ford was recently informed by the California Air Resources Board (CARB) that they would start failing vehicles at I/M testing due to the presence of permanent DTCs before the end of the 2017 calendar year. It is possible that Oregon will follow CARB's direction at a future date, as well.

### **SERVICE ACTION**

If an affected vehicle fails I/M testing due to the presence of Permanent DTC P0315, dealers are to perform a scan tool code clear and a 10-minute drive cycle as specified in the Technical Information. This service must be performed at no charge to the vehicle owner.

**Note:** This program does not cover or address any other repairs required for the vehicle to complete a fault-free drive cycle, or any other reasons for an I/M failure.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Pending Agency approval, owner letters for customers registered in the states of California or Oregon are expected to be mailed the week of week of July 31, 2017.

**Note:** If an owner has moved into California or Oregon and their vehicle experiences the specific I/M failure, submit a VIN-specific contact to the Special Service Support Center (SSSC) via the SSSC Web Contact Site to request a non-involved vehicle be added. Be prepared to provide a photo or scan of the I/M failure report listing the presence of Permanent DTC P0315.

## **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 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 will be activated on June 1, 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**

Affected title branded and salvaged vehicles are eligible for this recall.

**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**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

**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 17N01.
- 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 (17N01) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Perform a scan tool code clear and a 10-minute drive cycle per the Technical Information	17N01B	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.