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June 13, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 18M02
 Certain 2017 Model Year Multiple Vehicle Lines
 California Emission Warranty Parts Coverage

PROGRAM TERMS

This program covers vehicles registered in California or states that have adopted California's emission warranty rules. California emissions warranty coverage is extended for the parts listed in Attachment V for 7 years of service or 70,000 miles from the warranty start date of the vehicle, whichever occurs first. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2017	Chicago	May 24, 2016 through July 20, 2017
Taurus			October 27, 2016 through August 8, 2017
Fiesta		Cuautitlan	November 28, 2016 through July 19, 2017
F-150		Dearborn	March 14, 2016 through July 2, 2017
Continental		Flat Rock	July 13, 2016 through July-2017
Fusion		Hermosillo	January 14, 2016 through August 2, 2017
MKZ			March 16, 2016 through September 5, 2017
F-150		Kansas City	October 15, 2016 through August 18, 2017
Transit			May 20, 2016 through July 26, 2017
Expedition		Kentucky	May 23, 2016 through June 30, 2017
Navigator			May 23, 2016 through June 30, 2017
MKC		Louisville	March 21, 2016 through July 15, 2017
Escape			March 21, 2016 through July 14, 2017
C-MAX		Michigan	November 14, 2016 through August 10, 2017
Focus			November 2, 2016 through July 20, 2017
Edge		Oakville	October 13, 2016 through August 25, 2017
Flex			October 19, 2016 through June 19, 2017
MKX			October 13, 2016 through September 28, 2017

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In all of the affected vehicles, the original Warranty Guide contains an incorrect parts list for the Long Term Defects Coverage under the California Emissions Warranty. In some cases, the list of parts was over-inclusive. For affected vehicles already sold with an over-inclusive list of parts, Ford will honor the Long Term Defects Coverage under the California emissions warranty for the entire list of parts.

Note: This Customer Satisfaction Program 18M02 is related to Special Field Action 18L02, which is being released at the same time. Customer Satisfaction Program 18M02 addresses the warranty extension, while Special Field Action 18L02 addresses customer notification.

SERVICE ACTION

Before delivering any of the vehicles involved in this program, dealers are to perform the following:

- **Stock Vehicles:** For affected vehicles that are *unsold*, dealers are to install Attachment IV: the correct 2017 Model Year Ford, Lincoln, Ford Hybrid, or Lincoln Hybrid Warranty Addendum parts list for the Long Term Defects Coverage under the California Emissions Warranty, in their stock vehicles and leave the original supplement. This service action will remedy and close both 18M02 and 18L02 programs.
- **Sold Vehicles:** Dealer action is NOT required for sold vehicles, unless a vehicle meeting the coverage criteria (including the state of registration) requires service, dealers are to search the parts list in Attachment V to confirm any extended warranty coverage. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters will not be mailed for this program.

ATTACHMENTS

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information – Not Applicable For This Program
Attachment IV:	2017 Ford, Lincoln, Ford Hybrid, and Lincoln Hybrid Warranty Addendum
Attachment V:	Additional Parts Receiving California 7/70 Emissions Warranty Coverage

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

DELIVERY HOLD - Customer Satisfaction Program 18M02
Certain 2017 Model Year Multiple Vehicle Lines
California Emission Warranty Parts Coverage

OASIS ACTIVATION

OASIS will be activated on June 13, 2018.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

No action is required at this time, if an affected vehicle requires service; dealers are to search the parts list in Attachment V to confirm any extended warranty coverage.

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

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

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 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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CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 18M02 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Unsold Vehicles Only: Place Attachment IV 2017 Ford, Lincoln, Ford Hybrid, or Lincoln Hybrid Warranty Addendum, as applicable, in stock units, close both 18M02 and 18L02 recalls.	18M02B	0.2 Hours
Replacement of parts listed in Attachment V outside of base warranty	Claim Labor Time (Published SLTS or Actual Time) as MT18M02	

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Claim Quantity
See Attachment V for list of part numbers with extended warranty coverage for 2017 model year	As Required

Order your parts requirements through normal order processing channels.

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.



2017 FORD HYBRID WARRANTY ADDENDUM

The chart on the following page replaces the chart with the title **COVERAGE FOR 2017 MODEL VEHICLES UNDER LONG TERM DEFECTS WARRANTY** found on Page 29 in **The New Vehicle Limited Warranty for Your 2017-Model Vehicle** under the section called **What is Covered?**.



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**COVERAGE FOR 2017 MODEL VEHICLES
(GVWR OF 14,000 LBS. OR LESS)
UNDER LONG TERM DEFECTS WARRANTY**
(Coverage for up to 7 years/70,000 miles, whichever first occurs)

Part Name	2.0L C-Max Hybrid	2.0L Fusion Hybrid
Brake Vacuum Pump	X(5)	X(5)
Power Steering Wiring Assembly		X
EPAS Harness (Power Steering)(MIL concerns only)		X
Catalytic Converter	X	X
Cam Timing Assembly	X	X
Hybrid Powertrain Control Module	X(5)	X(5)
Inverter System Controller	X(5)	X(5)
Transmission Range Sensor/Detent Assembly	X	
Electrical Water Pump Assembly	X	
Fuel Tank	X	X
Fuel Delivery Module	X	X
Exhaust Manifold Gasket		X
Battery Energy Control Module	X	X
On-Board Battery Charger	X(5)	X(5)
High Voltage Traction Battery	X	X
Instrument Cluster (1)	X	X
Powertrain Control Wiring Harness (2)		X
Powertrain Control Module (PCM)/ Engine Control Module (ECM)	X	X
Main Body Wiring Harness (2)		X
Dash Panel & Headlamp Junction Wiring (2)		X
Main Wiring Assembly (2)	X	X
Fuel Sender Wiring Assembly (2)		X
Roof Wiring Harness (2)	X	
Main Jumper Wiring Assembly (2)	X	X
Electric Coolant Heater Assembly (2)	X	X

(1) for Service Engine Soon/Malfunction Indicator Lamp (MIL) functionality concerns only

(2) for MIL illumination only

(3) for EcoBoost Engine only

(4) for non-EcoBoost Engine only

(5) for Plug-in Hybrid vehicles only



2017 Ford Warranty addendum

The chart on the following page replaces the chart with the title
COVERAGE FOR 2017 MODEL VEHICLES UNDER LONG
TERM DEFECTS WARRANTY found on Page 29 in **The New
Vehicle Limited Warranty for Your 2017-Model Vehicle** under
the section called **What is Covered?**.



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**COVERAGE FOR 2017 MODEL VEHICLES (GVWR OF 14,000 LBS. OR LESS)
UNDER LONG TERM DEFECTS WARRANTY
(COVERAGE FOR UP TO 7 YEARS/70,000 MILES, WHICHEVER FIRST OCCURS)**

Part Name	1.0L Fiesta	1.0L Focus	1.5L Focus	1.5L Fiesta	2.0L Focus	2.0L Edge	2.0L Escape	2.0L Taurus	2.3L Explorer	2.3L Focus	2.3L Mustang	2.5L Escape	2.5L Transit Connect	2.7L Edge	2.7L F-150	2.7L Fusion	3.2L Transit	3.5L Edge	3.5L Explorer	3.5L Expedition	3.5L Flex	3.5L Taurus	3.5L Transit	3.7L Explorer	3.7L Mustang	3.7L Taurus	3.7L Transit	5.0L F-150	5.0L Mustang	5.2L Mustang	6.2L Expedition	6.2L Superduty	6.2L Superduty	6.8L EcoLine	6.8L Superduty	6.8L EcoLine	6.8L Superduty															
ABS Electronic control Module	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X													
Catalytic Converter																																																				
Catalyst Inlet Pipe																																																				
Catalyst and Particulate Filter Assembly																																																				
DEF Tank																																																				
DEF Tank																																																				
Cam Timing Assembly	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X											
Engine Variable Timing Assembly																																																				
Engine Variable Timing Solenoid																																																				
Camshaft Position Sensor (CKP)																																																				
Variable Camshaft Timing Assembly	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X								
Valve Rocker cover Assembly (RH, LH)																																																				
Oil Sensor																																																				
Turbocharger	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
Charge Air Cooler																																																				
Exhaust Manifold and Turbo to Up-Pipe Gaskets / Exhaust manifold Exhaust Left Bank Gasket																																																				
Transmission Control Module Assembly																																																				
Trans Internal M/E Wiring Harness																																																				
Pressure Regulator Sensor																																																				
Transmission Solenoid Assembly																																																				
Fuel Tank	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
Fuel Tank Shield																																																				
Auxiliary Fuel Tank Filler Kit																																																				
Fuel Supply Manifold Assembly																																																				
Sensor to Rail Fuel Line																																																				
Fuel Tank Sender																																																				
Fuel Delivery Module																																																				
Fuel Pump to Fuel Rail Tube																																																				

(1) for Service Engine Soon/Malfunction Indicator Lamp (MIL), functionally concerns only

(2) for MIL illumination only

(3) for EcoBoost Engine only



2017 LINCOLN HYBRID WARRANTY ADDENDUM

The chart on the following page replaces the chart with the title **COVERAGE FOR 2017 MODEL VEHICLES UNDER LONG TERM DEFECTS WARRANTY** found on Page 26 in **The New Vehicle Limited Warranty for Your 2017-Model Vehicle** under the section called **What is Covered?**.



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**COVERAGE FOR 2017 MODEL VEHICLES
(GVWR OF 14,000 LBS. OR LESS)
UNDER LONG TERM DEFECTS WARRANTY**
(Coverage for up to 7 years/70,000 miles, whichever first occurs)

Part Name	2.0L MKZ Hybrid
Brake Vacuum Pump	X
Power Steering Wiring Assembly	X
Catalytic Converter	X
Cam Timing Assembly	X
Variable Camshaft Timing Assembly	X
Inverter System Controller	X
Fuel Tank	X
Fuel Delivery Module	X
Exhaust Manifold Gasket	X
Flat/Ring Exhaust Gasket	X
High Voltage Traction Battery	X
Instrument Cluster (1)	X
Powertrain Control Wiring Harness (2)	X
Powertrain Control Module (PCM)/ Engine Control Module (ECM)	X
Main Body Wiring Harness (2)	X
Main Wiring Assembly (2)	X
Main Jumper Wiring Assembly (2)	X

(1) for Service Engine Soon/Malfunction Indicator Lamp (MIL) functionality concerns only

(2) for MIL illumination only



2017 LINCOLN WARRANTY ADDENDUM

The chart on the following page replaces the chart with the title **COVERAGE FOR 2017 MODEL VEHICLES UNDER LONG TERM DEFECTS WARRANTY** found on Page 25 in **The New Vehicle Limited Warranty for Your 2017-Model Vehicle** under the section called **What is Covered?**.



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**COVERAGE FOR 2017 MODEL VEHICLES
(GVWR OF 14,000 LBS. OR LESS)
UNDER LONG TERM DEFECTS WARRANTY**
(Coverage for up to 7 years/70,000 miles, whichever first occurs)

Part Name	2.0L MKZ	2.0L MKC	2.9L MKC	2.7L Continental	2.7L MKX	3.0L MKZ	3.0L Continental	3.5L MKT	3.5L Navigator	3.7L MKT	3.7L MKX	3.7L Continental
Catalytic Converter	X	X	X	X	X	X	X	X	X	X	X	X
Cam Timing Assembly	X	X	X			X		X	X	X	X	
Engine Variable Timing Assembly								X		X		
Engine Variable Camshaft Timing Solenoid						X			X			
Variable Camshaft Timing Assembly	X	X	X			X			X	X	X	
Valve Rocker cover Assembly (RH, LH)						X			X			
Turbocharger	X	X	X	X	X			X	X			
Transmission Solenoid Assembly	X	X	X			X				X	X	
Fuel Tank	X	X	X	X	X	X	X	X	X	X	X	X
Fuel Supply Manifold Assembly					X			X	X		X	
Fuel Delivery Module	X	X	X					X				
Fuel Pump to Fuel Rail Tube					X			X	X			
Fuel Pump Assembly								X	X			
Turbocharger Control Solenoid		X	X					X	X			
Intake Manifold								X				
Exhaust Manifold (Right-Hand)								X	X			
Exhaust Manifold (Left-Hand)								X	X			
Exhaust Manifold Gasket	X			X	X	X	X	X	X			
Flat/Ring Exhaust Gasket					X	X		X	X			
EGR Cooler Bypass Control Solenoid		X	X	X	X	X						
Exhaust Adapter									X			
Fuel Injector					X			X				
Fuel Injector Fuel Supply Manifold								X				
Instrument Cluster (1)	X	X	X	X	X	X	X	X	X	X	X	X
Powertrain Control Wiring Harness (2)	X	X	X	X	X	X	X		X		X	X
Sensor Coolant Temp					X							
Powertrain Control Module (PCM)/ Engine Control Module (ECM)	X	X	X	X	X	X	X	X	X	X	X	X
Knock Sensor					X							
Main Body Wiring Harness (2)	X			X	X	X	X	X	X	X	X	X
Dash Panel & Headlamp Junction Wiring (2)		X	X					X		X		
Main Wiring Assembly (2)	X	X	X	X	X	X	X	X	X	X	X	X
Rear Lamp Wiring Assembly (2)									X			
Fuel Sender Wiring Assembly (2)				X	X		X				X	X
Main Jumper Wiring Assembly (2)	X					X						

(1) for Service Engine Soon/Malfunction Indicator Lamp (MIL) functionality concerns only
(2) for MIL illumination only

Customer Satisfaction Program 18M02
 Certain 2017 Model Year Multiple Vehicle Lines
 California Emission Warranty Parts Coverage

This attachment contains a list of parts, by vehicle and engine, that are covered under this extended coverage program. To qualify for coverage, vehicles must be registered in California or a state that has adopted California Emissions requirements.

To search this document, press Ctrl + F, then type the search criteria.

Vehicle	Part Name	Part Number	Engine
C-Max Hybrid	ABS Electric Control Module	2C219	2.0L
C-Max Hybrid	Variable Camshaft Timing Assembly	6C525	2.0L
C-Max Hybrid	Dash Panel & Headlamp Junction Wiring	14290	2.0L

Vehicle	Part Name	Part Number	Engine
C-Max Plug-in Hybrid	ABS Electric Control Module	2C219	2.0L
C-Max Plug-in Hybrid	Variable Camshaft Timing Assembly	6C525	2.0L
C-Max Plug-in Hybrid	Dash Panel & Headlamp Junction Wiring	14290	2.0L

Vehicle	Part Name	Part Number	Engine
Continental	Fuel Tank Sender and Outlet Tube Gasket	9276	3.7L
Continental	Exhaust Manifold Gasket	9448	3.7L
Continental	Exhaust Gasket	9450	2.7L
Continental	Exhaust Gasket	9450	3.0L
Continental	Exhaust Gasket	9450	3.7L

Vehicle	Part Name	Part Number	Engine
Edge	Engine Variable Camshaft Timing Solenoid	6M280	3.5L
Edge	Fuel Tank Sender and Outlet Tube Gasket	9276	2.0L
Edge	Fuel Tank Sender and Outlet Tube Gasket	9276	3.5L
Edge	Fuel Delivery Module	9H307	2.0L
Edge	Fuel Delivery Module	9H307	3.5L
Edge	Intake Manifold	9424	3.5L
Edge	Exhaust Manifold (Right-Hand)	9430	3.5L

Vehicle	Part Name	Part Number	Engine
Escape	Injection Pressure Sensor	9F972	2.0L
Escape	Instrument Cluster	10849	1.5L
Escape	Instrument Cluster	10849	2.0L
Escape	Instrument Cluster	10849	2.5L

Vehicle	Part Name	Part Number	Engine
Expedition	Intake Manifold	9424	3.5L

Vehicle	Part Name	Part Number	Engine
Explorer	Injection Pressure Sensor	9F972	2.3L

Customer Satisfaction Program 18M02
 Certain 2017 Model Year Multiple Vehicle Lines
 California Emission Warranty Parts Coverage

Vehicle	Part Name	Part Number	Engine
F-150	Valve Rocker cover Assembly (RH, LH)	6582	3.5L
F-150	Fuel Delivery Module	9H307	2.7L
F-150	Fuel Delivery Module	9H307	5.0L
F-150	Fuel Pump Assembly	9350	2.7L
F-150	Fuel Pump Assembly	9350	5.0L
F-150	Exhaust Manifold (Right-Hand)	9430	3.5L
F-150	Wiring Harness	12A699	3.5L

Vehicle	Part Name	Part Number	Engine
Fiesta	Transmission Control Module Assembly	7Z369	1.0L
Fiesta	Transmission Control Module Assembly	7Z369	1.6L
Fiesta	Exhaust Manifold (Right-Hand)	9430	1.0L
Fiesta	Dash Panel & Headlamp Junction Wiring	14290	1.6L

Vehicle	Part Name	Part Number	Engine
Flex	Fuel Tank Shield	9B007, 9A032	3.5L
Flex	Powertrain Control Wiring Harness	12A581	3.5L

Vehicle	Part Name	Part Number	Engine
Focus	Transmission Control Module Assembly	7Z369	1.0L
Focus	Fuel Delivery Module	9H307	2.0L GTDI
Focus	Powertrain Control Wiring Harness	12A581	2.0L GTDI
Focus	Main Body Wiring Harness	14A005	1.0L
Focus	Fuel Delivery Module	9H307	2.0L non-GTDI
Focus	Powertrain Control Wiring Harness	12A581	2.0L non-GTDI

Vehicle	Part Name	Part Number	Engine
Fusion Hybrid	ABS Electric Control Module	2C219	2.0L
Fusion Hybrid	Variable Camshaft Timing Assembly	6C525	2.0L
Fusion Hybrid	Exhaust Gasket	9450	2.0L

Vehicle	Part Name	Part Number	Engine
Fusion Plug-in Hybrid	ABS Electric Control Module	2C219	2.0L
Fusion Plug-in Hybrid	Variable Camshaft Timing Assembly	6C525	2.0L

Customer Satisfaction Program 18M02
 Certain 2017 Model Year Multiple Vehicle Lines
 California Emission Warranty Parts Coverage

Vehicle	Part Name	Part Number	Engine
MKC	Fuel Tank Sender and Outlet Tube Gasket	9276	2.0L
MKC	Fuel Tank Sender and Outlet Tube Gasket	9276	2.3L
MKC	Fuel Tank Sender	9A299	2.0L
MKC	Fuel Tank Sender	9A299	2.3L
MKC	Fuel Pump Assembly	9350	2.0L
MKC	Fuel Pump Assembly	9350	2.3L
MKC	Fuel Pump Retaining Lock Ring	9C385	2.0L
MKC	Fuel Pump Retaining Lock Ring	9C385	2.3L
MKC	Fuel Injector Fuel Supply Manifold	9F792	2.0L
MKC	Fuel Injector Fuel Supply Manifold	9F792	2.3L

Vehicle	Part Name	Part Number	Engine
MKX	Fuel Tank Shield	9B007, 9A032	2.7L
MKX	Fuel Tank Shield	9B007, 9A032	3.7L
MKX	Exhaust Manifold Gasket	9448	3.7L
MKX	Exhaust Gasket	9450	3.7L
MKX	Fuel Injector	9F593	3.7L

Vehicle	Part Name	Part Number	Engine
MKZ	Fuel Tank Sender and Outlet Tube Gasket	9276	2.0L
MKZ	Fuel Sender Wiring Assembly	14406	2.0L

Vehicle	Part Name	Part Number	Engine
MKZ Hybrid	Brake Vacuum Pump	2A451	2.0L
MKZ Hybrid	Inverter System Controller	7B012	2.0L
MKZ Hybrid	ABS Electric Control Module	2C219	2.0L
MKZ Hybrid	Fuel Sender Wiring Assembly	14406	2.0L

Vehicle	Part Name	Part Number	Engine
Navigator	Fuel Tank Sender and Outlet Tube Gasket	9276	3.5L

Vehicle	Part Name	Part Number	Engine
Taurus	Powertrain Control Wiring Harness	12A581	2.0L
Taurus	Powertrain Control Wiring Harness	12A581	3.5L
Taurus	Powertrain Control Wiring Harness	12A581	3.7L

Vehicle	Part Name	Part Number	Engine
Transit	Fuel Tank	9002	3.2L
Transit	Instrument Cluster	10849	3.2L
Transit	Instrument Cluster	10849	3.5L
Transit	Instrument Cluster	10849	3.7L