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 Service Engineering Operations
 Ford Customer Service Division

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

January 31, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Optional Product Improvement Program 17G01 – Supplement #1**
 Certain 2013-**2017** Model Year Police Interceptor Utility Vehicles
 Rear Suspension Toe Link Replacement

REF: **Optional Product Improvement Program 17G01**
 Dated August 15, 2017

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S18 - Supplement #1**
 Dated August 15, 2017

New! REASON FOR THIS SUPPLEMENT

Affected Vehicles: Additional vehicles have been added to this program.

New! PROGRAM TERMS

This program will be in effect through *January 31, 2019*. There is no mileage limit for this program.

New! AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Police Interceptor Utility	2013- 2017	Chicago	<i>August 25, 2011 through January 19, 2017</i>

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

The affected vehicles may be used in high-speed pursuit and extreme maneuvers by police fleet customers, increasing the bending stress on the rear suspension toe link(s), that can increase the likelihood of a rear suspension toe link fracture. A customer with a fractured rear suspension toe link may experience noise, unusual vehicle handling characteristics, or difficulty controlling the vehicle.

SERVICE ACTION

Upon customer request, dealers are to replace both rear suspension toe links, check alignment and, if necessary, adjust rear toe. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Some of the affected vehicles are also included in Safety Recall 16S18. Rear suspension toe link replacement provides a single repair for 16S18 and 17G01. If affected, the Ford system will automatically close 16S18 upon claim payment of 17G01.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of August 28, 2017. *Owner letters for vehicles that were added to the program will be mailed the week of February 12, 2018.* Dealers should repair any affected vehicles that arrive at their dealerships, 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,



David J. Johnson

Optional Product Improvement Program 17G01 – Supplement #1
Certain 2013-2017 Model Year Police Interceptor Utility Vehicles
Rear Suspension Toe Link Replacement

New! OASIS ACTIVATION

OASIS will be activated on August 15, 2017. *OASIS will be activated for the vehicles that were added to the program on January 31, 2018.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on August 15, 2017. *FSA VIN Lists will be available for the vehicles that were added to the program on January 31, 2018.*

Owner names and addresses were made available by September 8, 2017. *Owner names and addresses will be activated for the vehicles that were added to the program by February 23, 2018.*

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 recall 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 recall.

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

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

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.

Optional Product Improvement Program 17G01 – Supplement #1Certain 2013-**2017** Model Year Police Interceptor Utility Vehicles

Rear Suspension Toe Link Replacement

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 June 30, 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. 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 rear suspension toe link replacement due to fracture.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

New! 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 (17G01) 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: 17G01
 - 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.
- PROGRAM TERMS: This program will be in effect through **January 31, 2019**. There is no mileage limit for this program.

NOTE: If affected, the Ford system will automatically close 16S18 upon claim payment of 17G01.

Optional Product Improvement Program 17G01 – Supplement #1

Certain 2013-2017 Model Year Police Interceptor Utility Vehicles

Rear Suspension Toe Link Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both rear suspension toe links	17G01B	0.6 Hours
Check alignment and, if necessary, adjust rear toe	17G01C	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
DB5Z-5A972-J	Rear Toe Link Kit	1	1

The DOR/COR number for this program is 51089.

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.

CERTAIN 2013-2017 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES — REAR SUSPENSION TOE LINK REPLACEMENT

OVERVIEW

The affected vehicles may be used in high-speed pursuit and extreme maneuvers by police fleet customers, increasing the bending stress on the rear suspension toe link(s), that can increase the likelihood of a rear suspension toe link fracture. A customer with a fractured rear suspension toe link may experience noise, unusual vehicle handling characteristics, or difficulty controlling the vehicle. Upon customer request, dealers are to replace both rear suspension toe links, check alignment and, if necessary, adjust rear toe.

Recommended Tool List:

1/2" Drive Impact Gun
1/2" Drive 19mm Deep Impact Socket
1/2" Drive Extension 9 in (229 mm)
1/2" Drive 18mm Shallow Swivel Impact
1/2" Drive Torque Wrench
21mm Wrench
7/8" Wrench
Tape Measure
Jack Stand



SERVICE PROCEDURE

⚠ WARNING: Suspension fasteners are critical parts that affect performance of vital components and systems. Tighten fasteners as specified. Measure the distance from the center of the wheel hub to the lip of the fender with the vehicle in a level, static ground position (ride height) before disassembly. When securing the *new* toe link, it must be secured at the previously measured ride height.

⚠ WARNING: Tighten the suspension bushing fasteners with the suspension supported at ride height or with the weight of the vehicle resting on the wheels and tires, otherwise toe link and bushing damage may occur.

1. Replace both rear toe links and all fasteners. Please follow the Workshop Manual (WSM) procedures in Section 204-02.

NOTE: The toe links must be secured at ride height during replacement. See Figure 1.

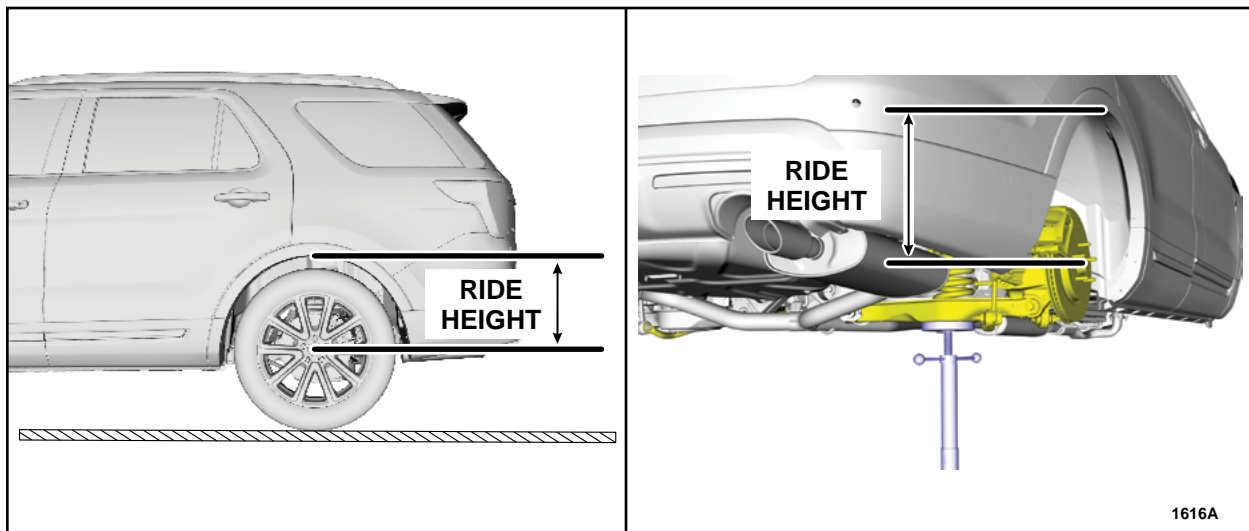


FIGURE 1





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

February 2018

Optional Product Improvement Program 17G01
Programa de satisfacción del cliente 17G01

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 Optional Product Improvement for your vehicle with the VIN shown above.

Why are you receiving this notice?

It may be possible that the use of your vehicle in high-speed pursuit and extreme and unusual maneuvers may increase the severity of a rear suspension toe link fracture should it occur.

What is the effect?

A rear suspension toe link fracture may result in noise, unusual vehicle handling characteristics, or difficulty controlling the vehicle.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace your rear suspension toe links free of charge (parts and labor) under the terms of this program.

This Optional Product Improvement Program will be in effect until January 31, 2019 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

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

What should you do?

Please call your dealer without delay and request a service date for Optional Product Improvement 17G01. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

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

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to rear suspension toe link replacement due to fracture. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2018. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

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.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov.

**Para asistencia en
Español**

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division