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Ford Motor Company
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July 25, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17B22
Certain 2013-2016 Model Year Police Interceptor Utility Vehicles
Power Steering Control Module Software Reprograming

PROGRAM TERMS

This program will be in effect through July 31, 2018. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2013-2016	Chicago	August 25, 2011 through June 9, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In the affected vehicles, it may be possible for the steer stops in the steering gear to degrade when exposed to certain police driving maneuvers. If the steer stops degrade, drivers may experience a noise coming from the steering gear while turning. A damaged steer stop also has less cushion capability, which could cause the steering assist motor belt to slip under certain conditions. Belt slippage can cause belt damage, leading to reduced and eventually complete loss of power steering assist with the steering defaulting to manual steering mode. In manual steering mode, the mechanical linkage between the steering wheel and the tires is still maintained at all times, allowing the driver to steer the vehicle in a safe and controlled manner.

SERVICE ACTION

Dealers are to reprogram the power steering control module (PSCM) using integrated diagnostic software (IDS) release 106.03 or higher. The updated software includes a soft stop strategy that prevents damage to the steer stops. This service 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 August 21, 2017. 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

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

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OASIS ACTIVATION

OASIS will be activated on July 25, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on July 25, 2017. Owner names and addresses will be available by September 1, 2017.

NOTE: Your FSA VIN Lists 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.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Use OASIS to identify any affected vehicles in your used vehicle inventory.
- Correct all affected units in your vehicle inventory before delivery.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are 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.

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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 July 31, 2018.

- Dealers are also pre-approved to refund owner-paid <u>emergency</u> 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 reprograming the PSCM or replacement of the steering gear for symptoms related to steer stop degradation.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - o DWE: refer to ACESII manual for claims preparation and submission information.
  - o OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17B22 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: 17B22   - 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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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the PSCM using IDS release 106.03 or higher	17B22B	0.3 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2013-2016 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES — POWER STEERING CONTROL MODULE REPROGRAMMING

OVERVIEW

In the affected vehicles, it may be possible for the steer stops in the steering gear to degrade when exposed to certain police driving maneuvers. If the steer stops degrade, drivers may experience a noise coming from the steering gear while turning. A damaged steer stop also has less cushion capability, which could cause the steering assist motor belt to slip under certain conditions. Belt slippage can cause belt damage, leading to reduced and eventually complete loss of power steering assist with the steering defaulting to manual steering mode. In manual steering mode, the mechanical linkage between the steering wheel and the tires is still maintained at all times, allowing the driver to steer the vehicle in a safe and controlled manner.

Dealers are to reprogram the power steering control module (PSCM) using integrated diagnostic software (IDS) release 106.03 or higher. The updated software includes a soft stop strategy that prevents damage to the steer stop. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

2. Reprogram the PSCM using Integrated Diagnostic Software (IDS) release 106.03 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.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

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.

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.