



Michael A. Berardi
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Ford Motor Company
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November 7, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17N04
Certain 2014-2015 Explorer and 2014-2016 Police Interceptor Utility Vehicles
Front Door Trim Panel Repair

PROGRAM TERMS

This program extends the warranty coverage of the front door trim panel to 5 years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through November 30, 2018. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2014-2015	Chicago	February 18, 2013 through May 8, 2015
Police Interceptor Utility	2014-2016		February 18, 2013 through February 13, 2016

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, the driver or passenger front door trim panel cover material could separate at the top of the panel by the window.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to remove and repair both front door trim panels. 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 November 20, 2017. Dealers should repair any affected vehicles that experience front door trim panel cover material separation, 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

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". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

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OASIS ACTIVATION

OASIS will be activated on November 7, 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

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:

- 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 **April 30, 2018**.
- Refunds will only be provided for the cost associated with front door trim panel cover material separation.

RENTAL VEHICLES

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

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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 17N04.
- 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 (17N04) 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: 17N04
 - 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.
- **Provision for Locally Obtained Supplies:** Procedure specifies the use of 3/8" crown, 3/16" leg length staples. About 80 to 100 staples will be used per vehicle. One box can repair multiple vehicles. Submit on the same repair line as the repair.
 - Program Code: 17N04
 - Misc. Expense: OTHER
 - Misc. Expense: Claim Actual Cost up to \$2.00

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove and staple both front door trim panels	17N04B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
Rotunda RTTP SNS87003SS or Obtain Locally	3/8" crown, 3/16" leg length staples (approximately 40-50 staples required per front door trim panel, 80-100 staples required per vehicle repair)		Claim as Misc. Expense: OTHER