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Ford Motor Company  
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June 13, 2019

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

**SUBJECT:** **Customer Satisfaction Program 19M01**

Certain 2013-2018 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine  
Catalytic Converter Extended Coverage

**REF:** **NEW VEHICLE DELIVERY HOLD - Emission Recall 19E02**

Certain 2013-2018 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine  
Powertrain Control Module Reprogramming

### **PROGRAM TERMS**

This program extends the warranty coverage of the catalytic converters to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Additionally, this program may be used multiple times as long as the vehicle is within time and mileage limits of the program. Once the program has expired, SPW and ESP may be eligible.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through December 31, 2019.

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>                         |
|----------------------------|-------------------|-----------------------|--|
| Police Interceptor Utility | 2013-2018         | Chicago               | August 25, 2011 through September 16, 2018 |

Affected vehicles are identified in OASIS.

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

In the affected vehicles, it may be possible that aggressive law enforcement driving maneuvers can result in an overheated catalytic converter, catalyst degradation, and an illuminated malfunction indicator light (MIL) with diagnostic trouble codes (DTCs) P0420 and/or P0430 stored in the powertrain control module (PCM).

### **SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace the affected catalytic converter. 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 July 1, 2019. Dealers should repair any 19M01 eligible vehicles identified in OASIS that exhibit an illuminated MIL with DTCs P0420 and/or P0430, 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 cursive script that reads "D. Johnson".

David J. Johnson

**Customer Satisfaction Program 19M01**

2013-2018 Model Year Police Interceptor Utility Vehicles Equipped with a 3.7L Engine  
Catalytic Converter Extended Coverage

**OASIS ACTIVATION**

OASIS will be activated on June 13, 2019.

**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**

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**

- 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, 2020**.
- 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. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for service related to catalytic converter replacement.

**RENTAL VEHICLES**

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

**Customer Satisfaction Program 19M01**

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Catalytic Converter Extended Coverage

**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 / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
  - 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.

**CLAIMS PREPARATION AND SUBMISSION**

- **Note:** This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty.
- **Claim Entry:** 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 (19M01) 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.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

**Customer Satisfaction Program 19M01**

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**LABOR ALLOWANCES**

| Description  | Model Year | FWD / AWD | Labor Operation | Labor Time |
|--|------------|-----------|-----------------|------------|
| Replace <b>Rear (RH)</b> Catalytic Converter. Includes time for retrieving DTC's.  | 2013-2015  | FWD       | 19M01B          | 1.9 Hours  |
|  | 2016-2018  | AWD       |                 | 2.2 Hours  |
| Replace <b>Front (LH)</b> Catalytic Converter. Includes time for retrieving DTC's. | 2013-2015  | FWD       | 19M01C          | 1.6 Hours  |
|  | 2016-2018  | AWD       |                 | 1.7 Hours  |
| Replace <b>Both</b> Catalytic Converters. Includes time for retrieving DTC's.      | 2013-2015  | FWD       | 19M01D          | 2.8 Hours  |
|  | 2016-2018  | AWD       |                 | 3.1 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION**

| Part Number  | Model Year | Description                    | Order Quantity                   | Claim Quantity |
|--------------|------------|--------------------------------|----------------------------------|----------------|
| DA8Z-5G232-C | 2013-2015  | Front Catalytic Converter (LH) | As Needed<br>Based on DTC(s) set |                |
| DA8Z-5G232-D |            | Rear Catalytic Converter (RH)  |                                  |                |
| FB5Z-5G232-A | 2016-2018  | Front Catalytic Converter (LH) |                                  |                |
| FB5Z-5G232-B |            | Rear Catalytic Converter (RH)  |                                  |                |

**Additional Parts – If Replacing One Catalytic Converter (LH or RH) – All Model Years**

| Part Number  | Description  | Order Quantity | Claim Quantity |
|--------------|--|----------------|----------------|
| DG1Z-9448-A  | Gasket - Catalytic Converter to Cylinder Head                                      | 1              | 1              |
| W712244-S300 | Stud - Catalytic Converter to Cylinder Head<br>(12 per pkg, 6 req'd)               | 1              | 6              |
| W716011-S430 | Nut - Catalytic Converter to Cylinder Head<br>(4 per pkg, 6 req'd)                 | 2              | 6              |
| 7T4Z-9450-AA | Gasket - Y-pipe to LH Manifold   | 1              | 1              |
| W714265-S441 | Nut - Y-pipe to Intermediate Pipe and Catalytic<br>Converters (4 per pkg, 8 req'd) | 2              | 8              |
| DA5Z-9450-A  | Gasket - Y-pipe to Intermediate Pipe   | 1              | 1              |
| W711918-S439 | Bolt - Driveshaft to PTU (AWD only) (4 per pkg, 4 req'd)                           | As Needed      |                |

**Customer Satisfaction Program 19M01**  
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**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

| <b>Additional Parts – If Replacing Both Catalytic Converters – All Model Years</b> |  |                       |                       |
|--|--|-----------------------|-----------------------|
| <b>Part Number</b>   | <b>Description</b>   | <b>Order Quantity</b> | <b>Claim Quantity</b> |
| DG1Z-9448-A  | Gasket - Catalyst to Cylinder Head                                       | 2                     | 2                     |
| W712244-S300   | Stud - Catalyst to Cylinder Head (12 per pkg, 12 req'd)                  | 1                     | 12                    |
| W716011-S430   | Nut - Catalyst to Cylinder Head (4 per pkg, 12 req'd)                    | 3                     | 12                    |
| 7T4Z-9450-AA   | Gasket - Y-Pipe to LH Manifold   | 1                     | 1                     |
| W714265-S441   | Nuts - Y-pipe to Intermediate Pipe and Catalysts<br>(4 per pkg, 8 req'd) | 2                     | 8                     |
| DA5Z-9450-A  | Gasket - Y-pipe to Intermediate Pipe                                     | 1                     | 1                     |
| W711918-S439   | Bolt - Driveshaft to PTU (AWD only) (4 per pkg, 4 req'd)                 | As Needed             |                       |

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 2013-2018 MODEL YEAR POLICE INTERCEPTOR UTILITY VEHICLES EQUIPPED WITH A 3.7L ENGINE — CATALYTIC CONVERTER EXTENDED COVERAGE

### OVERVIEW

In the affected vehicles, it may be possible that aggressive law enforcement driving maneuvers can result in an overheated catalytic converter, catalyst degradation, and an illuminated malfunction indicator light (MIL) with diagnostic trouble codes (DTCs) P0420 and/or P0430 stored in the powertrain control module (PCM).

If an affected vehicle exhibits this condition, dealers are to replace the affected catalytic converter. This service must be performed at no charge to the vehicle owner.

### SERVICE PROCEDURE

#### Recommended Tool List For Replacement:

|  |
|--|
| 1/4" Drive Ratchet (Power Tool)                              |
| 1/4" Drive Flex Head Ratchet                                 |
| 1/4" Drive Shallow 10mm Socket                               |
| 1/4" Drive 12 in (305 mm) Extension                          |
| 1/4" Drive Torque Wrench                                     |
| 3/8" Drive Impact Gun  |
| 3/8" Drive Ratchet   |
| 3/8" Drive 13mm Deep Swivel Impact Socket                    |
| 3/8" Drive 15mm Deep Swivel Impact Socket                    |
| 3/8" Drive 7 in (178 mm) & 12 in (305 mm) Impact Extensions  |
| 3/8" Drive Torque Wrench                                     |
| Long 10mm Ratchet Wrench                                     |
| Stud Remover / Installer                                     |
| Long Screwdriver (RH Converter Only)                         |
| Paint Stick (RH Converter Only)                              |
| Exhaust Gas Oxygen Sensor Socket 303-476 (RH Converter Only) |

1. Using Integrated Diagnostic System (IDS), retrieve DTCs. Are DTCs P0420 and/or P0430 stored in the powertrain control module (PCM)?

Yes – Replace the affected catalytic converter. Refer to Workshop Manual (WSM) Section 309-00D.

No – This article does not apply.





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

June 2019

Emission Recall 19E02

Customer Satisfaction Program 19M01

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be releasing air pollutants that exceed applicable emission standards in your state.

**What is the issue?** On your vehicle, it may be possible that aggressive law enforcement driving maneuvers can result in an overheated catalytic converter and catalyst degradation.

**What is the effect?**



Service Engine Soon

Catalyst degradation may result in an illuminated Service Engine Soon Indicator (icon shown to left) and may also cause elevated exhaust emissions.

**What will Ford and your dealer do?**

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module with improved catalyst protection software. This service will be performed free of charge (parts and labor).

**If you do not have this service performed:**

- Your vehicle may not pass emission or smog tests that may be required in your area.
- Your State Department of Motor Vehicles may not renew your vehicle registration.

In addition, Ford Motor Company is extending the warranty coverage on the catalytic converters under Customer Satisfaction Program 19M01. This program extends the warranty coverage of the catalytic converters to 11 years of service or 120,000 miles from the warranty start date of the vehicle, whichever occurs first.



**What will Ford and your dealer do? (continued)**

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through December 31, 2019. 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. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

**What should you do?**

Please call your dealer without delay to request a service appointment for Emission Recall 19E02. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this emission recall. You should contact their dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this recall 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 recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**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 recall performed to ensure the correct parts and procedures 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 catalytic converter replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **June 30, 2020**. 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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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](http://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](http://www.fleet.ford.com).

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

**California and Massachusetts Registration Requirements**

The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs prior to vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emission recall repair, you will receive a Vehicle Emission Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

**It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.**

In order to ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division